

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

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J

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2. AMENDMENT/MODIFICATION NO. A00011	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	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	(%)	9A. AMENDMENT OF SOLICITATION NO.
		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	

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.

(%)	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 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
	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) Barbara A. Sinclair, Contracts Negotiator	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHAWN R. RUNK - CONTRACTING OFFICER
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED June 4, 2003
16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 11 Jun 03

1. This modification is issued to incorporate the following CLIN 0029 requirement into the contract:

ITEM	SERVICE	PERIOD OF PERFORMANCE	MONTHLY SERVICE PRICE	TOTAL AMOUNT
0029JA	Voice over IP (VoIP) Network Support for NAVSEA HQ To support 4,500 seats NAVSEA #2002-302 1 Jul 2003 - 30 Sep 2003	3 Months	\$129,166.67	\$387,500.01
0029JB	Voice over IP (VoIP) Network Support for NAVSEA HQ To support 4,500 seats * 1 Oct 2003 - 30 Sep 2004	12 Months	\$129,166.67	\$1,550,000.04

* and subject to availability of funds

This item is only orderable by UIC N00024.

Requirements:

1.1 CURRENT ENVIRONMENT

The WNY (Washington Navy Yard) NAVSEA currently has two voice switching systems physically located, installed and operational at the NAVSEA HQ complex in Washington, DC. The primary System is manufactured by Cisco Systems and is for a VoIP system with IP handsets, providing a small amount of analog connectivity for facsimile and data connectivity. The second system is an Avaya G3r voice switch comprised of both digital and analog handset capability. Both Systems have individual ISDN PRI service connectivity through an agreement with the GSA managed WITS (Washington Interagency Telephone Service) that extends connectivity to Public Switched Telephone Network (PSTN), FTS 2001 and DSN.

1.2 REQUIREMENTS

The United States Navy (DoN) and United States Marine Corps (USMC) Intranet (NMCI), Prime Contract N00024-00-D-6000, requires delivery of comprehensive, end-to-end voice services at the NAVSEA HQ. These NAVSEA HQ services are currently provided through both a Cisco VoIP system common computing and communications environment and the traditional Avaya G3r switching system. Both systems share a unique separate infrastructure but are linked to provide abbreviated dialing through a specific engineered trunk design. EDS and its subcontractors team will assume total management for the NAVSEA HQ voice switching systems; they will also be positioning them for future system enhancements and increased software interoperability. The CISCO VoIP and Avaya G3r systems level of support and maintenance shall not be less than NAVSEA's "as is" environment. In turn will be situated to reduce long distance calling as additional Navy voice sites are connected to the NMCI WAN. These capabilities will be available through NMCI for the NAVSEA HQ personnel stationed at the Washington Navy Yard.

The LAN/BAN (shared infrastructure with the Cisco VoIP System) was AOR'ed (Assumption of Responsibility) on December 30, 2002 and at that time anticipated that the Cisco system voice infrastructure solution would fall under NMCI network control. Currently there is no contract performance requirement for the NAVSEA HQ voice services. This proposal provides for the conversion to NMCI: the management, operations and maintenance of an Avaya G3r system and Cisco VoIP system. This includes conducting an evaluation of the current network infrastructure, documentation, and knowledge transfer of the Avaya G3r and Cisco VoIP systems.

Currently, the Cisco VoIP system consists of six (6) buildings with the following:

- 8 Cisco Call Managers (clustered) version 3.0 with MS Windows 2000
- 1 Cisco Unity server (Unified Messaging Platform)
- 1 Cisco Call attendant server
- 4,500 active Cisco voice/data ports
- 4,500 Cisco Voice Mail users
- 4,500 Cisco model 7960 handsets
- 15 Cisco Model 7935 Conference sets
- 100 Cisco "soft-Phones"
- PSTN ISDN PRI trunks from Verizon (WITS-2001) OC-48 ring
- 46 Cisco analog "blade" in the Cisco access layer switches for Fax and modem support.
- FTS 2001 & DSN connectivity
- Centralized trouble tracking (Remedy)
- 1 Cisco ICD Application Server & Software
- 50 7914 Expansion Modules
- Contractor support technicians will be available onsite and remotely in order to meet the applicable Contract SLAs as well as to satisfy SOW requirements.

Note: The above inventory reflects best available information on quantity available at the time. A complete and accurate inventory will be completed within thirty days of award of this modification.

The Avaya system current environment consists of the following:

- Avaya Definity G3r PBX (software rel 8.2)
- Consolidated call reporting for both Cisco and Avaya calls
- 1736 Station Ports (digital and analog)
- Avaya Model 8510, 8520, 6408, 6424 and 6416, handsets
- 1910 data Units (Secure)
- Merlin STU III and single line STE & STU, STE secure telephones
- PSTN ISDN PRI trunk connectivity from Verizon (WITS-2001) OC-48 ring
- Audix Voice Mail
- Analog Fax connectivity
- One Call Accounting server with (Definity Network Telemangement) Version
- On site contractor support technicians – no performance requirements
- Centralized trouble tracking (Remedy)
- FTS 2001 and DSN connectivity through the WITS NAVSEA HQ agreement

EDS will identify and install asset tags on all Avaya and Cisco telephones instruments, 8510s & 8520's excluding STU and STE secure handsets that will remain the property of NAVSEA.

Note: The above inventory reflects best available information on quantity available at the time. A complete and accurate inventory will be completed within thirty days of award of this modification.

2.0 Technical Approach

2.1 PROPOSED SOLUTION

EDS will provide all maintenance services required to support the NAVSEA WNY Cisco system VoIP and Avaya system voice topology implementation in the as-is environment as of the effective July 1, 2003. Specifically, this effort will support no more than the existing seats currently in place, which are estimated to be 4,200 CISCO VoIP seats and 1,736 Avaya voice seats, at WNY NAVSEA HQ and will include maintenance of wiring and associated cable plant components, CAS components, software, software patches and upgrades, servers, switches, telephones, onsite technicians and connectivity (only) to PSTN, DSN & FTS 2001. PSTN, FTS, and DSN circuits and associated costs will remain the responsibility of NAVSEA HQ. Additional voice seats exceeding 4500 will be considered beyond the scope of this task and will require an additional Clin 0029 request. Long distance tolls,

operator assistance, collect calls, and related types of charges will remain a NAVSEA HQ responsibility and EDS will not be responsible for these costs. NAVSEA HQ will utilize the NMCI Helpdesk for MACs (move add changes) and trouble reporting. MAC charges for existing phones will not exceed 7,000 (MACs) during the period of performance set forth hereunder. Any MACs in excess of 7,000 MACs as well as MACs that require infrastructure beyond ISP from the desktop to the closest wiring closet are not included in this price. The NMCI Helpdesk will route all requests and issues to the onsite EDS and it's subcontractors for resolution.

2.2 SECURITY SOLUTION

EDS will comply with NMCI accreditation and security policies and procedures, which include reporting all violations to the responsible government agency.

EDS will ensure all personnel assigned have the proper DoD security clearances to perform the work assigned and access the facilities required to perform the work as required by the NMCI contract.

In an event that a NAVSEA HQ escort is required, NAVSEA HQ will provide an escort. Delay by NAVSEA HQ in providing escort services will cause an increase in response/repair time and will not be a performance factor against EDS.

3.0 Performance

EDS shall respond to problem tickets by providing an on-site technician within the time period of the Help-Desk receipt of the problem and designated Response Time, as provided below.

3.1 AVAYA SERVICES (PERFORMANCE MATRIX)

	Normal Business Hours *	Non Business hours
Avaya CPU and software	30 minutes	8 hours
Avaya DS 1 Circuit Pack and software	30 minutes	8 hours
Avaya Call attendant software	30 minutes	8 hours
Intuity Voice Mail	30 minutes	Next business day
Avaya Digital circuit packs	1 hour	Next business day
Avaya analog circuit packs	1 hour	Next business day
Avaya consolidated call reporting for both Cisco and Avaya calls	Next business day	Next business day
Call Accounting hardware and software	Next business day	Next business day
Avaya individual carriers supporting trunk/stations	30 minutes	8 hours
Data and voice cable plant maintenance and installation (conduits, fiber, copper, trays, jacks, etc) from the Dmarc to all Telephone Instruments.	Next business day	Next business day
Software upgrade implementations	As scheduled	As scheduled
Providing all new / additional Avaya Switch components (Hardware and software)	As scheduled	As scheduled
Onsite technicians - normal business hours (on call non-business hours)	All business days (excluding Federal holidays)	8 hours
Digital/analog moves, adds, and changes (MACs)	As scheduled	As scheduled
Coordination for all Avaya G3r MACs with EDS	Continuous as NOC Scheduled	Continuous as NOC Scheduled
Monitor and advise NAVSEA HQ on voice circuits (PSTN, DSN, FTS 2001) status	Continuous as NOC scheduled	Continuous as NOC scheduled
Vendor coordination for upgrades, patches	Continuous during contract period when	Continuous during contract period when

	requested by NMCI	requested by NMCI
Centralized trouble tracking and reporting	24x7x365 Continuous while on site status reporting to NMCI NOC	24x7x365 Continuous while on site status reporting to NMCI NOC
Adhering and enforcing security policies	Continuous while on WNY site	Continuous while on WNY site

* Normal Business Hours are from 0630 to 1730 daily, Monday through Friday.

3.2 CISCO SERVICES (PERFORMANCE MATRIX)

	Normal Business Hours *	Non Business hours
Cisco Call Managers and software	30 minutes	8 hours
Cisco Unity server and software	30 minutes	8 hours
Cisco ICD Applications server and software	30 minutes	8 hours
Cisco Voice Mail	30 minutes	Next business day
Cisco VoIP handsets	1 hour	Next business day
Cisco analog "blades"	1 hour	Next business day
Cisco network switches supporting VoIP	30 minutes	8 hours
Data and voice cable plant maintenance and installation (conduits, fiber, copper, trays, jacks, etc) from the Dmarc to all VoIP handsets.	Next business day	Next business day
Software upgrade implementations	As scheduled	As scheduled
Providing all new / additional Cisco VoIP components (Hardware and software)	As scheduled	As scheduled
Onsite technicians - normal business hours (on call non-business hours)	All business days (excluding Federal holidays)	8 hours
VoIP moves, adds, and changes (MACs)	As scheduled	As scheduled
Co-ordinate for all VoIP MACs with EDS	Continuous as NOC scheduled	Continuous as NOC scheduled
Monitor and advise NMCI on voice circuits (WITS, DSN, FTS 2001) outages	Continuous when any problem is determined by contractor	Continuous when any problem is determined by contractor
Vendor coordination for upgrades, patches	Continuous during contract period when requested by NMCI	Continuous during contract period when requested by NMCI
Centralized trouble tracking and reporting	24x7x365 Continuous while on site status reporting to NMCI NOC	24x7x365 Continuous while on site status reporting to NMCI NOC
Adhering and enforcing security policies	Continuous while on WNY site	Continuous while on WNY site

* Normal Business Hours are from 0630 to 1730 daily, Monday through Friday.

3.3 OWNERSHIP

NAVSEA concurs with the transfer of ownership of all phone hardware and software set forth under Section 1.2 to EDS as part of the CLIN 0029 effective July 1, 2003, provided that if EDS should elect to stop supporting the VoIP CLIN 0029 Solution at NAVSEA, ownership of all phone hardware and software (phone/servers/software/licenses) set forth under Section 1.2 would revert to NAVSEA at no cost.

EDS will assume title, ownership, management, maintenance and operations for the existing NAVSEA HQ Avaya G3r and Cisco VoIP systems including existing infrastructure, as set forth under Section 1.2, according to NMCI provisions. Notwithstanding the foregoing, EDS will provide new software updates certified by DISA when they become available, consistent with NMCI SLAs. Software certification (and re-certification, if applicable) is included during the period of performance. EDS will provide the technical personnel to test and install these upgrades.

3.4 CENTRALIZED SUPPORT SERVICES

The NMCI Helpdesk will:

- Provide a centralized Help-Desk for moves, adds, and changes, trouble tickets, and reporting.
- Route all requests and trouble tickets to the appropriate on-site technician for resolution.
- Route non-related NMCI requests or troubles to NAVSEA for resolution as directed by the NAVSEA POC.

3.5 EDS RESPONSIBILITIES

EDS will manage the installed infrastructure environment according to NMCI provisions and service levels indicated in paragraphs 3.1 and 3.2. This includes the following:

- 1 Hardware, software, services and support for:
 - Avaya G3r System software and Cisco Call Managers software
 - Cisco Unity server and software
 - Cisco Call attendant server and software
 - Avaya/Cisco Voice Mail software/hardware
 - Avaya Digital/analog and Cisco VoIP /handsets
 - Cisco analog "blades"
 - Cisco analog and digital Gateways
 - Consolidated call reporting for both Avaya and Cisco calls
 - Cisco network switches supporting VoIP
 - Cisco Softphone software
 - ICD Application Server & Software
- 2 Data and voice cable plant maintenance and installation (conduits, fiber, copper, trays, jacks, etc) from the Dmarc to all VoIP handsets.
- 3 Software upgrade implementations.
- 4 Centralized Help-Desk for MACs and trouble tickets.
- 5 Onsite technicians - normal business hours (on call non-business hours).
- 6 Adhering and enforcing NMCI security policies.
- 7 Maintain current documentation of VoIP environment.
- 8 Maintain records of Avaya and Cisco VoIP assets.

- 9 Provide E911 information to the current NAVSEA HQ designated provider. Any anticipated change or plans to change the way E911 services are provided shall be discussed and mutually agreed upon with EDS prior to the PSR meeting and award of this modification.
- 10 EDS and its subcontractors personnel shall be clearly identifiable while on WNY NAVSEA HQ property by wearing a Government-issued badge, as required. EDS and its subcontractors personnel will clearly identify themselves whenever making contact with NAVSEA HQ Navy and Civilian personnel by telephone or by other electronic means.
- 11 Security Clearances – EDS shall ensure all personnel assigned have the proper DoD security clearances to perform the work assigned and access the facilities required to perform the work as required by the NMCI contract. Should NAVSEA HQ require EDS and subcontractor personnel to be escorted into special designated areas NAVSEA HQ would make these escorts readily available.

4.0 Customer Responsibilities

The NAVSEA HQ will make available access to all facilities, infrastructure, business system environments and documentation as required for EDS to accomplish required contract objectives.

4.1 POINT OF CONTACT

NAVSEA HQ shall provide EDS with an executive and /or a technical POC for any pre-installation coordination/preparation and any site-specific requirements that relates to ensuring the following: all logistical issues such as packing material collection, identification and location of spare voice accessories such as telephones, switching system hardware circuit packs will be made available to EDS and it's subcontractors.

4.2 POWER AND ENVIRONMENTAL REQUIREMENTS

The NAVSEA HQ POC shall continue to have ordering responsibility, including payment, of all new TELCO circuits PSTN, ISDN, DSN and FTS 2001 (voice) while EDS will continue to provide related connectivity. NAVSEA HQ will be responsible for local, long distance, operator assistance, collect calls, and other related charges. Additionally, the customer will identify to EDS, the demarcation location (designate point of entry by a LEC/CLEC) and will ensure that it is clearly marked.

4.3 CABLING INFORMATION

The ISP (inside plant) cabling provided by the NAVSEA HQ shall be clearly identified with labels or cable diagrams. EDS will be fully responsible for current ISP maintenance. EDS will verify that the ISP cabling meets all requirements and will maintain the existing ISP and components. EDS will install new ISP cabling and components as a requirement to support existing infrastructure in order to maintain the current environment, as provided hereunder.

4.4 SECURE TELEPHONE EQUIPMENT

The Merlin STU III, single line STE & STU, STE secure telephones and 1910 data Units, including all support with the exception of connectivity to the Avaya switch, service and security issues, will remain the property and sole responsibility of NAVSEA HQ.

4.5 CURRENT INFRASTRUCTURE REQUIREMENTS/INFORMATION

NAVSEA HQ will provide EDS with all necessary site configuration information not already identified, but required to perform the described support and services, during the Project Status Review (PSR) meetings, prior to award of this modification.

This information includes (but is not limited to) the following: logical diagram of the Avaya G3r and Cisco VoIP wiring network schematic, physical location of current Avaya G3r and Cisco VoIP telecommunication equipment, count and type of current telephones by building location, a telephone directory in an electronic version.

4.6 OPERATOR ASSISTANCE CALLS

Operator Assistance calls will be handled as in the present DoD environment with the personnel provided by the same organization.

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.