

		1. CONTRACT ID CODE J		PAGE OF PAGES 1 OF 7	
2. AMENDMENT/MODIFICATION NO. P00104		3. EFFECTIVE DATE 01 APR 04		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY CODE N00039		7. ADMINISTERED BY (If other than Item 6) CODE	
SPACE AND NAVAL WARFARE SYSTEMS COMMAND CONTRACTING OFFICER: 02-N Debra L. Streufert 2231 Crystal Drive, Suite 400 Arlington, VA 22212-3721 PHONE: 703.685.5508					
8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, State and ZIP Code)			9A. AMENDMENT OF SOLICITATION NO.		
ELECTRONIC DATA SYSTEMS CORPORATION 13600 EDS DRIVE HERNDON, VA 20171 ATTN: NMCI CONTRACTS			<input checked="" type="checkbox"/>		
CODE 1U305			9B. DATED (SEE ITEM 11)		
FACILITY CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. N00024-00-D-6000		
			10B. DATED (SEE ITEM 11) 06 October 2000		

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.
	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).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 52.212-4 (CHANGES)
	D. OTHER (Specify type of modification and authority)

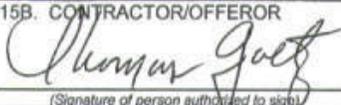
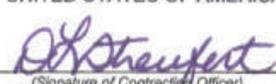
E. IMPORTANT: Contractor is not, is required to sign this document and return (See Note below) copies to the issuing office..

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

Note: The Contractor may return a signed copy via facsimile or as a scanned image in portable document format (pdf).

-SEE HEREIN-

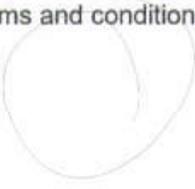
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Thomas Goetz, NMCI Contract Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Debra L. Streufert, Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 7 APR 04	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 7 Apr 04

The purpose of this modification is to administrative changes to certain Service level Agreements (SLAs) in Attachment 2 to the contract. Accordingly, modify SLAs 1.3, 1.3A, 3.2, 4.4, 19.3, 23.1.4 and 23.1.5 as reflected on the attached change pages.

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.



--SLA 1--

Level of Service (1)	0.997	0.997	0.997
Level of Service (2)	0.997	0.997	0.997
Level of Service (3)	0.999	0.999	0.999
Performance Category 3: Problem Resolution			
Performance Measure Description: Elapsed time from the outage until the desktop hardware, email client and/or operating system are is restored to normal operating performance. The measurement will be an aggregate and average by site of the time to restore service following Help Desk notification. For email client problems, the time taken to restore degraded email service shall be included in the measurement. The values indicated represent total time to restore from time of reported non-availability (includes response time). Restoration is satisfied by repairing, replacing, or by assumption of functionality through a redundant system.			
Who: Vendor		Frequency: Continuous monitoring, monthly reported	
Where: NMCI-wide		How measured: Based on Help Desk logs	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)		1 business day	1 business day
Level of Service (2)		1 business day	1 business day
Level of Service (3)		4 hours	4 hours
Performance Category 3A: Problem Resolution for Remote Users Only (GLINItems 0001AE / 004105 / 004106 and 0101AE / 014105 / 014106 if the Option is exercised)			
Performance Measure Description: Elapsed time from the outage until the desktop hardware, email client and/or operating system are restored to normal operating performance. The measurement will be an aggregate and average by site of the time to restore service following help desk notification. For email client problems, the time taken to restore degraded email service shall be included in the measurement. The values indicated represent total time to restore from time of reported non-availability (includes response time). Restoration is satisfied by repairing, replacing, or by assumption of functionality through a redundant system.			
Who: Vendor		Frequency: Continuous monitoring, monthly reported	
Where: NMCI-wide		How measured: Based on help desk logs	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)		2 business days	2 business days
Level of Service (2)		2 business days	2 business days
Level of Service (3)		4 hours	4 hours
Performance Category 4: Customer Satisfaction			
Performance Measure Description: Level of customer satisfaction.			
Who: Contractor		Frequency: Initially measured at six month intervals for first year of contract and then yearly thereafter.	
Where: NMCI Customers using service		How measured: Customer survey with statistically significant, random sampling of NMCI customers using this service.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.85 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating
Level of Service (2)	0.85 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating
Level of Service (3)	0.90 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating

--SLA 3--

Service Name: E-mail Services		SLA: 3	
Service Description: Vendor provided services for sending, storing, processing, and receiving email and multimedia e-mail attachments.			
Applicable Service Delivery Points: Fixed and Portable (Basic, High End, Mission Critical) Workstation, Embarkable Workstation, Embarkable Portable (Government and Contractor provided), Hybrid Seat			
Levels of Services: 3: (Basic, High End, Mission Critical)			
Performance Category 1: Availability			
Performance Measure Description: E-mail availability is defined as the portion of time that vendor provided E-mail server is available or 'up' for sending and receiving E-mail. It is measured in terms of percentage of available time in a month. Formula is: (# of hours in month times the number of e-mail clusters in the server farm - E-mail outage time in hours) / number of hours in month times the number of e-mail clusters in the server farm. The outage time includes all unscheduled E-mail service outages. Exception is scheduled pre-agreed outage. Assumptions: does not address problems associated with network service; addresses only availability of the E-mail service; all E-mail servers are under the control and management of the contractor and located at the contract determined aggregation point (server farm).			
Who: Vendor		Frequency: Measured continuously, summarized daily, reported monthly by server farm	
Where: At the email server cluster		How measured: Measured at email server cluster . Excludes any failures relating to network and non-email server related hardware/components. Vendor monitors email service availability and reports % of email service availability. Availability data will be audited by the Government or a designated third party.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.995	0.995	0.995
Level of Service (2)	0.995	0.995	0.995
Level of Service (3)	0.997	0.997	0.997
Performance Category 2: Problem Resolution			
Performance Measure Description: Elapsed time from the outage until the service is restored to normal operating performance. The measurement will be an aggregate and average by site of the time to restore e-mail service at the client and/or the email server cluster following Help Desk notification. The values indicated represent total time to restore from time of non-availability (includes response time).			
Who: Vendor		Frequency: Continuous monitoring, monthly reported	
Where: NMCI-wide		How measured: Based on Help Desk logs and enterprise management system	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)		1 hour	1 hour
Level of Service (2)		1 hour	1 hour

--SLA 4--

Where: NMCI wide		How measured: Sample testing of NMCI directory responsiveness. Run script three times daily (approx 0900, 1500, 2100 local time, M-F) for one hour each, with measurement taken every 5 minutes and averaged during the hour.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	<=2 sec	<=2 sec	<=2 sec
Level of Service (2)	<=2 sec	<=2 sec	<=2 sec
Level of Service (3)	<=2 sec	<=2 sec	<=2 sec
Performance Category 3: Responsiveness - dial in			
Performance Measure Description: Time it takes to search on-line directory information for dial-in attached end-user within NMCI domain. The measurement assumes that the user is using at least a 56Kb/sec modem to dial in. Measured using automated network scripts placed on representative end-user workstations at the NOCs. The scripts will run against agreed upon UUNET access numbers in order to measure file transfer performance through the total NMCI controlled RAS infrastructure.			
Who: Vendor		Frequency: Summarized daily, reported monthly by .	
Where: NMCI wide		How measured: Sample testing of NMCI directory responsiveness. Run script three times daily (approx 0900, 1500, 2100 local time, M-F).	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	<=20 seconds	<=20 seconds	<=20 seconds
Level of Service (2)	<=20 seconds	<=20 seconds	<=20 seconds
Level of Service (3)	<=20 seconds	<=20 seconds	<=20 seconds
Performance Category 4: Timeliness of Directory Updates			
Performance Measure Description: Responsiveness and completeness of data in on-line directory resources add, change, or delete to individual directory information reflected within four (4) hours 99.995% of time. This excludes any updates that may not be under the control of the NMCI contractor. The measure is an aggregate and the average for the NMCI Enterprise of the accuracy and completeness of data added, changed, or deleted to an individual's local on-line directory information. It excludes the time required to replicate updates to every directory database internal or external to NMCI.			
Who: Vendor		Frequency: Monthly	
Where: Incident Requests received by the Help Desk		How measured: Measured against actual performance of all user requested directory updates .	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	within 4 hours, .999	within 4 hours, .999	within 4 hours, .9995
Level of Service (2)	within 4 hours, .999	within 4 hours, .999	within 4 hours, .9995
Level of Service (3)	within 4 hours, .999	within 4 hours, .999	within 4 hours, .9995
Performance Category 5: Accuracy of Global On-line Directory			

--SLA 19--

Service Name: Classified (secure) Remote Access		SLA: 19	
Service Description: To allow end users to access the NMCI data network from remote locations using a secure dial-up capability.			
Applicable Service Delivery Points: Portable Seats and Embarkable Portable Seats with classified connectivity			
Levels of Services: 3: (Basic, High End, Mission Critical)			
Performance Category 1: Availability			
Performance Measure Description: The measurement is an aggregate and average by site of all RAS delivery point (classified) trouble reports at the Help Desk. Availability of NMCI infrastructure and secure remote access service required to allow secure dial in capability to the NMCI infrastructure and associated services. Measured from classified RAS service to the interface with external switched voice networks. Excludes any outages beyond the control of NMCI. Not counted against this SLA are problems associated with non-NMCI communications (NMCI external services).			
Who: Contractor		Frequency: Monthly	
Where: RAS Delivery Points		How measured: Total hours - down time divided by total hours.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	> 0.995	0.995	0.995
Level of Service (2)	> 0.995	0.995	0.995
Level of Service (3)	> 0.997	0.995	0.995
Performance Category 2: Capacity			
Performance Measure Description: Percentage of CRAS connectivity surge capacity available beyond normal peak load. Measures potential to surge during times of increased CRAS activity.			
Who: Contractor		Frequency: Monthly	
Where: RAS Delivery Points		How measured: Capacity (utilization percentage) of CRAS access circuits to each NOC.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.3	0.3	0.3
Level of Service (2)	0.3	0.3	0.3
Level of Service (3)	0.3	0.3	0.3
Performance Category 3: Performance			
Performance Measure Description: Classified RAS modem data rate. All NMCI Classified RAS modems will negotiate current industry standard connectivity rate, and support negotiation of lower rates based on distant modems and line quality. Assumes use of industry standard modem -- currently 56Kb/33.6 Kb/sec.			
Who: Contractor		Frequency: Annually	
Where: Classified RAS Delivery Points		How measured: industry/commercial standard for data rate	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	Yes	Yes	Yes
Level of Service (2)	Yes	Yes	Yes

--SLA 23--

Where: NMCI Customers using service		How measured: Customer survey, random sampling of NMCI customers using this service.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.85 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating
Level of Service (2)	0.85 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating
Level of Service (3)	0.90 satisfactory rating	0.85 satisfactory rating	0.85 satisfactory rating
Performance Category 1: Responsiveness			
Performance Measure Description: 4. General Administration including Establishing User Accounts and Update/Reset Passwords. The measurement is an aggregate and average of the time spent by it takes site the Help Desk on to establishing user accounts and update/reset of passwords from the Help Desk. This is restricted to calls at the Help Desk and does not include break fix, which is a desk side service. Time associated with gaining the required approvals (e.g., establishing user accounts) is not included in the measurement. First metric listed reflects time to establish user account; second metric reflects time to reset password; the percentage is applicable to both.			
Who: Contractor		Frequency: Monthly	
Where: Help Desk		How measured: Compiled in monthly Help Desk report. Periodically audited by Government or third party.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	1 business day 95%	1 day / 2 hrs (95%)	1 day / 2 hrs (95%)
Level of Service (2)	4 hrs 98%	4 hrs / 1 hr (98%)	4 hrs / 1 hr (98%)
Level of Service (3)	1 hour 99.5%	1 hr / 15 min (99.5%)	1 hr / 15 min (99.5%)
Performance Category 1: Responsiveness			
Performance Measure Description: 5. Percentage of calls to the Help Desk that are resolved on first contact within 30 minutes. This includes all requests that can be resolved at the help desk. Calls requiring onsite actions (maintenance or reconfiguration) are not included. The measurement is a monthly aggregate and average by-site-of the time it takes the Help Desk to resolved calls-at-the-Help-Desk.			
Who: Contractor		Frequency: Monthly	
Where: Help Desk		How measured: Compiled in monthly Help Desk report. Periodically audited by Government or third party.	
	B Value	Pre-Negotiation	Contract SLA
Level of Service (1)	0.65	0.65	0.65
Level of Service (2)	0.65	0.65	0.65
Level of Service (3)	0.80	0.80	0.80
COMMENTS: The Industry targeted average for first call resolution is 65%.			
Performance Category 1: Responsiveness			
Performance Measure Description: 6. Compliance with escalation procedure			
Who: Contractor		Frequency: Monthly	
Where: Help Desk		How measured: Compiled in monthly Help Desk report. Periodically audited by Government or third party.	