

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 23
2. AMENDMENT/MODIFICATION NO. 0007	3. EFFECTIVE DATE 22 APR 2002	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If any) RTA A76		
6. ISSUED BY CODE DAAA09 HQ, OPERATIONS SUPPORT COMMAND AMSOS-CCE-D ROCK ISLAND ARSENAL 1 ROCK ISLAND, ILLINOIS 61299-6000		7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				(<input checked="" type="checkbox"/>)	9A. AMENDMENT OF SOLICITATION NO. DAAA09-00-R-5047
				(<input checked="" type="checkbox"/>)	9B. DATED (SEE ITEM 11) 25 AUG 2000
					10A. MODIFICATION OF CONTRACTS/ NO.
					10B. DATED (SEE ITEM 13)
CODE	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 1 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)

SEE SCHEDULE

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).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing

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

SEE CONTINUATION SHEET

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)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA
	16C. DA

The purpose of this amendment is to incorporate the following changes into subject solicitation. All other terms and conditions shall remain the same. Offerors are reminded of the need to acknowledge receipt of this amendment. NOTE: Delete the TE page numbers reflected in this amendment and substitute the applicable RFP TE page numbers.

SECTION C-1 CHANGES:

A. Reference **1.2.12 Performance**: Delete the first sentence in its entirety. Replace with the following: The PA shall meet performance standards listed in Section C-5 (PWS) and Technical Exhibit 1 (PRS). Unless the PWS specifies otherwise, times for completion of performance of a task shall be interpreted to be within normal hours of operation. The PA shall not be relieved of any performance requirements because of waiting for supplies, materials, or parts.

B. Reference **1.8.2 Agreements**. Delete the paragraph in its entirety. Replace with the following:

1.8.2 The PA shall honor the terms of any existing and subsequent Memorandums of Understanding, Interservice Support Agreements, and Mutual Aid Agreements in which the PA is the service provider. Copies of these agreements will be available for review in the bidder's library.

SECTION C-2 CHANGES:

Delete the definition of **OPERATIONAL AND AVAILABLE**. Replace with the following definition: **OPERATIONAL AND AVAILABLE** - Functioning within vendor's hardware, software and application specifications and accessible to the user community, such that routine maintenance and other downtimes should not be scheduled at the times that conflict with user requirements. Excludes circumstances and events beyond the control of the PA, e.g., power interruptions.

SECTION C-5 CHANGES:

A. Reference **5.1.9 Provide System Accreditation and Reaccreditation**. Delete the paragraph in its entirety. Replace with the following:

5.1.9 Provide System Accreditation and Reaccreditation. The PA shall provide system accreditation before any system to be used in support of this contract is functioning IAW Chapters 3 and 5, and Appendices D and E, AR 380-19, *Information Systems Security* (dtd 27 February 1998) and DOD Instruction 5200.40, *DOD Information Technology Security Certification and Accreditation Process* (dtd December 1997). The PA shall reaccredit all systems every 3 years or as required by referenced regulations. The PA shall maintain documentation of all accreditation and reaccreditation packages by fiscal year for the life of the contract. The PA shall prepare risk assessments as required and by suspense date assigned. Following are the accredited systems and their respective PWS paragraphs: Telecommunications LAN Services (5.2.1), PC LAN Systems Support (5.3.2), Desktop Automation Services (5.3.7), E-mail (5.3.9), Tier II System Services (5.3.10).

B. Reference **5.2.2.8 Provide Telephone Operator Services**. Delete the paragraph in its entirety. Replace with the following:

5.2.2.8 Provide Telephone Operator Services. The PA shall provide installation directory assistance services 24 hours a day, 7 days a week. The PA shall provide telephone operator services including directory assistance, call transfers, assisting with Continental U.S. (CONUS) and Outside CONUS (OCONUS) long distance calls, and placing emergency calls during normal business hours. The PA shall answer 100 percent of the calls. The average wait time for operator

assistance calls shall not exceed 30 seconds per call.. There is available to the PA the following software: "Interative Voice Recognition (IVR)" Version: . Also see Change to TE 6 below.1

C. Reference **5.3.3 through 5.3.3.2.6, Help Desk Services**. Remove this section in its entirety. Replace with the paragraphs provided at Attachment 1 of this Amendment.

D. Reference **5.4.2.1 through 5.4.2.1.1.4, Multi-Point Conferencing Bridge Services**. Remove this section in its entirety. Replace with the paragraphs provided at Attachment 2 of this Amendment.

UPDATES TO TECHNICAL EXHIBITS:

A. Reference **Technical Exhibit 1, Performance Requirements Summary, Provide Audio Conferencing Services, Telephone Operator Services, Telephone Directory and 911 Services, paragraph 5.2.2.7 through 5.2.2.10**. Delete the following standard: Telephone operator services provided 24 hours a day, 7 days a week. Replace it with the following standards: Provide installation directory assistance services 24 hours a day, 7 days a week. Provide telephone operator services including directory assistance, call transfers, assisting with Continental U.S. (CONUS) and Outside CONUS (OCONUS) long distance calls, and placing emergency calls during normal business hours.

B. Reference **Technical Exhibit 1, Performance Requirements Summary, Help Desk Services, Paragraph 5.3.3 through 5.3.3.2.6**. Delete this section in its entirety. Replace with the standards provided at Attachment 3 of this Amendment.

C. Reference **Technical Exhibit 1, Performance Requirements Summary, Multi-Point Conferencing Bridge Services, paragraphs 5.4.2.1 through 5.4.2.1.1.4**. Delete this section in its entirety. Replace with the standards provided at Attachment 4 of this Amendment.

D. Reference **Technical Exhibit 2, Workload, System Accreditation and Reaccreditation, paragraph 5.1.9**. Delete this section in its entirety. Replace with the following workload:

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/Remarks
5.1 Information Technology					
5.1.9 System Accreditation and Reaccreditation	Accreditations			0	
	Reaccreditations			5	

E. Reference **Technical Exhibit 2, Workload, Telephone Operator Services, paragraph 5.2.2.8**. Delete this section in its entirety. Replace with the following workload:

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/Remarks
5.1 Information Technology					
5.2.2.8 Telephone Operator Services	Operator services calls during normal duty hours			34000	
	Operator services calls during off-duty hours			15000	

F. Reference **Technical Exhibit 2, Workload, Help Desk Services, paragraphs 5.3.3 through 5.3.3.2.6.** Delete this section in its entirety. Replace with the workload provided at Attachment 5 of this Amendment.

G. Reference **Technical Exhibit 2, Workload, Paragraph 5.4.2.1, Multipoint Conference Bridge Services. Work Orders.** Delete row in its entirety.

H. Reference **Technical Exhibit 6, Government Furnished Software.** Add the following:
Title/Version: **Interactive Voice Recognition (IVR)Ayaya Conversant Version 8.0**
Description of Software: (self explanatory)
No. of Site Licenses: 1
No. of Site Seats:
POC Office Symbol: IT
NOTE: The Tech manual is available in the library.

UPDATES TO US DEPARTMENT OF LABOR WAGE DETERMINATION: Delete the US Department of Labor Wage Determination Number 1994-2175 Rev 21 dtd 31 May 01 (Attachment 1 to Amendment 0006) in its entirety. Replace with Wage Determination Number 1994-2175 Rev 22 dtd 21 Mar 02 provided at Attachment 6 of this Amendment.