

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO. 000018		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable) 1 6	
6. ISSUED BY NASA Shared Services Center Bldg. 1111, C Road Stennis Space Center MS 39529-6000		CODE NSSC		7. ADMINISTERED BY (If other than Item 6) NASA Shared Services Center Bldg. 1111, C Road Stennis Space Center MS 39529-6000		CODE NSSC	

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) HP ENTERPRISE SERVICES, LLC 13600 EDS DR HERNDON VA 20171-3225		9A. AMENDMENT OF SOLICITATION NO. (x)	
CODE 10305 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. NNX11AA01C	
		10B. DATED (SEE ITEM 13) 12/27/2010	

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 ACKNOWLEDGEMENT 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 ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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: 52.212-4 Contract Terms and Conditions-Commercial Items, (c) Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
NASA - Agency Consolidated End-user Services (ACES)

Add: IUP - Enhanced System Administration Services - HQ/ITCD and
IUP - Enhanced System Administration Services - HQ/Admin

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) Joseph W. Lentine, Contract Manager		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JOSEPH D. LADNER	
15B. CONTRACTOR/OFFEROR <i>(Signature)</i>		15C. DATE SIGNED 12/15/11	
15B. CONTRACTOR/OFFEROR <i>(Signature)</i>		16B. UNITED STATES OF AMERICA <i>(Signature)</i>	
		16C. DATE SIGNED 12/15/2011	

1. The purpose of this modification is to incorporate two (2) approved Infrastructure Proposals, (A.1) Enhanced System Administration Services – HQ/ITCD Proposal at a monthly fixed charge of [REDACTED] per month for a total Firm Fixed Price (FFP) of [REDACTED], and (A.2) Enhanced System Administration Services – HQ/Admin at a monthly fixed charge of [REDACTED] per month for a total Firm Fixed Price (FFP) of [REDACTED]

A. In accordance with Section 3.3, Infrastructure Upgrade Ordering Process, the additional technology services referenced below are hereby incorporated into this Contract at the Firm Fixed Price (FFPs) set forth below.

ITEM NO.	IUP NO. / ESD REQUEST ID	IUP DESCRIPTION	PROPOSAL DATE	EFFECTIVE DATE	PRICE	DELIVERY
A.1	[REDACTED] / 003799	Enhanced System Administration Services – HQ/ITCD	11/15/2011	11/01/2011	[REDACTED]	Completion date is Oct. 31, 2012.
A.2	[REDACTED] / 004049	Enhanced System Administration Services – HQ/Admin	11/15/2011	11/01/2011	[REDACTED]	Completion date is Oct. 31, 2012.
				Total	[REDACTED]	

A.1 [REDACTED] – The Contractor shall provide one full-time Enhanced System Administration Services at NASA Headquarters (HQ) for the Information Technology Communication Directorate (ITCD) organization, in accordance with the IUP SOW requirements provided by NASA on November 2, 2011.

a. **SERVICES** – The contractor shall provide the following service:

- (1) Work with NASA HQ customers to identify software applications that are not part of the Quarterly system core load or quarterly software overlay of the core load.
- (2) Advise customers about the ordering and review process.
- (3) Upon receipt of new Triage 3 applications, log the software into the tracking system for the software library.
- (4) Install the software on an ACES base lined computer in the systems engineering facility
- (5) (SEF) to determine if there any operational issues with the software.
- (6) If there are operational issues return the software to the NASA customer. Advise the customer of the result and develop a mitigation strategy and/or identify an alternative solution if one exists.
- (7) If there are no operational issues, notify the contractor that operates the SEF to conduct a security evaluation.

- (8) Coordinate with the contractor who operates the SEF for the purposes of determining if there are any security issues with the candidate Triage 3 application.
- (9) If there are security issues, advise the NASA IT Security Managers of the result and develop a mitigation strategy and/or identify an alternative solution if one exists.
- (10) If there are no security issues, coordinate a review of the results with the Information Technology Communications Division to obtain concurrence to proceed.
- (11) Once concurrence has been granted, contact the requesting customer(s) and schedule an installation and test of the Triage 3 application.
- (12) Provide each customer with a status of their application no less than once per week throughout the process.
- (13) Upon receipt, up to ten Triage 3 software applications will be installed on ACES gold build computers in the SEF and tested for operational issues per week. Upon successful conclusion of the operational testing, the applications will be transitioned to the SEF contractor for security review within that same one week work period.
- (14) ACES will make a best effort to accommodate more than ten applications per week if more than ten are received during any given week.
- (15) Within forty-eight hours of receiving notification that the SEF tests were successful, ACES will advise ITCD.
- (16) Within five business days of ITCD concurrence, ACES will install the Triage 3 software in customers' computers for up to twenty-five customers.
- (17) ACES commits to completing the Triage 3 process within four weeks from receipt of the software to installation on the customer(s) computer for up to twenty-five customers per software application. This commitment is contingent upon receiving installation approval from ITCD within twenty-four hours of notification that the SEF contractor has approved the application and that the SEF contractor completes analysis within two weeks of installation in the SEF.
- (18) Applications requiring more than twenty-five instances of installation will be agreed to on an individual case basis. In those circumstances, ACES agrees to a three week commitment from receipt of the software to approval by the SEF, contingent upon the SEF contractor completing analysis within two weeks of installation in SEF. The actual installation period will be negotiated between ITCD and ACES.
- (19) Subsequent installation of previously approved Triage 3 applications will be completed within five business days from receipt of the software for up to twenty-five customers. Installation of more than twenty-five instances will be negotiated separately between ITCD and ACES.

- (20) Provide these functions on site during the normal business core work week, Monday through Friday from 8:00 A.M. to 5:00 P.M. and be available via cell phone and personal digital assistant (PDA) at all other times.
- (21) HPES will provide a temporary substitute ESA during any absence by the permanent ESA of greater than 24 hours during the standard work week

b. **ASSUMPTIONS** – The following assumptions bound this project:

- (1) The amount of Triage 3 requests rarely exceeds ten per week.
- (2) The contractor that operates the SEF and performs the security assessments will accommodate ten SEF installations per week.
- (3) NASA agrees that if there are idle hours available in this position, those hours can be used to perform other miscellaneous NASA/ODIN tasks.

c. **PRICING**

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1)

d. **BILLING SCHEDULE**

The Contractor has mapped the requirements and skill sets required by the NASA IUP request *Triage 3 SOW*, to the Schedule I-10 Labor Category [REDACTED] and built the proposed fixed monthly charge based on a not-to-exceed number of [REDACTED] hours per month as shown below.

Labor Category	Rate	Monthly Hours	Total Price per Mon.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The Contractor will provide the labor support on a Fixed Monthly Price basis. NASA will be billed a fixed charge of [REDACTED] per month.

A.2 [REDACTED] – The Contractor shall provide one full-time Enhanced System Administration Services at NASA Headquarters (HQ) for the Office of the Administrator organization, in accordance with the IUP SOW requirements provided by NASA on November 2, 2011.

a. **SERVICES** – The contractor shall provide the following service:

- (1) Responding to all requests to resolve break/fix issues for ACES supported IT equipment and software;
- (2) Meeting customer expectations for establishing new computer, PDA or cell phone seats, and refreshes associated with those products and services;
- (3) Scheduling and installing security patches and application updates;
- (4) Ensure all Government Furnished Equipment (GFE) printers and faxes function properly on a daily basis during normal working hours;
- (5) Facilitating IT service requests from the customer and either executing or routing those requests to completion;
- (6) Provide onsite desktop support to the administrator within a 10-mile radius to support special presentations, conferences, briefings, etc. Travel outside of the 10-mile radius to be billed monthly on ACES invoice;
- (7) Provide dedicated support to workstations, applications, printers and faxes function properly on a daily basis during normal working hours;
- (8) Provide on-call services after hours, holidays and weekends;
- (9) Provisioning of accounts and installation of client software (where applicable) for each user for access to HQ services; e.g., Calendaring, E-mail, Secure Nomadic Access (SNA), Virtual Private Network (VPN) etc...
- (10) Dedicated support in providing connection of NASA/ACES supplied printers and copier/printers to the local area network (LAN);
- (11) Provide connection of NASA/ACES supplied faxes to the local phone network;
- (12) Coordinate implementation of ACES above core HQ-provided hardware and software;
- (13) Coordinate/provision approved HQ ACES and HITTS PC Mall catalog orders;
- (14) Deployment of HQ ACES and HITTS IT catalog items;
- (15) Provide helpdesk services including submission, monitoring/tracking, completion acknowledgement (as required) of Administrator and staff tickets;
- (16) Coordinate ACES to HITTS and visa-versa customer request for service in the spirit of the “One Call Does It All” service solution;
- (17) Ongoing communications of HQ IT activities;

- (18) IT customer service related issue response times via the most expeditious means (email, phone or desk side visit) are:
 - a. Within 15 minutes during a standard eight (8) hour M-F work week.
 - b. All other times, unless specifically waived by ITCD for such purposes as the ESA being on vacation or leave, the response time is one (1) hour;
- (19) HPES will provide a temporary substitute ESA during any absence by the permanent ESA of greater than 24 hours during the standard work week;

b. **ASSUMPTIONS** – The following assumptions bound this project:

- (1) Telephone or Voice Over IP Support is not provided as part of this proposal;
- (2) HPES will interface with HITTS to coordinate network outages;
- (3) All required infrastructure and networking will continue to be provided by the HITTS contractor. This includes all required LAN ports and infrastructure support.

c. **PRICING**

Pricing for these services will be provided using the ACES Contract Attachment I-10: Schedule of Fully Burdened Labor Rates, for the applicable contract year (CY1)

d. **BILLING SCHEDULE**

The Contractor has mapped the requirements and skill sets required by the NASA IUP request *A-Suite SOW*, to the Schedule I-10 Labor Category – [REDACTED], and built the proposed fixed monthly charge based on a not-to-exceed number of [REDACTED] hours per month as shown below.

Labor Category	Rate	Monthly Hours	Total Price per Mon.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The Contractor will provide the labor support on a Fixed Monthly Price basis. NASA will be billed a fixed charge of [REDACTED] per month.

- 2. Attachment I-7, Summary of Infrastructure Upgrade Proposals (IUP), incorporated into this contract is replaced in its entirety as reflected on the attached document.
- 3. All other terms and conditions of this delivery order remain unchanged.

**ATTACHMENT I-7
SUMMARY OF INFRASTRUCTURE UPGRADE PROPOSALS (IUP)**

Proposal No.	Proposal Title	Date Approved	Negotiated Value	Incorporated by Modification No.
██████████	Microsoft Enterprise License Bridge	06/17/2011	██████████	004
██████████	Enhanced System Administration Services – HQ/ITCD	12/15/2011	██████████	018
██████████	Enhanced System Administration Services – HQ/ADMIN	12/15/2011	██████████	018