AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE 12	PAGE OF PAGES 1	2

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
011	June 24, 2004	N/A	

6. ISSUED BY CODE PS31-J

Procurement Office
George C. Marshall Space Flight Center
National Aeronautics and Space Administration
Marshall Space Flight Center, AL 35812

7. ADMINISTERED BY *(If other than Item 6)* CODE PS31-J

Jeffrey S. Jackson
(256) 544-8935 Phone
(256) 544-3223 Fax

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State, and Zip Code)*

Science Applications International Corporation (SAIC)
Company 6, Technology Services Company
10260 Campus Point Drive
San Diego, CA 92121
c/o 6725 Odyssey Drive, Huntsville, AL 35806

CODE CAGE- 0T5L1 FACILITY CODE SAP- 103429

(✓) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

X 10A. MODIFICATION OF CONTRACT/ORDER NO. NNM04AA02C

10B. DATED *(SEE ITEM 13)* 1/1/04

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)*
N/A

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 data, 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 43.103(a) and Mutual Agreement

D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return __3_ copies to the issuing office.

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

	Negotiated Estimated Cost	Shared Savings Fee	Award Fee Earned	Potential Award Fee	Contract Value	Total Sum Allotted
Prev. Base Total	$454,167,699	$0	$0	$27,250,064	$481,417,763	$60,904,066
This Modification	$0	$0	$0	$0	$0	$0
Rev. Base Total	$454,167,699	$0	$0	$27,250,064	$481,417,763	$60,904,066

SEE PAGE 2 FOR DESCRIPTION OF AMENDMENT/MODIFICATION

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)*	
Kelly J. Parson, Senior Contracts Representative		Jeffrey S. Jackson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
/s/ Kelly J. Parson *(Signature of person authorized to sign)*	June 24, 2004	BY ***/s/ Jeffrey S. Jackson*** *(Signature of Contracting Officer)*	June 24, 2004

STANDARD FORM 30 (Rev. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT
(continued)

The purpose of this modification is to revise Attachment J-4, Performance Measurement Standards, in order to incorporate several changes, including several more appropriate measures of contractor performance for the period beginning July 1, 2004 through December 31, 2004, and continuing until revised by contract modification. Although several performance standards are allowing for an increase to the Maximum Allowable Defect Rate (MADR), several others are being decreased. As a result, the net effect is not considered to warrant the granting of monetary consideration by the contractor. It is further agreed that those standards by which the expected level of performance is increased will not require a corresponding increase to the contract value. Accordingly, NNM04AA02C is modified as follows:

A. ATTACHMENT J-4 is revised to reflect the revision of various performance standards to more accurately reflect appropriate standards which were not incorporated in the basic contract. These changes are reflected both on the standards contained on pages J-4-45 through J-4-61 and on the Quarterly /Semi-Annual Performance Evaluation Summary, pages J-4-62 through J-4-83. Page J-4-40 is also revised to reflect the utilization of the NASA Security Operations Center database to assist in monitoring performance for PWS 5.5.

B. The modification(s) made above are reflected in total on the change page(s) enclosed herewith. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, NNM04AA02C. Either bolded text or a vertical change bar included in the right margin indicates the specific area(s) of change.

Page(s) Deleted	Page(s) Added
J-4-40	J-4-40
J-1-45 – J-4-82	J-4-45 – J-4-83

C. All other terms and conditions of NNM04AA02C remain unchanged.

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITeS– ATTACHMENT J-4-(G)		
SOW Section	**NASA Insight/surveillance/deliverables**	**Frequency**
5.5 Information Technology (IT) Security Services	1. Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan 2. Meetings documenting contractor actions 3. Review of Contractor Performance against Kt Rqts 4. Trouble Ticket Reports 5. Internal/External Audits **6. NSOC database**	1. Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) 2. Monthly (TM) 3. Quarterly (TM) 4. Quarterly (TM) 5. As deemed appropriate (Various sources) **6. Quarterly (TM)**

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.0 AGENCYWIDE INFORMATION SERVICES **3.1 Agency wide Applications Projects** **3.1.1 SESAAS** **3.1.2 Consolidated NPPS Operational Support** **3.1.3 Site for On-Line Learning and Resources (SOLAR)** **3.1.4 Web Time and Attendance Distribution System (WebTADS)** **3.1.5 NASA Acquisition Internet Services (NAIS)** **3.1.6 Dryden Flight Research Center (DFRC) Applications Support**	**A.** Agencywide Applications Performance Metric See Attachment J-4-(A) **B.** Table Releases Performance Metric See Attachment J-4-(B) **C.** Technical Support Services Performance Metric See Attachment J-4-(C) **D.** Quality of Customer Support Services Performance Metric See Attachment J-4-(D) **E.** Timeliness of Performance Metric See Attachment J-4-(E) *If this particular standard does not apply for the evaluation period, the weight assigned to that standard will be equally distributed among the remaining standards.	See Attachment J-4-(A)* See Attachment J-4-(B)* See Attachment J-4-(C)* See Attachment J-4-(D)* See Attachment J-4-(E)*	30% 30% 10% 10% 20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.2 Digital Television (DTV)	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	100%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.3 IT Security 3.3.1 Intrusion Detection/ Incident Response 3.3.2 NASA National Security Systems 3.3.3 NASA Secure Sensitive but Unclassified Networks 3.3.4 IT Security Perimeter 3.3.5 Secure Authentication Service	A. Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.	1%	30%
	B. Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	1%	30%
	C. Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.	1%	20%
	D. Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.	1%	20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.4 Data Center Services **3.4.1 Consolidation Services** **3.4.2 Computer Systems Services** **3.4.3 Network Services** **3.4.4 Agencywide Midrange Services**	**A.** Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	20%
	B. Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	15%
	C. Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	15%
	D. Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	10%
	E. Contractor shall ensure that TSO transactions occur <= 1 second.	3%	10%
	F. Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	10%
	G. Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation **(With the exception of a major database corruption and any hardware constraints)** All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2% See Attachment J-4-(E)	10% 5%
	H. Contractor shall adhere to established schedules.	2%	5%
	I. Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.		

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.5 Russia IT Services **3.5.1 Russian Wide Area Network (WAN)** **3.5.2 Russian Local Area Network (LAN)** **3.5.3 Russian IT Security** **3.5.4 Russian End User Support**	**A.** Mission **WAN/Services** shall have uninterrupted availability. (Mission **WAN/Services** shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	25%
	B. Admin **WAN/Services** shall have uninterrupted availability. (Admin **WAN/Services** shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *	.05%	25%
	C. For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	25%
	D. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	15%
	E. In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%	10%

* The prime contractor shall ensure application of these standards to the subcontract circuit provider (Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.6 WAN Services **3.6.1 GSA Contract Integration** **3.6.2 Switched Voice** **3.6.3 Video Services** **3.6.4 Voice Services** **3.6.5 Data Services** **3.6.6 International Services** **3.6.7 Technical Services (Dedicated)** **3.6.8 Directory Services** **3.6.9 IP Address Management** **3.6.10 Facsimile Broadcast Service**	**A.** Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules. **(Reported metrics include NSR Trends)**	See Attachment J-4-(E)	35%
	B. Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications. **(Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) ViTS Availability; 5) ViTS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts**	2%	50%
	C. Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests. **(Reported metrics include NSR Trends including cost estimates)**	5%	15%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.7 Systems Management and Operations **3.7.1 Network Scheduling** **3.7.2 Network Monitoring** **3.7.3 Network Control and System Management** **3.7.4 Problem Management** **3.7.5 WAN Mission Operations** **3.7.6 Control Centers** **3.7.7 Documentation and Configuration Management**	**A.** Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	20%
	B. Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document. **(Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability**	.5%	20%
	C. Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	20%
	D. Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	20%
	E. Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
3.8 Customer Support **3.8.1 Help Desk** **3.8.2 Service Orders** **3.8.3 User Training**	**A.** Contractor shall provide help desk support <=5 minutes of initial call.	**2%**	30%
	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	30%
	C. Contractor shall provide user training in accordance with customer requirements **when requested**.	0%	20%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.0 MSFC INFORMATION SERVICES **5.1 MSFC Applications and Web Services** **5.1.1 Product Line Organizations** **5.1.2 Support Organizations** **5.1.3 Office of the Director and Staff Offices**	**A.** Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Web Services Table.	See Attachment J-4-(F)	45%
	B. Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	45%
	C. Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	10%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.2 Computer Systems Services **5.2.1 Business, Engineering and Scientific** **5.2.2 User Owned Midrange** **5.2.3 Test Area** **5.2.4 National Space Science and Technology Center (NSSTC)**	**A.** Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time.	.2%	30%
	B. Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation **(with the exception of a major database corruption and any hardware constraints)** All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	30%
	C. Contractor shall adhere to established schedules.	See Attachment J-4-(E)	20%
	D. Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.3 Customer Requested Hardware Maintenance **3.9.4 Maintenance** **5.10.4 Maintenance**	**A.** Contractor shall maintain Mean-time-to-Repair in accordance with the following: Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= **2** business hours*	2%	60%
	B. Contractor shall provide **average** response to trouble ticket initiation <= 30 minutes of notification.	**.05%**	20%
	C. Contractor shall provide help desk support <= 5 minutes of initial call. *Business hours are considered to be **7:30 AM to 4:30** PM Monday through Friday of the time zone where the hardware is physically located.	2%	20%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.4 Telecommunications Services **5.4.1 Telephone Services** **5.4.2 Facsimile Services** **5.4.3 Other Services**	**A.** Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	60%
	B. Contractor shall provide move-add-change (MAC) services **based on Mean Time to Install (MTTI) <= 2 work days.**	2%	10%
	C. Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	10%
	D. Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	10%
	E. Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	10%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.5 Information Technology (IT) Security Services	**A. For systems the Contractor maintains**, the Contractor shall isolate **compromised or infected** IT security **assets** and provide accurate reports within 4 hours of incident notification. **The NSOC database shall be used as the record from which this metric is measured. Incident notification is defined as whenever UNITeS IT Security is notified, which is expected to result in an entry in the NSOC database.**	**2%**	**30%**
	B. Contractor shall respond to and identify any IT security incidents **associated with the MSFC or NSSTC campus** within 2 hours of notification. **The NSOC database shall be used as a basis for this metric.**	**2%**	**30%**
	C. This metric applies to systems on the MSFC or NSSTC campus that have been compromised and subsequently quarantined and released by Forensics and/or NASA Security. **For systems the Contractor maintains**, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours. **For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.**	**1%**	**15%**
	D. The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC **or NSSTC resources** within 1 hour of receipt **from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)**	**2%**	**25%**

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.6 Documentation Repository Services	**A.** Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	40%
	B. Contractor shall ensure that data input is accurate.	3%	30%
	C. Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	30%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.7 Audio Visual Information Services **5.7.1 Content Creation** **5.7.2 Content Assembly** **5.7.3 Content Distribution**	**A.** Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	30%
	B. Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	40%
	C. Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/ MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	30%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	100%

(Mod. No. 11)

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITeS		ATTACHMENT J-4-(H)	
SOW Section	**Performance Standard**	**MADR**	**WEIGHT**
5.9 Customer Support 5.9.1 Help Desk 5.9.2 Service Requirements 5.9.3 User Training	A. Contractor shall provide help desk support <=5 minutes of initial call.	2%	15%
	B. Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	15%
	C. Contractor shall provide user training in accordance with customer requirements when requested.	0%	35%
	D. Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	35%

(Mod. No. 11)

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
( )

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.1 Agency wide Applications Projects **A**	Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)	
B	Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)	
C	Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)	
D	Quality of Customer Support Services See Attachment J-4-(D)	See Attachment J-4-(D)	
E	Timeliness of Performance See Attachment J-4-(E)	See Attachment J-4-(D)	

(Mod. No. 11)

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
( )

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.2 Digital Television	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	

(Mod. No. 11)

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
( )

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security **A**	**Contractor shall isolate IT security incidents and provide response within 2 hours and accurate reports within 4 hours of incident notification and in accordance with SOP guidelines.**	**1%**	
B	**Contractor shall provide 100% (as measured monthly) service availability based upon agreed to operational environment standards (with the exception of scheduled maintenance windows, outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)**	**1%**	
C	**Contractor shall restore affected IT security services and update the IT Security Plan for the affected system within 24 hours for systems located on the MSFC campus and within 48 hours for all others. Systems are defined as mission critical.**	**1%**	
D	**Contractor shall complete move-add-change (MAC) requests as specified in mutually agreed upon schedules.**	**1%**	

(Mod. No. 11)

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
( )

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.4 Data Center Services **A**	Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	
B	Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	
C	Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	
D	Contractor shall ensure that Batch jobs are processed <= 6 minutes. (Mod. No. 11)	6%	

3.4 (Con't) **E**	Contractor shall ensure that TSO transactions occur <= 1 second.	3%	
F	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	.2%	
G	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation **(with the exception of a major database corruption and any hardware constraints)** All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification) (Mod. No. 11)	2%	

3.4 (Con't) **H**	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
I	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	

(Mod. No. 11)

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
( )

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.5 Russia Services **A**	Mission **WAN/Services** shall have uninterrupted availability. (Mission **WAN/Services** shall have a MTTR of <= 2 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *	.02%	
B	Admin **WAN/Services** shall have uninterrupted availability. (Admin **WAN/Services** shall have a MTTR <= 4 hours) (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) * (Mod. No. 11)	.05%	

3.5 (Con't) **C**	For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%	
D	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
E	In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%	

The prime contractor shall ensure application of these standards to the subcontract circuit provider.

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.6 WAN Services **A**	Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules. **(Reported metrics include NSR Trends)**	See Attachment J-4-(E)	
B	Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications. **(Reported metrics include: 1) Standard Routed Services Availability; 2) Premium Routed Services Availability; 3) Mission Operation Proficiency; 4) ViTS Availability; 5) ViTS Conference Impacts; 6) VoTS Availability; and 7) VoTS Conference Impacts**	2%	
C	Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests. **(Reported metrics include NSR Trends including cost estimates)** **(Mod. No. 11)**	5%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.7 **Systems** Management and Operations **A**	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	
B	Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document. **(Reported metrics include: 1) Mission Support Infrastructure Availability; and 2) Mission Services Availability)**	.5%	
C	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	
D	Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	
E	Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.8 Customer Support **A**	Contractor shall provide help desk support <=5 minutes of initial call.	**2%**	
B	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
C	Contractor shall provide user training in accordance with customer requirements **when requested.**	0%	
D	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.1 MSFC Applications and Web Services **A**	Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Applications Services Table.	See Attachment J-4-(F)	
B	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
C	Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.2 Computer Systems Services **A**	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time. (Even if the system is technically "up", if the application is unresponsive or functionality is significantly decreased, the system is considered down.)	.2%	
B (Mod. No. 11)	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation **(with the exception of a major database corruption and any hardware constraints)** All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	

5.2 (Con't) **C**	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	
D	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.3 Customer Requested Hardware Maintenance **A**	Contractor shall maintain individual Mean-time-to-Repair in accordance with the following: Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= **2 business hours*** *Business hours are considered to be **7:30 AM to 4:30 PM** Monday through Friday of the time zone where the hardware is physically located.	2%	
B	Contractor shall provide **average** response to trouble ticket initiation <= 30 minutes of notification.	**.05%**	
C	Contractor shall provide help desk support <= 5 minutes of initial call. (Mod. No. 11)	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.4 Telecommunications Services **A**	Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	
B	Contractor shall provide move-add-change (MAC) services **based on Mean Time to Install (MTTI) <= 2 work days.**	2%	
C	Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	
D	Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	
E (Mod. No. 11)	Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.5 Information Technology (IT) Security Services **A**	**For systems the Contractor maintains**, the Contractor shall isolate **compromised or infected** IT security **assets** and provide accurate reports within 4 hours of incident notification. **The NSOC database shall be used as the record from which this metric is measured. Incident notification is defined as whenever UNITeS IT Security is notified, which is expected to result in an entry in the NSOC database.**	**2%**	
B	Contractor shall respond to and identify any IT security incidents **associated with the MSFC or NSSTC campus** within 2 hours of notification. **The NSOC database shall be used as a basis for this metric.**	**2%**	
C	**This metric applies to systems on the MSFC or NSSTC campus that have been compromised and subsequently quarantined and released by Forensics and/or NASA Security.** (Mod. No. 11)	**1%**	

(5.5 Con't.)	**For systems the Contractor maintains**, the Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours. **For all other systems, the IT Security Team shall provide the necessary support required by the affected system or service owner to update the system security plan, including providing vulnerability scans and results within 24 hours.**		
D	The Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC **or NSSTC resources** within 1 hour of receipt **from any recognized authoritative source (e.g. NASIRC, FEDCERT, X-Force, etc.)**	**2%**	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.6 Documentation Repository Services **A**	Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	
B	Contractor shall ensure that data input is accurate.	3%	
C	Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.7 Audio Visual Information Services **A**	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	
B	Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	
C	Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/ MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products	See Attachment J-4-(E)	

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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.9 Customer Support **A**	**Contractor shall provide help desk support <=5 minutes of initial call.**	**2%**	
B	**Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.**	**2%**	
C	**Contractor shall provide user training in accordance with customer requirements when requested.**	**0%**	
D	**Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.**	**2%**	

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