

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. 000077	3. EFFECTIVE DATE JUL 09 2013	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY NASA/Marshall Space Flight Center Office of Procurement Marshall Space Flight Center AL 35812	CODE MSFC	7. ADMINISTERED BY (If other than Item 6) NASA/Marshall Space Flight Center PS33/Kimberly N. Williams phone: (256) 544-1580 fax: (256) 544-8993 email: Kimberly.n.williams@nasa.gov	CODE MSFC
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) DYNETICS TECHNICAL SERVICES INC. 1002 EXPLORER BLVD HUNTSVILLE AL 35806-2806		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 5RWT5	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. NNM10AA03C	10B. DATED (SEE ITEM 13) 12/03/2009

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: FAR 52.243-2 CHANGES (Cost -Reimbursement) and 43.103 (a) Mutual Agreement of Both (BILATERAL)
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 2 copies to the issuing office.

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

1. The purpose(s) of this modification are to:

a) Pursuant to the Changes Clause incorporate the revisions negotiated in Attachment J-5; section 2.3.3.4 Return to Service for Telephones Metrics per the COTR guidance from Technical Direction.

b) The Govt. has no exceptions to the proposed requirements and Metrics proposed by the Contractor in a meeting on June 19, 2013. The contractor has agreed to perform the additional services at no-cost, with no contract value changes.

2. The following page(s) or attachment(s) has/have been modified Per COR direction to the Continued ...

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) Allison Hoagins - Contracts Administrator	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly N Williams
15B. CONTRACTOR/OFFEROR Allis Hbd (Signature of person authorized to sign)	15C. DATE SIGNED 7/9/13
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED JUL 09 2013

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
NNM10AA03C/000077

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NAME OF OFFEROR OR CONTRACTOR
DYNETICS TECHNICAL SERVICES INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>MITS contract. Slip-sheets to the contract are provided with sidebars indicating change:</p> <p>Attachment J-5 Surveillance Plan - pages revised (J-5-9) and these slipped (J-5-10 & J-5-11) into Mod 77 with no changes.</p> <p>3. Except as provided herein, all terms and conditions of this contract remain unchanged and in full force and effect.</p> <p>Current Contract Value remains unchanged: \$262,196,602</p> <p>LIST OF CHANGES: Reason for Modification : Supplemental Agreement to revise Attachment J-5 Surveillance Plan section 2.3.3.4 Return to Service for Telephones for work within scope.</p> <p>Total Amount for this Modification: \$0.00 Payment Terms: Net 30 days</p>				

ATTACHMENT J-5

Systems Availability	% of available fee
≥ 99.95%	100%
99.5% - 99.9499%	75%
< 99.9499%	0%

2.3.3.2 Move Add Changes (MAC) (2%). In support of move, add and change services for WBS 5.0, a mean time to install (MTTI) of ≤ 12 business hours is required to receive 100 percent of the fee. To earn 75 percent of the fee, the contractor shall have a MTTI of >12 business hours and ≤ 16 business hours. For a MTTI > 16 business hours, the contractor shall receive 0 percent fee.

Number of Late Deliverables	% of available fee
≤12 Business Hrs.	100%
>12 and ≤16 Business Hrs.	75%
> 16 Business Hrs.	0%

2.3.3.3 Mean Time to Repair for Radios (2%). The contractor shall provide in support of WBS 5.0 mean-time-to-repair for radios. The mean-time-to-repair is ≤8 days from report of failure and readily available at all times to earn 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not have a mean-time-to-repair of >8 business hours and ≤10 business hours. When the contractor exceeds 10 business hours, the contractor shall receive 0 percent fee. Repair in this metric is defined as a return to service excluding the depot time outside the contractors control. The mean-time-to-repair time will be from report of failure until shipped to the depot plus the time when received from the depot, configured, and provided back to the user.

Number of instances late/unavailable	% of available fee
0	100%
>8 and ≤10 Business Hrs.	75%
> 10 Business Hrs.	0%

2.3.3.4 Return to Service for Telephones (3%) In support of WBS 5.0, the contractor shall provide mean return-to-service (MRTS) time for telephones within ≤2 hours of trouble ticket initiation. The contractor shall ensure that all products and services in support of WBS 5.0, consistent with Agency direction and MSFC strategies, goals, and objectives at all times to earn 100% of the fee available for this element, the contractor shall attain MRTS time ≤2 hours. To earn 50 percent of the fee, the Contractor shall not exceed a MRTS of 3 hours. If the MRTS time exceeds 3 hours, the contractor shall receive 0 percent fee.

Mean Return to Service	% of available fee
≤2 hours	100%
≤3 hours	50%
> 3 hours	0%

ATTACHMENT J-5

2.3.4 Applications and Web Services Measures (17%) WBS 6.0 describes contractor activities required to design, develop, maintain, and provide computer applications and web services for MSFC customers in compliance with established software and web standards. The efficiency of the Contractor’s Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.4.1 Trouble Ticket Response/Resolution (7%). The contractor shall provide trouble ticket response/resolution by application category as specified in the following tables. Using the scoring methods outlined, the Contractor shall receive 100% of available fee for calculated trouble ticket resolution rate greater or equal to 95%. Calculated Trouble Ticket resolution rate between 90-94% shall receive 80% of the available fee. Calculated Trouble Ticket resolution rate of less than 90% shall receive a zero percent of available fee.

Trouble Ticket Resolution Rate	% of available fee
≥ 95%	100%
90 – 94%	80%
< 90%	0%

The following paragraphs describe how the Applications and Web Services technical performance metric of trouble ticket response and resolution will be counted and scored.

Users, including MITS support personnel, shall document Applications and Web Services problems or concerns through the trouble ticket system. If customers identify problems directly to MITS support personnel, the Contractor shall in turn open a trouble ticket.

Applications and Web Services are categorized as 1, 2, or 3 (reference PWS paragraph 6.0) for the purpose of counting trouble ticket Response Times and Resolution Times. The contractor shall further delineate trouble tickets by types (Critical/Major, Minor, Cosmetic, or Other) according to the definitions below. Target Response Times and Resolution Times by Service Category and for Trouble Ticket type are shown in the following table.

SERVICE CATEGORY		TROUBLE TICKET TYPE			
		CRITICAL / MAJOR	MINOR	COSMETIC	OTHER
1	Target Response Time	30 min	30 min	30 min	30 min
	Target Resolution Time	2 hrs	2 business days	Next scheduled release	2 hrs
2	Target Response Time	1 hr	1 hr	1 hr	1 hr

ATTACHMENT J-5

	Target Resolution Time	1 business day	3 business days	Next scheduled release	1 business day
3	Target Response Time	2 hrs	2 hrs	2 hrs	2 hrs
	Target Resolution Time	2 business days	5 business days	Next scheduled release	2 business days

Definitions of Types:

Critical or Major – Either (1) service is not operational or unavailable to critical users/many users, or (2) service is operational, but major features are unavailable or not functioning correctly.

Minor – Service is operational, but has nuisance problems causing inconvenience or work arounds.

Cosmetic – Errors or inconsistencies in appearance or presentation, but with no impact to functionality.

Other – Miscellaneous support, such as user assistance, password reset, application access, etc.

Target response times and target resolution times for each service will be determined by NASA in consultation with the contractor. Target times may be dependent upon coverage requirements. For example, target times for a given service may be category 1 during critical periods of operation, but may be category 3 at all other hours of normal operation. This would be coded as 1/3 and 3/2, where 3 represents periods of critical operation, and 2 represents normal hours of operation.

SCORING TROUBLE TICKET RESPONSE AND RESOLUTION MATRIX FOR APPLICATIONS AND WEB SERVICES

Assumptions:

- Total possible score is 100.
- If the total number of trouble tickets for the performance period is low, then the contractor is performing well and this will be reflected in the score.
- Trouble ticket resolutions are given more weight than response times. The weights are 60% and 40% respectively.

The score will be determined by the following formula, where

B = base value,

X = total of response time targets met for trouble tickets closed during the performance period,

Y = total of resolution time targets met for trouble tickets closed during the performance period, and

Z = total number of trouble tickets closed during the performance period:

$$\text{Score} = B + (100-B)(.4X + .6Y)/Z, \text{ for } Z > 0$$