

2. AMENDMENT/MODIFICATION NO. 34	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
--	------------------------------------	----------------------------------	--------------------------------

6. ISSUED BY John F. Kennedy Space Center, NASA Procurement Office – ODIN – OP-MS Kennedy Space Center, FL 32899	7. ADMINISTERED BY (If other than Item 6)
---	---

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) OAO Corporation 7500 Greenway Center Drive Greenbelt MD 20770	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
		10A. MODIFICATION OF CONTRACT/ORDER NO. NAS5-98144/CC90300B
		10B. DATED (SEE ITEM 13) December 1, 2001

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)

No Change

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

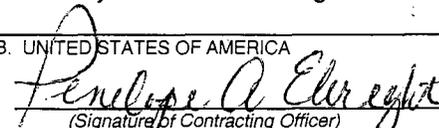
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
XX	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR CLAUSE 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.)
KENNEDY SPACE CENTER --- ODIN SERVICES

Subject: Incorporate Print Queue Services for MA-MISC Seat

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) Lisa A. Nicholson Contracts Manager	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Penelope A. Ebright Delivery Order Contracting Officer
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
15C. DATE SIGNED 09-09-02	16C. DATE SIGNED 9/12/02

Contract NAS5-98144/CC90300B

**Modification No. 34
 Page 2 of 3**

1. The purpose of this modification is to modify the MA-MISC Seat to provide print queue service to a network-connected device as an optional service.
2. The following Print Queue Services paragraph is incorporated in this Delivery Order as a Desktop Service Level Definition as Delivery Order Item 24 in Part IV.

ITEM 24. PRINT QUEUE SERVICES

Service Description: Provides print queue and print queue maintenance for network-connected printers, plotters, scanners, or other electronic equipment. Print jobs that become stuck in the print queue shall be cleared within 90 minutes of being identified to MRSPOC.

Print Queue Services	Typical Service Characteristic
None:	No print queue or print queue maintenance
Regular:	Print queue and print queue maintenance for network-connected devices

3. The Miscellaneous Maintenance Seat (MA-MISC) requirement set forth in Delivery Order Part III, Section B, Item No. 29 is revised as follows to add optional print queue services.

29. MISCELLANEOUS MAINTENANCE SEAT (MA-MISC) [revised] For this Delivery Order, the MA-MISC seat is added as a desktop seat. The description is provided below:

MA-MISC SEAT DESCRIPTION

Functionality: Provides standard maintenance services for a variety of computer peripherals and related hardware that is not directly associated with an ODIN seat. The purpose of this seat type is primarily to provide hardware maintenance and optionally print queue services for specialty printers, plotters, scanners, or other electronic equipment that does not fit the traditional definition of a “computer” (even though it may have an embedded CPU). The hardware in this seat type does not require connectivity to an ODIN managed network. System administration and system software services are made available if necessary for the effective functioning of the equipment. Moves/adds/changes are provided to accommodate the installation of catalog orders.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	None	No hardware is provided by the outsource vendor
Application Software	None	No software suite provided
H/W Maintenance	Regular	Restore to service by close of next business day
Systems Software Maintenance	None	No support for system software
ODIN-Application Software Support	None	No support for ODIN provided application software
Moves/Add/Changes	Regular	Catalog orders installed/operational in 10 work days

Service Type	Service Level	Typical Service Characteristics
LAN Services	Standalone	No network connection
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	None	No training is provided
System Administration	Basic	User controlled
Shared Peripheral Services	None	No access to network B&W printers
File Services	None	No server space
Local Data Backup and Restore	None	No local data backup and restore services
Desktop Conferencing	None	No desktop conferencing services
Laptop Loaner Pool Management	None	No loaner pool management services
Print Queue Services	None	No print queue or print queue maintenance

4. Delivery Order Attachment E-1, Summary of Seats and Service Levels for Desktops, is revised to incorporate the Print Queue Services for the MA-MISC seat. The standard service level shall be “none” with an optional service level for “regular”. Page 3 of Attachment E-1 is changed to add the following:

	MA-MISC
Print Queue Services	
None	S
Regular	O

5. The price for the optional regular service level for the print queue services of a MA-MISC seat is \$21.00 per month for all years. The “none” service level is the standard services for the MA-MISC and does not change the seat price. The KSC Attachment B Price List.xls is revised to reflect this new service and price.
6. The List of Documents, Exhibits, and Other Attachments, Part VII of the Delivery Order, is revised to incorporate the following changes:
- Attachment E-1, Summary of Seats and Service Levels for Desktops, dated September 6, 2002. (3 pages)
 - Attachment B-18, MA MISC Price List, dated September 6, 2002 (2 pages)

Replacement pages are provided as enclosures to this Modification.

7. In consideration of the modification agreed to herein as complete equitable adjustment for the changes set forth, the Contractor hereby releases the Government from any and all liability under this delivery order for further equitable adjustment attributable to such fact or circumstances giving rise to these changes.
8. All other terms and conditions remain unchanged.

PART VII LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

Attachment Number	Title	Dated	Number of pages
A	KSC ODIN ORDERING QUANTITIES	May 31, 2001	3
B	KSC PRICE LIST FOR YEARS 1, 2, 3	Sep. 6, 2002	56
C	SUMMARY OF MPRP RETAINAGE POOL AMOUNTS	May 31, 2001	3
D	SUMMARY OF PRP RETAINAGE POOL AMOUNTS	May 31, 2001	1
E	SEAT AND SERVICE LEVEL TABLES	Sep. 6, 2002	7
F	LISTING OF ACCEPTED SEAT CERTIFICATIONS (MASTER CONTRACT ATTACHMENT R)	May 31, 2001	1
G	SUMMARY OF EXPANDED MA2 MAINTENANCE SUPPORT	Feb.27, 2001	1
H	KSC CLAUSE 1852.204.90	Nov 2000	1
I	KSC CLAUSE 1852.242-90	Dec 2000	1
J	LISTING OF PRINTERS SUPPORTED AS SHARED PERIPHERALS	(tbd)	1
K	PRICE LIST FOR TONER REIMBURSEMENT	(tbd)	1
L	DATA REQUIREMENT DESCRIPTIONS	(see Part VI)	

ATTACHMENT E-1 - SUMMARY OF SEATS AND SERVICE LEVELS FOR DESKTOPS
(Reference: Master Contract Table E.2.1.1)

SEAT TYPES	GP1	GP2	GP3 PC	GP3 MA C	GP3 UNIX	SE1	SE2	SE3	MA1	MA2	MA- MISC	NAD
System Provision:												
Platform												
None									S	S	S	S
PC/Mac desktops												
Entry-level	S											
Mid-level		S				O						
High-end						S	O					
Premium (PC)							O					
Laptops												
Entry-level			S	S	S							
Mid-level			O	S	O							
High-end			O	O	S	O						
Lightweight			O									
Unix desktop												
Entry-level						O						
Mid-level							S					
High-end								S				
Docking Station												
None			S	S	S							
Basic			O	O	O							
Architecture (Unix only)												
ODIN Default						S	S	S				
DEC						O	O	O				
HP						O	O	O				
IBM						O	O	O				
SGI						O	O	O				
SUN						O	O	O				
ODIN Application Software												
None	O	O	O	O	O	O	S	S	S	S	S	S
Standard Application Software Suite	S	S	S	S	S	S	O	O				O
Services:												
Hardware Maintenance												
None	O	O	O	O	O	O	O	O				S
Basic	O	O	O	O	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	S	S	S	S	O
Premium	O	O	O	O	O	O	O	O	O	O	O	O
Enhanced	O	O	O	O	O	O	O	O	O	O	O	O
Critical	O	O	O	O	O	O	O	O	O	O	O	O
System Software Maintenance												
None	O	O	O	O	O	O	O	O			S	S
Basic	O	O	O	O	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	S	S	S	O	O
Premium	O	O	O	O	O	O	O	O	O	O	O	O
Enhanced	O	O	O	O	O	O	O	O	O	O	O	O
Critical	O	O	O	O	O	O	O	O	O	O	O	O

Legend: ~~text~~ indicates seat/service level deleted or not available
text indicates added or changed seat/service levels

DESKTOP SEATS SUMMARY TABLE (continued)

SEAT TYPES	GP1	GP2	GP3 PC	GP3 MAC	GP3 UNI X	SE1	SE2	SE3	MA1	MA2	MA- MISC	NAD
ODIN-AppI Software Maintenance												
None	O	O	O	O	O	O	S	S	S	S	S	S
Basic	O	O	O	O	O	O	O	O				O
Regular	S	S	S	S	S	S	O	O				O
Premium	O	O	O	O	O	O	O	O				O
Enhanced	O	O	O	O	O	O	O	O				O
Critical	O	O	O	O	O	O	O	O				O
Hardware Tech Refresh												
Basic	O	O	O	O	O	O	O	O				
Regular	O	O	O	O	O	O	O	O				
Premium	S	S	S	S	S	S	S	S				
Enhanced	O	O	O	O	O	O	O	O				
Software Tech Refresh												
Regular	S	S	S	S	S	S	S	S				O
Enhanced	O	O	O	O	O	O	O	O				O
Moves, Adds, Changes												
Regular	S	S	S	S	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O	O	O	O	O
LAN Services												
No ODIN supplied network connection	O	O	O	O	O	O	O	O	O	O	O	O
Standalone	O	O	O	O	O	O	O	O	S	S	S	
Basic LAN	S	S	O	O	O	S	S	S				S
Remote-S LAN access	O	O	O	O	O	O	O	O				O
Remote-W LAN access	O	O	O	O	O	O	O	O				O
Regular LAN access	S	S	O	O	O	S	S	S				S
Fast LAN access	O	O	O	O	O	O	O	O				O
Huge LAN access		O				O	O	O				O
Remote-S & Basic LAN access			S	S	S							
Remote-S & Regular LAN access			S	S	S							
Remote-S & Fast LAN access			O	O	O							
Integrated Customer Support/Help												
Basic	O	O	O	O	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O	O	O	O	O
Training												
None	O	O	O	O	O	O	O	O	S	S	S	S
Basic	S	S	S	S	S	S	S	S				O
System Administration												
Basic						O	O	O	S	S	S	S
Regular	S	S	S	S	S	S	S	S	O	O		O
Enhanced	O	O	O	O	O	O	O	O				O

Legend: ~~text~~ indicates seat/service level deleted or not available
text indicates added or changed seat/service levels

DESKTOP SEATS SUMMARY TABLE (continued)

SEAT TYPES	GP1	GP2	GP3 PC	GP3 MAC	GP3 UNIX	SE1	SE2	SE3	MA1	MA2	MA- MISC	NAD
Shared Peripheral Services												
None	O	O	O	O	O	O	O	O	S	S	S	S
Basic	S	S	S	S	S	S	S	S				O
Regular	O	O	O	O	O	O	O	O				O
Enhanced	O	O	O	O	O	O	O	O				O
File services												
None	O	O	O	O	O	O	O	O	S	S	S	S
Basic	S	S	S	S	S	S	S	S				O
Regular	O	O	O	O	O	O	O	O				O
Enhanced	O	O	O	O	O	O	O	O				O
Local Data Backup and Restore Services												
None	S	S	S	S	S	S	S	S	S	S	S	S
Basic	O	O	O	O	O	O	O	O				O
Regular	O	O	O	O	O	O	O	O				O
Enhanced	O	O	O	O	O	O	O	O				O
Desktop Conferencing												
None	S	S	S	S	S	S	S	S	S	S	S	S
Basic	O	O	O	O	O	O	O	O				
Enhanced	O	O	O	O	O	O	O	O				
Laptop Loaner Pool Management												
None			S	S	S	S					S	
Basic			O	O	O	O						
E-Mail Storage services												
None									S	S		
Basic	S	S	S	S	S	S	S	S				S
Regular	O	O	O	O	O	O	O	O				O
Enhanced	O	O	O	O	O	O	O	O				O
Print Queue Services												
None											S	
Regular											O	

NOTE: The service levels for ODIN-Application Software Maintenance for the SE1 Seat are not consistent with ODIN Master Contract Section E requirements. The standard service level should be regular with basic as an option. The above table includes correction of this inconsistency.

Legend: ~~text~~ indicates seat/service level deleted or not available
text indicates added or changed seat/service levels