

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES
			J	1 21
2. AMENDMENT/MODIFICATION NO. F00005	3. EFFECTIVE DATE 30-Mar-2007	4. REQUISITION/PURCHASE REQ. NO. MIPR6AITCSC003		5. PROJECT NO. (If applicable)
6. ISSUED BY ARMY CONTRACTING AGENCY-ITEC4 2461 EISENHOWER AVE ALEXANDRIA VA 22331-1700	CODE W91QUZ	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) HEWLETT-PACKARD COMPANY GENE A SAXMAN 6407 IVY LANE GREENBELT MD 20770		9A. AMENDMENT OF SOLICITATION NO.		
		9B. DATED (SEE ITEM 11)		
		X 10A. MOD. OF CONTRACT/ORDER NO. W91QUZ-06-D-0004		
		X 10B. DATED (SEE ITEM 13) 24-Apr-2006		
CODE 1HQN9	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer 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)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT 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).				
X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103 (a)(3)				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Modification Control Number: w dixon071093 The purpose of this modification is to : 1. Extend the Period of Performance of Consolidate Buy- 4: From February 14, 2007 thru March 31, 2007 to February 14, 2007 thru April 16, 2007. 2. Update the Government Contracting Office Ombudsman in Part A, Para A. 1. 3. Update Part D: Statement Of Work, Paragraph 3.4 Army Golden Master (AGM) installation. 4. All other terms and conditions remain unchanged				
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) Melani G Powell HP Contracts Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) JOANN M. UNDERWOOD / CONTRACTING OFFICER TEL: 703-325-3327 EMAIL: Joann.Underwood@conus.armymil		
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 7-30-07	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 03-Jul-2007	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

DELIVERIES AND PERFORMANCE

The following Delivery Schedule item has been added to CLIN 0710:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to CLIN 0711:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to CLIN 0714:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to CLIN 0715:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to CLIN 0717:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following Delivery Schedule item has been added to CLIN 0718:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-FEB-2007 TO 16-APR-2007	N/A	N/A FOB: Destination	

The following have been modified:

PART A

TABLE OF CONTENTS

PART	DESCRIPTION
	PART A: SF1449
SF1449	Solicitation/Contract/Order for Commercial Items Cover Sheet
A	Table of Contents
	Continuation Of Standard Form 1449
	PART B: SCHEDULE OF SUPPLIES
B	Part B CLIN List and Pricing Terms
	PART C: CLAUSES
C	Clauses, Special Provisions and Addendum
	PART D: STATEMENT OF WORK AND ATTACHMENTS
D.1	ADMC-2 Statement of Work (SOW)
Attachment A	Contract Reports
	Equipment Failure
	Order Transaction (OT)
	Vendor Status (VS)
	IT E-mart Online Catalog Product Attributes (PA) Information Sheet
	Product Attributes (PA)
Attachment B	DD Form 254, DOD Contract Security Classification Specification
Attachment C	Final Proposal Revision, Contract, Volume IV, Section 3 - Small Business Subcontracting Plan
Attachment D	HP- Final Proposal Revision, Mission Support, Volume I, Section 1- Business Processes
	HP- Final Proposal Revision, Mission Support, Volume I, Section 2- Module 1 Quality Cert
	HP- Final Proposal Revision, Mission Support, Volume I, Section 4- Business Management

Continuation of SF1449
Part A
Addendum to Standard Form 1449

A.1 Government's Contract Administration:

The basic contract will be administered by the office indicated in SF1449, Block 9. Individual orders will be administered as designated in the order.

ACA/ITEC4 Contracting Office:

Contracting Officer:	Joann M. Underwood
E-mail address:	Joann.Underwood@us.army.mil
Telephone number:	703-325-3327

Contract Specialist:	Wanda S. Dixon
E-mail address:	Wanda.Dixon@us.army.mil
Telephone number:	703 325-9507

Ombudsman:	Stephen Carrano
E-mail address:	stephen.carrano@us.army.mil
Telephone number:	703-325-9760

A.2 Army Small Computer Program:

Contracting Officer's Representative:	Linda Cook
E-mail address:	Linda.Cook@us.army.mil
Telephone number:	732-427-6596

A.3 Contractor's Contract Administration:

Contractor's Administration Office:

Hewlett-Packard Company
Federal Program Office - ADMC-2
6406 Ivy Lane
Greenbelt, MD 20770

Point of contact:

Melani Powell, Contract Relations Manager
301 918-5365 Com , 301 918-5370 Fax
melani.powell@hp.com

Rhonda D. Perry, Operations Manager
240-744-8369 Com
rhonda.perry@hp.com

Patricia Bortz, Sr. Program Manager

703-502-4848 COM, 703-850-5722 Mobile,
Patricia.Bortz@hp.com

Allen Young, Program Manager
703-652-2504, 703-362-7102 Mobile
allen.young1@hp.com

William Beers, Contract Manager
267-633-4821 COM, 215-542-3278 Fax

A.4 Authorized Contractor Representative:
(Contractual Binding/Negotiation Authority)

Name and Title:

William Beers, Contract Manager
267-633-4821 COM, 215-542-3278 Fax

A.5 Remittance Address (SF1449, Block 17b):

Electronic Funds Transfer (EFT) payment shall be made as follows:

Financial institution address: Wachovia Bank

Routing transit number: 053000219

Depositor account number: 2087340755939

If not paying via EFT, payment shall be made to the following address:

Contractor's designated address:
Hewlett-Packard Company
P.O. Box 932956
Atlanta, GA 31193-2956

Point of contact:
Daniel Becker
281-927-3851
daniel.becker@hp.com

A.6 Invoice Submittal Address (SF 1449, Block 18B):

The address for invoice submission shall be identified on each individual order. Invoice submission shall be in accordance with the respective "Invoice" clause as identified in the individual order.

A.7 Payment Office (SF1449, Block 18a):

The payment office shall be identified on each individual order. The procedures for payment shall be in accordance with the respective "Payment" clause, as identified in the individual order.

Contract Minimum Payment Office is:

DFAS -SL-AOD

4300 Goodfellow Blvd, Bldg 110

PO Box 200009

St Louis, Mo 63120-0009

PART D STATEMENT OF WORK (SOW)

Part D-1

Army Desktop and Mobile Computing – 2 (ADMC-2)

Statement of Work (SOW)

1. Introduction:

The U.S. Army Small Computer Program (ASCP), in coordination with the Army Contracting Agency (ACA), Information Technology, E-Commerce and Commercial Contracting Center (ITEC4), requires contracts to support the Army's requirements for commercial-off-the-shelf (COTS) hardware, software, printers, peripherals, accessories, and services in accordance with commercial items guideline under FAR 2.101.

2. Scope: The contractor shall provide for purchase or lease of COTS desktops, portable systems, Personal Digital Assistants (PDAs), semi-ruggedized and ruggedized devices (Laptops, Notebooks, PDAs), video teleconferencing products (VTC), as well as associated factory orderable upgrades and related peripherals such as printers, scanners, digital cameras, displays (including plasma, Cathode Ray Tube (CRT), Digital Light Processor (DLP), Liquid Crystal Display (LCD) High Definition Television (HDTV), transit cases, and other related accessories. Commercial software products not covered under the DoD Enterprise Software Initiative (ESI) or Smartbuy Program shall be available for purchase under these contracts. Equipment provided under this contract shall be new. Used or refurbished equipment is not acceptable. Both original equipment manufacturer (OEM) and extended warranty shall be provided. In order to keep pace with changes in technology, the contractor shall provide for new technologies and refresh their catalog product offerings in accordance with the contractor's commercial business practices and as Army requirements change over the ten-year life of this contract. These technologies may include but are not limited to: biometrics, embedded encryption, body wearable computers and displays, wireless products, and thin client to meet worldwide requirements of the Army. In addition, the contractor shall provide related fixed price services including, but not limited to: installation, site survey, system configuration, and/or integration, image blasting, custom imaging, asset tagging, and asset disposition. These services shall be directly related to the equipment purchased, non-complex in nature, and do not require a detailed statement of work in order to be accomplished. These services shall be performed as requested by the customer on individual delivery orders. IT products procured through this acquisition are required to comply with DoD and Army standards, such as the Defense IT Standards Registry (DISR) and Federal Information Processing Standards. Ordering will be open to the Army, DoD, Foreign Military Sales, all Federal Agencies, and authorized Government contractors supporting these agencies.

3. Contract Requirements:

3.1 Products and Services: All proposed products shall be FCC Class B, Y2K, and IPv6 compliant, where applicable. Products shall be in compliance with the Common Operating Environment (COE), where applicable, and meet the approved standards and protocols developed in the Defense IT Standards Registry (DISR). Desktops and notebooks shall be at or above the minimum configuration as stated in the guidelines under NETCOM TECHCON Implementation Memorandum Number 2003-005b. Equipment shall be delivered with commercial documentation, all power and connection cables, and shall be ready for immediate use. All desktop and notebook computers purchased for the Army shall be delivered with an approved Common Access Card Reader. The currently approved card readers are listed at <https://iacacpki.army.mil/sso/cardreader/index.cfm>.

3.2 Common Access Card (CAC) Reader: All desktop and notebook computers purchased for the Army shall be delivered with a certified Common Access Card (CAC) Reader. Contractors are to self-certify that the CAC Readers meet the specifications as posted at the following web-site:

https://ascp.monmouth.army.mil/scp/downloads/standardpolicy_files/Army_CAC_PKI_Program.pdf

This self-certification will fall under the "Offeror's Certification of Requirements" statement located in Part E-3, page 19

3.3 Asset Tagging:

3.3.1 Unique Identification (UID): A unique item identifier (UII) will be required IAW DFARS clause 252.211-7003, Item Identification and Valuation, for: a) any DoD equipment whose acquisition cost is \$5,000.00 or greater; and, b) all serially managed items (as identified by the customer). The contractor is required to enter the UID data into either the Wide Area Workflow (WAWF) or the UID Registry, <http://www.acq.osd.mil/dpap/UID/UIDRegistry.htm>. Contractors may charge for UID/UII as a related service negotiated by the ordering Contracting Officer.

3.3.2 Special Asset Tagging: Special asset tags, to include UID tagging requested by non-DoD customers, shall be provided. Contractors may charge for special asset tagging as an other direct cost (ODC) negotiated by the ordering Contracting Officer.

3.3.3 Radio Frequency Identification (RFID): RFID tagging shall be IAW DoD Radio Frequency Identification (RFID) Policy, 30 July 2004. RFID tagging is mandatory for deliveries as follows:

- (1) After 1 January 2006- major end items (items with an acquisition cost of \$5000 or more) delivered to the sites identified at Attachment 3 of the RFID policy; and
- (2) After 1 January 2007- all shipped cases, pallets, and items with an UID tag.

Contractors may charge for RFID tagging as a related service negotiated by the ordering Contracting Officer.

3.4 Army Golden Master (AGM) Installation: All desktops and notebooks procured by the Army shall be delivered with a default AGM Operating System and Application image load as stated in the guidelines under NETCOM Technical Authority Implementation Memorandum Number 2003-005c or most current version. AGM-based images with additional customer requirements may be provided for desktops and notebooks. NETCOM will manage and maintain configuration management control over the standard AGM configuration and provide updates to each hardware vendor. The vendor shall maintain and update images for their platforms using the AGM standard configuration and provide NETCOM with a copy of each platform specific image delivered to the Army.

3.5 Government Furnished Property: The AGM software and subsequent updates will be provided as Government furnished property to each contractor. Army customers placing orders under the contract will provide the license number for the software they have purchased, giving the contractor the license permission to load the software.

3.6 Consolidated Buy: The Government will have periods during the fiscal year where the Army customer can take advantage of consolidated discounted pricing on desktops and notebooks. The Consolidated Buys will take place approximately two times per year. At the Government's request, prior to the consolidated buy period, the Contractor may provide tiered pricing for desktop and notebook configurations. At the contractor's discretion, ancillary products and upgrades may be offered at the consolidated discount price. The Government will advertise the consolidated buy period to all customers. The Government will consolidate all requirements and notify the contractor and the individual contracting offices of the discounted consolidated price. Since ordering is decentralized, individual contracting officers will submit delivery orders directly to the contractor.

3.7 Delivery: All orders shall be F.O.B. destination with evidence of delivery. The following defines the locations for CONUS, Named OCONUS, and Remote OCONUS:

- CONUS - The 48 contiguous states, Alaska, Hawaii, and the District of Columbia
- Named OCONUS - Germany, Italy, Japan, Korea, Belgium, Turkey, Puerto Rico, and United Kingdom, The Netherlands
- Remote OCONUS - OCONUS locations that are not listed under CONUS or Named OCONUS.

Delivery of products to both CONUS and OCONUS locations shall be in accordance with individual delivery orders issued. The contractor shall start accepting orders upon the completion of the 20-day start up period. Delivery to the address(es) specified in each delivery order shall be within 30 calendar days for CONUS addresses, and 35 calendar days OCONUS from the date a valid order is received by the contractor, or as otherwise agreed to by the parties. Partial shipments and partial payments are allowed under the ID/IQ contract unless otherwise specified by the ordering contracting officer. Alternate or additional delivery terms or schedules, such as ship-in-place, expedited shipping or shipping to APO addresses, shall be negotiated between the Contractor and the ordering contracting officer. Upon shipment of product(s), the contractor shall e-mail the contracting officer or the individual the order will be shipped to (if an e-mail address is provided). The e-mail shall include the delivery order number, when the order was shipped, the tracking number used by the common carrier, and a worldwide web "hot-link" and if possible, a toll free number to the common carrier.

3.8 Acceptance: Acceptance is at destination. The contractor is responsible for providing a legible acceptance document (e.g. DD250) in a timely fashion.

3.9 Warranty: The contractor shall provide an on-site warranty with a minimum duration of three (3) years to all CONUS and named OCONUS locations for all desktops delivered. The warranty for notebooks shall be a minimum of three (3) years. The warranty shall cover all accessories ordered and installed with the original desktop or notebook. On-site or mail-back or hot-swap warranty shall be offered to the customer for portable systems. If hot swap warranty service is offered, the contractor shall dispatch the replacement equipment only after the contractor establishes that the equipment to be repaired has been dispatched by the end user to the appropriate location to be repaired. The Government shall not incur additional charges (i.e. shipping, delivery) for warranty support. For all other products delivered, the contractor shall provide a commercial warranty. The option to purchase extended warranties in one-year increments shall be offered for all products delivered. In addition, the warranty duration may be negotiated downward for those customers that do not require a 3-year warranty on desktops and notebooks. Any time-of-purchase restrictions for the purchase of extended warranties shall be in accordance with the contractor's policy. The Contractor shall provide a method for performing warranty service for Remote OCONUS locations. The Contractor shall provide for the repair or replacement of equipment including transportation/shipping costs to and from the customer's site. The warranty period shall commence upon the receipt of the equipment at the final destination identified on the delivery order or 35 days after shipment from the contractor's facility, whichever is sooner.

3.10 Time to Repair: Desktop equipment, within CONUS and named OCONUS locations, shall be repaired or replaced and fully operational within two (2) Government working days following notification to the contractor's designated technical support personnel of the need for warranty service. Portable equipment, within CONUS and named OCONUS locations, for which on-site warranty is being offered shall be repaired or replaced and fully operational within two (2) Government working days following notification to the contractor's designated technical support personnel of the need for warranty service. For CONUS and named OCONUS locations not being offered on-site warranty, portable equipment shall be repaired or replaced, be fully operational and the equipment returned to the customer's possession within (5) Government working days after it is received at the contractor's repair facility (mail back), or within (5) Government working days after it has been dispatched by the end user to the appropriate location to be repaired (hot swap). For Remote OCONUS locations being offered on-site warranty, the equipment shall be repaired or replaced and fully operational within three (3) Government working days following notification to the contractor's designated technical support personnel of the need for warranty service. For Remote OCONUS locations not being offered on-site warranty, the contractor shall repair or replace and return fully operational equipment to the customer's possession within five (5) Government working days after it is received at the contractor's repair facility (mail-back), or within (5) Government working days after it has been dispatched by the end user to the appropriate location to be repaired (hot-swap). The contractor shall bear all shipping costs and responsibilities of repaired and replaced equipment and software both to and from the customer's site.

3.11 Replacement Parts: When the contractor replaces a defective part during the warranty period, the newly installed part shall become Government property. The defective part shall become the property of the contractor except when the Government reserves the right to purchase, as an incidental item, defective hard drives and removable hard drives containing sensitive or classified material that is required by statute or regulation to be

destroyed or retained by the Government. The effective warranty for all replacement items shall be the greater of (1) the remaining warranty period on the original item, or (2) a 90-calendar day warranty.

3.11.1 New or Warranted Parts: Only new parts or parts warranted by the OEM as equal to new shall be utilized when repairs are made.

3.12 Telephonic Support: The contractor shall provide a toll free number in CONUS for warranty support and any product questions. As a minimum, telephonic support services shall be provided in support of all purchased hardware and software and shall include Order Processing, Order Tracking Information, and Customer Technical Assistance. Telephonic support personnel shall speak English fluently. Telephonic support shall also be provided free of charge to users in Named OCONUS and Remote OCONUS locations. Telephonic support services shall be available, as a minimum, during the Principle Period of Operation (PPO) on a worldwide basis. The Contractor shall provide a means to receive problem reports from users Outside of Principal Period of Operation (OPPO). The PPO and OPPO time periods are listed in the table below.

Location	PPO*	OPPO**
CONUS	M-F 8am – 5pm local time	M-F 5:01 pm – 7:59 am local time Sat–Sun – 24 hours a day
Named OCONUS	M-F 8am –5pm local time	M-F 5:01 pm – 7:59 am local time Sat–Sun – 24 hours a day
Remote OCONUS	M-F 8am –5pm local time	M-F 5:01 pm – 7:59 am local time Sat–Sun – 24 hours a day

*PPO - excludes U.S. Government Holidays and OCONUS host nation holidays.

**OPPO – includes weekends, U.S. Government and OCONUS host nation holidays.

Recorded answering services are not acceptable to the Government during the PPO but are acceptable during OPPO hours.

3.13 Customer Technical Assistance: The contractor shall receive product problem reports and assist the customer toward timely resolution of the reported problem. Reports of problems from customers may come via postal mail, e-mail, phone, or fax. The contractor is responsible for hardware and software related calls for all products that are sold under the contract. Telephonic triage is acceptable for the initial warranty call. This call shall be limited to one (1) hour in length. If at the end of one hour of telephone time the contractor determines that additional time will provide a resolution to the problem they may extend the telephone time with the approval of the customer.

3.14 Order Processing and Order Tracking: The contractor shall receive delivery orders and credit card orders. Orders may be received via phone, fax, E-mail, postal mail, or ASCP's *it-emarket*. The contractor shall provide customers the status of their delivery order.

3.15 Partnering: ASCP, ITEC4, and the contractors under ADMC-2 agree to work together in an open and trusting style, in a partnering relationship to create a business relationship that is ethical and progressive, delivering tangible, measurable benefits to all of the organizations over a long period.

4. Contract Management:

4.1 Army Information Technology Conference (AITC): The contractor shall participate in ASCP's AITC, which is normally held annually. The location for each conference varies and will be specified by the Government.

4.2 Contract Status Meetings: The contractor shall participate in meetings with the Government to discuss contract status; this includes issues, concerns, improvements, new products, etc. The meetings will be held approximately once each year. Location of the meetings will vary and will be specified by the Government.

4.3 Reports: The Contractor shall provide the following reports electronically to ASCP as detailed in Attachment A to Part D.1.

- **Equipment Failure Report:** The contractor shall provide an equipment failure report IAW Attachment A to Part D.1. This report shall be provided on an as requested basis.
- **Weekly Order Transaction Report:** The contractor shall provide weekly order transactions (delivery orders or credit card purchases) to the Government for inclusion in its Order Tracking Database and website.
- **Weekly Vendor Status Report:** The contractor shall provide weekly shipping status to the Government for inclusion in its Order Tracking Database and website.
- **Product Attributes Report:** The contractor shall provide the product attributes when the catalog product listing has changed (no later than 10 days from change) or new products are added to the catalog listing (no more than 10 days from addition).

4.4 Worldwide Web: The contractor shall develop a worldwide web home page to house the guidelines and products offered on the contract. The contractor may work with the Government to build a Business-to-Business Integration relationship between the Government's website (*it e-mart*) and the contractor's website for the customer's use in purchasing online. The contractor shall use the *it e-mart* to respond to customers requesting quotes, configuration assistance, and assistance with shopping for products listed. The time allotted for acknowledging customer requests is two Government working days. The contractor shall send a formal response to the customer within five Government working days. Contractor response times will be used as a measure of contractor performance.

4.5 Promoting the Contract: The contractor shall promote this contract to Army customers and other eligible users during the life of the contract. The contractor's goals shall be to:

- Make customers aware of this procurement vehicle;
- Make customers aware of available products and services;
- Make customers aware of sub-contractor(s) products and services, including small business participation; and
- Assist customers in creating timely and accurate purchase orders.

4.6 Performance Standards: The contractor's performance will be monitored, measured, and reported in the Past Performance Information Management System (PPIMS). Performance measures will include the contractor's ability:

- To meet agreed upon dates for scheduled delivery of items, warranty, and/or services;
- To prepare, develop, and use comprehensive reports/presentations;
- To provide qualified employees to adequately staff the program;
- To efficiently log and track requests for warranty service and notify the customer as to expected completion time; and
- To respond to the customer's requests for quotes and configuration assistance within five Government working days.

5. Constraints: The following specifications, standards, policies and procedures represent the constraints placed on this acquisition. All documents listed are mandatory, as applicable. Applicability is as defined in the document. The list is not all-inclusive. As indicated, a number of documents are still TBD, in draft, and/or evolving. Web links are provided wherever possible.

Army Enterprise Standardization

NETCOM Technical Authority Implementation Memorandum, Army Enterprise Desktop Standardization (TA 2003-005c) 13 September 2006, <https://www.us.army.mil/suite/doc/6736239>

Memorandum Establishing Army MS ELA Software Inventory as Single Source for Obtaining MS Products. 04 February 2004,

https://ascp.monmouth.army.mil/scp/downloads/standardspolicy_files/04Feb2004-MS_ELA_policy.pdf

Moratorium On Microsoft Products And Product Support Services. 19 June 2003.

https://ascp.monmouth.army.mil/scp/downloads/standardspolicy_files/June03_Moratorium_Message.pdf

Enterprise Software Agreements. 2 December 2002.

https://ascp.monmouth.army.mil/scp/downloads/standardspolicy_files/Army_policy_letter_on_DFAR.pdf

DFARS Final Rule on the use of Enterprise Software Agreements. 25 October 2002

https://ascp.monmouth.army.mil/scp/downloads/standardspolicy_files/DFARS_ESI_Final_Rule.pdf

Acquiring Commercially Available Software and Information Technology (IT) Products within the Army. 11 January 2001,

https://ascp.monmouth.army.mil/scp/downloads/standardspolicy_files/acquiring_commerical_software_11012001.pdf

Network Enterprise Technology Command (NETCOM Concept of Operations (CONOPS))

Backup and Recovery Manager – January 2005

<https://www.netcom.army.mil/netops/Backup%20and%20Recovery%20Manager.pdf> Requires access.

Storage Area Network Element Manager – January 2005

<https://www.netcom.army.mil/netops/Storage%20Area%20Network%20Element%20Manager.pdf> Requires access.

Network Attached Storage Element Manager – January 2005

<https://www.netcom.army.mil/netops/Network%20Attached%20Storage%20Element%20Manager.pdf> Requires access.

Capacity and Availability System – January 2005

<https://www.netcom.army.mil/netops/Capacity%20and%20Availability%20System.pdf> Requires access.

Army Enterprise Infostructure-Repository - December 2004

<https://www.netcom.army.mil/netops/Army%20Enterprise%20Infostructure-Repository.pdf> Requires access.

IP Network Management System - September 2005

<https://www.netcom.army.mil/netops/IP%20Network%20Management%20System.pdf> Requires access.

Router Element Manager - December 2004

<https://www.netcom.army.mil/netops/Router%20Element%20Manager.pdf> Requires access.

Army Knowledge Management

Army Knowledge Management and Information Technology Management (AR 25-1). 30 June 2004, http://www.usapa.army.mil/pdffiles/r25_1.pdf

Army Knowledge Management Implementation Plan (Version 2.0). AKM Strategic Plan outlines five goals that challenge our most basic institutional business processes and policies for IT and information management (IM) in support of the Army Campaign Plan (ACP):

Goal 1 -Adopt governance and cultural changes to become a knowledge-based organization

Goal 2 -Integrate Knowledge Management (KM) concepts and best practices to promote the knowledge-based force

Goal 3 -Manage the infostructure as an Enterprise to enhance capabilities and efficiencies

Goal 4 -Institutionalize Army Knowledge Online (AKO) as the enterprise portal to provide universal, secure access for the entire Army

Goal 5 -Harness Human Capital for the knowledge-based organization
(Requires AKO Login) <https://www.us.army.mil/suite/doc/6155268>

Active Directory

Active Directory CONOPS (Version 1.1). 26 September 2003, (requires AKO Login).
<https://www.us.army.mil/suite/doc/4307139>

Active Directory Management Role and Responsibilities – TECHCON 2004-008. 29 March 2005, (Requires AKO Login) <https://www.us.army.mil/suite/doc/6736262>

CONUS Forest Exchange 2003 Architecture & Design (Version 2.1). 25 March 2005, (Requires AKO Login),

Army Policy for Windows NT 4.0 Replacement and Active Directory (AD) Implementation. 4 February 2004, (Requires AKO Login)
<http://www.army.mil/CIOG6/references/policy/docs/ActiveDir.pdf>

**Active Directory (AD) Administration Responsibilities and Technical Guidance (Version 1.0)
26 September 2003, (Requires AKO Login) <https://www.us.army.mil/suite/doc/936103>
CANNOT LOCATE ON WEB**

Networthiness Program

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System Security

Security requirements that shall be accomplished by the Contractor will be per the DoD Information Technology Security Certification and Accreditation Process (DITSCAP) outlined in DoD 8510.1-M (http://www.dtic.mil/whs/directives/corres/pdf/85101m_0700/p85101m.pdf). The Contractor shall transmit and deliver any classified material/reports IAW the National Industrial Security Program Operations Manual (NISPOM) and the Industrial Security Regulation (DoD 5220.22-S-2). Individual system security requirements shall be accomplished as specified in the Task/Delivery Order.

Areas for Forthcoming or Envisioned Policies and Guidance

Army Level

Thin Client TECHCON

Server TECHCON

DoD Level

Electronic Product Environmental Assessment Tool (EPEAT) and the Federal Electronics Challenge, <http://www.epeat.net/> and <http://www.federalectronicschallenge.net/>

6. SECURITY: In accordance with the DD Form 254, DoD Contract Security Classification Specification, provided at Attachment B to Part D, contractors will be required to support up to SECRET security clearance. Some delivery orders may require TOP SECRET and Sensitive Compartmented Information.

(End of Summary of Changes)