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| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT | | | 1. Contract ID Code | Page 1 of Pages 2 |
| 2. Amendment/Modification No. M011 | 3. Effective Date Nov 17, 2008 | 4. Requisition/Purchase Req. No. NTIA4700-9-02118 | 5. Project No. (if applicable) | |
| 6. Issued By U.S. DEPARTMENT OF COMMERCE/NOAA OFA/EXT CLIENTS ACQUISITION MGT D /OFA6 1305 EAST-WEST HWY., 7TH FLOOR SILVER SPRING, MD 20910 PAULINE JAFFE 301-713-0838 178 | | Code AJF60012 | 7. Administered By (if other than item 6) SEE BLOCK 6 Code | |
| 8. Name and Address of Contractor (No., Street, County, and Zip Code) | | | (X) | 9A. Amendment of Solicitation No. |
| INTERNATIONAL BUSINESS MACHINES 6710 ROCKLEDGE DRIVE BETHESDA MD 208171834 | | | | 9B. Date (See Item 11) |
| Vendor ID: 00000832 DUNS: 835130485 CAGE: 3BXY7 | | | X | 10A. Modification of Contract/Order No. DG1335-07-CQ-0054 |
| | | | | 10B. Date (See Item 13) Aug 15, 2007 |
| Code | Facility Code | | | |

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)
See Schedule \$ US 0.00

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

- (x) 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 fourth item 14, pursuant to the authority of FAR 43.103 (b)
- C. This supplemental agreement is entered into pursuant to authority of:
- X D. Other (Specify type of modification and authority)
Mutual Agreement of the Parties

E. **IMPORTANT:** Contractor is not, 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.)

The above numbered modification, M011, is issued for the purpose of adding CLIN 0012 for Live-Agent Call Center Support and associated SLIN (sub line item number) 0012AA.

Once funded by separate Task Order, the contract value will be increased,
from: \$160,831,245.38
by: \$ 161,612.76
to: \$160,992,858.14

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.

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|--|----------------------------------|---|-----------------------------------|
| 15A. Name and Title of Signer (Type or Print) MARYANNE MANZI, CONTRACTS MGR | | 16A. Name and title of Contracting Officer (Type or Print) SHARON BALILEA 301-713-0839 199 CONTRACTING OFFICER sharon.balilea@noaa.gov | |
| 15B. Contractor/Offeror Morgan Mc (Signature of person authorized to sign) | 15C. Date Signed 11-20-08 | 16B. United States of America Pauline (Signature of Contracting Officer) | 16C. Date Signed 26 Nov 08 |

SCHEDULE

| Item No. | Supplies/Services | Quantity | Unit | Unit Price | Amount |
|----------|--|----------|------|------------|------------|
| 0012 | Live-agent call center support (No unit pricing for this item) Accounting and Appropriation Data: 61.09.4701000.300.0007.070100000.06300000000 00000.25990000.000000 DELIVERY DATE: 02/17/2009 | 1 | EA | 1.00 | 1.00 |
| 0012AA | Live-agent call center support Performance payment milestones will be authorized after the completion of the days and dates listed below. Veteran's Day (11/11/2008) - \$55,056.20 Martin Luther King Day (01/19/2009)-\$53,278.28 President's Day (02/16/2009)- \$53,278.28 Accounting and Appropriation Data: 61.09.4701000.300.0007.070100000.06300000000 00000.25990000.000000 DELIVERY DATE: 02/17/2009 | 1 | LT | 161,612.76 | 161,612.76 |