

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE QP0022174	PAGE 1	OF 3	PAGES
2. AMENDMENT/MODIFICATION NO. P00217		3. EFFECTIVE DATE See Block 16B	4. REQUISITION/PURCHASE REQ. NO. PR201707210007		5. PROJECT NO. (If applicable)
6. ISSUED BY General Services Administration/FAS/ITC Office of Acquisition Operations 1800 F Street, NW Washington DC 20405 Andrea Lane 703-306-6825		CODE	7. ADMINISTERED BY (If other than Item 6)		CODE
8. NAME AND ADDRESS OF CONTRACTOR Manhattan Telecommunications 55 Water Street, 32nd Floor New York, NY. 10041		(□)	9A. AMENDMENT OF SOLICITATION NO.		
			9B. DATED (<i>SEE ITEM 11</i>)		
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. GS00Q17NSD3007		
			10B. DATED (<i>SEE ITEM 13</i>) 7/31/2017		
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 electronic communication 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 DATA 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 letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and data 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 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: Mutual Agreement of Both Parties (FAR 43.103(a)(3))
	OTHER (Specify type of modification and authority)

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

SEE CONTINUATION PAGE

15A. NAME AND TITLE OF SIGNER (Type or print) Andoni Economou, COO/EVP		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Andrea Lane Contracting Officer	
15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED 12/09/2020	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED

1. The purpose of this modification is to:
 - Delete the last paragraph from Section G 3.2.3, Protests and Complaints;
 - Add Section G.3.2.3.2, FAR 52.216-32 Task-Order and Delivery-Order Ombudsman Alt I;
 - Delete GSAM Clause 552.216-74 (AUG 2010) from Section I.3.1 GSAM Clauses Table; and
 - Update the language in Section J.21 Service Contract Labor Standards Wage Rates regarding applicability.
2. The contract is modified as follows:

SECTION G CHANGES:

- A. Delete the last paragraph from Clause G.3.2.3 Protests and Complaints:

GSA has appointed an ombudsman to review complaints from contractors and ensure they are afforded a fair opportunity to be considered. The ombudsman is a senior GSA official who is independent of the GSA CO and OCO.

- B. Add Section G.3.2.3.2 Task-Order and Delivery-Order Ombudsman Alt I as follows:

52.216-32 Task-Order and Delivery-Order Ombudsman (Sept 2019)

(a) In accordance with 41 U.S.C. 4106(g), the Agency has designated the following task-order and delivery-order Ombudsman for this contract. The Ombudsman must review complaints from the Contractor concerning all task-order and delivery-order actions for this contract and ensure the Contractor is afforded a fair opportunity for consideration in the award of orders, consistent with the procedures in the contract.

Maria Swaby
GSA Ombudsman
1800 F St NW, 2nd Floor
Washington, D.C. 20405
GSAOmbudsman@gsa.gov
202-208-0291

(b) Consulting an ombudsman does not alter or postpone the timeline for any other process (e.g., protests).

(c) Before consulting with the Ombudsman, the Contractor is encouraged to first address complaints with the Contracting Officer for resolution. When requested by the Contractor, the Ombudsman may keep the identity of the concerned party or entity confidential, unless prohibited by law or agency procedure.

(d) Contracts used by multiple agencies.

(1) This is a contract that is used by multiple agencies. Complaints from Contractors concerning orders placed under contracts used by multiple agencies are primarily reviewed by the task-order and delivery-order Ombudsman for the ordering activity.

(2) The ordering activity has designated the following task-order and delivery-order Ombudsman for this order:

[The ordering activity's contracting officer to insert the name, address, telephone number, and email address for the ordering activity's Ombudsman or provide the URL address where this information may be found.]

(3) Before consulting with the task-order and delivery-order Ombudsman for the ordering activity, the Contractor is encouraged to first address complaints with the ordering activity's Contracting Officer for resolution. When requested by the Contractor, the task-order and delivery-order Ombudsman for the ordering activity may keep the identity of the concerned party or entity confidential, unless prohibited by law or agency procedure.

SECTION I CHANGES:

C. Clause 552.216-74 Task Order and Delivery Order Ombudsman (AUG 2010) is deleted from Section I.3.1 GSAM Clauses table.

SECTION J CHANGES:

D. The language at the beginning of Section J.21 is updated to state:

DOL determined that the following EIS service is covered by the Service Contract Labor Standards:

- Contact Center Services

The agency Contracting Officer shall determine if additional services included in their agency's solicitation(s) are subject to the Service Contract Labor Standards.

3. The estimated dollar value of the contract remains unchanged.

4. Except as provided herein, all prices, terms and conditions of the document referenced in Item 10A remain unchanged and in full force and effect.