AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		5

2. AMENDMENT/MODIFICATION NUMBER	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQUISITION NUMBER	5. PROJECT NUMBER *(If applicable)*
0002	07/02/2026		

6. ISSUED BY CODE WAD-NMFS-B

WAD-NMFS-Boulder
325 BROADWAY, SOU6
BOULDER CO 80305

7. ADMINISTERED BY *(If other than Item 6)* CODE

8. NAME AND ADDRESS OF CONTRACTOR *(Number, street, county, State and ZIP Code)*

CODE | FACILITY CODE

(X) 9A. AMENDMENT OF SOLICITATION NUMBER
1305M326Q0274

☒ 9B. DATED *(SEE ITEM 11)*
06/26/2026

☐ 10A. MODIFICATION OF CONTRACT/ORDER NUMBER

10B. DATED *(SEE ITEM 13)*

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 1 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 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 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 date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER 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 NUMBER IN ITEM 10A.
☐	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation data, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
☐	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
☐	D. OTHER *(Specify type of modification and authority)*

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

See continuation page

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)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		HILLARY E. WHITEHURST	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		*(Signature of Contracting Officer)*	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
Prescribed by GSA FAR (48 CFR) 53.243

NAME OF OFFEROR OR CONTRACTOR

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Period of Performance: 07/27/2026 to 07/26/2027				

The purpose of Amendment 0002 is to complete the following:
-Extend the quote submission due date through **July 8 at 9:00 AM ET**
-The NAICS applicable to this RFQ is 561421
-Answers questions received

Amendment 0002 Q&A:

1. Will contractor personnel access PTNS through a secure web portal using Government-furnished accounts, or is VPN or other Government network access required?
ANSWER: Contract staff will access the PTNS through a website.

2. Please clarify the Government- versus contractor-provided communications infrastructure, including responsibility for telephone numbers, call routing, forwarding, recording platform, recording retention, storage, encryption, ownership, and any other telephony infrastructure required for performance.
ANSWER: The contractor is responsible for the recording platform, records retention (calls received, time on hold, etc), storage of call records, and any physiCal equipment and office space for their staff. The Government owns any records of PTNS notifications. The Government supplies the phone number for the PTNS and will forward calls to the contractor when Government staff are off duty. No encryption is needed.

3. Approximately how many hours of initial Government-provided training should offerors include in their staffing assumptions? Will this be virtual or in-person?
ANSWER: Training will be virtual and will be between 8-24 total hours of training time depending on experience with this work.

4. Does the Government anticipate contractor personnel being dedicated exclusively to PTNS during after-hours operations, or may contractor personnel perform other duties provided all PTNS performance standards are met?
ANSWER: The Government requires the contractor to complete the duties required during after-hours operations. The contractor can only invoice for work performed under this requirement.

5. Please provide historical operational workload metrics, including peak concurrent calls, percentage of new PTNS notifications versus notification edits, and percentage of calls resulting in urgent escalations.
ANSWERL This varies over the course of the year as fisheries open and close and weather windows are available for fishing vessels to sail. Generally speaking, April-October tends to be the busiest time of year. Most calls pertain to new notifications rather than edits (90%). About 6-10 calls per month require escalation to a NOAA employee.

6. Are there any key areas of service or performance under current or prior contracts that NOAA prioritizes as specifically requesting or requiring improvement?
ANSWER: Retention of experienced operators and training of new operators.

Amendment 0001 Q&A:

1. What are the required language options?
ANSWER: English

2. Over the past year, what is the percentage of calls received in English versus non-English?
ANSWER: Some industry members use English as their second language, but can submit required information in English.

3.What is the current average handle time for phone calls and other types of communications?
ANSWER: Average: 550 minutes a month

4. What is the current average wait time for phone calls?
ANSWER:~less than 3 minutes

5. What is the minimum simultaneous inbound call capacity?
ANSWER: 27 simultaneous rings maximum inbound.

6. What percentage of calls must be resolved without a transfer, second call, or a return call?
ANSWER: >95% of calls

7. What time of day, days of the week, or times of the year do calls typically peak?
ANSWER: Fishery dependent on opening/closing dates, weather, etc. Generally peaks in Spring for scallop (end of March and first couple weeks of April), Summer for herring (July and October), and summer/holidays for groundfish.

8. Is there an incumbent award or is this a new requirement?
ANSWER: Historically, this requirement was supported under Purchase Order 1305M219PNFFM0515 and was issued to Metropolitan Communication Services

9. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories.
ANSWER: Quoters shall use Attachment 2 Pricing Schedule to complete their price quote.

10. How was the Extended Price for the "T&M Surge Estimated 200 minutes per month" derived?
ANSWER:There are times during the year when call volume may increase. The increase would be primarily due to factors related to a given fishery, such as a season opening, a regulation change, or other industry related factors.

11. Are all calls received in English?
ANSWER:Yes.

12. How does NOAA track customer service, SLAs, and Quality Assurance?
ANSWER: NOAA periodically reviews performance and may ask the Contract Officer for feedback regarding complaints NOAA hears about the answering service.

13. Will NOAA confirm that the requirement for live call-in assistance explicitly prohibits the use of intermediate Interactive Voice Response (IVR) menus, automated hold delays, or routing to voicemail queues during concurrent call spikes?
ANSWER: The default method to handle calls should be a human operator, backup options can include

those listed.

14. In what format should the "call-in record summary report or message ticket" be delivered? Additionally, will access to a real-time call dashboard be acceptable in conjunction with daily call reports?
ANSWER: Email every handled call using a template that details what was handled on the call. A dashboard could possibly be useful but NOAA would like to review the content.

15. How often does the NEFSC request all-day coverage? Would you also like to see options for 24/7 coverage and/or standard business hour coverage?
ANSWER: All day coverage is required on weekends and federal holidays. After hours coverage is required in the evenings and overnight daily.