

OMB Approval 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. <b>#11</b>	3. EFFECTIVE DATE <b>11/15/03</b>	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (if applicable)	
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE <b>549 / 90C</b>	7. ADMINISTERED BY (if other than item 6) <b>Same as item 6</b>		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP, Code)  <b>Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203</b>				(V)	9A. AMENDMENT OF SOLICITATION NO.
					9B. DATED (SEE ITEM 11)
				X	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E20140</b>
					10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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 6 and 15, and returning one (1) copy 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 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 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 data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)  
**CLIN No. 27 one time charge for \$4074.24 to DO #591**

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

(V) 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 Part 43**

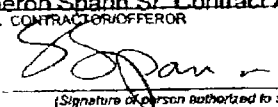

D. OTHER Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ X ] is required to sign this document and return one copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the one time charge EBISS TDD Lines charges.

CC: Nancy Radosta, INS NCSC

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) <b>Sheron Spann Sr. Contract Administrator</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer</b> <b>(214) 857-0029</b>
15B. CONTRACTOR/OFFICER  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA by  (Signature of Contracting Officer)
15C. DATE SIGNED <b>11-18-03</b>	16C. DATE SIGNED <b>11/19/03</b>

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

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STANDARD FORM 30 (REV. 10-33)  
Prescribed by GSA  
FAR (48 CFR) 53.243

November 14, 2003  
DO #591, Modification #11

The purpose of this modification is to provide funding to support the above miscellaneous requirements under the subject National Customer Service Center (NCSC) contract. The one time charge of \$4,074 is hereby added to the previous total of \$335,130, therefore the new total of CLIN 27 is \$339,204. NCS Pearson's 10/08/03 proposal is hereby incorporated as attached.

The total price for one time charge EBISS TDD Lines charges for Option Year 1 is \$4074..

**Option Year 2 through 4 Costs**

*Ongoing line charges for each subsequent option year is as follows:*

- Option Year 2 = \$604.00
- Option Year 3 = \$634.00
- Option Year 4 = \$665.00

# Contract Modification Proposal for EBISS TDD Line & Equipment

Prepared in response to:

Request from the Citizenship and Immigration  
Services (CIS)

Presented to:

Adam Deering, Contracting Officer  
Department of Veterans Affairs  
North Texas Healthcare System  
4500 South Lancaster Road  
Dallas, Texas 75246

Nancy Radosia, CIS OOTF  
Citizenship and Immigration Services  
Department of Homeland Security  
800 K Street NW, Room 3001  
Washington, D.C. 20536-0001

Submitted by:

NCS Pearson, Inc.  
4801 Wilson Blvd., Suite 200  
Arlington, VA 22203

Contract No.  
GS35F4650C/BPA579022

October 8, 2003

NCS Pearson

*This proposal includes data that shall not be disclosed outside the U.S. Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this proposal. If however, a contract is awarded to this offeror as a result of, or in competition with, the submission of this data, the government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets identified on the page(s) marked with a restrictive legend.*

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## **Section 1.0 Background**

The Employer, Business, Investor, and School Services (EBISS) telecommunications device for the deaf (TDD) service is an enhancement to the Pearson Government Solutions call center program for the Citizenship and Immigration Services (CIS).

With this deployment, hearing impaired callers will be able to access EBISS by dialing an 800 number in the MCI network. This number will extend to Pearson's phone switch at our BCIS Tier 1 Call Center site in Corbin, Kentucky which will route the call to a dedicated EBISS TDD machine staffed by trained EBISS agents.

## **Section 2.0 Purpose**

This document contains a conceptual approach to providing a technical solution to the business need currently facing the CIS for installing a TDD line in Corbin, KY for EBISS calls.

This document also contains a proposal to provide the Pearson Government Solutions Program team with project information regarding timelines and level of effort regarding a technical solution to the business need currently facing the CIS.

Both the conceptual approach and the proposal were formulated based on requirements provided by CIS and on emails exchanged between CIS and Pearson Government Solutions to clarify the requirements.

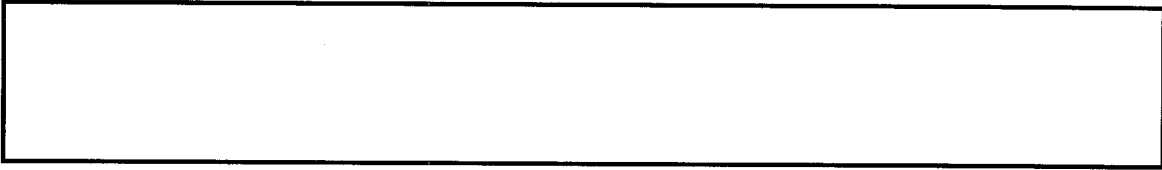
## **Section 3.0 Overview**

This document is divided into the following areas:

- TDD Line Overview Description
- Training
- Assumptions

**Section 4.0 Overview Description**

(b)(4)



Associated Activities

1. Perform telephony set-up work on the Corbin phone switch (assign new DNIS, routing steps, etc.).
2. Purchase and set-up a new TDD machine for EBISS.
3. Train the EBISS agents that will be working with the TDD machine.

**Section 5.0 Training**

Training on how to respond to callers using TDD equipment will be provided for the EBISS agents that will be assigned to respond to TDD EBISS calls (assume 10 minutes of training per agent, four agents (2 primary and 2 backups)).

**Section 6.0 Assumptions**

Please refer to Assumptions in the Executive/Price Proposal.

# Executive/Price Proposal for EBISS TDD Line

Prepared in response to:

Request from the Citizenship and Immigration  
Services (CIS)

Best "Reproducible" Copy Available

## Presented to:

Adam Deering, Contracting Office  
Department of Veterans Affairs  
North Texas Healthcare System  
4500 South Lancaster Road  
Dallas, Texas 75216

Randy Radoski, CIS COTR  
Citizenship and Immigration Services  
Department of Homeland Security  
800 K Street NW, Room 1000  
Washington, D.C. 20536-0001

## Submitted by:

NCS Pearson, Inc.  
4301 Wilson Blvd., Suite 201  
Arlington, VA 22203

Contract No.  
GS35-4650G/BPA649022

October 8, 2003

**NCS Pearson**

*This proposal includes data that shall not be disclosed outside the U.S. Government and shall not be further used or disposed of in whole or in part for any purpose other than to evaluate this proposal. If a contract is awarded to this offeror as a result of, or in connection with, the submission of this proposal, the government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the government's right to use information contained in this data that is obtained from another source without restriction. The data subject to this restriction are contained in sheets identified on the page(s) marked with a restrictive legend.*

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## I. Executive Summary

Pearson Government Solutions is pleased to submit our business proposal to provide the Citizenship and Immigration Services (CIS) with the Employer, Business, Investor, and School Services (EBISS) Telecommunications Device for the Deaf (TDD) service at the CIS Tier 1 Call Center in Corbin, KY.

Pearson Government Solutions, a division of Pearson plc, a \$6 billion, publicly traded company with assessment, training, education, and publishing enterprises, has 5,600 employees nationwide in 30 locations. Pearson Government Solutions is a solidly established, responsible contractor engaged in over \$1.2 billion in business per year, much of it with US Government agencies such as the Transportation Security Administration, Federal Emergency Management Agency, Department of Education, Department of Defense and the Census Bureau. We hold numerous classified contracts with the Department of Defense and other agencies. Pearson Government Solutions has established a sterling reputation as a well-respected services provider to the US Government, capable of delivering an efficient solution for CIS. Pearson Government Solutions has over 40 years of experience administering, scoring and reporting assessments in a wide variety of media. Pearson Government Solutions is an industry leader in data collection and reporting.

## II. EBISS TDD Line Pricing Assumptions

(b)(4)

1. Agents that will be using and/or working with the TDD machines to respond to incoming calls will need training on how to use and work with the machines.
2.
3. Monthly Call Volume and Average Handle Time (AHT) assumptions
  - EBISS = 1% of monthly EBISS main line
    - AHT = 10 minutes per call
4. One TDD machine will be purchased for EBISS TDD calls.
5. Installation of the TDD line will take about 1 to 2 weeks.
6. The period of performance for the TDD line will be the following option years:
  - Option Year 1 – October 2003 through May 31, 2004
  - Option Year 2 – June 1, 2004 through May 31, 2005
  - Option Year 3 – June 1, 2005 through May 31, 2006
  - Option Year 4 – June 1, 2006 through May 31, 2007
7. Upon government acceptance of Contractor's proposal, it will be incorporated into the subsequent modification.
8. All existing terms and conditions of the current contract remain unchanged with the exception of the above assumptions.

**III. TDD Lines Pricing Details**

**Option Year 1 Cost**

**EBISS TDD – Associated Costs**

**TDD Machine cost = \$302.40**

*Charges for:*

- TDD unit – AT&T TTY 8840, Supplier: Voice & Data Networks.

**Line Costs = \$447.56**

*Charges for:*

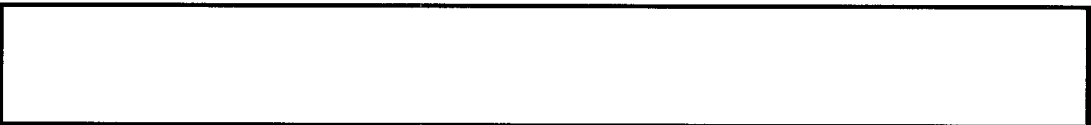
- Vendors' installation and ongoing line charges for Option Year 1.
- Installation, IT Pearson Education Data Center Services (PEDCS) escort/assistance (One resource)
- Setup, coordination/assistance and testing verification by one IT Project Manager & one SW Developer

**Development Costs = \$3,265.71**

*Charges for:*

- Telephony set-up, coordination, testing and deployment work on the Corbin phone switch (DNIS, Vector steps)

(b)(4)



**Option Year 2 through 4 Costs**

*For ongoing line charges for 12 months for each option year:*

- Option Year 2 = \$603.51
- Option Year 3 = \$633.68
- Option Year 4 = \$665.36

#### **IV. Verification of Installation and Connectivity**

This project is complete after test calls are successfully made by dialing the phone number for the TDD line from another TDD device as part of the final step of installation to verify that we are able to receive calls into the EBISS TDD machine and that the EBISS agents trained have been able to experience receiving and responding to calls through the machine

OMB Approva 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1 2</b>
2. AMENDMENT/MODIFICATION NO. <b>#12</b>	3. EFFECTIVE DATE <b>08/01/03</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)	
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (if other than Item 6) <b>Same as Item 6</b>		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Bruce G. Emerson, Manager Contracts NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			<b>Y</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E20140</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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 one (1) copy 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 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 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 data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

**See attached CLIN Schedule**

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

(4)	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 acct., etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the following 1.) Extend the average handling Time of 4.8666 established for June and July thru September 30, 2003.

2.) Set the Average Handling Time for the period 1 October thru 31 December 2003, to 4.38 minutes per call.

**CC: Nancy Radosta, INS NCSC**

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) <b>Bruce Emerson, Contracts/Procurement Manager</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA
15C. DATE SIGNED <b>31 Oct 03</b>	16C. DATE SIGNED <b>11/16/03</b>
(Signature of person authorized to sign)	(Signature of Contracting Officer)

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

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STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

1 October 2003  
DO #591, Modification #12

- 1.) Due to the incorporation of call types, new scripts and until content is stabilized, the Average Handle Time (AHT) of 4.8666 is extended for the months of August and September 2003.
- 2.) The AHT is set at 4.38 minutes from 1 October through 31 December 2003. AHT will continue to be monitored weekly to determine if AHT is stabilizing. For the above consideration, contractor agrees to conduct a valid test with a more linear approach utilizing the menus in the shortcuts for certain service transactions and commonly used features. Based on testing results, the parties will determine the appropriate approach for handling AHT from January 2004 and forward

All other terms and conditions of the subject contract remain unchanged.

Offeror Name:

Pearson Government Solutions

Option Year 1 Pricing (June 1, 2003 - December 31, 2003) w/14.81% increase

CLN	Range of calls per month	Current Unit Price	14.81%	Total w/ increase	X 12 months	Total
CLIN 1	300,000 - 319,999				12	
CLIN 2	320,000 - 339,999				12	
CLIN 3	340,000 - 359,999				12	
CLIN 4	360,000 - 379,999				12	
CLIN 5	380,000 - 399,999				12	
CLIN 6	400,000 - 419,999				12	
CLIN 7	420,000 - 439,999				12	
CLIN 8	440,000 - 459,999				12	
CLIN 9	460,000 - 479,999				12	
CLIN 10	480,000 - 499,999				12	
CLIN 11	500,000 - 519,999				12	
CLIN 12	520,000 - 539,999				12	
CLIN 13	540,000 - 559,999				12	
CLIN 14	560,000 - 579,999				12	
CLIN 15	580,000 - 599,999				12	
CLIN 16	600,000 - 619,999				12	
CLIN 17	620,000 - 639,999				12	
CLIN 18	640,000 - 659,999				12	
CLIN 19	660,000 - 679,999				12	
CLIN 20	680,000 - 699,999				12	
CLIN 21	700,000 - 719,999				12	
CLIN 22	720,000 - 739,999				12	
CLIN 23	740,000 - 759,999				12	
<b>Total Direct Labor:</b>		\$35,096,664		\$40,294,466		\$483,533,589
<b>Estimated Travel/Other Direct Costs:</b>		\$12,500		\$12,500		\$12,500
<b>Total for Base Year:</b>		\$35,109,164		\$40,306,966		\$483,546,089

(b)(4)

(b)(4)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1 3</b>
2. AMENDMENT/MODIFICATION NO. <b>#13</b>	3. EFFECTIVE DATE <b>12/24/03</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)		(4)	9A. AMENDMENT OF SOLICITATION NO.
Sheron Spann, Sr. Contract Administrator NCS Pearson 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203			9B. DATED (SEE ITEM 11)
		<b>X</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E20140</b>
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12. ACCOUNTING AND APPROPRIATION DATA (If required)

**CLIN No. 27 increased by \$13,226.77 to \$352,430.77**

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

(4)	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 data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER (Specify type of modification and authority)

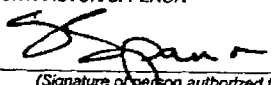
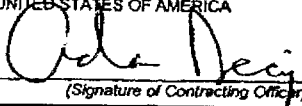
E. IMPORTANT: Contractor [ ] is not, [ **X** ] is required to sign this document and return one copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to:

- 1) Incorporate Appointment Callback Support for Appointments Scheduled for December 24 and 31, 2003
- 2) Revise Manifest Layout
- 3) Extend Average Handling Time of 4.38 Minutes per Call
- 4) Discontinue Payment for Non-TDD Calls to the TDD Line

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) <b>Sheron Spann, Sr. Contract Administrator</b> <b>703-284-5665</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer</b> <b>214-857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
15C. DATE SIGNED <b>03-17-04</b>	16C. DATE SIGNED <b>3/23/04</b>



December 24, 2003  
DO #591, Modification #13

The purpose of this modification is to authorize the following support/changes under the subject National Customer Service Center (NCSC) contract:

**Appointment Callback Support**

This modification provides partial funding in the amount of \$3,595.77 under CLIN 27 for appointment callback support. Contractor will provide the required services on a Time and Material (T&M) basis at a total value not-to-exceed \$3,739.93 in accordance with the attached estimate dated January 12, 2004.

(b)(4)

Upon approval of Contractor's 2003 GSA rates, additional funding in the amount of [redacted]

The additional support requires Contractor to cancel and reschedule all appointments previously scheduled for December 24<sup>th</sup> and 31<sup>st</sup>. The T&M estimate is based on the following:

1. Numbers that are answered by a live, competent person will result in a cancellation and, if possible, reschedule.
2. Numbers that are answered by voice mail will result in a cancellation message.
3. Numbers that are not answered will be called up to a total of three times.
4. Incorrect numbers will be noted.
5. Callback information will be captured and shared with USCIS on an Excel spreadsheet.

Contractor's estimate dated 01/12/04 is hereby incorporated as attached.



December 24-26-31  
Callbacks.xls

**Revise Manifest Layout**

(b)(4)

[redacted]

Contractor's estimate dated 11/13/03 is hereby incorporated as attached.



AS Manifest Layout  
111303.xls



Rev Manifest Layout  
Estimate 111303.xls

11/10/04 - 9/30/04

**Extend Average Handling Time of 4.38 Minutes per Call**

Due to the incorporation of call types, new scripts and until content is stabilized the Average Handling Time (AHT) of 4.38 is extended until September 30, 2004. This temporary extension continues to give the Contractor the opportunity to implement strategies to reduce talk-time without deterioration of service levels and independent assessment scores. During this period USCIS will closely monitor Contractor's steps to improve call management.

**Discontinue Payment for Non-TDD Calls to the TDD Line**

Effective March 1, 2004, USCIS will no longer pay for non-TDD calls to the TDD line. These calls require no real handling time or service. USCIS temporarily allowed these calls to be included for billings at the average talk-time for non-TDD calls to give the Contractor the opportunity to eliminate the need for manual hang-ups.

The total value of CLIN 27 is hereby increased as follows, from \$339,204 by \$13,226.77 (partial funding)- to \$352,430.77:

<b>Modification 13 Support</b>	<b>Increase in Value using 2003 Projected Rates</b>	<b>Increase in Value using 2002 Approved Rates (Partial Funding)</b>	<b>Delta to be Authorized upon Approval of 2003 Rates</b>
Appointment Callback Support	NTE \$3,739.93	NTE \$3,595.77	\$144.16
Revise Manifest Layout	One-Time Charge \$9,680	One-Time Charge \$9,631	\$49.00
Extend Average Handling Time of 4.38 Minutes per Call	Not Applicable	Not Applicable	Not Applicable
Discontinue Payment for Non-TDD Calls to the TDD Line	Not Applicable	Not Applicable	Not Applicable
<b>Total Increase in CLIN 27 via Modification 13</b>	<b>Full Funding \$13,419.93</b>	<b>Partial Funding \$13,226.77</b>	<b>\$193.16</b>

All other terms and conditions of the subject contract remain unchanged.

OMB Approval 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. <b>#14</b>	3. EFFECTIVE DATE <b>12/12/03</b>	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			<b>X</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E20140</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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, [ X ] 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 one (1) copy 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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$5,964.64 (NTE)**

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

(4)	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).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

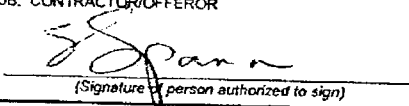
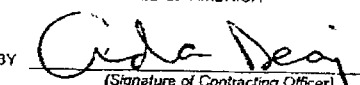
**E. IMPORTANT: Contractor [ ] is not, [ X ] is required to sign this document and return one copies to the issuing office.**

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to incorporate Appointment Callback Support for appointments scheduled for December 26, 2003.

CC: Nancy Radosta, INS NCSC

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) <b>Sheron Spann Sr. Contract Administrator</b>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-10029</b>	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>12/31/03</b>	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>12/31/03</b>

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

30-105  
Computer Generated

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

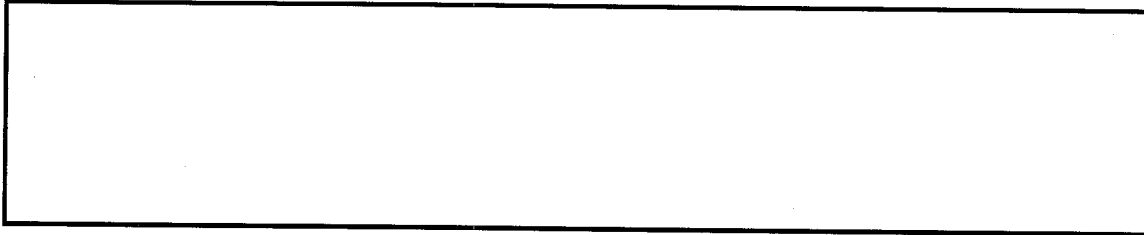
December 17, 2003  
DO #591, Modification #14

**Appointment Callback Support**

NCS Pearson will provide the required services on a Time and Material (T&M) basis in accordance with the attached proposal dated December 12, 2003. The effective date is December 12<sup>th</sup> to ensure completion by December 19<sup>th</sup>.

The purpose of this modification is to provide funding to support the appointment callback support requirement under the subject National Customer Service Center (NCSC) contract. The additional support requires NCS Pearson to cancel and reschedule all appointments previously scheduled for December 26<sup>th</sup>. The \$5,964.64 T&M estimate is based on the following:

(b)(4)



The total value of CLIN 27 is hereby increased from ~~\$353,998~~ by \$5,964.64 (NTE) to ~~\$359,962.64~~. NCS Pearson's informal proposal dated 12/12/03 is hereby incorporated as attached.

*Added  
mod #14  
corrected*

**Dearing, Adam C.**

---

**From:** Radosta, Nancy L [Nancy.Radosta@dhs.gov]  
**Sent:** Tuesday, January 13, 2004 10:35 AM  
**To:** 'Ulmer, Tom'; Stearns, Hugh B; 'adam.dearing@med.va.gov'  
**Cc:** Spann, Sheron; DeMaio, Michael; Clark, Jim M.  
**Subject:** RE: Appointment Callbacks for December 24, 26 and 31

This looks good. You have my approval.

-----Original Message-----

**From:** Ulmer, Tom [mailto:tom.ulmer@pearson.com]  
**Sent:** Monday, January 12, 2004 4:09 PM  
**To:** Nancy Radosta (Nancy.Radosta@dhs.gov)  
**Cc:** Spann, Sheron; DeMaio, Michael; Clark, Jim M.  
**Subject:** Appointment Callbacks for December 24, 26 and 31

Nancy:

We have prepared the billing data for Modification 14: Appointment Callbacks Required by December 26<sup>th</sup> Closings. That billing will be included in our December 2003 invoice.

You will recall that we also made callbacks for December 24 and December 31 at USCIS request, without creating a contract modification at the time. As discussed, we have now used actual metrics generated by Modification 14 to determine the number of hours expended on the December 24 and December 31 callbacks.

You will find, attached, the following files:

1. December 24-26-31 Callbacks.xls - This file indicates the basis for billing under Modification 14 (which will be included in our invoice). It also interpolates the hours expended on the December 24 and December 31 callbacks and the associated pricing using the same labor categories.
2. Appointment Callbacks dated 12-24-03.xls - List of callbacks for December 24th
3. Appointment Callbacks dated 12-26-03.xls - List of callbacks and results for December 26th
4. Appointment Callbacks dated 12-24-03.xls - List of callbacks for December 31st

We ask that you review these documents and approve the December 24<sup>th</sup> and 31<sup>st</sup> pricing in concept so that we may follow up with a proposed contract modification to Adam Dearing in the amount of \$3,912.59.

Thank you,

**Tom Ulmer**

*Program Manager,*

*USCIS National Customer Service Centers Program*

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1 2</b>
2. AMENDMENT/MODIFICATION NO. <b>#15</b>	3. EFFECTIVE DATE <b>04/01/2004</b>	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (if applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			<b>Y</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E20140</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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 one (1) copy 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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$3,061**

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

(4)	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).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

**E. IMPORTANT: Contractor  is not,  is required to sign this document and return one copies to the issuing office.**

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to:

- 1) Incorporate International Host Connect support
- 2) Exercise of Option Period 2

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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>	
15B. CONTRACTOR/OFFEROR  <i>S Spann</i> (Signature of person authorized to sign)	15C. DATE SIGNED <b>04-02-04</b>	15B. UNITED STATES OF AMERICA BY <i>Adam Dearing</i> (Signature of Contracting Officer)	15C. DATE SIGNED <b>4/2/04</b>

April 1, 2004  
DO #591, Modification #15

The purpose of this modification is to authorize the following support under the subject National Customer Service Center (NCSC) contract:

**International Host Connect**

This modification provides funding for a one-time charge of \$3,061 under CLIN 27 in accordance with Option/Choice #2 in the attached estimate.

(b)(4)



Option/Choice #2 of the Contractor's estimate dated March 26, 2004 is hereby incorporated as attached.



Intl Host Connect  
Prop 032604rev.doc

The total value of CLIN 27 is hereby increased from \$352,430.77 by \$3,061 to \$355,491.77.

**Exercise Option Period 2**

Option Period 2 is hereby exercised, effective June 1, 2004 through May 31, 2005.

All other terms and conditions of the subject contract remain unchanged.



**Introduction**

This proposal is provided in response to the Contracting Officer's request dated March 24, 2004. Pearson proposes two (2) potential solutions that can be implemented by SouthWestern Bell, upon which CIS should choose. When selecting the solution (Option/Choice #1 or #2), please specify which one Pearson should instruct SouthWestern Bell to implement.

Both options/choices require 10 business days for the new line to become operational. Therefore a decision must be made by **4:00pm EST 03/26/04** in order to be operational by April 10th as requested by the Contracting Officer's Technical Representative (COTR).

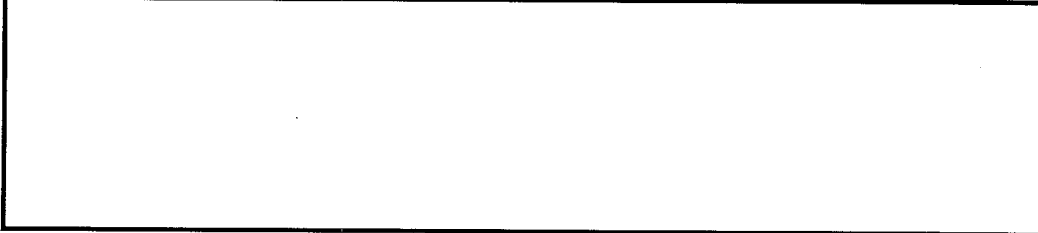
**Statement of Requirements**

The National Customer Service Center (NCSC) of the United States Citizenship and Immigration Service (USCIS) operates a nationwide toll-free service line that provides a wide variety of services and information to its customers. Among these services is an automated case status inquiry system that allows a customer with a valid Receipt number to check the status of their case by dialing the toll-free number and selecting the proper options within the Interactive Voice Response (IVR) system located in the MCI network.

The NCSC has established a requirement that this service should also be available to customers who are currently out of the country and the international community. However, the service will not be made available via a toll-free network; rather, the customer will be required to dial a toll-based number to gain access to the network-based IVR Case Status Inquiry System.

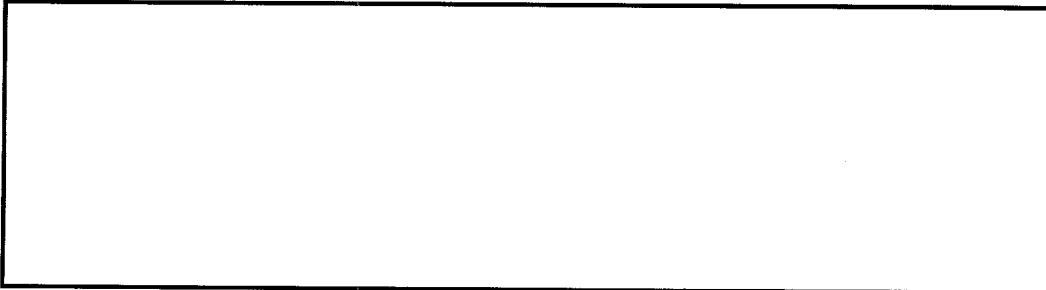
The proposed method of operation for this line is as follows:

(b)(4)

- 

In order to accomplish this, the NCSC requires the assistance of the current TIER I contractor. The contractor is requested to provide a price proposal for providing the following service to the USCIS.

(b)(4)

- 



- *The new line must be operational by 10 April 2004.*
- *The ANI of the calling party, if possible, should be passed from the local operating telephone company to MCI, so reporting information and statistics can be gathered.*

At the present time, there is a toll-based telephone number (785-330-1048) installed at the TIER I Call Center in Lawrence, Kansas. This number is associated with a Primary Rate Interface (PRI) T-1 circuit that was previously installed for another purpose, but has not been used. Assuming this number can be used, the contractor is requested to provide pricing information as follows:

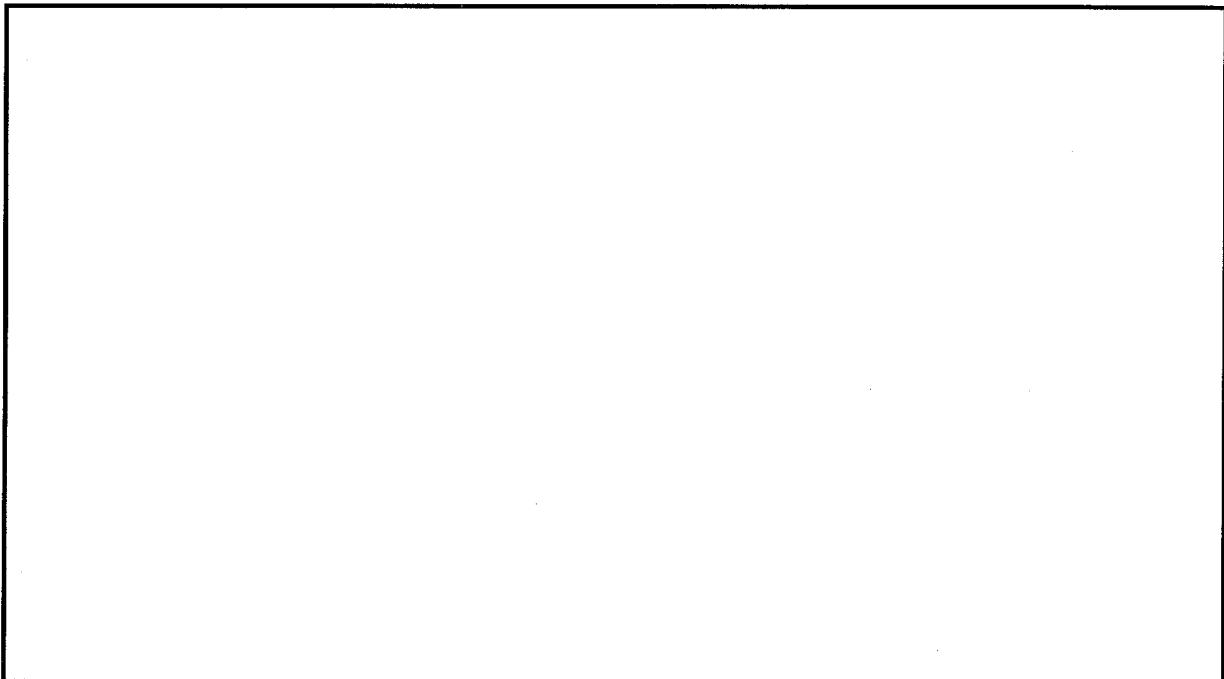
- Because the PRI is not needed for the new application, any costs associated with early termination of the existing T-1 circuit, if a cost savings is recognized over leaving the circuit in place through the life of the contract.
- Any non re-occurring costs associated with the change of the number from the PRI to a standard line, as well as any one time costs for activation of the call-forwarding feature.
- Any monthly costs incurred for the line, call forwarding features, and 'paths'.

Because the routing of the calls from an international originating point to a local telephone number that is call-forwarded to an internal MCI number, USCIS understands that there will be no reporting capabilities intrinsic to this service that can be provided by the contractor or local telephone company. Reporting information related to this service will be obtained from MCI, who will begin tracking each call as it enters the IVR through the newly established entry point.

**Cost Proposal**

**CONFIDENTIAL**

(b)(4)



**OPTION CHOICE #2**

**Option Year 1 Pricing (Date of Approval thru May 31, 2004)**

		Price
(b)(4) Termination Cost		\$
Set Up Cost	*	\$
(b)(4) Monthly Recurring Charge [ ] (mo.)	*	\$
		\$

**Option Year 2 Pricing (June 1, 2004 - May 31, 2005)**

(b)(4) Monthly Recurring Charge [ ] /mo.)	*	\$
---	---	----

**Option Year 3 Pricing (June 1, 2005 - May 31, 2006)**

(b)(4) Monthly Recurring Charge [ ] /mo.)	*	\$
---	---	----

**Option Year 4 Pricing (June 1, 2006 - May 31, 2007)**

(b)(4) Monthly Recurring Charge [ ] /mo.)	*	\$
---	---	----

**Total Price – Option/Choice #2**

**\$ 3,061**

\* Assumed a 25% surcharge for taxes, surcharges, municipal fees, etc.

**Pricing Assumptions**

1. Period of Performance:

- Option Year 1 – Date of Approval thru May 31, 2004
- Option Year 2 – June 1, 2004 through May 31, 2005
- Option Year 3 – June 1, 2005 through May 31, 2006
- Option Year 4– June 1, 2006 through May 31, 2007

2. Pricing breakdown:

(b)(4) [Redacted]

- Option/Choice #2 to establish the 10 digit telephone number as a POTS line with simultaneous call forwarding feature.

3. For both options, the pricing is based on the following details:

(b)(4) [Redacted]

- One time set up costs
- Monthly recurring costs for the line

**Other Assumptions**

(b)(4)

1.	
2.	
3.	
4.	
5.	
6.	
7.	

8. Upon Government acceptance of the proposal, the timeframe for this line to be operational is **ten (10) business days**.

OMB Approval: 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1   2</b>
2. AMENDMENT/MODIFICATION NO. <b>#16</b>	3. EFFECTIVE DATE <b>04/08/2004</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 80C</b>	7. ADMINISTERED BY (if other than Item 6) <b>Same as Item 6</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>		<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.	
		<input type="checkbox"/> 9B. DATED (SEE ITEM 11)	
		<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>	
		<input type="checkbox"/> 10B. DATED (SEE ITEM 13) <b>1/17/2002</b>	
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 one (1) copy of the amendment;
- (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
- (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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$14,604.00**

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

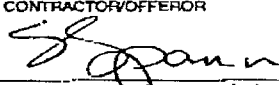

<input checked="" type="checkbox"/> A	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/> B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/> C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
<input type="checkbox"/> D	OTHER Specify type of modification and authority

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return one copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to incorporate support for the Child Citizenship Act (CCA) IR-3 Citizenship Cert Creation at Buffalo.

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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>03-10-05</b>	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>3/12/05</b>

January 19, 2005  
DO #591, Modification #16

The purpose of this modification is to authorize the following support under the subject National Customer Service Center (NCSC) contract:

### **IR-3 Citizenship Certification**

This modification provides funding for a one-time charge of \$14,604 under CLIN 27 in accordance with the attached proposal dated January 18, 2005. The value of the one-time charge is based on the Contractor's approved 2004 GSA rates (effective August 6, 2004) discounted appropriately according to the BPA. This support is authorized throughout the remainder of the contract, effective April 8, 2004. The Go Live date is 10 working days from the effective date.

The Contractor's fixed-price proposal is incorporated as attached. The total value of CLIN 27 is hereby increased by \$14,604.



CCA\CCA IR-3  
proposal - rev 011802

All other terms and conditions of the subject contract remain unchanged.

This modification represents a complete equitable adjustment for all costs, direct and indirect, associated with the work and time agreed to herein, including but not limited to, all costs incurred for extended overhead, supervision, labor inefficiencies, and this change's impact on unchanged work.



National Customer Service Center (NCSC) Contract  
U.S. Citizenship and Immigration Services (USCIS)

Contract Number GS35F4650G  
BPA549022 / P.O. E20140

## Introduction

The enclosed revised proposal is provided as a replacement of the proposal submitted April 23, 2004 for support under the Child Citizenship Act (CCA) IR-3 Citizenship Cert Creation at Buffalo effort. The proposal has been revised to incorporate Pearson's 2004 GSA rates which were approved on August 6, 2004.

## Statement of Requirements

### **IR-3 Citizenship Certification:**

1. CCA referrals to be sent to the Buffalo Local Office. (Current e-mail address for this type of referral - **CCABUF.REF9@DHS.GOV**).
2. Although it is a referral being sent to a local office, contractor to use the existing Service Center referral format and letters
3. Referral reasons possible:
  - a. Change of Address
  - b. Outside Processing Time (Case Status)
  - c. Change of Information Due to Emergency or Unforeseen Circumstances
4. Contractor refers CCA cases using the Form OS-155-A as the base form.
5. Scripting to be provided by USCIS (draft finished 2/17/04).
6. The first set of questions that need to be asked are as follows:
  - a. When did the child enter the United States?
    - i. Date must be on or after January 20, 2004. Capturing this date needed to determine if customer is eligible for a referral (ONLY FOR CASE STATUS). So only for CASE STATUS, contractor allows a referral if it has been 45 days or more since the child entered the US.
    - ii. For other referral categories, contractor will allow the referral any time after the Child has entered the US and before receipt of document by child/parent.
  - b. With what status did the child enter the United States?
    - i. If the answer is IR-3 status and the entry date was on or after January 20<sup>th</sup> 2004 (the start date for this program), then continue with the referral
    - ii. Otherwise, if the status is other than IR-3 status, or the child entered before January 20, 2004, then stop the specific BUF-CCA IR3 referral (may still be eligible for other referral if awaiting documents from a Service Center, etc.)
  - c.
    - i. Have you already received a certificate? (Y/N question)
    - ii. Siebel shall capture referral information for IR-3 Citizenship Certification calls. Siebel shall allow Change of Address and Emergency or Unforeseen Circumstances only if the answer to the question "Have you already received a certificate?" is No. If the answer is Yes, the customer needs to write to the Buffalo, NY office requesting the change.



National Customer Service Center (NCSC) Contract  
 U.S. Citizenship and Immigration Services (USCIS)

Contract Number GS35F4650G  
 BPA549022 / P.O. E20140

- d. At what Port of Entry did the child enter the United States?  
 Not "required" as a "stop" or "continue" decision field but required to be asked and filled in by CSR if caller provides information.  
 Contractor will then proceed to capture all the information that is captured on a service center referral (other than a receipt number).

e. Alien Number (Required for this type of referral)

- 7. The caller can be anyone on the existing "who can call" list under the service request program.
- 8. Contractor will capture caller information first, then beneficiary information and comments
- 9. All secondary and tertiary referrals will also be sent to Buffalo - similar business rules apply (30 days)
- 10. Contractor will put all this information on the 2 page service center template (USCIS to provide new physical address for the Buffalo to be placed on the referral letter that goes back to the customer from Buffalo).
- 11. Statistical Reports: Sample of new report for IR-3 referrals is attached (*IR-3 Report.xls*)  
 - This report is to be a standalone report that will be sent by contractor to USCIS on a weekly basis, along with the other statistical reports that are sent to USCIS. (It will be another attachment in the same e-mail)

**Requirement for N-643 form**

- 1. Contractor must add the N-643 as a valid form to select when performing a local office referral - Status Inquiry. It will follow all the same business logic and requirements that apply today to Status Inquiry at a Local Office except that there will be no processing time related to it. Simply....if an N-643 is still pending—take a referral.

**USCIS IR-3 Citizenship Certification Report**

For Week: Monday, February 16, 2004 through Friday, February 20, 2004  
 Records for Month: February 2003

Buffalo	Mon	Tue	Wed	Thu	Fri	Weekly	Monthly
						Total	Total
Case Status	9	8	6	5	3	31	59
Change of Address	4	2	2	1	2	11	21
Emergency/Unforeseen Circumstances	1	0	0	1	0	2	5
<b>Total Referrals</b>	<b>14</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>44</b>	<b>85</b>



National Customer Service Center (NCSC) Contract  
U.S. Citizenship and Immigration Services (USCIS)

Contract Number GS35F4650G  
BPA549022 / P.O. E20140

**Cost Proposal**

(b)(4)

(b)(4)

GSA ID	GSA Labor / Service Category	Task	2004 Approved/ Published GSA Rate	Discount	BPA Rate	Hours	Price
GSD017	Assoc. Software Devel.	Analysis & Test (Requirements)	\$95.80				
GSD017	Assoc. Software Devel.	Analysis & Test (System Testing)	\$95.80				
GSD017	Assoc. Software Devel.	Siebel Developer (Smartsript)	\$95.80				
GSD018	Software Developer	Siebel Developer (Exporter Process)	\$125.21				
GSD018	Software Developer	Reports Developer (Crystal Reports)	\$125.21				
GSD021	Program Manager	Software Project Manager	\$155.07				
GSD021	Program Manager	Software Project Manager (Statistics)	\$155.07				
<b>Total Fixed Price (using 2004 Approved/Published Rates)</b>							<b>\$14,604</b>





National Customer Service Center (NCSC) Contract  
U.S. Citizenship and Immigration Services (USCIS)

Contract Number GS35F4650G  
BPA549022 / P.O. E20140

### Assumptions

- The proposed support will add functionality to the existing referral system.
- Period of performance: Date of approval throughout the life of the contract.
- The level of effort (Total Hours) illustrates the number of business days it would take one dedicated resource to complete the task. Upon recommended approval of this task by the COTR on April 7<sup>th</sup>, Pearson stated this particular task to be part of the most appropriate production software release from the list of scheduled production software releases. As such, the implementation date for this release will be Tuesday, April 27, 2004. Training for the agents on this initiative began Thursday April 22, and will conclude Friday, April 23.
- This effort is proposed on a fixed price basis, and therefore should be authorized as a one-time charge.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1   2</b>
2. AMENDMENT/MODIFICATION NO. <b>#17</b>	3. EFFECTIVE DATE <b>04/15/2004</b>	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			<b>X</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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 one (1) copy 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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$10,950.00**

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

(4)	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).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

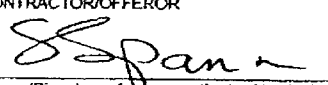

E. IMPORTANT: Contractor [ ] is not, [ X ] is required to sign this document and return one copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCS contract to incorporate the following referral services:

- Item 2(a) - Include the primary referral information with secondary and tertiary referrals
- Item 6(a) - Capture the name of the law firm or the attorney of record in addition to the caller's name
- Item 6(b) - Add the email address field that is captured in the database today, onto the research page for Service Center only
- Item 6(c): Best time to call

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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>04-23-04</b>
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
	16C. DATE SIGNED <b>4/26/04</b>

April 15, 2004  
DO #591, Modification #17

The purpose of this modification is to authorize the following support under the subject National Customer Service Center (NCSC) contract:

<b>Referral Item</b>	<b>Price</b>
Item 2(a) - Include the primary referral information with secondary and tertiary referrals	\$4,409
Item 6(a) - Capture the name of the law firm or the attorney of record in addition to the caller's name	2,941
Item 6(b) - Add the email address field that is captured in the database today, onto the research page for Service Center only	1,683
Item 6(c): Best time to call	1,917
<b>Total One-Time Charge</b>	<b>\$10,950</b>

This modification provides funding for a one-time charge of \$10,950 (based on the breakout shown above) under CLIN 27 in accordance with the attached estimate dated March 26, 2004. The value of the one-time charge is based on the Contractor's approved 2004 GSA rates (effective April 8, 2004) discounted appropriately according to the BPA. The Go Live date for this support is May 31<sup>st</sup> as a part of Release 2.5.3.



REFERRALS proposal  
032604.doc

The Contractor's estimate is incorporated as attached. The total value of CLIN 27 is hereby increased by \$10,950.

All other terms and conditions of the subject contract remain unchanged.



**Introduction**

The enclosed pricing was previously submitted on March 12, 2004 and is now resubmitted, as requested by the Contracting Officer's Technical Representative, in an alternate format to facility a more simplistic review.

(b)(4) The pricing information provided prior to March 12<sup>th</sup> included Pearson's *projected* GSA rates for 2003/2004 (less [ ] discount in accordance with the BPA) with the understanding that GSA would approve the projected rates in the near-term. At the Contracting Officer's request, the (b)(4) March 12<sup>th</sup> pricing as well as the pricing included herein are based on Pearson's latest *approved* GSA rates (2002), discounted by [ ]. Upon approval of Pearson's 2004 GSA rates, additional funding will be required to cover the difference between the total value based on 2004 projected rates and the 2002 approved rates.

**Summary table of tasks and associated pricing estimates**

The following table summarizes the tasks included in this proposal.

(b)(4)

Item Number	Pricing File Previously Submitted	Estimated Level of Effort *

\* Assumption: The level of effort illustrates the number of business days it would take one dedicated resource to complete the task. Once Pearson receives approval on a particular task, Pearson will slate this particular task to be part of the most appropriate production software release from the list of scheduled production software releases.



## Statement of Requirements

### Item 1: Receive Tier II referrals and process them through Tier I's system

- Tier 2 will accept referrals that are not captured at Tier 1, and collect the appropriate information, and then will nightly e-mail or fax the referrals to Pearson. Within 1 business day thereafter, Pearson will enter the referral into their system as follows:
  - If there is no prior referral of the same type, the request will be entered as a new referral regardless of whether tier 2 categorized it as new or secondary.
  - If there is a previous record of the same kind of referral, and it is within the referral processing time, the newer referral will not be entered, and will be disregarded.
  - If there is a previous referral of the same kind in the system that is outside the referral processing time, the new referral will be entered as a 'secondary' referral.
- All data entered referrals will be sent to the Service Centers (SC) as part of the daily shipment of referrals, which means the SC should receive these referrals within 2 business days after being accepted by Tier 2 if both Tier 2 and Tier 1 meet the business standards.
- Consistent with the SOP change in (2a) below, if it is appropriate to process a secondary referral, Tier 1 will correct the date of the primary referral in the comment field based on information about the primary in its system.

This is a process change, not a systems change. Tier 2 sites will e-mail referrals they collect to Pearson, which will data enter them into their system and ship them to destination sites along with referrals they themselves collected. USCIS requests a proposal to implement this change, but from our perspective cost should be based on transaction volume -- since this is not really a system change.

### Item 2(a): Include the primary referral information with secondary and tertiary referrals

USCIS is interested in having the system show, on the first page of the 2 page referral (the data page) the date of the original referral where the system typifies it as a secondary referral, and so would like to know price and timelines to implement this change, and would be interested in a proposal to make this discrete change.

### Item 3: New referral types and modifications to existing referral types

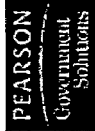
*To be priced under separate cover*

### Item 4: Change the Local Office referral letter to match the Service Center format

*To be priced under separate cover*

### Item 6(a): Capture the name of the law firm or the attorney of record in addition to the caller's name

USCIS requirement is that if caller indicates they work for attorney, in taking a referral the CSR or IIO should take the attorney information. To clarify this and insure the integrity of the process, USCIS hereby requests a proposal to add field to referral collection to indicate when a referral is actually taken from attorney's staff, and, in such a situation take the staff person's name in addition to the standard attorney information, and to list it on page 1 and page 2 of the referral letter as "Contacted by: [name]" after the date the referral was collected. However, the address field should continue to have the attorney name and information, not that of the staffer.



National Customer Service Center (NCSC) Contract  
U.S. Citizenship and Immigration Services (USCIS)

Contract Number GS35F4650G  
BPA 549022 / P.O. E20140

Item 6(b): Add the email address field that is captured in the database today, onto the research page for Service Center only

USCIS requests a proposal to activate this feature for all referrals. (See 6a – all e-mails should be address of person with G-28 on file, not staff.)

Item 6(c): Best time to call

Add an additional question next to the Phone number, for capturing the “What is the best time to reach you at this telephone number?” (with time zone).

This field will also appear on the research page on the referral letter. (For Service Center only).  
USCIS requests a proposal to add this feature to all referrals.



**Cost Proposal**

Proposal No:  
04W26  
Pearson Government Solutions

Summary - Items 1, 2(a), 6(a), 6(b), and 6(c)

Item #	GSA ID	GSA Labor / Service Category	Task	2004 Projected GSA Rate	Discount	BPA Rate	Hours	Extended Price	Proposal Type	Est Trans	Price Per Trans	
(b)(4) Item 1	GSD012	Processing Manager	Database Tracking Setup	\$ 126.91					FP - One Time Cost			
(b)(4) Item 1	GSD015	Customer Service Representative	Training	\$ 81.34						FP - One Time Cost		
(b)(4) Item 1	GSD015	Customer Service Representative	Process Transactions	\$ 81.34						T&M		
<b>Subtotal - Item 1</b>												
(b)(4) Item 2(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51								
(b)(4) Item 2(a)	GSD017	R&T Engineer III	Analysis & Test	\$ 99.10								
(b)(4) Item 2(a)	GSD019	SW Dev V	Siebel Developer	\$ 155.13								
<b>Subtotal - Item 2(a)</b>								<b>\$ 4,409</b>				



(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)

Item #	GSA ID	GSA Labor / Service Category	Task	2004 Projected GSA Rate	Discount	BPA Rate	Hours	Extended Price
Item 6(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
Item 6(a)	GSD017	R&T Engineer III	Analysis & Test	\$ 99.10				
Item 6(a)	GSD018	SW Dev IV	Siebel Developer	\$ 129.51				
Item 6(a)	GSD019	SW Dev V	Siebel Developer	\$ 155.13				
<b>Subtotal - Item 6(a)</b>								<b>\$ 2,941</b>
Item 6(b)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
Item 6(b)	GSD017	R&T Engineer III	Analysis & Test	\$ 99.10				
Item 6(b)	GSD019	SW Dev V	Siebel Developer	\$ 155.13				
<b>Subtotal - Item 6(b)</b>								<b>\$ 1,683</b>
Item 6(c)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
Item 6(c)	GSD017	R&T Engineer III	Analysis & Test	\$ 99.10				
Item 6(c)	GSD018	SW Dev IV	Siebel Developer	\$ 129.51				
Item 6(c)	GSD019	SW Dev V	Siebel Developer	\$ 155.13				
<b>Subtotal - Item 6(c)</b>								<b>\$ 1,917</b>
<b>(GRAND TOTAL (using 2004 Projected Rates))</b>								<b>\$ 19,606</b>





Task	GSA ID	GSA Labor / Service Category	Task	2002 Approved GSA Rate	Discount	BPA Rate	Hours	Extended Price	Proposal Type	Est Trans	Price Per Trans
(b)(4) Item 1	GSD012	Processing Manager	Database Tracking Setup	\$ 117.62					One Time Cost		
(b)(4) Item 1	GSD015	Customer Service Representative	Training	\$ 75.38					One Time Cost		
(b)(4) Item 1	GSD015	Customer Service Representative	Process Transactions	\$ 75.38					T&M	800	
(b)(4) Subtotal - Item 1								\$ 8,022			
(b)(4) Item 2(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03							
(b)(4) Item 2(a)	GSD017	R&T Engineer III	Analysis & Test	\$ 91.84							
(b)(4) Item 2(a)	GSD019	SW Dev V	Siebel Developer	\$ 143.78							
(b)(4) Subtotal - Item 2(a)								\$ 4,086			
(b)(4) Item 6(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03							
(b)(4) Item 6(a)	GSD017	R&T Engineer III	Analysis & Test	\$ 91.84							
(b)(4) Item 6(a)	GSD018	SW Dev IV	Siebel Developer	\$ 120.03							
(b)(4) Item 6(a)	GSD019	SW Dev V	Siebel Developer	\$ 143.78							
(b)(4) Subtotal - Item 6(a)								\$ 2,726			



Task	GSA ID	GSA Labor / Service Category	Task	2002 Approved GSA Rate	Discount	BPA Rate	Hours	Extended Price
(b)(4) Item 6(b)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03				
Item 6(b)	GSD017	R&T Engineer III	Analysis & Test	\$ 91.84				
Item 6(b)	GSD019	SW Dev V	Siebel Developer	\$ 143.78				
(b)(4) Subtotal - Item 6(b)								\$ 1,560
(b)(4) Item 6(c)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03				
Item 6(c)	GSD017	R&T Engineer III	Analysis & Test	\$ 91.84				
Item 6(c)	GSD018	SW Dev IV	Siebel Developer	\$ 120.03				
Item 6(c)	GSD019	SW Dev V	Siebel Developer	\$ 143.78				
(b)(4) Subtotal - Item 6 (c)								\$ 1,776
<b>GRAND TOTAL (using 2002 Approved Rates)</b>								<b>\$ 18,171</b>

(b)(4) [Redacted]

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1 2</b>
2. AMENDMENT/MODIFICATION NO. <b>#18</b>	3. EFFECTIVE DATE <b>See Block 16C</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>		(4)	9A. AMENDMENT OF SOLICITATION NO.
CODE			9B. DATED (SEE ITEM 11)
FACILITY CODE		<b>Y</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
			10B. DATED (SEE ITEM 13) <b>1/17/2002</b>

**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 one (1) copy 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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$27,971.55**

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

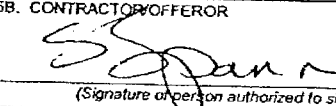
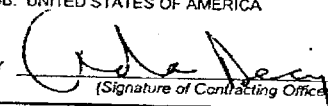
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to incorporate support for the TIER I Contingency T-1 Circuits Requirement

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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
15C. DATE SIGNED <b>04-27-04</b>	16C. DATE SIGNED <b>4/27/04</b>

April 27, 2004  
DO #591, Modification #18

The purpose of this modification is to authorize support for the TIER I Contingency T-1 Circuits requirement under the subject National Customer Service Center (NCSC) contract.

A one-time charge of \$27,971.55 is authorized under CLIN 27 in accordance with the attached estimate dated April 14, 2004. The Go Live date for this effort shall be May 18<sup>th</sup>.



T-1 Contingency for  
HW proposal 041404.

The Contractor's estimate is incorporated as attached. The total value of CLIN 27 is hereby increased by \$27,971.55.

All other terms and conditions of the subject contract remain unchanged.



## Introduction

The enclosed proposal is provided in response to the Contracting Officer's request for modification proposal (dated April 5, 2004) in support of the TIER I Contingency T-1 Circuits Requirement.

(b)(4)

The proposed pricing is based on Pearson's latest *approved* GSA rates (2004), less  discount in accordance with the BPA. GSA approved Pearson's 2004 - 2007 GSA rates effective April 8, 2004, a copy of which will be provided to the Contracting Officer under separate copy.

## Statement of Requirements

The National Customer Service Center (NCSC) of the United States Citizenship and Immigration Service (USCIS) operates a nationwide toll-free service line that provides a wide variety of services and information to its customers. Among these services is an automated case status inquiry system that allows a customer with a valid Receipt number to check the status of their case by dialing the toll-free number and selecting the proper options within the Interactive Voice Response (IVR) system located in the MCI network.

Recently, the government implemented a network-based intelligent call routing service in the MCI network in order to more efficiently route callers from the network IVR to live assistance at the TIER I Call Centers. However, an inadvertent omission by the common carrier vendor created a need for the installation of a total of eight T-1 circuits at the four TIER I Centers to accommodate a trunk-to-trunk transfer in the event of a voice-down situation at any of the four sites.

The eight T-1 circuits will be installed at the TIER I locations as follows:

- Corbin, Kentucky                      3 circuits
- Lawrence, Kansas                      2 circuits
- Phoenix, Arizona                      2 circuits
- Arlington, Virginia                      1 circuit

In order to complete the installation of the circuits, the NCSC requires the assistance of the current TIER I contractor. The contractor is requested to provide a price proposal for providing the following service to the USCIS.

- Re-configuration of the telephone system as needed to activate the circuits at each site. Re-configuration in this context includes hardware, software, and telephone instrument additions or modifications required to implement, test, and operate the system by conducting a trunk-to-trunk transfer to TIER II in the event of a voice-down scenario.



**Cost Proposal**

(b)(4)

Labor		PRICE	
Resource	Description	Quantity	Rate
GSD021	Program Manager		\$152.19
GSD017	Assoc. Software Devel.		\$94.03
<b>TOTALS</b>			<b>\$ 5,177.60</b>

(b)(4)

Item	Quantity	Rate
DS1 Boards		
CSUs/DSUs		
RTUs		
RTU Installation		
<b>TOTALS</b>		<b>\$ 22,793.95</b>

**Grand Total** **\$ 27,971.55**

**Assumptions**

1. This effort is proposed on a fixed price basis, and should therefore be authorized as a one-time charge.
2. No Government furnished material will be provided.
3. Avaya equipment will be utilized.
4. Eight (8) DS1 boards, 8 CSUs/DSUs and 48 Right to Use (RTU) ports will be required. Eight (8) T-1 lines will be added to the following sites:
  - 1 in Arlington
  - 3 in Corbin
  - 2 in Lawrence
  - 2 in Phoenix
5. T-1 lines will be dedicated to the USCIS project.
6. T-1 lines will only be used in contingency situations where the MCI Genesys primary and backup systems in the network go down. The USCIS call centers will utilize these lines for call transfers to Tier 2 sites and to the Supervisor Queue in this situation.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. <b>#19</b>	3. EFFECTIVE DATE <b>08/31/04</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>		(4)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
		<b>X</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
			10B. DATED (SEE ITEM 11) <b>1/17/2002</b>
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 one (1) copy 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 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 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 data specified.

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

**CLIN No. 27 under DO #591 is increased by \$551,400.15**

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

(4)	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).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

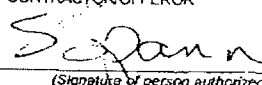
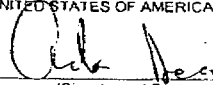
**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to incorporate support for Intelligent Call Router (ICR) from July 12, 2003 to March 27, 2004 in accordance with the Contractor's Request for Equitable Adjustment dated April 15, 2004.

The total value of CLIN 27 is hereby increased by \$551,400.15.

All other terms and conditions of the subject contract 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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>09/01/04</b>	15B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>9/1/04</b>

Intelligent Call Routing Pricing

Testing before implementation

Period of Performance: July 12, 2003 - December 31, 2003

GSA ID	GSA Description	2003 GSA 1 Hourly Rate w/ IFF	BPA Discount	Effective Rate	Spot Discount	Effective Rate	Hours	Extended Price
GSD012	Processing Mgmt	\$ 117.62						
GSD014	Assoc. Cust. Serv. Rep	\$ 58.11						
GSD017	Assoc. Software Devel.	\$ 91.84						
GSD018	Software Developer	\$ 120.03						
GSD019	Senior Software Devel.	\$ 143.78						
GSD021	Program Manager	\$ 148.65						
GSD023	Project Admin/Director	\$ 78.28						
								\$ 192,440.02

Period of Performance: January 1, 2004 - February 22, 2004

GSA ID	GSA Description	2004 GSA 1 Hourly Rate w/ IFF	BPA Discount	Effective Rate	Spot Discount	Effective Rate	Hours	Extended Price
GSD012	Processing Mgmt	\$ 122.69						
GSD014	Assoc. Cust. Serv. Rep	\$ 58.53						
GSD017	Assoc. Software Devel.	\$ 95.80						
GSD018	Software Developer	\$ 125.21						
GSD019	Senior Software Devel.	\$ 149.99						
GSD021	Program Manager	\$ 155.07						
GSD023	Project Admin/Director	\$ 81.65						
								\$ 202,773.35

Consulting \$ 25,350.00

Testing Before Implementation Total Price \$ 420,563.35

Testing after implementation

Period of Performance: February 23, 2004 - March 27, 2004

GSA ID	GSA Description	2004 GSA 1 Hourly Rate w/ IFF	BPA Discount	Effective Rate	Spot Discount	Effective Rate	Hours	Extended Price
GSD012	Processing Mgmt	\$ 122.69						
GSD014	Assoc. Cust. Serv. Rep	\$ 58.53						
GSD017	Assoc. Software Devel.	\$ 95.80						
GSD018	Software Developer	\$ 125.21						
GSD019	Senior Software Devel.	\$ 149.99						
GSD021	Program Manager	\$ 155.07						
GSD023	Project Admin/Director	\$ 81.65						
								\$ 130,836.80

Testing After Implementation Total Price \$ 130,836.80

GRAND TOTAL PRICE - Revised Request for Equitable Adjustment \$ 551,400.15

(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)





<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES <b>1 2</b>
2. AMENDMENT/MODIFICATION NO. <b>#20</b>	3. EFFECTIVE DATE <b>10/01/04</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)	
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (if other than Item 6) <b>Same as Item 6</b>		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No, Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			Y	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
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 one (1) copy 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 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 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 data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

**See attached CLIN schedule**

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

(4)	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: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

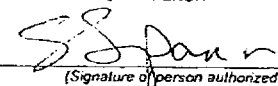

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to extend Average Handling Time (AHT) of 4.38 until May 31, 2005 due to the incorporation of call types, new scripts and until content is stabilized.

During this period USCIS will closely monitor Contractor's steps to improve call management.

All other terms and conditions of the subject contract 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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>10-05-04</b>
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>10/5/04</b>

(b)(4)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. <b>#21</b>	3. EFFECTIVE DATE <b>11/15/04</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549/90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>		(4)	9A. AMENDMENT OF SOLICITATION NO.
			9B. DATED (SEE ITEM 11)
		<b>Y</b>	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
			10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
CODE	FACILITY CODE		

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

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

**CLIN No. 27 under DO #591 is increased by \$71,408.00**

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

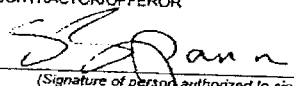
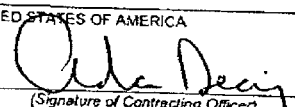
(4)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER Specify type of modification and authority)

**E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.**

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to incorporate training services to support the new content format.

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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
15C. DATE SIGNED <b>11-22-04</b>	16C. DATE SIGNED <b>11/22/04</b>

November 16, 2004  
DO #591, Modification #21

The purpose of this modification is to authorize training services to support the new content format provided to the Contractor starting November 2, 2004. A one-time charge of \$71,408.00 is authorized under CLIN 27 in accordance with the attached estimate dated November 22, 2004.



Training Prop for  
New Content Format

The Contractor's estimate is incorporated as attached. The total value of CLIN 27 is hereby increased by \$71,408.00.

All other terms and conditions of the subject contract remain unchanged.



**Introduction**

The enclosed proposal is provided in response to the Contracting Officer's verbal request for proposal (dated November 9, 2004) for training service to support the new content format provided to Pearson starting November 2, 2004. Pearson proposes to provide the training services on a Fixed Price basis.

(b)(4) The proposed pricing is based on Pearson's latest *approved* GSA rates (2004), less  discount in accordance with the BPA. GSA approved Pearson's 2004 - 2007 GSA rates effective August 6, 2004, a copy of which was previously provided to the Contracting Officer under separate copy.

We have evaluated the new content format and determined that a contract modification is required to fully support this new format. The services proposed herein only address the training required to support the new format. Other contractual implications will be quantified and proposed by Pearson at a later date as a part of the ongoing re-price methodology the parties intend to formally agree upon.

**Cost Proposal**

Task	Sub-Task
Training on New Script Format	Prepare IRS Infrastructure
	Review Scripts
	Develop Training Plan/Training
	Training in Corbin, Arlington, Lawrence, and Phoenix
<b>TOTAL</b>	<b>\$71,408.00</b>

**Assumptions**

(b)(4)

OMB Approval 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. <b>#22</b>	3. EFFECTIVE DATE <b>06/01/04</b>	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP. Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>			(4)	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
			X	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b>
				10B. DATED (SEE ITEM 13) <b>1/17/2002</b>
CODE	FACILITY CODE			

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

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 (a) By completing Items 8 and 15, and returning one (1) copy 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 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 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 data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
**See attached CLIN schedule**

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

(4)	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: <b>FAR Part 43</b>
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

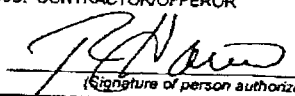
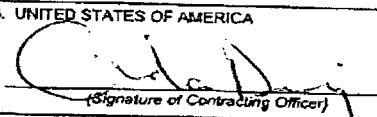
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to:

1. Set the Average Handle Time (AHT) at 4.58 minutes per call for the period of June 1, 2004 through May 31, 2005
2. Waive the 1% VA BPA Administration Fee effective October 1, 2004.

All other terms and conditions of the subject contract 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) <b>Randy C. Harris, VP Contracts, Pricing &amp; Procurement (703) 284-5605</b>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>16 DEC 04</b>	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>12/16/04</b>

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

30-105  
Computer Generated

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA FAR (48 CFR) 53.243

December 8, 2004  
DO #591, Modification #22

The Government has determined that Average Handle Time (AHT) should be set at 4.58 minutes per call (4.56% increase to the monthly unit price) based on increased call duration. AHT is hereby increased to 4.58 minutes per call for the period of June 1, 2004 through May 31, 2005, resulting in a 4.56% increase in contract CLIN prices, as shown in the attached document.



CLIN Revision - 4.58  
AHT.xls

1. The 1% VA BPA Administration Fee is hereby waived effective October 1, 2004.

All other terms and conditions of the subject contract remain unchanged.

Offeror Name: Pearson Government Solutions							
OptionYr 2 Pricing (June 1, 2004 - May 31, 2005) 4.58 AHT							
CLN (b)(4)	Range of calls per month	Fixed Monthly Price @ 4.38AHT	4.560%	Total w/ increase	X 12 months	(b)(4) Total	
CLIN 1	330,000 - 351,999	\$			12	\$	
CLIN 2	352,000 - 373,999	\$			12	\$	
CLIN 3	374,000 - 395,999	\$			12	\$	
CLIN 4	396,000 - 417,999	\$			12	\$	
CLIN 5	418,000 - 439,999	\$			12	\$	
CLIN 6	440,000 - 461,999	\$			12	\$	
CLIN 7	462,000 - 483,999	\$			12	\$	
CLIN 8	484,000 - 505,999	\$			12	\$	
CLIN 9	506,000 - 527,999	\$			12	\$	
CLIN 10	528,000 - 549,999	\$			12	\$	
CLIN 11	550,000 - 571,999	\$			12	\$	
CLIN 12	572,000 - 593,999	\$			12	\$	
CLIN 13	594,000 - 615,999	\$			12	\$	
CLIN 14	616,000 - 637,999	\$			12	\$	
CLIN 15	638,000 - 659,999	\$			12	\$	
CLIN 16	660,000 - 681,999	\$			12	\$	
CLIN 17	682,000 - 703,999	\$			12	\$	
CLIN 18	704,000 - 725,999	\$			12	\$	
CLIN 19	726,000 - 747,999	\$			12	\$	
CLIN 20	748,000 - 769,999	\$			12	\$	
CLIN 21	770,000 - 791,999	\$			12	\$	
CLIN 22	792,000 - 813,999	\$			12	\$	
CLIN 23	814,000 - 836,999	\$			12	\$	

OMB Approval 2700-0042

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>		1. CONTRACT ID CODE <b>DO #591</b>	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. <b>#23</b>	3. EFFECTIVE DATE <b>06/01/04</b>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE <b>549 / 90C</b>	7. ADMINISTERED BY (If other than Item 6) <b>Same as Item 6</b>	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)  <b>Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203</b>		(4)	9A. AMENDMENT OF SOLICITATION NO.  9B. DATED (SEE ITEM 11)
CODE		FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. <b>DO #591 / P.O. E40287</b> 10B. DATED (SEE ITEM 13) <b>1/17/2002</b>

**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 one (1) copy 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)**

**CLIN No. 27 under DO #591 is increased by \$1,512,878.**

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

(4)	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).
<b>X</b>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR Part 43</b>
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return one copies to the issuing office.

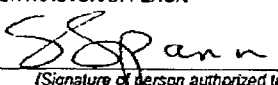
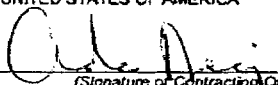
**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 for the USCIS NCSC contract in consideration of additional support from June 1, 2004 to May 31, 2005.

The total value of CLIN 27 is hereby increased by \$1,512,878.

All other terms and conditions of the subject contract 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) <b>Sheron Spann, Sr. Contract Administrator (703) 284-5665</b>	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>Adam Dearing, Contracting Officer (214) 857-0029</b>
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED <b>02-09-05</b>
15B. UNITED STATES OF AMERICA	15C. DATE SIGNED <b>2/10/05</b>
BY  (Signature of Contracting Officer)	

NSN 7540-01-152-8070  
PREVIOUS EDITION UNUSABLE

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STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA FAR (48 CFR) 53.243



January 11, 2005  
DO #591, Modification #23

This modification is complete consideration for the additional support from June 1, 2004 to May 31, 2005 that is detailed in the Government's final response dated January 6, 2005 and summarized below:

Item	Description	Jun 2004 thru Nov 2004	Dec 2004 thru May 2005	Subtotal (w/o Item 11)	Grand Total
(b)(4)	1 New Hire Training	[REDACTED]			
	2 Refresher Training				
	3 Data Verification				
	4 Content Management				
	6/7 Statistical Analyst/Scheduling Specialist				
	8 QC Function				
	11 Security Training				
	<b>Total Authorization</b>	<b>\$629,823</b>	<b>\$783,366</b>	<b>\$1,413,189</b>	<b>\$1,512,878</b>

The total value of CLIN 27 is hereby increased by \$1,512,878. The Contractor shall invoice the items listed above as follows:

(b)(4)	[REDACTED]
--------	------------

<b>Total Authorization</b>	<b>\$1,512,878</b>
----------------------------	--------------------

This modification represents a complete equitable adjustment for all costs, direct and indirect, associated with the work and time agreed to herein, including but not limited to, all costs incurred for extended overhead, supervision, labor inefficiencies, and this change's impact on unchanged work.

All other terms and conditions of the subject contract remain unchanged.



U.S. Department of Veterans Affairs  
V.A. North Texas Health Care System  
4500 South Lancaster Road  
Dallas, TX 75216

January 6, 2005

Randy Harris, Vice President  
NCS Pearson Government Solutions  
4250 N. Fairfax Drive  
Suite 1200  
Arlington, VA 22203

Re: NCS Pearson re-pricing proposal follow-up justification dated December 13, 2004 under Delivery Order (D.O.) #591, USCIS NCSC

Dear Mr. Harris:

The United States Citizenship and Immigration Service (USCIS), Information and Customer Service Division has reviewed NCS Pearson's follow-up justification, dated December, 13, 2004, for re-pricing of D.O. No 591 for the period June 1, 2004 through May 31, 2005. After a thorough review and consideration, the following outlines USCIS' final position on the re-pricing request.

**1. New Hire Training**

As stated in the USCIS response dated December 3, 2004, New Hire training is a contract requirement. However, as a result of the information provided in the justification document, USCIS will share 50% of the cost outlined. While USCIS agrees to share in the costs as a result of an extended training program, Pearson Government Solutions (PGS) must understand that USCIS will not accept responsibility for future unilateral program changes by PGS that result in a request for retroactive or future financial consideration.

(b)(4)



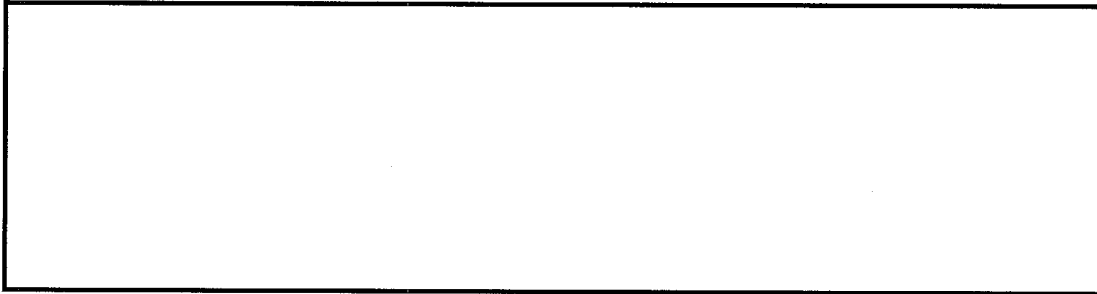
## **2. Refresher Training**

As stated in the USCIS response dated December 3, 2004, Refresher training is a contract requirement. However, as a result of the information provided in the justification document, USCIS will share 50% of the cost outlined. USCIS expectation as a result of this consideration is that PGS will continue to conduct one-half hour weekly team meetings with all CSRs in order to cover content updates/clarifications and operation issues.

## **3. Data Verification**

Data Verification (DV) is a task implemented by PGS early on during the program to insure the quality of the data captured by CSRs meets the contract requirements. PGS stated in the justification document that the DV staff was increased as a result of increased records. However, no documentation was provided to distinguish the level of staff increase as a result of the increase in records.

(b)(4)



## **4. Content Management**

As noted in the USCIS response dated December 3, 2004, USCIS agreed to provide the requested funding in the PGS document dated October 26, 2004 to provide an additional 1.2 Training FTEs. However, in the PGS document submitted December 13, 2004 the requested amount for this task increased by \$17,481.00. As a result of changes and efficiencies implemented by USCIS to the content release process, it is anticipated that this function may be handled by less than 1.2 FTEs therefore; funding will be provided to provide support at the original requested amount of \$92,041.

## **5. Systems Engineering Support**

While Systems Engineering Support is a requirement of the original contract, USCIS negotiated several contract modifications with PGS for engineering and telecommunications support, and development throughout the life of this contract. Fees requested by PGS for these services were documented as contract modifications and were executed.

USCIS executed an unexpected PGS modification request for ICR support in excess of \$500,000.00 for meeting attendance and telecommunications support for services provided by PGS during the installation of ICR. As a result of this request, USCIS discontinued requesting PGS' services and attendance in meetings related to ICR. However, an additional \$247,822 (Item 5b) has been requested to support ICR.

The requests for funding to provide maintenance support for other executed modifications were also reviewed. USCIS cannot in good faith agree to the costs submitted based on the information provided.

USCIS will not negotiate additional funding on agreed upon, executed, and paid modifications. PGS' request for over \$1 million in non-negotiated work without the Government's consent will not be considered.

## **6/7. Statistical Analyst/Scheduling Specialists**

USCIS will agree to provide 50% of the costs outlined in PGS' document dated December 13, 2004. PGS must understand that USCIS will not accept responsibility for future unilateral program changes by PGS that result in a request for retroactive or future financial consideration.

## **8. QC Function**

USCIS accepts PGS' costs associated with increased QC staff required to perform the required 2 calls per rep each day based on an increased call length. As outlined in PGS' December 13, 2004 document, it is understood that 20.9 FTEs for QC will be used on the NCSC Program.

**9 – 15 Various Functions**

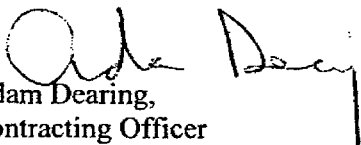
No other explanations or consideration required based on the USCIS response dated December 3, 2004.

**Summary of Pricing Adjustment**

Enclosure 1 outlines the financial requests from PGS and USCIS' final response.

You may submit a proposed modification #23 to the undersigned.

Sincerely,

  
Adam Dearing,  
Contracting Officer

Enclosure

CC: Hugh Stearns, USCIS

Item	Description	PGS Value Submitted	USCIS Response (12/3/04)	A		B		(A+B)		USCIS Response to A - (Jun-Nov)	USCIS Response to B - (Dec-May)	USCIS Response to A+B	USCIS Total
				Additional Justification Jun-Nov 2004	Additional Justification Jun-Nov 2005	Additional Justification Dec-May 2004	Additional Justification Dec-May 2005	Total Additional Justification					
1	New Hire Training	386,526	-	130,329	278,015	278,015	408,344	65,165	139,008	204,172	204,172	204,172	
2	Refresher Training	1,264,502	-	186,097	215,697	215,697	401,794	93,049	107,849	200,897	200,897	200,897	
3	Data Verification	264,405	264,405	130,980	130,300	130,300	261,280	26,196	12,509	38,705	38,705	38,705	
4	Content Management	92,041	92,041	64,364	45,158	45,158	109,522	46,021	46,021	92,041	92,041	92,041	
5	Systems Engineering Support	1,048,994	-	528,335	520,130	520,130	1,048,465	-	-	-	-	-	
6/7	Statistical Analyst/Scheduling Specialist	542,806	-	184,317	232,620	232,620	416,937	92,159	116,310	208,469	208,469	208,469	
8	QC Function	698,735	698,735	307,235	361,671	361,671	668,906	307,235	361,671	668,906	668,906	668,906	
9	CSR Metric Driven Increase	2,421,814	See Mod#22	-	-	-	-	-	-	-	-	See Mod#22	
10	IFF	174,215	See Mod#22	-	-	-	-	-	-	-	-	See Mod#22	
11	Security Training	-	99,689	-	-	-	-	-	-	-	-	99,689	
12	Rate Variance	1,047,524	-	-	-	-	-	-	-	-	-	-	
13	Training Management	785,883	-	-	-	-	-	-	-	-	-	-	
14	Specialist CSR Initial Training	556,757	-	-	-	-	-	-	-	-	-	-	
15	CSR Awaiting Clearance	378,041	-	-	-	-	-	-	-	-	-	-	



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO.		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQ. NO.	
P00025		04/20/2005		5. PROJECT NO. (If applicable)	
6. ISSUED BY		7. ADMINISTERED BY (If other than item 6)		CODE	
CIS		CIS Contracting Office		CIS	
CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x) 9A. AMENDMENT OF SOLICITATION NO.			
NCS PEARSON, INC. 4250 N. FAIRFAX DRIVE, SUITE 1200 ARLINGTON VA 222031674		9B. DATED (SEE ITEM 11)			
		X 10A. MODIFICATION OF CONTRACT/ORDER NO.			
		HSSCCG-05-A-0059			
CODE 1891481740000		FACILITY CODE		10B. DATED (SEE ITEM 13)	
				04/20/2004	
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 Offers <input type="checkbox"/> is extended. <input type="checkbox"/> 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 number. 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.)					
See Schedule					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
<input type="checkbox"/> 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.					
<input checked="" type="checkbox"/> 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).					
<input type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO THE AUTHORITY OF:					
<input type="checkbox"/> D. OTHER (Specify type of modification and authority)					
<b>E. IMPORTANT:</b> Contractor <input checked="" type="checkbox"/> is not. <input 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.)					
GSA Contract #: GS-35F-4650G					
Tax ID Number: 410850527					
DUNS Number: 189148174					
The purpose of this modification is to change the BPA Numbered 549-02-2 under GSA Schedule No. GS-35F-4650G, DO #591, issued by the Department of Veterans Affairs, North Texas Health Care System, Dallas, TX, which has delegated Administrative Contracting Officer functions and responsibilities to the Department of Homeland Security, Citizenship and Immigration Services (CIS) Contracting Office, South Burlington, VT, to BPA Number HSSCCG-05-A-0059. This is done in accordance with the Homeland Security Acquisition Manual (HSAM) 3004.602.7101 direction for Procurement Instrument Identifier (PIID) requirements, and Acquisition Alert Number 04-08, Homeland Security Contract Information System (HSCIS) and Continued ...					
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)			
		Laura B. Zuchowski			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
(Signature of person authorized to sign)				Laura B. Zuchowski (Signature of Contracting Officer)	
				16C. DATE SIGNED	
				5/3/05	

NSN 7540-01-152-8070  
Previous edition unusable

STANDARD FORM 36 (REV. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243



**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
HSSCCG-05-A-0059/P00025

PAGE 2 OF 2

NAME OF OFFEROR OR CONTRACTOR  
NCS PEARSON, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Federal Procurement Data System-Next Generation (FPDS-NG) directives.</p> <p>The Ordering Official authorization is established as follows. The Contracting Officers/Specialists of the CIS Contracting Office, Burlington, VT, are authorized to place Calls under this BPA.</p> <p>The Payment Office for the Department of Homeland Security is the Dallas Finance Center, Dallas, TX. The original invoice shall be sent to the COTR for certification and the COTR will in turn forward to the Contracting Office. The Contracting Officer will forward the invoice to the Dallas Finance Center for payment.</p> <p>Period of Performance: 06/01/2002 to 05/31/2007</p>				

**ORDER FOR SUPPLIES OR SERVICES**

PAGE OF PAGES

1 5

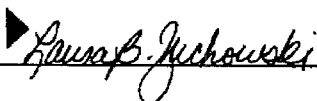
**IMPORTANT: Mark all packages and papers with contract and/or order numbers**

1. DATE OF ORDER 05/31/2005		2. CONTRACT NO. (If any) HSSCCG-05-A-0059		6. SHIP TO:	
3. ORDER NO. HSSCCG-05-F-0539		4. REQUISITION/REFERENCE NO. CIS05RQ0425		a. NAME OF CONSIGNEE National Customer Service Center	
5. ISSUING OFFICE (Address correspondence to) CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403				b. STREET ADDRESS 111 Massachusetts Avenue, NW 6th Floor	
c. CITY Washington		d. STATE DC	e. ZIP CODE 20536		
7. TO:				f. SHIP VIA	
a. NAME OF CONTRACTOR NCS PEARSON, INC.				8. TYPE OF ORDER	
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 4250 N. FAIRFAX DRIVE, SUITE 1200				REFERENCE YOUR:  Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheets, if any, including delivery as indicated.	
d. CITY ARLINGTON		e. STATE VA	f. ZIP CODE 222031674		
9. ACCOUNTING AND APPROPRIATIONS DATA See Schedule				10. REQUISITIONING OFFICE	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))					
<input type="checkbox"/> a. SMALL <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED					
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 05/31/2006	16. DISCOUNT TERMS Net 30
13. PLACE OF					
a. INSPECTION Destination	b. ACCEPTANCE Destination				

**17. SCHEDULE (See reverse for Rejections)**

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	GSA Contract #: GS-35F-4650G Tax ID Number: 410850527 DUNS Number: 189148174 Accounting Info: EXFD000 X39 EX 40-01-00-000 03-40-0000-00-00-00-00 GE-25-14-00 000000 Continued ...					

18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h). TOTAL (Cont pages)
21. MAIL INVOICE TO:						
a. NAME National Customer Service Center		\$10,067,175.34				17(i). GRAND TOTAL
b. STREET ADDRESS (or P.O. Box) 111 Massachusetts Avenue, NW 6th Floor						
c. CITY Washington		d. STATE DC	e. ZIP CODE 20536			

22. UNITED STATES OF AMERICA BY (Signature) 		23. NAME (Typed) Laura B. Zuchowski TITLE: CONTRACTING/ORDERING OFFICER	
---	--	---	--

NSN 7540-01-152-8083

PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (Rev. 6/85)

Prescribed by GSA/FAR (48 CFR) 53.213(a)

**ORDER FOR SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION**

PAGE OF PAGES

2

5

**IMPORTANT:** Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER: 05/31/2005  
CONTRACT NO.: HSSCCG-05-A-0059

ORDER NO.: HSSCCG-05-F-0539

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
0001	<p>Period of Performance: 06/01/2005 to 05/31/2006</p> <p>This order hereby exercises Option Year Three of the subject BPA in accordance with FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000). The period of performance is extended from June 1, 2005 through May 31, 2006. See attached pages for Description of Services and funding information.</p> <p>Total amount of award: \$10,067,175.34. The obligation for this award is shown in box 17(i).</p>	1	SV	10,067,175.34	10,067,175.34	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

(b)(4)

<b>Offeror Name: Pearson Government Solutions</b>				
<b>Year 3 Pricing (June 1, 2005 - May 31, 2006) 4.58 Talk Time</b>				
<b>CLN</b>	<b>Range of calls per month</b>	<b>Total @ 4.58AHT</b>	<b>X 12 months</b>	<b>Total</b>
CLIN 1	363,000 - 387,199	\$	12	
CLIN 2	387,200 - 411,399	\$	12	
CLIN 3	411,400 - 435,599	\$	12	
CLIN 4	439,600 - 459,799	\$	12	
CLIN 5	459,800 - 483,999	\$	12	
CLIN 6	484,000 - 508,199	\$	12	
CLIN 7	508,200 - 532,399	\$	12	
CLIN 8	532,400 - 556,599	\$	12	
CLIN 9	556,600 - 580,799	\$	12	
CLIN 10	580,800 - 604,999	\$	12	
CLIN 11	605,000 - 629,199	\$	12	
CLIN 12	629,200 - 653,399	\$	12	
CLIN 13	653,400 - 677,599	\$	12	
CLIN 14	677,600 - 701,799	\$	12	
CLIN 15	701,800 - 725,999	\$	12	
CLIN 16	726,000 - 750,199	\$	12	
CLIN 17	750,200 - 774,399	\$	12	
CLIN 18	774,400 - 798,599	\$	12	
CLIN 19	798,600 - 822,799	\$	12	
CLIN 20	822,800 - 846,999	\$	12	
CLIN 21	847,000 - 871,199	\$	12	
CLIN 22	871,200 - 895,399	\$	12	
CLIN 23	895,400 - 919,600	\$	12	

(b)(4)

<b>Offeror Name: Pearson Government Solutions</b>				
<b>Year 4 Pricing (June 1, 2006- May 31, 2007) 4.58 Talk Time</b>				
<b>CLN</b>	<b>Range of calls per month</b>	<b>Total w/ increase</b>	<b>X 12 months</b>	<b>Total</b>
CLIN 1	399,300 - 425,919		12	
CLIN 2	425,921 - 452,539		12	
CLIN 3	452,541 - 479,159		12	
CLIN 4	479,161 - 505,779		12	
CLIN 5	505,781 - 532,399		12	
CLIN 6	532,401 - 559,019		12	
CLIN 7	559,021 - 585,639		12	
CLIN 8	585,641 - 612,259		12	
CLIN 9	612,261 - 638,879		12	
CLIN 10	638,881 - 665,499		12	
CLIN 11	665,501 - 692,119		12	
CLIN 12	692,121 - 718,739		12	
CLIN 13	718,741 - 745,359		12	
CLIN 14	745,361 - 771,979		12	
CLIN 15	771,981 - 798,599		12	
CLIN 16	798,601 - 825,219		12	
CLIN 17	825,221 - 851,839		12	
CLIN 18	851,840 - 878,459		12	
CLIN 19	878,460 - 905,079		12	
CLIN 20	905,080 - 931,699		12	
CLIN 21	931,700 - 958,319		12	
CLIN 22	958,320 - 984,939		12	
CLIN 23	984,940 - 1011,560		12	

The following items on CLIN 0027 as negotiated on Mod #23 are extended for additional support through the Option Year (OY) 3 as shown:

(b)(4)

Item	Description	OY 2 Monthly Charge	OY 3 Monthly Charge (includes 4% escalation)
1	New Hire Training		
2	Refresher Training		
3	Data Verification		
4	Content Management		
6/7	Statistical Analyst/ Scheduling Specialist		
8	QC Function		

The following items as negotiated on Mods #2 and #9 are included with their negotiated monthly or annual amount for Option Year 3 as shown:

(b)(4)

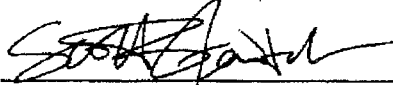
Item	Description	OY 3 Monthly Charge (no added escalation)
CLIN 0025	Appointment Scheduling support charges	
CLIN 0026	Student Exchange Visitor Hotline maintenance	
Total Monthly Charges for Option Year 3		
Annualized Charges for Option Year 3		
CLIN 0027	Annual ICR on-going line charges	
Security Training Option Year 3 Adjustment (see note below)		
Total non-call handling Option Year 3		\$1,904,338

Security Training in the amount of \$99,689 is hereby adjusted by 4% for a revised total of \$103,677 as a result of the training not being completed by the end of Option Year 2 as negotiated in Mod #23. Subject Security Training must be coordinated and completed within 120 days of award of Option Year 3 and contractor must demonstrate the capability to handle call volume capacity while continuing to meet all contractual requirements during any training that is conducted.

In addition, item 3, Data Verification, on CLIN 0027 as negotiated on Mod #23 is hereby funded for the additional 3 months of service from 3/1/05 – 5/31/05 under Option Year 2 at the negotiated price of [redacted] a total of \$12,509.

(b)(4)

Revised CLIN (CLIN 1 – 23) Pricing for Option Years 3 and 4 are attached. Estimated six-months of funding is hereby provided via the exercise and award of Option Year 3 at a total not to exceed amount of \$10,067,175.34. All other terms and conditions remain unchanged.

  
 Contractor Signature  
 SCOTT K. STENAU, SR  
 Director of Contracts

25 May 2005  
 Date

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 10	
2. AMENDMENT/MODIFICATION NO. E00026		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. CIS05RQ0474	
5. ISSUED BY CIS		6. PROJECT NO. (If applicable)		7. ADMINISTERED BY (If other than Item 6) CIS	
CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403			
8. NAME AND ADDRESS OF CONTRACTOR (Inc, Corp, S Corp, State and ZIP Code) NCS PEARSON, INC. 4250 N. FAIRFAX DRIVE, SUITE 1200 ARLINGTON VA 222031674		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE 1891461740000		FACILITY CODE		10A. MODIFICATION OF CONTRACT ORDER NO. HSSCCG-05-A-0059 HSSCCG-05-F-0539 10B. DATED (SEE ITEM 11) 05/31/2005	

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 9 and 10, 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 number. 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 stated hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

EKFD000 K39 EK 40-01-00-000 03-40-0000-00-00-00-00 GE-25-14-00 000000 Net Increase: \$240,767.00

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

<input type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. WRITEM 10A.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, acquisition date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO THE AUTHORITY OF: Mutual Agreement of the Parties
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

14. IMPORTANT: Contractor  is not.  is required to sign this document and return copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UICF section headings, including solicitation/contract subject matter where feasible.)

GSA Contract #: GS-35F-4650G  
 Tax ID Number: 201961427  
 DUNS Number: 189148174  
 This modification is issued to add CLIN 0028.  
 Delivery: 05/31/2006  
 FOB: Destination  
 Discount Terms:  
 Net 30  
 Period of Performance: 06/01/2005 to 05/31/2006  
 Delivery Location Code: HONCSC  
 National Customer Service Center  
 Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 8A or 10A, as hereinafter changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) SCOTT K. STEWART, S/C DIRECTOR OF CONTRACTS		15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Laura B. Zuchowski	
15C. DATE SIGNED 20 July 05		15D. DATE SIGNED 7/21/2005	

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 HSSCCG-05-A-0059/HSSCCG-05-F-0539/P00026

PAGE OF  
 2 10

NAME OF OFFEROR OR CONTRACTOR  
 NCS PEARSON, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0028	111 Massachusetts Avenue, NW 6th Floor Washington DC 20536  Service Request Management Tool (SRMT). See attached pages for description of complete service.	1	EA	240,767.00	240,767.00



This modification is issued to reflect the agreement of the parties on the implementation of Service Request Management Tool (SRMT) provided by CIS to NCS Pearson.

Implementation of SRMT is set for July 25, 2005. The training to the CSR's to implement SRMT is negotiated at a one-time charge of \$240,767, as indicated on the attached breakdown. Average Handling Time (AHT) for a 90-day familiarization period during implementation is negotiated at 4.728 minutes per call. The AHT for the remainder of Year 3 post implementation and for Year 4 is negotiated at 4.678 minutes per call. Revised CLIN pricing schedules are attached as well as the assumptions included in the negotiation of this modification.

This modification represents the fixed price one-time change for SRMT. Subsequent adjustments to price will only be made in the event there are changes/updates to SRMT. The net increase to the Call as a result of this modification is \$240,767. The funds obligated on the call are hereby increased from \$10,067,175.34 to \$10,307,942.34. The increase to the Year 3 CLIN 0006 based on the guaranteed minimum quantity is \$536,113.08 and will be made available when additional quantities are ordered. All other terms and conditions remain unchanged.

## SRMT Implementation Training

CLIN 0028

(b)(4)

### TRAINING

Train the Trainer (Invoice upon completion)  
CSR Training (Invoice upon completion)  
Training Subtotal

Siebel Request Data Entry (Invoice upon completion)

### Ongoing User Account Mgt

Yr 3 Monthly Amount (Invoice monthly)  
Yr 4 Monthly Amount  
Yr 3 Total (10 Months)

### \*Data Input

Data Input no longer necessary and therefore deleted

Data Verification (CLIN 0027) is obviated by this change  
and can be deleted prorata

Year 3 Monthly  
Year 3 Credit (10 Months)

SRMT Training Deltas Associated with  
Dual Training Mode

(Invoice upon completion)

**Total Year 3 Net**

**\$ 240,767**

**Offeror Name: Pearson Government Solutions**

**Year 3 - 90 days post SRMT Pricing (July 25, 2005 - Oct 23, 2005) 4.7281 Talk Time**

(b)(4)

CLN	Range of calls per month	Total @ 4.7281AHT	X 12 months	Total
CLIN 1	363,000 - 387,199	\$	12	\$
CLIN 2	387,200 - 411,399	\$	12	\$
CLIN 3	411,400 - 435,599	\$	12	\$
CLIN 4	436,600 - 459,799	\$	12	\$
CLIN 5	459,800 - 483,999	\$	12	\$
CLIN 6	484,000 - 508,199	\$	12	\$
CLIN 7	508,200 - 532,399	\$	12	\$
CLIN 8	532,400 - 556,599	\$	12	\$
CLIN 9	556,600 - 580,799	\$	12	\$
CLIN 10	580,800 - 604,999	\$	12	\$
CLIN 11	605,000 - 629,199	\$	12	\$
CLIN 12	629,200 - 653,399	\$	12	\$
CLIN 13	653,400 - 677,599	\$	12	\$
CLIN 14	677,600 - 701,799	\$	12	\$
CLIN 15	701,800 - 725,999	\$	12	\$
CLIN 16	726,000 - 750,199	\$	12	\$
CLIN 17	750,200 - 774,399	\$	12	\$
CLIN 18	774,400 - 798,599	\$	12	\$
CLIN 19	798,600 - 822,799	\$	12	\$
CLIN 20	822,800 - 846,999	\$	12	\$
CLIN 21	847,000 - 871,199	\$	12	\$
CLIN 22	871,200 - 895,399	\$	12	\$
CLIN 23	895,400 - 919,600	\$	12	\$

(b)(4)

<b>Offeror Name: Pearson Government Solutions</b>					
<b>Year 3 Remainder Pricing (Oct 24, 2005 - May 31, 2006) 4.6781 Talk Time</b>					
<b>CLN</b>	<b>Range of calls per month</b>	<b>Total @ 4.6781AHT</b>	<b>X 12 months</b>	<b>Total</b>	
CLIN 1	363,000 - 387,199	\$	12	\$	
CLIN 2	387,200 - 411,399	\$	12	\$	
CLIN 3	411,400 - 435,599	\$	12	\$	
CLIN 4	436,600 - 459,799	\$	12	\$	
CLIN 5	459,800 - 483,999	\$	12	\$	
CLIN 6	484,000 - 508,199	\$	12	\$	
CLIN 7	508,200 - 532,399	\$	12	\$	
CLIN 8	532,400 - 556,599	\$	12	\$	
CLIN 9	556,600 - 580,799	\$	12	\$	
CLIN 10	580,800 - 604,999	\$	12	\$	
CLIN 11	605,000 - 629,199	\$	12	\$	
CLIN 12	629,200 - 653,399	\$	12	\$	
CLIN 13	653,400 - 677,599	\$	12	\$	
CLIN 14	677,600 - 701,799	\$	12	\$	
CLIN 15	701,800 - 725,999	\$	12	\$	
CLIN 16	726,000 - 750,199	\$	12	\$	
CLIN 17	750,200 - 774,399	\$	12	\$	
CLIN 18	774,400 - 798,599	\$	12	\$	
CLIN 19	798,600 - 822,799	\$	12	\$	
CLIN 20	822,800 - 846,999	\$	12	\$	
CLIN 21	847,000 - 871,199	\$	12	\$	
CLIN 22	871,200 - 895,399	\$	12	\$	
CLIN 23	895,400 - 919,600	\$	12	\$	

(b)(4)

<b>Offeror Name: Pearson Government Solutions</b>				
<b>Year 4 Pricing (June 1, 2006- May 31, 2007) 4.6781 Talk Time</b>				
<b>CLN</b>	<b>Range of calls per month</b>	<b>Total @ 4.6781 AHT</b>	<b>X 12 months</b>	<b>Total</b>
CLIN 1	399,300 - 425,919	\$	12	\$
CLIN 2	425,920 - 452,539	\$	12	\$
CLIN 3	452,540 - 479,159	\$	12	\$
CLIN 4	479,160 - 505,779	\$	12	\$
CLIN 5	505,780 - 532,399	\$	12	\$
CLIN 6	532,400 - 559,019	\$	12	\$
CLIN 7	559,020 - 585,639	\$	12	\$
CLIN 8	585,640 - 612,259	\$	12	\$
CLIN 9	612,260 - 638,879	\$	12	\$
CLIN 10	638,880 - 665,499	\$	12	\$
CLIN 11	665,500 - 692,119	\$	12	\$
CLIN 12	692,120 - 718,739	\$	12	\$
CLIN 13	718,740 - 745,359	\$	12	\$
CLIN 14	745,360 - 771,979	\$	12	\$
CLIN 15	771,980 - 798,599	\$	12	\$
CLIN 16	798,600 - 825,219	\$	12	\$
CLIN 17	825,220 - 851,839	\$	12	\$
CLIN 18	851,840 - 878,459	\$	12	\$
CLIN 19	878,460 - 905,079	\$	12	\$
CLIN 20	905,080 - 931,699	\$	12	\$
CLIN 21	931,700 - 958,319	\$	12	\$
CLIN 22	958,320 - 984,939	\$	12	\$
CLIN 23	984,940 - 1011,560	\$	12	\$

## **ASSUMPTIONS**

### **General Assumptions**

1. The proposed effort is contingent upon the terms and conditions of the base contract. As such, a bilateral modification to the base contract is required to authorize this effort.
2. Pearson will implement SRMT on 25 July, 2005.
3. This effort is proposed on a Fixed Price basis.
4. Reserved

### **Training Assumptions**

5. Pearson will train based on SRMT Build 5 as it was provided to Pearson in the form of the training module on March 15, 2005 (build 2 was provided on March 15, 2005 but we assume 2 and 5 have the exact same interface for Tier1).
6. The proposed training includes an overview of the new version of scripts that support SRMT and that will be limited to Volumes 1 and 2.
7. No later than five (5) business days prior to the start of SRMT training, USCIS will provide Pearson "production" ready versions of Volumes 1 and 2 that thoroughly and clearly provide instruction for each Service Request type that Tier 1 submits. In addition, USCIS and Pearson will clarify expectations pertaining to CSR use of USCIS and/or other Websites that are referenced in these scripts.
8. USCIS will ensure that Pearson has ready access to both SRMT and content subject matter experts during all Tier 1 operational periods in which Pearson is conducting actual initial SRMT training (Weekdays from 8:00 AM to 9:00 PM Eastern Time). USCIS will also ensure that Pearson has ready access to SRMT technical support during the development and delivery of training, during business hours.
9. Pricing assumes SRMT is available online for Training by June 13<sup>th</sup> with all training material available excluding Train-the-Trainer beginning no later than June 15<sup>th</sup>. Upon notification of a firm timeline, Pearson will respond with proposed training dates that accommodate previously scheduled new hire classes.
10. Pearson will have ready access to the SRMT training internet site and must be advised at least 3 business days in advance if the site is scheduled to be unavailable.
11. No later than 5 business days before the start of training, Pearson will be provided with a current list of planned updates to the Tier 1 interface for the new SRMT release and an estimated timeframe by when USCIS plans to implement the updates.
12. USCIS will make available to Pearson any/all updated user documentation pertaining to SRMT.
13. As experienced CSR staff receive the SRMT training, they will begin using SRMT. This transition will start at 8:00 AM Eastern Time on 13 July, 2005 and

nominally complete at 8:00 AM Eastern Time on 25 July, 2005. Exceptions will be experienced CSR's who were unable to receive the training during this period and therefore must receive make-up training. Any calls requiring SRMT they receive before the make-up training will be transferred within Tier 1 for SRMT processing.

### **Systems Assumptions**

14. Assume that USCIS and/or its contractor that developed SRMT will provide technical assistance to initiate and support connectivity to the system via the intranet.
15. Assume that access to SRMT will use the existing COA T1 line already in place between Pearson and USCIS.
16. Assume Pearson is not required to install any additional hardware or software to access SRMT.
17. Assume that all connectivity to SRMT and performance issues within SRMT will be resolved by USCIS and/or its contractor that developed SRMT in the same manner and to the same level of support currently provided for Change of Address systems. Pearson will only be responsible for connectivity inside the Pearson firewall.
18. Assume that Pearson will provide administration to create and maintain all Pearson user accounts, and request passwords resets. USCIS will provide support as needed to guide Pearson staff through this process.
19. Assume that SRMT will be used to complete all Local Office Status Inquiries, Local Office Change of Address (for all forms except N-400), Service Center Referrals, and IR-3 Referrals. This does not include the rescheduling of appointments.
20. The current existing Tier 1 Siebel system will be used to complete only Local Office N-400 Change of Address, ASC Appointment Scheduling/ Rescheduling, Local Office Reschedule Appointments, and Forms Fulfillment.
21. Pearson will no longer perform maintenance updates to display current Service Center or Local Office Processing Dates within the Tier 1 Siebel system. This functionality will be provided by SRMT.
22. Once the functionality that currently exists in the Tier 1 Siebel system for Local Office Status Inquiries, Service Center Referrals, and IR-3 Referrals are removed and replaced by SRMT, Pearson will discontinue maintenance on this functionality within the Siebel system. Pearson will not be able to restore this functionality without authorization from the Contracting Officer to incur the additional costs to restore.
23. No changes will be made to the CTI configuration within the Tier 1 Siebel system.
24. Pearson will assume that no data verification and research will be performed on the Service Requests submitted by Pearson Tier 1 agents using SRMT.
25. USCIS will provide on-call support for all application system issues during the hours that Tier 1 call centers are operational (8am to 9pm EST, Monday-Friday). The SRMT developer will be available for on-call support from 9am to 5pm EST

for assistance with technical issues and USCIS production support for SRMT will also be available during Tier1 non-operational hours in the same manner and at the same level of support currently provided for Change of Address systems.

26. USCIS will not perform upgrades and/or maintenance to the SRMT during Tier 1 operational hours unless it's determined that the upgrade is necessary to maintain functionality in which case prior notification will be provided to Pearson.
27. Any costs incurred by Pearson that are based on additional requirements or functionality changes not included in SRMT Build 5 as it was provided to Pearson in the form of the training module on April 29, 2005, are not included in this cost proposal.
28. All System related assumptions are based on SRMT Build5 as it was provided to Pearson in the form of the training module on April 29, 2005, and it is our understanding that Build3 is just final revisions to outstanding SAT and Testing issues.
29. Pearson will participate in Change Control Board (CCB) meetings conducted by USCIS' Contractor that developed SRMT. Pricing assumes participation in monthly meetings by 2 Pearson resources for 2 hours per CCB meeting.



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE: CIS05RQ0603  
 PAGE OF PAGES: 1 / 2

2. AMENDMENT/MODIFICATION NO.: P00027  
 3. EFFECTIVE DATE: 09/09/2005  
 4. REQUISITION/PURCHASE REQ. NO.: CIS05RQ0603  
 5. PROJECT NO. (if applicable):

6. ISSUED BY: CIS  
 7. ADMINISTERED BY (if other than item 6): CIS  
 CIS Contracting Office  
 Department of Homeland Security  
 70 Kimball Avenue  
 South Burlington VT 05403

8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code):  
 NCS PEARSON, INC.  
 4250 N. FAIRFAX DRIVE, SUITE 1200  
 ARLINGTON VA 222031674

9A. AMENDMENT OF SOLICITATION NO. (X)  
 9B. DATED (SEE ITEM 11):  
 10A. MODIFICATION OF CONTRACT/ORDER NO. (X)  
 HSSCCG-05-A-0059  
 HSSCCG-05-F-0539  
 10B. DATED (SEE ITEM 13): 05/31/2005

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 9 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 number. 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):  
 See Schedule Net Increase: \$19,200,000.00

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 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 THE AUTHORITY OF:  
 X Mutual Agreement of the Parties  
 D. OTHER (Specify type of modification and authority)

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):  
 GSA Contract #: GS-35F-4650G  
 Tax ID Number: 201961427  
 DUNS Number: 189148174  
 This modification is issued to provide additional funding in the amount of \$19,200,000.00 for the call period of performance. The total amount of funds obligated on the call increases by the \$19,200,000.00 from \$10,307,942.34 to \$29,507,942.34.

Accounting and Appropriation Data:  
 CISPRMF XBR EX 20-01-00-000 03-40-0000-00-00-00-00 GE-25-14-00 000000 \$10,821,617.00  
 BKLELMO 000 QB 30-01-00-000 03-40-0000-00-00-00-00 GE-25-14-00 000000 \$245,735.00  
 Continued ...

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): Scott R. Stankiewicz, Director of Contracts  
 15B. CONTRACTOR'S OFFER:  
 15C. DATE SIGNED: 12SEP05  
 15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print): Laura B. Zuchowski  
 15B. UNITED STATES OF AMERICA  
 15C. DATE SIGNED: 9/13/2005

NSN 7540-01-152-8070 Previous edition unusable  
 STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

<b>CONTINUATION SHEET</b>	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	HSSCCG-05-A-0059/HSSCCG-05-F-0539/P00027	2	2

NAME OF OFFEROR OR CONTRACTOR  
NCS PEARSON, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>EXFD000 000 EX 20-01-00-000 03-40-0000-00-00-00-00 GE-25-14-00 000000 \$8,132,648.00</p> <p>This modification also incorporates by reference into the BPA the FAR Clause 52.217-8, Option to Extend Services, dated Nov 1999. This clause was inadvertently omitted from the original contract document issued by the Veterans Administration. The fill in for the clause shall read "60 days."</p> <p>All other terms and conditions remain unchanged. FOB: Destination Discount Terms:     Net 30 Period of Performance: 06/01/2005 to 05/31/2006</p>				

NSN 7540-01-152-0007

OPTIONAL FORM 336 (4-80)  
Sponsored by GSA  
FAR 101 CFR 101.110

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. P00028	3. EFFECTIVE DATE 11/04/2005	4. REQUISITION/PURCHASE REQ. NO. ICSO6RQ00006	5. PROJECT NO. (if applicable)	
6. ISSUED BY CIS CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	7. ADMINISTERED BY (if other than item 6) CIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403	CODE CIS	
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) NCS PEARSON, INC. 4250 N. FAIRFAX DRIVE, SUITE 1200 ARLINGTON VA 222031674		(X)	9A. AMENDMENT OF SOLICITATION NO.	
CODE 1891481740000 FACILITY CODE			9B. DATED (SEE ITEM 11)	
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSSCCG-05-A-0059 HSSCCG-05-F-0539 10B. DATED (SEE ITEM 11) 05/31/2005	
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 Offers <input type="checkbox"/> is extended, <input type="checkbox"/> 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 9 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 number. 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 closing hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (if required.)				
EXPD000 X01 EX 40-01-00-000 03-40-0100-00-00-00 GE-25-14-00 000000		Net Increase:		\$180,001.00
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> 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. <input type="checkbox"/> 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). <input checked="" type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO THE AUTHORITY OF: Mutual Agreement of the Parties <input type="checkbox"/> 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 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)				
GSA Contract #: GS-35F-4650G Tax ID Number: 201961427 DUNS Number: 189148174 Delivery: 12/23/2005 FOB: Destination Discount Terms: Net 30 Period of Performance: 06/01/2005 to 05/31/2006 Delivery Location Code: HONCSC National Customer Service Center 111 Massachusetts Avenue, NW Continued ...				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as hereinafter changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print) KELLY M. EIAS SR CONTRACTS MGR		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Deborah A. Parot		
15B. CONTRACTOR/OFFEROR <i>Kelly M. Eias</i>		15C. DATE SIGNED 11/4/05	16B. UNITED STATES OF AMERICA <i>Deborah A. Parot</i>	
(Signature of person authorized to sign)			(Signature of Contracting Officer)	
NSN 7540-01-152-4070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

<b>CONTINUATION SHEET</b>	REFERENCE NO. OF DOCUMENT BEING CONTINUED	PAGE	OF
	HSSCCG-05-A-0059/HSSCCG-05-F-0539/P00028	2	3

NAME OF OFFEROR OR CONTRACTOR  
NCS PEARSON, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0029	6th Floor Washington DC 20536  Implementation of scripts for Volumes III and IV content. See attached for description and breakdown of phases and tasks.	1	LO	180,001.00	180,001.00

The terms of this firm fixed price one-time adjustment for implementation of Volumes III and IV scripts under the NCSC program are as synopsised below and as further broken out in Pearson's proposal dated October 5, 2005, revised November 4, 2005, as to specific labor classifications.

(b)(4)

Phase 1 – Fixed Price of \$40,679 for [ ] hours of labor.

Phase I includes the following activities:

Develop the training material;

Train the trainers;

Train 38 CSR's and 10 leads/QCR's;

Engineering support necessary to enable the system to have some CSR's using the old scripts and some the new;

The 38 trained CSR's take calls from November 21 through December 5 using the new scripts.

Their performance is measured.

(b)(4)

Phase 2 – Fixed Price of \$139,322 for [ ] hours of labor.

Phase II includes the following activities:

Based on observation and feedback, the training material is adjusted as required;

The trainers are retrained as required;

The training material is delivered to all remaining CSR's, the original 48 are refreshed as required;

New hire training is modified;

All CSR's are trained no later than December 23, but with a target date of December 16, and

CSR's start using the new approach at the conclusion of their training sessions.

(b)(4)

The total fixed price for both phases including [ ] hours of labor is \$180,001. Included in this price is engineering and content management support to implement the scripts in Pearson's Customer Service Management software and to make it available to CSR's and support personnel on an as-trained basis. All ongoing engineering and content management costs associated with accessibility of Volumes III and IV are included in this price. The total period of performance is November 7, 2005 through December 23, 2005.

In consideration of the modification agreed to herein as complete equitable adjustment for the Contractor's October 25<sup>th</sup> and November 4<sup>th</sup> Volumes III and IV Content "proposal for adjustment," the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments attributable to such facts or circumstances giving rise to the "proposal for adjustment."