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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 in

Atam Dearing Contracting Office Department of Meteratic Affaire Notif Texas Healthcare System 4500 South Lancaster Road Dallas, Texas 75266

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Submitted by

NOS Pearson inc 4301 Wilson Blvd - Sune 200 Adhiolog: VA 2223

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October 882003

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	Assumptions	

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		
		•	

Associated Activities

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- 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:

Addin Dealing, Confracting Office Department of Velence Affans Notice Leas Healthcare System 4500 South Leadester Rogs Dellas Texas 75246

Idany Radósa. OS GOIR Chirendhe and Imaloration Savina. Daostinan of Homalori Sasniy 8001: Shaadiiy, Room (1818 Walington, Io C. 20684001

Sumilied by

. 1923 Pearson Inc. 4301 Wilson Blvd., Suite 201 Adington, VA 22203

Gontrad No GS35F265b(e/BPA529b)22

October 8:/2003



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I . •	Executive Summary	2
II.	TDD Lines Pricing Assumptions	3
III.	TDD Lines Pricing Details	4
IV.	Verification of Installation and Connectivity	5

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

 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.

(b)(4)

- 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

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(c) By separate letter or telegram RECEIVED AT THE PLACE DESI YOUR OFFER, If by virtue of this a	and returning one (1) copy of the amendment; which includes a reference to the solicitation of the RECEIPT OF OFFERS amendment you desire to change an offer after citation and this amendment, and is received point DATA (if required).	on and amendment number PRIOR TO THE HOUR All ady submitted, such change	ers. FAILURE OF NO DATA SPECIFII may be made by tel	YOUR ACK ED MAY RE	SULT IN R	MENT TO
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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 handing AHT from January 2004 and forward

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

Offeror Name:

BCIS NCSC Pricing Schedule - 4.38 AHT.xls

Pearson Government Solutions

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

(b)(4)

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CLIN 8	440,000 - 459,999				12	
CLIN 9	460,000 - 479,999	 [1	12]
CLIN 10	480,000 - 499,999				12]
CLIN 11	500,000 - 519,999				12]
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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	
Total Direct Labor:		\$35,096,664		\$40,294,466		\$483,533,589
Estimated Travel/Other Direct Costs:		\$12,500		\$12,500		\$12,500
Total for Boso Venre	350.3	C25 100 164		\$40.306.066		\$483.546.080

10/30/03

95

(b)(4)

AMENDMENT OF COLLO			20011	C.CT.ID.C.C.			
AMENDMEN! OF SOLIC	ITATION/MODIFICATION	ON OF CONTRACT		#591	E PAG	oe OF	PAGES
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE		7001	5. PROJECT N	IO. (If appl	
#13	12/24/03				ļ		
i. ISSUED BY	CODE 549 / 90C	7. ADMINISTERED BY (If other	er than Item	6)	CODE		
Contracting Officer (90C) VA North Texas Health Care Syste Dallas VA Medical Center, 4500 So Dallas, TX 75216		Same as Item	6				
. NAME AND ADDRESS OF CONTRACTOR (No.	. Street, county, State and ZIP: Code)		(4)	BA. AMENDA	ENT OF SOLIC	TATION N	0.
NCS Pearson	Contract Administrator				SEE ITEM 11)		
4250 Fairfax Drive, S	Suite 1200				CATION OF CO		
Arlington, VA 22203			Y		#591 / P.((SEE ITEM 13)). E20	140
ODE	FACILITY CODE			1	•		
		TO AMENDMENTS OF S	NOL IOF	1/1/	/2002		
	HIS ITEM ONLY APPLIES			AHONS			···
The above numbered solicitation is ame					lended, []is no		xd.
flers must acknowledge receipt of this ame	indment prior to the hour and date.	specified in the solicitation or as a	mended, i	y one of the	foliowino meth	ods:	
By separate letter or telegram which is ECEIVED AT THE PLACE DESIGNATED DUR OFFER. If by virtue of this amendme letter makes reference to the solicitation as	O FOR THE RECEIPT OF OFFE and you desire to change an offer a and this amendment, and is receive	RS PRIOR TO THE HOUR AND	DATA S	PECIFIED M	AV DECIRT :	N DEJEC	TION
ACCOUNTING AND APPROPRIATION DATA	• • • • • • • • • • • • • • • • • • • •			•			
CLIN No. 27 increased b	y \$13,226.77 to \$352	,430.77					
13. THIS I	TEM APPLIES ONLY TO N	MODIFICATIONS OF CON	ITRACT	S/ORDER	S,		
	DIFIES THE CONTRACT/				-		
4) A. THIS CHANGE ORDER IS ISSUED PL	JRSUANT TO: (Specify authority) THI	E CHANGES SET FORTH IN ITEM 14	ARE MADE	IN THE CONT	RACT ORDER N	O. IN ITEM	10A.
1							
B. THE ABOVE NUMBERED CONTRACT	MORDER IS MODIFIED TO REELECT	THE ADMINISTRATOR CHANGES (-					
PONTITION 14, FORGONITI TO 1	THE MUTHORITT OF PAR 43,103(b).		our as unern	ура из рауки <u>д</u> ск	иси, арргорпадо	n care, etc	SEI
C. THIS SUPPLEMENTAL AGREEMENT	IS ENTERED INTO PURSUANT TO AL	UTHORITY OF:					
LANTO	of deaths with						
ID. OTHER Specify type of modification on	AZ BUUNNIYI						
 OTHER Specify type of modification an 							
<u> </u>		sign this document and re	etum o	ne co	nies to the i	ecuino	office
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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 caliback 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. Upon approval of Contractor's 2003 GSA rates, additional funding in the amount of

(b)(4)

The additional support requires Contractor to cancel and reschedule all appointments previously scheduled for December 24th and 31st. 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 Lavout

	- Novice mannest Layout	
(b)(4)		
` /\ /		
'		

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



AS Manifest Layout 111303.xls

Rev Manifest Layout Estimate 111303.xls

Extend Average Handling Time of 4.38 Minutes per Call

11104-9/30/04

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:

Modification 13 Support	Increase in Value using 2003 Projected Rates	Increase in Value using 2002 Approved Rates (Partial Funding)	Delta to be Authorized upon Approval of 2003 Rates
Appointment Callback			
Support	NTE \$3,739.93	NTE \$3,595.77	\$144,16
Revise Manifest Layout	One-Time Charge	One-Time	φ144.10
	\$9,680	Charge \$9,631	\$49.00
Extend Average Handling		3 7 7 7 7	Ψ-13.00
Time of 4.38 Minutes per Call	Not Applicable	Not Applicable	Not Applicable
Discontinue Payment for Non-TDD Calls to the TDD			(чостррисаме
Line	Not Applicable	Not Applicable	Not Applicable
Total Increase in CLIN 27 via	r.ar r		
Modification 13	Full Funding	Partial Funding	
	\$13,419.93	\$13,226.77	\$193.16

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

AMENINALITATION				1. CON	TRACT ID COD	Ę	PAGE O	
AMENDMENT OF SOLIC			N OF CONTRACT	DO	#591		1	2
		ECTIVE DATE	4. REQUISITION/PURCHAS	E REO. NO.		5. PROJE	CT NO. (If a)	plicable)
#14 ISSUED BY		/12/03						
Contracting Officer (90C)	CODE	549 / 90C	7. ADMINISTERED BY (If oil	er than Hem	5)	CODE		
VA North Texas Health Care Syst Dallas VA Medical Center, 4500 (tem South Lancas	ster Rd.	Same as Iten	16				
Dallas, TX 75216 NAME AND ADDRESS OF CONTRACTOR (N								
MUNICIPAL NO PERSON OF CONTRACTOR IN	o. Street, county,	State and ZIP; Code)		(4)	9A. AMENDM	ENT OF SC	LICITATION	NO.
Sheron Spann, Sr. (Contract A	dministrator			9B. DATED (S	SEE ITEM 1	1)	
NCS Pearson	.			L				
4250 Fairfax Drive, Arlington, VA 22203	Suite 120	0			10A. MODIFIC			
Annigton, VA 22203				X	DO #	£591 /	P.O. E2	0140
DE		EACH ITY CORE			10B. DATED		13)	
· · · · · · · · · · · · · · · · · · ·	CLUC STEAM	FACILITY CODE	· · · · · · · · · · · · · · · · · · ·		1/17/	2002		
11. 1	HISTIEM	ONLY APPLIES	O AMENDMENTS OF	SOLICITA	ATIONS			
The above numbered solicitation is amo	ended as set fo	orth in Item 14. The ho	ur and date specified for receip	t of Offers	[] is exte	ended, []i	s not extend	ied.
ers must acknowledge receipt of this am	endment prior	to the hour and date sp	ecified in the solicitation or as	amended, b	y one of the f	ollowing m	ethods:	
By completing Items 8 and 15, and return By separate letter or telegram which CENED AT THE PLACE DESIGNATE UR OFFER. If by winter of this amendmetter makes reference to the solicitation of the solicitation	D FOR THE I ent you desire and this amend	RECEIPT OF OFFER	S PRIOR TO THE HOUR AN	B DATA S	PECIFIED MA	K ACKNO	NLEDGME	nt to i
ACCOUNTING AND APPROPRIATION DATA	(If required)				······································			
CLIN No. 27 under DO	7591 is ir	creased by \$	5,964.64 (NTE)					
13. THIS I	ITEM APPL	ES ONLY TO M	ODIFICATIONS OF CO	NTRACT	S/ORDER	S,		
II MO	DIFIES TH	E CONTRACT/O	RDER NO. AS DESCRI	BED IN I	TEM 14.			
A. THIS CHANGE ORDER IS ISSUED P	URSUANT TO:	(Specify authority) THE (CHANGES SET FORTH IN ITEM 14	ARE MADE	IN THE CONTR	ACT ORDE	R NO. IN ITE	M 10A.
B. THE ABOVE NUMBERED CONTRAC FORTH IN ITEM 14, PURSUANT TO C. THIS SUPPLEMENTAL AGREEMENT				uch as chang	es in paying offi	ice, appropri	ation date, e	c.) SET
FAR Part 43		TO PURSUANT TO AUT	HORITY OF:					
D. OTHER Specify type of modification at	nd authority)				<u></u>			
IMPORTANT: Contractor [] is not, X) is required to s	ign this document and r	eturn o	ne cop	ies to th	e issuing	office
DESCRIPTION OF AMENDMENT/MODIFICAT	TION (Organized	by UCF section headings.	including solicitation/contract subje	ct maiter who	s/e feacible 1			
va north Texas Health Ca	are Syste	m and NCS I	Pearson horoby an	roo to) A		J. 0
USCIS NCSC contract to	incorpo	ate Appointm	ent Callback Sunn	od for	oppoint	J.U. #:	91 UN	er th
December 26, 2003.	. поогра	ato Appointin	ent Camback Supp	OH IOI	appointn	nents	schedu	led fo
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CC: Nancy Radosta, INS NC	SC							
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ept at provided herein, all terms and conditions	of the document	referenced in Item SA or 1	IOA, as heretolore changed, remain	s Unchanged	and in full force	and effect		
ept at provided herein, all terms and conditions. NAME AND TITLE OF SIGNER (Type or	of the document	referenced in Item SA or 1	16A. NAME AND TITLE OF	CONTRACT	ING OFFICER	(Type or	print)	
neron Spann Sr. Contract A	pring	ator	Adam Dearir	contract 1 g, Con 129	ING OFFICER	(Type or	print)	
beron Spann Sr. Contract A	pring		Adam Dearir	contract 1 g, Con 129	ING OFFICER	Officer	print) 6C. DATE	SIGNED
neron Spann Sr. Contract A	Administra	ator	Adam Dearin (214) R57-00 16B. UNITED STATES OF A	CONTRACT IG, CON 129 MERICA	tracting (Officer	• • • • • • • • • • • • • • • • • • • •	SIGNED
DEFON SOAND ST CONTRACT ACCOUNTS ACCOUN	Administra	Stor 15C. DATE SIGNED 12/31/03	Adam Dearin (214) R5/-(H) 16B. UNITED STATES OF A (Signature of	CONTRACT 19, CON 129 MERICA Contracting	tracting (Officer	12/3	1/0
cept at provided herein, all terms and conditions A. NAME AND TITLE OF SIGNER (Type or Contract A B. CONTRACTOR/OFFEROR (Signature of person authorized to s N 7540-01-152-8070 EVICUS EDITION UNUSABLE	Administra	STOR 15C. DATE SIGNED 12/31/03	Adam Dearin (214) R57-00 16B. UNITED STATES OF A	CONTRACTING, CONTRACTING, CONTRACTING	tracting (Officer	12/3	1/0

December 17, 2003 DO #591, Modification #14

Appointment Caliback 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 12th to ensure completion by December 19th.

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 26th. The \$5,964.64 T&M estimate is based on the following:

(b)(4)		•			<u> </u>	

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.

pendant HAS

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 Calibacks for December 24, 26 and 31

Nancy:

We have prepared the billing data for Modification 14: Appointment Callbacks Required by December 26th 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:

- 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
- Appointment Callbacks dated 12-26-03.xls List of callbacks and results for December 26th
- Appointment Calibacks dated 12-24-03.xls List of calibacks for December 31st

We ask that you review these documents and approve the December 24th and 31st 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

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#15 ISSUED BY		01/2004 549 / 90C	7. ADMINISTERED BY (If other		L		
Contracting Officer (90C)		5451 500	Same as Item	•	u	NDE	
VA North Texas Health Care Syst			Same as item	0			
Dallas VA Medical Center, 4500 S Dallas, TX 75216	South Lancast	er Rd.					
NAME AND ADDRESS OF CONTRACTOR (M	o. Street, county, S	State and ZIP: Code)	<u> </u>	(4) 9A, AME	NDMENT OF	SOLICITATION	NO
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ffers must acknowledge receipt of this am	endment prior to	the hour and date spec	cified in the solicitation or as a	mended, by one of	the following	g methods:	
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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.

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



(b)(4)

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

(h)(4)

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.

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	contractor	o accomplish this, the NCSC requires the assistance of the current TIER r. The contractor is requested to provide a price proposal for providing the service to the USCIS.	t i he
0)(4)			
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	Page 1	М	arch 26, 2004 re

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

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Cost Proposal

(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 callforwarding 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.

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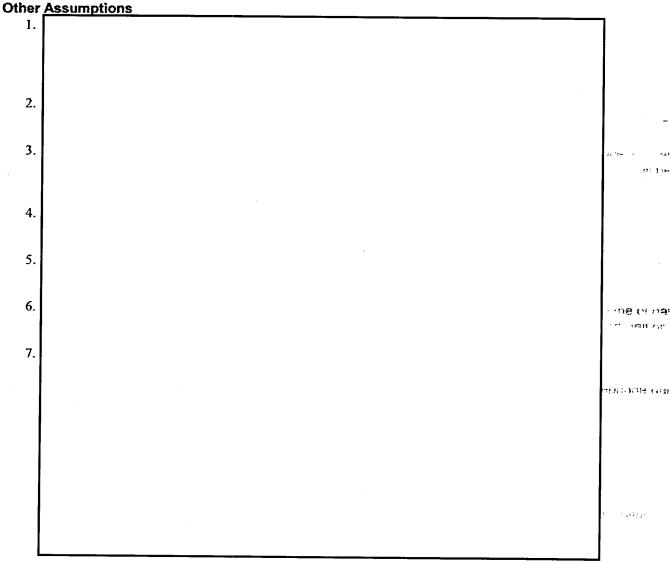
March 26, 2004 rev



	DETERMINE TO THE PERSON			
	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))		1 1495 - 1 15 5 5 5 m
(b)(4)	Monthly Recurring Charge (mo.) *			a contract desired
	Option Year 4 Pricing (June 1, 2006 - May 31, 2007))		ulb : ay 4
(b)(4)	Monthly Recurring Charge mo.) *	\$		
	Total Price – Option/Choice #2	\$	-3,061 an	Oge
	* Assumed a 25% surcharge for taxes, surcharges, m	unicipal fees, et		
	Pricing Assumptions 1. Period of Performance: Option Year 1 — Date of Approval thru Ma Option Year 2 — June 1, 2004 through May 3 Option Year 3 — June 1, 2005 through May 3 Option Year 4— June 1, 2006 through May 3	31, 2005 31, 2006	2 4	' [®] >១២៩៦មនាសេត
	Pricing breakdown:			
(b)(4)	Option/Choice #2 to establish the 10 digit tele	enhone number	an a POTS lim	
	simultaneous call forwarding feature.	sphone number	as a POTS line	e wan
	3. For both options, the pricing is based on the follo	wing details:		
(b)(4)	•			
	Page 3		Mar	rch 26, 2004
	Pearson Government Solutions Confiden	ntial and Proprietar	ry	-011 LU, LUUT

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

(b)(4)



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

					OME Approv	al 2700-0042
			1. CONTRACT ID CO	DE	PAGE C	F PAGES
AMENDMENT OF SOLIC	TATION/MODIFICATIO	N OF CONTRACT	DO #591		1 1	2
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE	REO. NO.	5. PROJE	ECT NO. (II A	plicable)
#16	04/08/2004					
B. ISSUED BY	CODE 549 / 90C	7. ADMINISTERED BY (If other	er Ihari Hein 6)	CODE	<u> </u>	
Contracting Officer (90C) VA North Texas Health Care Syst Dallas VA Medical Center, 4500 S Dallas, TX 75216	South Lancaster Rd.	Same as Item				
8. NAME AND ADDRESS OF CONTRACTOR (M	lo. Street, county, State and ZIP; Code)		(N) 9A AMENO	MENT OF S	OLICITATION	I NO.
Sheron Spann, Sr. (NCS Pearson, Inc. 4250 Fairfax Drive, Arlington, VA 22203			10A MODI		P.O. E	1/ORDER NO. 40287
CODE	FACILITY CODE		1/4-	7/2002		
	THIS ITEM ONLY APPLIES	TO AMENDMENTS OF		TEUUL		
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D. OTHER Specify type of modification	end authority)					
E. IMPORTANT: Contractor	[] is not, [X] is required to	sign this document and r	return one c	opies to	the issui	ng office.
VA North Texas Health CUSCIS NCSC contract to Creation at Butfalo.	Care System and NCS	Pearson, hereby a	gree to modify	/ D.O.	#591 u Citizens	nder the

Except at provided herein, all terms and conditions of the docum	ent referenced in Rem 9A or 10	A, as heretofore changed, remains unchanged and in full for	ce and effoct.
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICE	R (Type or print)
Sherón Spann, Sr. Contract Ad (703) 284-5665	ministrator	Adam Dearing, Contracting (214) 857-0029	Officer
158. CONTRACTOR/OFFERIOR (Signature of person authorized to sign)	16C. DATE SIGNED	BY Signature of Commissing Officery	3/ La las
NSN 7540-01-152-9070		105 STANDAR	D FORM 30 (REV. 10-83)

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.



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:

- CCA referrals to be sent to the Buffalo Local Office. (Current e-mail address for this type of referral - CCABUF.REF9@DHS.GOV).
- 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
- 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?
 - If the answer is IR-3 status and the entry date was on or after January 20th 2004 (the start date for this program), then continue with the referral
 - ii. Otherwise, if the status is other that 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.

- 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 Unforseen 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.

Page 1

Revised January 18, 2005

P.05

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

 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

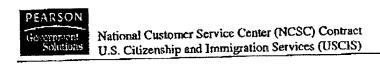
 Contractor must add the N-643 as a valid form to select when performing a local office referral - Status Inquiry. It will follow all the same business logic and requirements that apply today to Status Inquiry at a Local Office except that there will be no processing time related to it. Simply....if an 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	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_
Total Referrals	14	10	8	7	5	44	85



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	<u>Price</u>
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 (Smartscript)	\$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				
G\$D021	Program Manager	Software Project Manager (Statistics)	\$155.07		_	,	
		Total Fixed Price (u	ısing 2004 Ap	proved/Put	olished Ra	tes)	\$14,604

Page 3

Revised January 18, 2005

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 7th, Pearson slated 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.

in whole or in part – for any purpose other than to evaluate this proposal.

				OMB Approval 2700-0042
			1. CONTRACT ID COD	E PAGE OF PAGES
AMENDMENT OF SOLICITA	TION/MODIFICATION	OF CONTRACT	DO #591	1 2
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE F	REQ. NO.	5. PROJECT NO. (If applicable)
#17	04/15/2004			
6. ISSUED BY C	ODE 549 / 90C	7. ADMINISTERED BY (If other	than Item 6)	CODE
Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South	Lancaster Rd.	Same as Item	6	
Dallas, TX 75216			Las las surres	ACUT OF COLUMN AND AND AND AND AND AND AND AND AND AN
B. NAME AND ADDRESS OF CONTRACTOR (No. Street	et, county, State and ZIP: Code)		(4) SA. AMENDA	AENT OF SOLICITATION NO.
Sheron Spann, Sr. Cont NCS Pearson, Inc.				SEE ITEM 11)
4250 Fairfax Drive, Suit	e 1200		1 1	CATION OF CONTRACT/ORDER NO.
Arlington, VA 22203				#591 / P.O. E40287
		······································	l	(SEE ITEM 13)
CODE	FACILITY CODE			/2002
11. THIS	ITEM ONLY APPLIES TO	AMENDMENTS OF SO	DLICITATIONS	·····
The above numbered solicitation is amended	as set forth in Item 14. The hour	and date specified for receipt of	of Offers [] is ext	tended, []is not extended.
Offers must acknowledge receipt of this amendment (a) By completing items 8 and 15, and returning (c) By separate letter or telegram which include RECEIVED AT THE PLACE DESIGNATED FO YOUR OFFER. If by virtue of this amendment you letter makes reference to the solicitation and the 12. ACCOUNTING AND APPROPRIATION DATA (if recommended)	one (1) copy of the amendment; () les a reference to the solicitation R THE RECEIPT OF OFFERS ou desire to change an offer alread its amendment, and is received pri	b) By acknowledging receipt of in and armendment numbers. PRIOR TO THE HOUR AND dy submitted, such change ma	this amendment on ex FAILURE OF YOU DATA SPECIFIED M y be made by telegran	ach copy of the offer submitted; or R ACKNOWLEDGMENT TO BE IAY RESULT IN REJECTION OF
CLIN No. 27 under DO #59	•	A 050 00		
	APPLIES ONLY TO MOI		TRACTOIORDER	
	IES THE CONTRACT/ORI			.o,
(4) A. THIS CHANGE ORDER IS ISSUED PURSU				RACT ORDER NO. IN ITEM 10A.
B. THE ABOVE NUMBERED CONTRACT/ORD FORTH IN ITEM 14, PURSUANT TO THE A	UTHORITY OF FAR 43,103(b),		h as changes in paying o	llice, appropriation date, etc.) SET
C. THIS SUPPLEMENTAL AGREEMENT IS EN	ITERED INTO PURSUANT TO AUTHO	DRITY OF:		
D. OTHER Specify type of modification and aut	hority)			
E. IMPORTANT: Contractor [] is	not, [X] is required to sig	n this document and re	tum one co	pies to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (prob to 210 tooding office.
	organico dy don social needergs, e	стону зовскановисонива зищеа	matter where leastice.)	
VA North Texas Health Care Syst contract to incorporate the following	em and NCS Pearson, g referral services:	hereby agree to mod	lify D.O. #591 ι	inder the USCIS NCSC
Item 2(a) - Include the primar Item 6(a) - Capture the name Item 6(b) - Add the email add Service Center only Item 6(c): Best time to call	of the law firm or the at ress field that is capture	torney of record in ad	dition to the cal	ler's name earch page for
Except at provided herein, all terms and conditions of the	document referenced in Nam Q8 ~ 40	& se harabolova channel comin-		
15A. NAME AND TITLE OF SIGNER (Type or print))	16A. NAME AND TITLE OF C	ONTRACTING OFFICE	25 and effect.
Sheron Spann, Sr. Contract (703) 284-5665	Administrator	Adam Dearing (214) 857-002	g, Contracting	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AN		16C. DATE SIGNEI
56		101		
0 apan ~	04-23-04	() () () () () ()	٠.	111.
(Signature of person authorized to sign)		(Signature of C	ontracting Officer)	- 417/N
NSN 7540-01-152-8070 PREVIOUS EDITION UNUSABLE	30- Computer	105		D FORM 30 (REV. 10-8) GSA FAR (48 CFR) 53.2

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:

Referral Item	Price
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
Total One-Time Charge	\$10,950

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 31st as a part of Release 2.5.3.



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

would approve the project	provided prior to March 12 th included count in accordance with the BPA) cted rates in the near-term. At the C	with the understanding the Contracting Officer's reque
approved GSA rates (200	required to cover the difference bet	roval of Pearson's 2004 G
Summary table of tasks	s and associated pricing estimate	<u></u>
The following table summ	narizes the tasks included in this pro	oposal.
Item Number	Pricing File Previous Submitted	Estimated Level

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:
 - o 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.
 - o 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.
 - o 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 <u>attorney</u> 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 BPA549022 / 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 This field will also appear on the research page on the referral letter. (For Service Center only). reach you at this telephone number?" (with time zone).

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	<u>Task</u>	2004 Projected GSA Rate	Discount	BPA Rate	Hours	Extended Price	Proposal Type	Est Trans	Price Per Trans
Item 1	GSD012	Processing Manager	Database Tracking Setup	\$ 126.91					FP - One Time Cost		
Item 1	GSD015	Customer Service Representative	Training	\$ 81.34					FP - One Time Cost		
Item 1	GSD015	Customer Service Representative	Process Transactions	\$ 81.34					T&M		
Subtota	I - Item 1						1				
Item 2(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51			Į.				
Item 2(a)	GE:D017	R&T Engineer III	Analysis & Test	\$ 99.10							
item 2(a)	GSD019	SW Dev V	Siebel Developer	\$ 155.13					ļ		
Subtota	i - Ite n 2(a)							\$ 4,409	i		

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

Contract Number GS35F4650G BPA549022 / P.O. E20140

Item#	GSA ID	GSA Labor / Service Category	Task	2004 Projected GSA Rate	Diameter	BPA		Extended Price
110111#	GSAID	Service Category	Task	Rate	Discount	Rate	Hours	Price
Item				 				
6(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
Item			7 17 17 10 10 10 10 10 10 10 10 10 10 10 10 10	0 120.01				
6(a)	GSD017	R&T Engineer III	· Analysis & Test	\$ 99.10				
Item								
6(a)	GSD018	SW Dev IV	Siebel Developer	\$ 129.51				
item				1				
6(a)	GSD019	SW Dev V	Siebel Developer	\$ 155,13				
Subtota	i - Item 6(a)							\$ 2,941
Item								
6(b)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
Item .	000047							
6(b)	GSD017	R&T Engineer III	Analysis & Test	\$ 99.10				
Item 6(b)	GSD019	SW Dev V	Siebel Developer	\$ 155.13				
	l - Item 6(b)	SW Dev V	grener Developer	3 (33,13	1		-	\$ 1.683
Juniola	- Iraili o(n)							\$ 1,683
Item	-							
6(c)	GSD018	R&T Engineer IV	Analysis & Test	\$ 129.51				
item	002010	Train Engineer (*)	ratarjoto a root	125.51				
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				
Subtotal	- Item 6(c)							\$ 1,917
GRAND	TOTAL (usi	ng 2004 Projected Ra	ites)		i			\$ 19,606

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Governmen	1
Solution	

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

Contract Number GS35F4650G BPA549022 / P.O. E20140

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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
Item 1	GSD012	Processing Manager	Database Tracking Setup	\$ 117.62					One Time Cost		
Item 1	GSD015	Customer Service Representative	Training	\$ 75.38					One Time Cost		-
Item 1	GSD015	Customer Service Representative	Process Transactions	\$ 75.38					T&M	800	
Subtota	l - Item 1							\$ 8,022			
Item											
2(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03							
Item 2(a)	G\$D017	R&T Engineer III	Analysis & Test	\$ 91.84							
Item 2(a)	GSD019	SW Dev V	Siebel Developer	\$ 143.78							
Subtota	l - Item 2(a)							\$ 4,086			
[town											
Item 6(a)	GSD018	R&T Engineer IV	Analysis & Test	\$ 120.03							
Item 6(a)	GSD017	R&T Engineer III	Analysis & Test	\$ 91.84							
Item 6(a)	GSD018	SW Dev IV	Siebel Developer	\$ 120.03							
Item 6(a)	G&D019	SW Dev V	Siebel Developer	\$ 143.78		_					
Subtotal	- Item 6(a)							\$ 2,726			

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March 26, 2004
Pearson Government Solutions Confidential and Proprietary



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

Contract Number GS35F4650G BPA549022 / P.O. E20140

	Task	GSA ID	GSA Labor / Service Category	Task	2002 Approved GSA Rate	Discount	BPA Rate	Hours	Extended Price
	Item							<u> </u>	
)(4)	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	•			1
(4)	Subtota	i - Item 6(b)						1	\$ 1,560
, ,									
(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				
(4)	Subtota	l - Item 6 (c)		<u> </u>				\$ 1,776
	GPAND	TOTAL (us	ing 2002 Approved D						
	SIGNIED	I O I ML (US	ing 2002 Approved R	aces	<u></u>	<u> </u>	· · · · · · · · · · · · · · · · · · ·	<u></u>	\$ 18,171
(4)									

Page ?	7
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March 26, 2004

Pearson Government Solutions Confidential and Proprietary

			1. CONTRACT ID COD	OMB Approva	PAGES
AMENDMENT OF SOLICIT	ATION/MODIFICATION	OF CONTRACT	DO #591	1	3
AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE		5. PROJECT NO. (# ap	olicable)
#18	See Block 16C				•
ISSUED BY	CODE 549 / 90C	7. ADMINISTERED BY (II other	than Item 6)	CODE	,
Contracting Officer (90C)		Same as Item	6		
VA North Texas Health Care System Dallas VA Medical Center, 4500 Sou	; ith Lancaster Rd				
Dallas, TX 75216					
. NAME AND ADDRESS OF CONTRACTOR (No. S	treet, county, State and ZIP: Code)		(4) 9A. AMENDN	MENT OF SOLICITATION	NO.
					
Sheron Spann, Sr. Col	ntract Administrator		9B. DATED (SEE ITEM 11)	
NCS Pearson, Inc.	" 1000				
4250 Fairfax Drive, Su	lite 1200		i I	CATION OF CONTRACTA	
Arlington, VA 22203			Y DO #	<u>#591 / P.O. E4</u>	0287
ODE	FACILITY CODE			(SEE ITEM 13)	
			1/1/7/	/2002	
	S ITEM ONLY APPLIES TO				
The above numbered solicitation is amende	ed as set forth in Item 14. The hour	and date specified for receipt of	of Offers [] is extended	ended, []is not extend	ed.
ffers must acknowledge receipt of this amend	ment prior to the hour and date spec	cified in the solicitation or as an	nended, by one of the f	following methods:	
) By completing Items 8 and 15, and returning) By separate letter or telegram which incl	g one (1) copy of the amendment; (b) By acknowledging receipt of 	this amendment on ea	ach copy of the offer su	bmitted;
ECEIVED AT THE PLACE DESIGNATED F	OR THE RECEIPT OF OFFERS	DOIGN TO THE HOUR AND	FAILURE OF YOUR	R ACKNOWLEDGME	IT TO B
OUR OFFER. If by virtue of this amendment letter makes reference to the solicitation and				or letter, provided each	h telegra
. ACCOUNTING AND APPROPRIATION DATA (If		for to the opening nour and dat	a specified.		
CLIN No. 27 under DO #59		7 074 55			
13. THIS ITE	M APPLIES ONLY TO MOD	DIEICATIONS OF CONT	ED A CEDIODDED		
IT MODIA	FIES THE CONTRACT/ORD	DER NO AS DESCRIB	FRACTS/ORDER	S,	
4) A THIS CHANGE ORDER IS ISSUED PURS	UANT TO: (Specify authority) THE CHA	ANGES SET FORTH IN ITEM 14 A	ED IN HEIM 14.	MAT ODOED HO WIND	
			THE COUNTY	OCTORDER NO. IN THE	# 10A.
B. THE ABOVE NUMBERED CONTRACT/OF FORTH IN ITEM 14, PURSUANT TO THE	RDER IS MODIFIED TO REFLECT THE	ADMINISTRATIVE CHANGES (
			n as changes in paying off,	ice, appropriation date, etc	:) SET
C. THIS SUPPLEMENTAL AGREEMENT IS E	INTERED INTO PURSUANT TO AUTHO	PRITY OF:			
D. OTHER Specify type of modification and at	uthority)				
	.,				
IMPORTANT: Contractor [] is	not, [X] is required to sign	n this document and rot	um one		
. DESCRIPTION OF AMENDMENT/MODIFICATION	(Organized by UCE serting headings in	the document and let	um <u>one</u> cop	ies to the issuing	office.
	To game by our socion nearings, we	avaing solicitation/contract subject i	matter where feasible.)		
A North Texas Health Care S	System and NCS Poars	on haraby	Pr. D.O		
	Jordin and 1400 Lears	on, nereby agree to	moarry D.O. i	#591 under the	ž
SCIS NCSC contract to incor	Dorate support for the	TIED I Continue			-
SCIS NCSC contract to incor	porate support for the	TIER I Contingency	/ T-1 Circuits F	Requirement	
SCIS NCSC contract to incor	porate support for the	TIER I Contingency	/ T-1 Circuits F	Requirement	
SCIS NCSC contract to incor	porate support for the	TIER I Contingency	/ T-1 Circuits F	Requirement	
SCIS NCSC contract to incor	porate support for the	TIER I Contingency	/ T-1 Circuits F	≺ëquirement	
ISCIS NCSC contract to incor	porate support for the	TIER I Contingency	/ T-1 Circuits F	Requirement	
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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 18th.



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
Lawrence, Kansas
Phoenix, Arizona
Arlington, Virginia
3 circuits
2 circuits
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.

Page 1

April 14, 2004

Cost Proposal

| PRICE | PRIC

(b)(4)

(b)(4)

DS1 Boards				The first of the modernian
CSUs/DSUs				
RTUs				·
RTU Installation				•
	TOTAL	.s		 \$ 22,793.95

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.
- 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.

Page 2

April 14, 2004

				OMB Approval 2780-0042
			1. CONTRACT ID CODE	PAGE OF PAGES
AMENDMENT OF SOLICITA			DO #591	1 1
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE R	EQ. NO.	5. PROJECT NO. (If applicable)
#1 <u>9</u>	08/31/04			
	ODE 549/90C	7. ADMINISTERED BY (If other	ihan item 6)	CODE
Contracting Officer (90C)		Same as Item (3	
VA North Texas Health Care System Dallas VA Medical Center, 4500 South	Lancaster Rrt			
Dallas, TX 75216	Lancaster No.	:		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street	et, county, State and ZIP: Code)		(4) 9A. AMENDM	ENT OF SOLICITATION NO.
Sheron Spann, Sr. Cont	ract Administrator		98. DATED (SEE ITEM 11)
NCS Pearson, Inc.				
4250 Fairfax Drive, Suit	e 1200		10A, MODIFIC	CATION OF CONTRACT/ORDER NO.
Arlington, VA 22203	- /		y DO#	4591 / P.O. E40287
3 ,				(SEE ITEM 13)
CODE	FACILITY CODE		1/17/	2002
11. THIS	ITEM ONLY APPLIES T	O AMENDMENTS OF SO		2002
☐ The above numbered solicitation is amended				ended, []is not extended.
Offers must acknowledge receipt of this amendme				
(a) By completing items 8 and 15, and returning (c) By separate letter or telegram which include	les a reference to the solicitati	on and amendment numbers	FAILURE OF YOUR	ACKNOWLEDGMENT TO BE
RECEIVED AT THE PLACE DESIGNATED FO	r the receipt of offers	PRIOR TO THE HOUR AND	DATA SPECIFIED M	AV RESULT IN DEJECTION OF
YOUR OFFER. If by virtue of this amendment your letter makes reference to the solicitation and the	ru desire to change an offer alre- is amendment, and is received a	edy submitted, such change may	be made by telegram	or letter, provided each telegram
12. ACCOUNTING AND APPROPRIATION DATA (If req		alor to the operang hour and date	specified.	
CLIN No. 27 under DO #59	•	5E4 ANN 4E		
13 THIS ITEM	APPLIES ONLY TO MO	DIFICATIONS OF CONT	DACTRIODED	
IT MODIFI	ES THE CONTRACT/OF	DIFICATIONS OF CONT	RACIS/ORDER	8,
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	The distance of the second of	PAROLO DEL LONGITURE IL EMPLEMENTA PE	AC MINUTE HAT THE COMIT	CACT ORDER NO. IN ITEM 10A.
8. THE ABOVE NUMBERED CONTRACT/ORD FORTH IN ITEM 14, PURSUANT TO THE A	IER IS MODIFIED TO REFLECT THE UTHORITY OF FAR 43,103(b).	ADMINISTRATIVE CHANGES (SUC	h as changes in paying of	fice, appropriation date, etc.) SET
C. THIS SUPPLEMENTAL AGREEMENT IS EN		ORITY OF:		
X FAR Part 43				
 OTHER Specify type of modification and aut 	hority)			
				
	not, [X] is required to si			pies to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings,	including solicitation/contract subject	matter where leasible.)	
VA North Texas Health Care Sy	ystem and NCS Pear	rson, hereby agree t	n modify D O	#591 under the
USCIS NCSC contract to incom	oorate support for Int	elligent Call Router	ICR) from Jul	v 12 2003 to March
27, 2004 in accordance with the	Contractor's Reque	est for Equitable Adia	istment dated	April 15 2004
		ot for Equitable Maje	sonen dated	April 13, 2004.
The total value of CLIN 27 is he	robu inorona d b &	TEA 400 AE		
The total value of CLIN 27 is he	reby increased by \$	551,400.15.		
All athon to the				
All other terms and conditions of	of the subject contract	t remain unchanged	-	
Except at provided herein, all terms and conditions of the	document referenced in Item 9A or 1	DA, as herelofore changed, remains t	inchanged and in full forc	e and effect.
10A, NAME AND THE OF SIGNER (Type or print)	1	16A. NAME AND TITLE OF CO	ONTRACTING OFFICE	R (Type or print)
Sherón Spann, Sr. Contract	Administrator	Adam Dearing	, Contracting	Officer
(703) 284-5665		(214) 857-002		
158. CONTRACTOR/OFFEROR	15C. DATE SIGNED	168. UNITED STATES OF AM		16C. DATE SIGNED
5.0-		1 / 11 /		I SAITE SIGNED
-cyann	09/01/04	BY Clar		
(Signatule of person authorized to sign)			ontracting Officer)	- 14/1/64
NSN 7540-01-152-8070		-105		FORM 30 (REV. 10 83)
PREVIOUS EDITION UNUSABLE	Compute	r Generated	Prescribed by	GSA FAR (48 CFR) 53.243

Intelligent Call Routing Pricing

Testing before implementation

	Period of Performance: July 12, 2003 - December 31, 2003			
(b)(4)	CONTROL CONT	E)	stended Price	
(b)(4)	GSD018 Software Developer \$ 120,03	s	192,440.02	
. , . ,		_		
(b)(4)	Period of Performance: January 1, 2004 - February 22, 2004 Specific processing Mark Specific pro	Б	tended Price	
(b)(4)	GSD021 Program Manager \$ 155.07 GSD023 Project Admin/Director \$ 81.65 Consulting	<u>.</u>	202,773.33	
	Consulting	\$	25,350.00	
	Testing Before Implementation Total Price	ş	420,563.35	•
	Testing after Implementation Period of Performance: February 23, 2004 - March 27, 2004 2004 GSA 18:	i ka	tended Price	
(b)(4)	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			
(b)(4)] 1	130,836.80	<u>.</u>
	Testing After Implementation Total Price	<u>.</u>	130,836,80	
(b)(4)	GRAND TOTAL PRICE - Revised Request for Equitable Adjustment	\$	551,400.15	
(b)(4)	Pearson Government Solutions Proprietary Information Competition Sensitive Page 1 of 1			

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				OMB Approval 2700-0042
			1. CONTRACT ID CODE	PAGE OF PAGES
AMENDMENT OF SOLIC	CITATION/MODIFICAT	TION OF CONTRACT	DO #591	1 2
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE	REQ. NO. 5.	PROJECT NO. (If applicable)
#20	10/01/04	į		
6. ISSUED BY	CODE 549 / 90C	7. ADMINISTERED BY (If other	er than Item 6)	CODE
Contracting Officer (90C)	<u> </u>	Same as Item	16	
VA North Texas Health Care Sys				
Dallas VA Medical Center, 4500	South Lancaster Ro.	l		
Dallas, TX 75216 8. NAME AND ADDRESS OF CONTRACTOR (A	lo, Street, county, State and ZIP: Cod-	e)	(4) 9A. AMENDMEN	IT OF SOLICITATION NO.
·	•			
	Contract Administrate	ot	98. DATED (SE	E ITEM 11)
NCS Pearson, Inc.			100 100 100	T.O. O.
4250 Fairfax Drive,				TION OF CONTRACT/ORDER NO.
Arlington, VA 22203	ļ.			91 / P.O. E40287
			10B. DATED (\$	EE ITEM 13)
CODE	FACILITY CODE		1/17/2	002
11.	THIS ITEM ONLY APPLIE	ES TO AMENDMENTS OF S	SOLICITATIONS	
The above numbered solicitation is an	nended as set forth in Item 14. Ti	he hour and date specified for receipt	t of Offers 1 is exten	ded, []is not extended.
Offers must acknowledge receipt of this an		·		• •
(a) By completing Items 8 and 15, and reti	•	•	• •	-
(c) By separate letter or telegram which RECEIVED AT THE PLACE DESIGNATI YOUR OFFER. If by virtue of this amendr or letter makes reference to the solicitation	includes a reference to the so ED FOR THE RECEIPT OF OF ment you desire to change an offer and this amendment, and is rece	plicitation and amendment numbers FERS PRIOR TO THE HOUR AND er already submitted, such change m	s. FAILURE OF YOUR A D DATA SPECIFIED MAY hay be made by telegram o	ACKNOWLEDGMENT TO BE RESULT IN REJECTION OF
12. ACCOUNTING AND APPROPRIATION DAT	, , ,			
See attached CLIN sch				
		O MODIFICATIONS OF CON		,
IT MO	ODIFIES THE CONTRAC	T/ORDER NO. AS DESCRIE	BED 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 CONTRA	CT ORDER NO. IN) TEM 10A.
FORTH IN ITEM 14, PURSUANT TO	THE AUTHORITY OF FAR 43.103(b	<u> </u>	uch as changes in paying offici	e, appropriation dale, etc.) SET
X FAR Part 43	NT IS ENTERED INTO PURSUANT TO	D AUTHORITY OF:		
D. OTHER Specify type of modification	and authority			
, , , , , , , , , , , , , , , , , , , ,				
E. IMPORTANT: Contractor	I lis not [X] is required	to sign this document and re	eturn one coni	es to the issuing office.
				es to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFIC	ATION (Organized by UCF section he	adings, including solicitation/contract subje	ect matter where feasible.)	
VA North Texas Health Care contract to extend Average H.	System and NCS Pears	son, hereby agree to modi	ify D.O. #591 unde	er the USCIS NCSC
scripts and until content is sta	bilized.		pola	or our types, new
				During this
period USCIS will closely mor	ntor Contractor's stens	to improve call managem	ent.	Daning this
All other terms and sonditions				
All other terms and conditions	or the subject contract	remain unchanged.		
Except at provided herein, all terms and condition				
15A, NAME AND TITLE OF SIGNER (Type		16A. NAME AND TITLE OF	CONTRACTING OFFICER	(Type or print)
Sherón Spann, Sr. Cor	itract Administrator	Adam Dearin	ng, Contracting C	Officer
(703) 284-5665		(214) 857-00		
15B. CONTRACTOR/OFFEROR	15C. DATE SI			16C, DATE SIGNED
	, DATE 81	J. Since Street		IOC. DATE SIGNED
S 200	10-05	-01	1/ .	1 1
- 10 junn		101	- Lean	_ 15 / 1 . 1
(Signature of person authorized t	o sign)		(Contracting Officer)	11012104
NSN 7540-01-152-8070 ¥ PREVIOUS EDITION UNUSABLE	~	30-105		FORM 30 (REV. 10-83)
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(b)(4)

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AMENDMENT OF SOLE	CITATION/MODIFICATION	N OF CONTRACT	1	PAGE	OF PAGE
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 2. AMENDMENT MODIFICATION OF CONTRACT 2. AMENDMENT MODIFICATION OF CONTRACT 3. ESPECTIVE DATE 4. ROUBSTROWNING-MASS REGIONO. 3. PROJECT NO. 00 apple 4. ROUBSTROWNING-MASS REGIONO. 3. PROJECT NO. 00 apple 4. ROUBSTROWNING-MASS REGIONO. 4. ADMINISTERED BY (if whith white from 6) CODE 5. SOURCE AND AMENDMENT OF CONTRACTOR (if is, STEAK CONTRACTOR (if is, STEAK CONTRACTOR) CONTRACTOR Sheron Soann, Sr. Contract Administrator NCS Pearson, Inc. 4.250 Failfrax Drive, Suite 1200 Arlington, VA 22203 CODE 7. ADMINISTERED BY (if white white is the steak contractor) Sheron Soann, Sr. Contract Administrator NCS Pearson, Inc. 4.250 Failfrax Drive, Suite 1200 Arlington, VA 22203 CODE 7. ADMINISTERED BY (if white white is seen and in the steak contractor) The above numbered solicitation is amended as set torth in item 14. The hour and dise specified in the social of or as amendment by one of the steak contractor of th	2				
#21	11/15/04	The second of th	REO, NO.	3. PROJECT NO. (IF.	appiicable)
5. ISSUED BY		7. ADMINISTERED BY (If other	than item 6)	CODE	
Contracting Officer (90C)			•	CODE	
VA North Texas Health Care Sys	ilem	Curic as item	U		
Dallas, TX 75216					
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT Do #591	N 197				
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Sheron Spann, Sr. (Contract Administrator		OR DATED (C	EE (TELL 44)	
NCS Pearson, Inc.			1 1 2 2 1 1 2	CETIEM (I)	
4250 Fairfax Drive,	Suite 1200		10A. MODIFIC	ATION OF CONTRAC	LODGED
Arlington, VA 22203	}		1 1		
			108 DATED	SECTEM 12	40287
ODE	FACILITY CODE				
11. 7	THIS ITEM ONLY APPLIES T	O AMENDMENTS OF SO	DISCITATIONS	2002	
The above numbered solicitation is am	ended as set forth in item 14. The her	s and data associated as			
offers must acknowledge receipt of this am	endment prior to the book and determine	or and date specified for receipt of	Offers [] is exter	nded, []is not exter	ided.
b) By separate letter or telegram which	includes a reference to the solicitati	(0) by acknowledging receipt of ion and amendment numbers	this amendment on each	n copy of the offer :	submitted;
OUR OFFER. If hy vidue of this amondon	som som dender to them at the	THOR TO THE HOUR MAD	DATA SPECIFIED MA	ACKNOWLEDGMI YRESULTIN R≓J	ENT TO E
r letter makes reference to the solicitation a	and this amendment, and is received a	ady submitted, such change may	y be made by telegram of	or letter, provided ea	ech telegra
2. ACCOUNTING AND APPROPRIATION DATA	(If required)	The opening room and date	a specified.		
CLIN No. 27 under DO #	591 is increased by \$7	1 408 nn			-
13. THIS)	TEM APPLIES ONLY TO MC	DIFICATIONS OF COLD			
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B. THE ABOVE NUMBERED CONTRAC	T/OPDED & MODIFICO TO DO				
FORTH IN ITEM 14, PURSUANT TO	THE AUTHORITY OF FAR 43.103(b).	ADMINISTRATIVE CHANGES (such	n as changes in paying offic	e, appropriation date, s	tc.) SET
C. THIS SUPPLEMENTAL AGREEMENT	IS ENTERED INTO PURSUANT TO AUTH	ORITY OF:			
1 I MIL FOIL 40					
D. OTHER Specify type of modification or	and accept and the				
D. OTHER Specify type of modification ar	nd authority)				
. IMPORTANT: Contractor [] is not, [X] is required to sig	in this document and reti	urn one copie	es to the issuing	Office
. IMPORTANT: Contractor [] is not, [X] is required to sig	on this document and retu	urn one copie	es to the issuing	office.
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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.



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

Page 1

Trisk "	Sul-Text
Training on New Script Format	Prepare IRS Infrastructure Review Scripts Develop Training Plan/Training Training in Corbin, Arlington, Lawrence, and Phoenix
TOTAL	\$71,408.00

	Assumptions			
(b)(4)		 		

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.

November 10, 2004

			-, -		OMB Approvat 2700-0042
AMENDMENT OF SOLK	CITATION/MODIFICATIO	N OF CONTRACT	1. CON	TRACT ID CODE	PAGE OF PAGES
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE		#591	1 2
#22	06/01/04	4. REGUISITION PURCHASE	REQ. NO.	5	. PROJECT NO. (If applicable)
6. ISSUED BY	CODE 549/90C	7. ADMINISTERED BY (If other	e thue Hom		oons!
Contracting Officer (90C) VA North Texas Health Care Sys Dallas VA Medical Center, 4500 (Dallas, TX 75216	tem South Lancaster Rd.	Same as Item		5 /	CODE
8. NAME AND ADDRESS OF CONTRACTOR (N	lo. Street, county, State and ZIP; Code)		(4)	9A. AMENDMEN	IT OF SOLICITATION NO.
Sheron Spann, Sr. (NCS Pearson, Inc. 4250 Fairfax Drive, Arlington, VA 22203	Contract Administrator Suite 1200		¥	98. DATED (SE 10A. MODIFICA DO #5	ETTEM 11) TION OF CONTRACT/ORDER NO 591 / P.O. E40287
CODE	FACILITY CODE			108. DATED (St	· ·
11. 7	THIS ITEM ONLY APPLIES T	O AMENDMENTS OF S	OLICIT	1/17/2	002
The above numbered solicitation is am	ended as set forth in them 14. The be-	O AMENDMENTS OF S	OLICIT.		
Offers must acknowledge receipt of this am	endment mine to the have and decree	ur and date specified for receipt	of Offers	[] is exten	ded, []is not extended.
(a) By completing Items 8 and 15, and retu (c) By separate letter or telegram which RECEIVED AT THE PLACE DESIGNATE YOUR OFFER. If by virtue of this amendm or letter makes reference to the solicitation 12. ACCOUNTING AND APPROPRIATION DATA	D FOR THE RECEIPT OF OFFERS ent you desire to change an offer aire and this amendment, and is received \(\lambda\) (If required)	PRIOR TO THE HOUR AND	DATA S	RE OF YOUR A PECIFIED MAY	ACKNOWLEDGMENT TO BE
See attached CLIN sche					
	ITEM APPLIES ONLY TO MODIFIES THE CONTRACT/OR	RDER NO. AS DESCRIB	ED IN I	TEM 14	
(4) A. THIS CHANGE ORDER IS ISSUED P	URSUANT TO: (Specify authority) THE C	HANGES SET FORTH IN ITEM 14	VRE MADE	IN THE CONTRAC	CT ORDER NO. IN ITEM 10A.
}					
THE ABOVE NUMBERED CONTRAC FORTH IN ITEM 14, PURSUANT TO	TAORDER IS MODIFIED TO REFLECT TH THE AUTHORITY OF FAR 43,193(b).	E ADMINISTRATIVE CHANGES (\$2)	ch as chang	es in paying office	, appropriation date, etc.) SET
X FAR Part 43 D. OTHER Specify type of modification a	IS ENTERED INTO PURSUANT TO AUTH	HORITY OF:			
E. IMPORTANT: Contractor [3.				
] is not, [X] is required to si	gn this document and re	tum <u>or</u>	ne copie	s to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICAT	TION (Organized by UCF section headings,	including solicitation/contract subjec	matter wh	ere feasible.)	
VA North Texas Health Ca USCIS NCSC contract to:	are System and NCS Pe	earson, hereby agree	e to m	odify D.O.	#591 under the
 Set the Average Har May 31, 2005 	ndle Time (AHT) at 4.58	minutes per call for	the pe	eriod of Ju	ne 1, 2004 through
2. Waive the 1% VA B	PA Administration Fee e	ffective October 1, 2	2004.		
All other terms and condition	ons of the subject contra	act remain unchange	ed.		
accept at provided herein, all terms and conditions	of the document referenced in How or	OA, as heretofore chanced, remains	unchanna	and in 6.0 feet.	and added at
		16A. NAME AND TITLE OF C	ONTRACT	ING OFFICER	Type or print!
Randy C. Harris, VP Contracts, (703) 284-5605	Pricing & Procurement	Adam Dearing (214) 857-002	g, Con	tracting O	fficer
5B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	168. UNITED STATES OF AL			
Gignsture of person authorized to s	16DEC04	BY COL	1		16C. DATE SIGNED
SN 7540-01-152-8070		(Signature of C			12/16/04
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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 though May 31, 2005, resulting in a 4.56% increase in contract CLIN prices, as shown in the attached document.



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						
			OptionYr 2 P	ricing (Jun	e 1, 2004 - May	31, 2005) 4.5	8 AHT		/h\/4\
		(h)(4)	Range of calls per	Fixed M	ontly Price @	•		X 12	(b)(4)
	CLN	(b)(4)	month	4.	38AHT	4.560%	Total w/ increase	months	Total
CLIN 1			330,000 - 351,999	\$				12 \$	
CLIN 2			352,000 - 373,999	\$				12 \$	1
CLIN 3			374,000 - 395,999	\$				12 \$	1
CLIN 4			396,000 - 417,999	\$	1			12 \$	1
CLIN 5	., ,		418,000 - 439,999	\$	Ì			12 \$	1
CLIN 6			440,000 - 461,999	\$				12 \$	1
CLIN 7			462,000 - 483,999	\$				12 \$	
CLIN 8			484,000 - 505,999	\$	1			12 \$	1
CLIN 9			506,000 - 527,999	\$	1			12 \$	1
CLIN 10			528,000 - 549,999	\$				12 \$	1
CLIN 11			550,000 - 571,999	\$	1			12 \$	
CLIN 12	-		572,000 - 593,999	\$	1			12 \$	
CLIN 13			594,000 - 615,999	\$	1			12 \$	1
CLIN 14			616,000 - 637,999	\$	1			12 \$	
CLIN 15		-	638,000 - 659,999	\$	1			12 \$	1
CLIN 16			660,000 - 681,999	\$				12 \$	
CLIN 17			682,000 - 703,999	\$				12 \$	1
CLIN 18			704,000 - 725,999	\$				12 \$	İ
CLIN 19			726,000 - 747,999	\$				12 \$	
CLIN 20			748,000 - 769,999	\$				12 \$	1
CLIN 21			770,000 - 791,999	\$				12 \$	1
CLIN 22			792,000 - 813,999	\$	•			12 \$	1
CLIN 23			814,000 - 836,999	\$				12 \$	1

								CMB Approv	ał 2700-0042
· · · · · · · · · · · · · · · · · · ·					CONT	RACT ID CODE		PAGE 0	F PAGES
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6. ISSUED BY	CODE 549 / 90C	7.		D BY (If other than	n Item I	5)	CODE	L	
Contracting Officer (90C) VA North Texas Health Care Sys Dallas VA Medical Center, 4500	tem South Lancaster Rd.		Same	as Item 6					
Dallas, TX 75216 NAME AND ADDRESS OF CONTRACTOR (M	io. Street, county, State and ZIP:	Code)			(4)	9A. AMENDM	ENT OF SC	LICITATION	NO.
Sheron Spann, Sr. NCS Pearson, Inc. 4250 Fairfax Drive,	Contract Administr Suite 1200					9B. DATED (CATION OF	· 	
Arlington, VA 22203	\$				¥	108. DATED			10201
CORE	FACILITY CO	DE			1	1/17	/2002	·	
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							tended []	is not exte	nderi
The above numbered solicitation is an Offers must acknowledge receipt of this ar									inco.
(a) By complaining tests of all of a control (c) By separate letter or telegram which RECEIVED AT THE PLACE DESIGNAT YOUR OFFER. If by virtue of this amend or letter makes reference to the solicitation 12. ACCOUNTING AND APPROPRIATION DATE:	ED FOR THE RECEIPT Of ment you desire to change a and this amendment, and is	F OFFERS PR n offer already :	IOR TO THE submitted, suc	HOUR AND DA h change may b	AIA S e mac	ie by telegrar	MT KESL	il in re	JECHON (
CLIN No. 27 under DO	#591 is increased	l by \$1,51	2,878.						
	ITEM APPLIES ONL			OF CONTI	RACT	S/ORDE	RS,		
	ODIFIES THE CONTR	RACT/ORDE	R NO. AS	DESCRIBE	NI C	ITEM 14.			
B. THE ABOVE NUMBERED CONTR. FORTH IN ITEM 14, PURSUANT T C. THIS SUPPLEMENTAL AGREEME X FAR Part 43	O THE AUTHORITY OF FAR 43. NT IS ENTERED INTO PURSUA	103(b).		CHANGES (such	as chai	nges in paying i	office, appro	priation date	, etc.) SET
 OTHER Specify type of modification 	and authority)								
E. IMPORTANT: Contractor	[] is not, [X] is requ	irad ta aign	this docum	ont and rate		200	onies to	the iccur	ing office
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VA North Texas Health Care contract in consideration of a The total value of CLIN 27 is All other terms and condition	dditional support fro	m June 1, y \$1,512,87	2004 to M 78.	ay 31, 200		. #591 fo	r the US	SCIS N	CSC
Except all provided herein, all terms and conditions. 15A. NAME AND TITLE OF SIGNER (Typ.)		n Rem 9A or 10A.							
Sherón Spann, Sr. Co	• •	- I		ND TITLE OF CO					
(703) 284-5665			(214	m Dearing) 857-002	9		y Onic		
158. CONTRACTORIOFFEROR Signature of Gerson authorized	. 02-	TE SIGNED	BY	STATES OF AM	مسافدا	· ·		16C. 0/	ATE SIGNED
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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:

	ltem	Description	Jun 2004 thru Nov 2004	Dec 2004 thru May 2005	Subtotal (w/o item 11)	Grand Total
(b)(4)	1	New Hire Training				
	2	Refresher Training				
	3	Data Verification				
	4	Content Management				
	6/7	Statistical Analyst/Scheduling Specialist				
	8	QC Function				
	11	Security Training			** ***	£4 £42 970
		Total Authorization	\$629,823	\$783,366	\$1,413,189	\$1,512,878

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)		
Total Authorization		\$1,512,878

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.

,	F		 	
(b)(4)			 	
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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

				USCIS Total	204,172	200,897	38,705	92,041		208,469	906'899	See Mod#22	See Mod#22	689'66	•	•	ı	1
				A+B									,	,		•	,	
		USCIS	Response to	ov) B - (Dec-May)	139,008	107,849	12,509	46,021		116,310	361,671			•	,		,	,
		USCIS	Response to	A · (Jun-Nov)	65,165	93,049	26,196	46,021		92,159	307,235	•	•				,	
(B+K)	PGS	Additional USCIS	Justification	Total	408,344	401,794	261,280	109,522	1.048,465	416,937	908,899		•	,	•	,	•	,
30	PGS	Additional	Justification	Dec-May 2005	278,015	215,697	130,300	45,158	520,130	232,620	361,671	•	•	٠	•		,	
⋖	PGS	Additional	Justification	Jun-Nov 2004	130,329	186,097	130,980	64,364	528,335	184,317	307,235		,		,	•	•	•
		CSCIS	Response	(12/3/04)			264,405	92,041			698,735	See Mod#22	See Mod#22	99,689		•	•	•
			PGS Value	Submitted	388,526	1,264,502	264,405	92,041	1,048,994	542,806	698,735	2,421,814	174,215	•	1,047,524	785,883	556,757	376,041
				Item Description	1 New Hire Training	2 Refresher Training	3 Data Verification	4 Content Management	5 Systems Engineering Support	6/7 Statistical Analyst/Scheduling Specialist	8 QC Function	9 CSR Metric Driven Increase	10 IFF	11 Security Training	12 Rate Variance	13 Training Management	14 Specialist CSR Initial Training	15 CSR Awaiting Clearance
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•				OMB Approval 2708-0642
			1. CONTRACT ID COE	DE PAGE OF PAGES
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24	4/20/2005			
6. ISSUED BY CO	DDE 549 / 90C	7. ADMINISTERED BY (If other	than item 6)	CODE
Contracting Officer (90C)		Same as Item	6	
VA North Texas Health Care System Dallas VA Medical Center, 4500 South	Lancaster Rd			
Dallas, TX 75216		L.,		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street	et, county, State and ZIP: Code)		(4) 9A. AMENDI	MENT OF SOLICITATION NO.
Sheron Spann, Sr. Cont NCS Pearson, Inc.	ract Administrator		98. DATED	(SEE ITEM 11)
4250 Fairfax Drive, Suit	e 1200		10A. MODIF	ICATION OF CONTRACT/ORDER NO.
Arlington, VA 22203	0 1200		Y DO	#591 / P.O. E50191
,g.c,				(SEE ITEM 13)
CODE	FACILITY CODE		1/17	/2002
11. THIS	ITEM ONLY APPLIES TO	AMENDMENTS OF SO		72002
The above numbered solicitation is amended				dended, [] is not extended.
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Offers must acknowledge receipt of this amendme	·		• •	•
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Not Applicable - No cost admi	, ,	•		
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IT MODIF	ES THE CONTRACT/OR	DER NO. AS DESCRIB	ED IN ITEM 14.	
(4) A. THIS CHANGE ORDER IS ISSUED PURSU	ANT TO: (Specify authority) THE CH	ANGES SET FORTH IN ITEM 14 A	RE MADE IN THE CON	(RACT ORDER NO. IN ITEM 10A.
B. THE ABOVE NUMBERED CONTRACT/ORE FORTH IN ITEM 14, PURSUANT TO THE A	DER IS MODIFIED TO REFLECT THE	ADMINISTRATIVE CHANGES (suc	h as changes in paying o	office, appropriation date, etc.) SET
C. THIS SUPPLEMENTAL AGREEMENT IS EN		ORITY OF:		
D. OTHER Specify type of modification and aut	hority)			
E. IMPORTANT: Contractor [X]	is not, [] is required to si	on this document and to	otum conie	es to the issuing office.
**************************************		<u> </u>		3 to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION				
All Administrative Contracting	g Officer functions a	and responsibilities	s under the r	eferenced contract
and task order are hereby de	elegated to:			
·	J			
Ms. Laura B. Zuchowski, Co	ntracting Officer(8	02-872-4102; fax:	802-951-64	55)
U.S. Department of Homelar	nd Security			ŕ
DHS / CIS Contracting Office				
70 Kimball Avenue	s bornington			
Burlington, VT 05403				
Except at provided herein, all terms and conditions of the	document referenced in Item 9A or 10	A se heretofore channed emmains	unchanged and in 6 ill fo	mo and effect
15A. NAME AND TITLE OF SIGNER (Type or prim		16A. NAME AND TITLE OF C		
	•	Adam Dearing	g, Contracting	
		(214) 857-002	29	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	168. UNITED STATES OF A	MERICA	16C. DATE SIGNED
	İ	1 () k	1	, ,
		BY July	120-	1111-
(Signature of person authorized to sign)			ontracting Officer)	7/19/05
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ICS P	EARSON, INC. N. FAIRFAX DRIVE, SUITE GTON VA 222031674			AMENDMENT OF SOLICITATION NO. DATED (SEE ITEM 11)		
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 			108	DATED (SEE ITEM 13)		
CODE	1891481740000	FACILITY CODE	0	1/20/2004		
	pova numbered solicitation is amended as set fo	11. THIS ITEM ONLY APPLIE				
	COUNTING AND APPROPRIATION DATA (# rec Chedule 13. This ITEM APPLIES ONLY TO MOD A. THIS CHANGE ORDER IS ISSUED PURS ORDER NO. IN ITEM 10A.	NFICATIONS OF CONTRACTS/OF		PIFIES THE CONTRACT/ORDER NO. AS DETFORTH IN ITEM 14 ARE MADE IN THI		
x	B. THE ABOVE NUMBERED CONTRACTION appropriation date, etc.) SET FORTH IN I	IEM 14, PURSUANT TO THE AU	JTHORITY OF F	AR 43.103(b).	paying office,	
	C. THIS SUPPLEMENTAL AGREEMENT IS	ENTERED INTO PURSUANT TO	THE AUTHORIT	Y OF:	,	,
	D. OTHER (Specify type of modification and a	sulhonity)				
. IMPOR	TANT: Contractor X is not					
		is required to sign this docum		copies to the issult		
SA C	CRIPTION OF AMENDMENT/MODIFICATION CONTRACT #: GS-35F-4650	C C	ngs, including so	kicilahon/contract aubject meller where fee	ısible.)	
	D Number: 410850527	-				
UNS	Number: 189148174					
o. G are nd r	urpose of this modific. S-35F-4650G, DO #591, System, Dallas, TX, wh esponsibilities to the ces (CIS) Contracting (issued by the Dep ich has delegated Department of Ho	partment d Admini omeland	of Veterans Affairs strative Contracting Security, Citizenshi	o, North Texa Officer fun o and Immigr	s Health ctions
004.	is done is accordance to 602.7101 direction for sition Alert Number 04	with the Homeland Procurement Ins	d Securi trument	ty Acquisition Manua Identifier (PIID) re	d (HSAM) guirements.	and
our CT1	nued					o, and
A. NAM	provided herein, all terms and conditions of the E AND TITLE OF SIGNER (Type or print)	document referenced in item 9A	or 10A, as here	ofters changed, remains unchanged and in AME AND TITLE OF CONTRACTING OF	i full force and effect.	W
			_	a B. Zuchowski	(1990 Di panij	
B. CON	TRACTOR/OFFEROR	15C. DATE SIGN		ITED STATES OF AMERICA	18C. D4	TE SIGNED
			La	was Wichmush	.	12125
SN 7540	(Signature of person authorized to sign) I-01-152-8070		172	(Signature of Contracting Officer)		2/05
	edition unusable				STANDARD FORM 36 (R Prescribed by GSA FAR (48 CFR) 53.243	REV. 10-83)

CONTI	PAGE OF 2			
ME OF OF		1 - 2		
	SON, INC.			
TEM NO.	SUPPLIES/SERVICES	QUANTITY UNIT	UNIT PRICE	AMOUNT
(A)	(B)	(C) (D)	(E)	(F)
	Federal Procurement Data System-Next Generation			
	(FPDS-NG) directives.			
	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.			
	odilo didel chio bia.			
	The Payment Office for the Department of Homeland			
	Security is the Dallas Finance Center, Dallas,		İ	
	TX. The original invoice shall be sent to the COTR for certification and the COTR will in turn		ļ	
	forward to the Contracting Office. The		İ	
	Contracting Officer will forward the invoice to			
	the Dallas Finance Center for payment.		7	
			[
	Period of Performance: 06/01/2002 to 05/31/2007	1		
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NSN 7540-01-152-8067

			ORI	DER F	OR SUP	PLIES OR SERV	/ICES					PAGE	OF PAGES	
IMPORTANT:	Mark ali	packages	and papers with	contra	ct and/or o	order numbers						1		5
1. DATE OF OR	DATE OF ORDER 2. CONTRACT NO. (# eny) HSSCCG-05-A-0059				ļ			6. SHIP TO	:					
05/31/20						a NAME	OF CO	NSIGNEE						
3. ORDER NO.	ER NO. 4. REQUISITION/REFERENCE NO.													
HSSCCG-05-F-0539 CIS05RQ0425					Natio	naı	Customer Serv	/ice Cer	iter					
5. ISSUING OFF CIS Cont Departme	racti	ng Off		ty		-	b. STREE 111 M 6th F	iass	achusetts Ave	nue, NW				
70 Kimba														
South Bu	rling	ton VT	05403				c. CITY					d STATE	e, ZIP CO	nne -
							Washi	ingt	on ·			DC	20536	,00
7. TO:							f. SHIP V	IA.				·		
a. NAME OF CO									R TYP	E OF ORDER				
b. COMPANY N.	AME						□a PU	IRCHAS		a di dila	X	DELIVERY		
c. STREET ADD	RESS						REFERE			R:				
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									e following on the terms			side only of th ad subject to :		
						L DO OCOU			pacified on both sides of the attached sheets, if		cond	itions of the a	sbove-numb	pered
ARLINGTO	N				VA	1. ZIP CODE 222031674	i		livery as indicated.		OD:III			
9. ACCOUNTIN	G AND AP	PROPRIATI	ONS DATA		I VA	1222031074	10. REOL	JISITIO	NING OFFICE					
See	Sche	dule												
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12. F.O.B. POIN	iT.	Destir	vation		,	14. GOVERNMENT B/L	NO.		15. DELIVER TO F.O.B. F	POINT		16. DISCOUI	NT TERMS	
12. F,O.B. FOIN	····					. COSCILINATION	,,,,,		ON OR BEFORE (Date		1			
a. INSPECTION		13. PLA	b. ACCEPTANCE						05/31/2006				Ne	t 30
Destinat			Destinati								ļ			
			V-1-,			17. SCHEDULE	See reverse fo	v Rejec	tions)					
ITEM NO.			SUPPLIES (OR SERV	rices		QUANTITY ORDERED (c)		UNIT PRICE (a)		OUNT (f)		ACC	ANTITY CEPTED (g)
	Tax I DUNS Accou EXFD0 03-40	D Numb Number nting 00 X39	t #: GS-35 er: 41085 : 1891481 Info: EX 40-01- 00-00-00-0	F-46 0527 74	00	-00 000000								
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ecz an i ilia	a, INAINIE	•	Nat:	ional	Custo	mer Service	Center			\$10,	067,	,175.34	75.34	
SEE BILLING INSTRUCTIONS ON REVERSE	b. STREET ADDRESS 111 Massachusetts Avenue,					NW							17(i). GRAND	
	L													TOTAL
	c. CITY Wa	shingt	on				а. ST.	ATE C	e. ZIP CODE 20536	\$10,	067,	,175.34		
22. UNITED	STATES C	F AMERICA							23. NAME (Typed)					
BY (Sign			Pau	unst	3. Ju	houski	V		Laura B. Zu TITLE: CONTRACTING			R		
NSN 7540-01-1 PREVIOUS ED		USABLE	,	,	U	-					Pi	OPTIONAL I	FORM 347 (Re FAR (48 CFR) 5	

ORDER FOR SUPPLIES OR SERVICES PAGE OF PAGES SCHEDULE - CONTINUATION IMPORTANT: Mark all packages and papers with contract and/or order numbers. DATE OF ORDER CONTRACT NO. ORDER NO.

	005 HSSCCG-05-A-0059			,	CG-05-F-0539	
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT	QUANTITY
(A)	(8)	(C)	(D)	(E)	(F)	ACCEPTED (G)
	Period of Performance: 06/01/2005 to 05/31/2006					
001	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.	1	sv	.0,067,175.34	10,067,175.34	·
	Total amount of award: \$10,067,175.34. The obligation for this award is shown in box 17(i).					
					·	

OPTIONAL FORM 348 (Rev. 6/85)
Presolbed by GSA
FAR (48 CFR) \$3,213(c)

(b)(4)

	Offeror Name: Pear ear 3 Pricing (June 1, 2)				k Time
CLN	Range of calls per month	То	tal @ 4.58AHT	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	439,600 - 459,799	\$		12	
CLIN 5	45 <u>9,</u> 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	7
CLIN 12	629,200 - 653,399	\$		12	
CLIN 13	653,400 - 677,599	\$		12	
CLIN 14	677,600 - 701,799	\$		12	7
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	7
CLIN 20	822,800 - 846,999	\$		12	7
CLIN 21	847,000 - 871,199			12	
CLIN 22	871,200 - 895,399	\$ \$		12	7
CLIN 23	895,400 - 919,600	\$		12	1

(b)(4)

Offeror Name: Pearson Government Solutions									
Year 4 Pricing (June 1, 2006- May 31, 2007) 4.58 Talk Time									
CLN	Range of calls per month	Total w/ increase	X 12 months	Total					
CLIN 1	399,300 - 425,919	4	12						
CLIN 2	425,921 - 452,539	4	12						
CLIN 3	452,541 - 479,159	3	12						
CLIN 4	479,161 - 505,779	4	12 .						
CLIN 5	505,781 - 532,399	3	12]					
CLIN 6	532,401 - 559,019	\$	12]					
CLIN 7	559,021 - 585,639	\$	12						
CLIN 8	585,641 - 612,259	3	12]					
CLIN 9	612,261 - 638,879	3	12						
CLIN 10	638,881 - 665,499	3	12						
CLIN 11	665,501 - 692,119	\$	12]					
CLIN 12	692,121 - 718,739	\$	12						
CLIN 13	718,741 - 745,359	3	12						
CLIN 14	745,361 - 771,979		12						
CLIN 15	771,981 - 798,599	<u>_</u>	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:

OY 3 Monthly Charge (includes 4% escalation) Description OY 2 Monthly Charge 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:

Total non-call handling Option Year 3

(b)(4)

(b)(4)

(b)(4)

\$1,904,338

OY 3 Monthly Charge

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 a total of \$12,509.

Revised CLIN (CLIN 1 – 23) Pricing for Option Years 3 and 4 are attached. Estimated sixmonths 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.

Scott K. StenANT, SIZ

25 May 2005

Call HSSCCG-05-F-0539

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USCIS/NCSC

and the second s	CATION OF CONTRACT	1. CONTRACT ID CODE PAGE OF PAGES
AMERICALENTATION KATION NO.	3. EFFECTIVE DATE	A REQUIREMENT REPORT NO. 15 PROJECT NO. 19
200026	See Block 160	CTS05RQQ474
COO COO		7 ADMINISTERED BY PEOPLE SHOW SHOW SHOW S) CODE CIS
IS Contracting Office Separtment of Homeland Sect	a Maria Maria	CIS Contracting Office
O Rimball Avenue	OFICY	Department of Homeland Security 70 Kimball Avenue
Fouth Burlington VT 05403		South Burlington VT 05403
NAME AND ADDRESS OF CONTRACTOR PIE.	THE PERSON NAMED AND PORT COMM	ALL SEL AMBREMENT OF SOLICITATION NO.
CS PEARSON, INC.		
250 N. FAIRFAX DRIVE, SUIT	E 1200	98. DATED (SGETTEM 11)
RLINGTON VA 222031674	,	
		TOA MODIFICATION OF CONTRACTIONDER NO.
		H83CCG-05-A-0059
ı.		HSSCCG+05-7+0539
ODE 1891461740000	FACILITY CODE	05/31/2005
	TRIME HEAVING AND THE	AMERICAN OF SOLUTIONS
The store regulared solicitation is attended as not Office read attitudes in major of this accompany	forth in New 14. The Your and gate upon	diffed for receipt of Office Lis entended. Lis not extended. a solicitation of as aminded, by one of the following methods: (a) by completing
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XFD000 X39 EX 40-01-00-000	03-40-0000-00-00-00	t Increase: \$240.767.00
13. THIS STEN SPECIFICATION OF THE STATE OF	CONCATIONS OF CONTRACTS CADES	IL IT MODIFIES THE CONTRACTIONNER NO. AS DESCRIBED IN TITLE 14.
A THE CHANGE ORDER IS ISSUED FOR	RESERVE TO: (Specify explority) THE CH	UNGES BET FORTH IN TIEM IN ARE MADE IN THE CONTRACT
ORDER NO. IN ITEM 104		
E THE ABOVE NUMBERED CONTRACTA	ORDER IS MODIFIED TO REFLECT THE	EADMINISTRATIVE CHANGES (Such as changes in japping cilica,
	I HEM 14. PURBLIANT TO THE ALITHO	RITY OF FAR 43 (400)(b):
C. THIS SUPPLEMENTAL AGREEMENT IS		AUTHORITY OF:
X Mutual Agreement of the		<u> Barrier de la companya de la companya de la companya de la companya de la companya de la companya de la comp</u>
D. OTHER (Specify type of republication and	P BUBNO/RY)	
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CONTIL	PAGE OF 2 10		
	EROR OR CONTRACTOR RSON, INC.		
ITEM NO.	SUPPLIES/SERVICES (B)	QUANTITY UNIT UNIT PRICE (C) (D) (E)	AMOUNT (F)
	111 Massachusetts Avenue, NW 6th Floor Washington DC 20536		
0028	Service Request Management Tool (SRMT). See attached pages for description of complete service.	1 EA 240,767.00	240,767.00
	·		

NSN 7540-01-152-8087

152

OPTIONAL FORM 336 (4-86) Sponsored by GSA FAR (48 CFR) 53.110 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

CSR Training

Training Subtotal

(Invoice upon completion)

(Invoice upon completion)

Siebel Request Data Entry

(Invoice upon completion)

Ongoing User Account Mgt

Yr 3 Monthly Amount

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

*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

(b)(4)

Offeror Name: Pearson Government Solutions						
Year 3 - 90 days post SRMT Pricing (July 25, 2005 - Oct 23, 2005) 4.7281 Talk Time						
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	\$	1
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)

	Offeror Name: Pears							
Year 3 Remainder Pricing (Oct 24, 2005 - May 31, 2006) 4.6781 Talk Time								
CLN	Range of calls per month		Total @ 4.6781AHT	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	\$			

Offeror Name: Pearson Government Solutions Year 4 Pricing (June 1, 2006- May 31, 2007) 4.6781 Talk Time Total @ 4.6781 Range of calls per X 12 CLN Total month AHT months 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 12 665,500 - 692,119 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

(b)(4)

ASSUMPTIONS

General Assumptions

- 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.
- Pricing assumes SRMT is available online for Training by June 13th with all training material available excluding Train-the-Trainer beginning no later than June 15th. 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/MO	DIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAG	E OF PAGES
AMENDMENT/MODIFICATION NO.	3 EFFECTIVE DATE	le per	UISITION/PURCHASE REQ.NQ.	15 700	T NO. (II eoplicable)
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NAME AND ADDRESS OF CONTRACTOR IN	., street, county, State and ZIP Code)	(x) 9A	AMENDMENT OF SOLICITATION NO		
CS PEARSON, INC.					
250 N. FAIRFAX DRIVE, SU	ITE 1200	98.	CATED (SEE ITEM 11)		
LINGTON VA 222031674		1 1			
		1204	MODIFICATION OF CONTRACT/ORD	SE NO	
		3.4.3	SCCG-05-A-0059	ALI 110.	
			SCCG-05-F-0539		
			DATED (SEE ITEM 13)		
DOE 1891481740000	FACILITY CODE	0	5/31/2005		
	11. THIS ITEM ONLY APPLIE	1 1			
The above numbered soppitation is amended as			· · · · · · · · · · · · · · · · · · ·	extended. is	nov evicentes
Offers must acknowledge receipt of this amend:				g melhods: (a) 8y c	completing
items 9 and 15, and returning	copies of the amendment: (b) By ac	cicnowledging rec	sipt of this amandment on each copy of t	the offer submitted:	or (c) By
asparate letter or telegram which includes a refe	embnems bas codelipios ent of soners	minumber, FAIL	URE OF YOUR ACKNOWLEDGEMENT	TO BE RECEIVED	DAT
THE PLACE DESIGNATED FOR THE RECEIP	T OF OFFERS PRIOR TO THE HOUR	AND DATE SPE	CIFIED MAY RESULT IN REJECTION (OF YOUR OFFER.	N by
virtue of this amendment you desire to charge a reference to the solicitation and this amendmen				ram or leiter makes	
ACCOUNTING AND APPROPR ATION DATA	(If required.)	Net Inc		615 506	^^^
e Schedule _		wer inc	tease:	\$19,200,	000.00
13. THIS ITEM APPLIES ONLY TO	MODIFICATIONS OF CONTRACTS/	ORDERS. IT MO	NES THE CONTRACT/ORDER NO. AS	DESCRIBEDING	EN 14.
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order No. IN ITEM 10A.	PURSUANT TO, (Specify authority) T	HE CHANGES S	ET FORTH IN ITEM 14 ARE MADE IN T	HE CONTRACT	
I ORDER NO. IN TIEM TOR.					
B. THE ASOVE NUMBERED CONTRA	CTAURDER IS MODIFIED TO REFLEC	CT THE ADMINIS	TRATIVE CHANGES (such as changes	in coving affice.	
appropriation date, etc.) SET FORT	H IN ITEM 14, PURSUANT TO THE A	LITHORITY OF F	AR 43 103(b).	, ,	
C THIS SUPPLEMENTAL AGREEMEN	T M THE PER STATE OF THE PERSON OF THE PERSO				
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D. OTHER (Specify type of modification	and authority)				
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 PAGE OF 2
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NAME OF OFFEROR OR CONTRACTOR NCS PEARSON, INC.

HSN 7540-01-152-6087

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	\$8,132,648.00	1			
	This modification also incorporates by reference	ì			
	into the BPA the FAR Clause 52.217-8, Option to		1 1		į
	Extend Services, dated Nov 1999. This clause was	l			
	inadvertently omitted from the original contract				
	document issued by the Veterans Administration.				
	The fill in for the clause shall read "60 days."				
	All other terms and conditions remain unchanged.	1	1 [
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OPTIONAL FORM 338 (4-86) Sporsored by GSA FAR (48 CFR) 53,110

AMENDMENT OF SOLICITATION/MO	DIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
2. AMENDMENTSHODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHABE REQ.NO.	5. PROJECT NO. (If applicable)
P00028	11/04/2005	ICS06RQ00006	
6. ISSUED BY	COOE CIS	7. ADMINISTERED BY (If other then item 6)	COOE CIS
CIS Contracting Office		CIS Contracting Office	
Department of Homeland S	ecurity	Department of Homeland S	ecurity
70 Kimball Avenue	_	70 Kimball Avenue	_
South Burlington VT 0540	3	South Burlington VT 0540	3
			·
9. NAME AND ADDRESS OF CONTRACTOR IN	s., wheet, county, Shale and ZIP Code)	(K) PA. AMENDMENT OF SOLICITATION NO.	
ICE DENDEAN THE		"	
NCS PEARSON, INC. 1250 N. FAIRFAX DRIVE, SU	TTE 1200	98. DATED (SEE ITEM 11)	
RLINGTON VA 222031674	110 1200		
		AND ASSOCIATION OF COLUMN ATTACAN	210
		X 10A MODIFICATION OF CONTRACT/ORDE	er nu.
		HSSCCG-05-F-0539	
		10B. DATED (SEE /TEM 13)	
CODE 1891481740000	FACILITY CODE	05/31/2005	
		O AMENDMENTS OF SOLICITATIONS	
The above numbered solicitation is emended a	s ser forth in famil 14. The hour and date a	pecified for receipt of Offers : "is a the solicitation or as amended, by one of the following	extended, illis not extended.
virtue of this amendment you desire to change	an offer aiready automitled, such change m	ID DATE SPECIFIED MAY RESULT IN REJECTION OF my be made by telegram or letter, provided each tologic	
reference to the soficiation and this amendment 2. ACCOUNTING AND APPROPRIATION DATA	At any land t		2100 001 00
EXFD000 X01 EX 40-01-00-0		Net Increase: 00-00 GE-25-14-00 000000	\$180,001.00
13. THIS ITEM APPLIES ONLY T	D MODIFICATIONS OF CONTRACTS/ORD	PERS, IT MODIFIES THE CONTRACT/ORDER NO. AS	DESCRIBED IN ITEM 14.
A THIS CHANGE ORDER IS ISSUED ORDER NO. IN ITEM 10A.	PURSUANT TO: (Specify authority) THE	CHANGES SET FORTH IN ITEM 14 ARE MADE IN TH	E CONTRACT
B. THE ABOVE NUMBERED CONTRU eppropriation date, etc.) SET FORT	CT/CROER IS MODIFIED TO REFLECT I	THE ADMINISTRATIVE CHANGES (such as charges in HORITY OF FAR 43, 103(b).	n paying office,
C This plumb mitter a course	NT IS ENTERED INTO PURSUANT TO TH	# Althornar	
X Mutual Agreement of		READIFICALLY OF:	
B. OTHER (Specify type of modification			
. IMPORTANT: Contractor 💝 is	not. It is required to sign this documen	s and return 1 copies to the issu	ing office.
4. DESCRIPTION OF AMENDMENT/MODIFICA	TION (Organized by UCF section heading	e, including solicitation/contract subject matter where to	esitle.)
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MECLY NI. EINS -			······
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The terms of this firm fixed price one-time adjustment for implementation of Volumes III and IV scripts under the NCSC program are as synopsized 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 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 ours 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

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 25th and November 4th 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."

associated with accessibility of Volumes III and IV are included in this price. The total period of

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