

PEARSON GOVERNMENT SOLUTIONS

Blanket Purchase Agreement
Modifications 1 - 28
HSSCCG05A0059
(Old No. 549-02-2)

OMB Approval 2700-0042

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

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning one (1) copy of the amendment;
 (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or
 (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)
CLIN 24 for \$75,671

paid on Oct 2002 invoice #473233

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

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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order to include Jacada software. The software application allows NCS Pearson to process online change of address requests for N400 applicants. The application is also used to interface with an existing INS legacy system (RNACS) that is used to verify the spelling of the caller's name, date of birth, country of birth, and the last known address on INS records.

CLIN 24 is hereby added to the contract price schedule for a one time cost reimbursement.
CC: Nancy Radosta, INS NSCS

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

15A. NAME AND TITLE OF SIGNER (Type or print) P. D. McDOUGAL	15B. CONTRACTOR/OFFEROR <i>[Signature]</i> (Signature of person authorized to sign)	15C. DATE SIGNED 9/3/02	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029	15B. UNITED STATES OF AMERICA <i>[Signature]</i> (Signature of Contracting Officer)	15C. DATE SIGNED 9/3/2002
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NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

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

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #2	3. EFFECTIVE DATE 6/1/02 & 1/1/2003	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE 549 / 90C	7. ADMINISTERED BY (if other than item 6) Same as Item 6	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203		(*) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE		FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140
			10B. DATED (SEE ITEM 13) 1/17/2002

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 (a) By completing items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

New CLINs 25 & 26 to DO #591

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

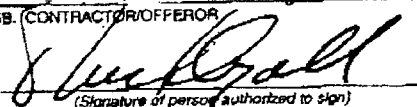

E. IMPORTANT: Contractor is not, is required to sign this document and return one copies to the issuing office.

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

VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the New features for Appointment Scheduling and a Student Exchange Visitor Hotline into the performance-based work statement.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Don MacDougall, V.P. E-Government	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 23/02/02
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 10/1/2002

NSN 7540-01-162-8070
PREVIOUS EDITION UNUSABLE

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

October 1, 2002
DO #591, Modification #2

New features for Appointment Scheduling. Effective date is June 1, 2002.

To provide fingerprint appointments as well as Biometrics scheduling

NCS Pearson shall purchase, modify and integrate COTS software into the Siebel system to allow for fingerprint scheduling and Biometrics scheduling. Purchased software shall become the property of the U.S. Government.

(b)(4) New CLIN 25 for one time implementation charge.....\$107,046
& for time trade software [redacted]\$30,000

And for on-going maintenance support as follows:

(b)(4)

Base period	Option year 1	Option Year 2	Option Year 3	Option Year 4
[redacted]				

Student Exchange Visitor Hotline. Effective date is on/about January 1, 2003.

The Student Exchange Visitor Hotline will allow students who are overseas and have filed an application with INS to have the capability to call and received limited information. The caller can also notify the INS of the caller's address.

NCS Pearson shall procure local lines, pay monthly costs and develop a screen using the Siebel software to accommodate Government furnished content.

(OTHER DIRECT COSTS EFFECTIVE May 1, 2002)

(b)(4) New CLIN 26 for one time line installation charge..... \$1,463.00
[redacted]

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #3	3. EFFECTIVE DATE 6/1/02	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE 549 / 90C	7. ADMINISTERED BY (If other than Item 6) Same as Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203				<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140	
				10B. DATED (SEE ITEM 13) 1/17/2002	
CODE	FACILITY CODE				

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12. ACCOUNTING AND APPROPRIATION DATA (If required)

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<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR Part 43
	D. OTHER Specify type of modification and authority)

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

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

VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate 1) Pricing adjustment covering the period of June 1 through Nov. 30 2002 and 2) Pricing adjustment effective June 1 of Base Year through Option Year 4.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin Lyons, Sr. Contract Admin.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029	
15B. CONTRACTOR/OFFEROR Calvin Lyons (Signature of person authorized to sign)	15C. DATE SIGNED 1/16/03	16B. UNITED STATES OF AMERICA BY ada deary (Signature of Contracting Officer)	16C. DATE SIGNED 1/16/2003

January 16, 2003
DO #591, Modification #3

1) Pricing adjustment covering the period of June 1 through Nov. 30, 2002

(b)(4) The Pricing Adjustment for the above period is based on an understatement of call volumes on the monthly invoices by the contractor. The Tier 1 calls that were transferred to Tier 2 were not correctly invoiced. The adjusted volumes of calls have been validated by data from the government telecommunication vendor. The adjustment includes the Tier 1 transfer calls which were received but not billed by NCS Pearson during the months of June through November. The contractor shall bill the government [redacted] which includes a 9% adjustment in CLIN prices during that period for changes to script content and more complex calls as detailed below and in the attached spreadsheet and accompanying backup data.

2) Pricing adjustment effective December 1, 2002 through Option Year 4.

The Pricing Adjustment for handle time is based on the increased call duration due to the changing script content. The revised content added a significant amount of time to the average call handle time. In addition, contractor is handling many more complex calls at the Tier 1 level. The result is a 9% increase in call handle time that statistically dates back to June 2002. The Government has determined that a 9% increase to the monthly unit prices is warranted. Therefore, initial contract CLIN prices are hereby increased by 9% for the period of June 1, 2002 of the Base Year through Option Year 4 as attached.

All other terms and conditions remain unchanged.

Pearson Government Solutions
 INS Retro Payment Calculation

	Call Volume Billed	Call Volume that PGS should have billed*	Corresponding CLIN (incl. 9% adj)	PGS Invoice Amount**	Difference
(b)(4) June	324,210	362,116	\$		
July	431,181	464,291	\$		
August	482,724	533,160	\$		
September	502,012	531,310	\$		
October	585,993	616,496	\$		
November	488,001	479,036	\$		
(b)(4)			\$		

(b)(4)

Offeror Name:

Base Year Pricing (June 1, 2002 - May 31, 2003) w/9% increase

(b)(4)

CLIN	Range of calls per month	Original Fixed Monthly Price (inclusive)	9%	Total w/9% increase	X: 12 months	Total
CLIN 1	300,000 - 319,999				12	
CLIN 2	320,000 - 339,999				12	
CLIN 3	340,000 - 359,999				12	
CLIN 4	360,000 - 379,999				12	
CLIN 5	380,000 - 399,999				12	
CLIN 6	400,000 - 419,999				12	
CLIN 7	420,000 - 439,999				12	
CLIN 8	440,000 - 459,999				12	
CLIN 9	460,000 - 479,999				12	
CLIN 10	480,000 - 499,999				12	
CLIN 11	500,000 - 519,999				12	
CLIN 12	520,000 - 539,999				12	
CLIN 13	540,000 - 559,999				12	
CLIN 14	560,000 - 579,999				12	
CLIN 15	580,000 - 599,999				12	
CLIN 16	600,000 - 619,999				12	
CLIN 17	620,000 - 639,999				12	
CLIN 18	640,000 - 659,999				12	
CLIN 19	660,000 - 679,999				12	
CLIN 20	680,000 - 699,999				12	
CLIN 21	700,000 - 719,999				12	
CLIN 22	720,000 - 739,999				12	
CLIN 23	740,000 - 759,999				12	
Total Direct Labor:		\$35,387,568		\$38,572,449		\$462,869,389
Estimated Travel/Other Direct Costs:		\$10,000		\$10,000		\$10,000
Total for Base Year:						\$462,879,389

Offeror Name:

Year 1 Pricing (June 1, 2003 - May 31, 2004) w/9% increase

(b)(4)

CLIN	Range of calls per month	Original Fixed Monthly Price (Inclusive)	9%	Total w/9% Increase	12 months	Total
CLIN 1	300,000 - 319,999				12	
CLIN 2	320,000 - 339,999				12	
CLIN 3	340,000 - 359,999				12	
CLIN 4	360,000 - 379,999				12	
CLIN 5	380,000 - 399,999				12	
CLIN 6	400,000 - 419,999				12	
CLIN 7	420,000 - 439,999				12	
CLIN 8	440,000 - 459,999				12	
CLIN 9	460,000 - 479,999				12	
CLIN 10	480,000 - 499,999				12	
CLIN 11	500,000 - 519,999				12	
CLIN 12	520,000 - 539,999				12	
CLIN 13	540,000 - 559,999				12	
CLIN 14	560,000 - 579,999				12	
CLIN 15	580,000 - 599,999				12	
CLIN 16	600,000 - 619,999				12	
CLIN 17	620,000 - 639,999				12	
CLIN 18	640,000 - 659,999				12	
CLIN 19	660,000 - 679,999				12	
CLIN 20	680,000 - 699,999				12	
CLIN 21	700,000 - 719,999				12	
CLIN 22	720,000 - 739,999				12	
CLIN 23	740,000 - 759,999				12	
Total Direct Labor:			\$32,198,774	\$35,090,664		\$421,159,964
Estimated Travel/Other Direct Costs:			\$12,500	\$12,500		\$12,500
Total for Bid:						\$433,672,464

Offeror Name:

Year 2 Pricing (June 1, 2004 - May 31, 2005) w/9% increase

(b)(4)

CLIN	Range of call per month	Original Fixed Monthly Price (inclusive)	9%	Total w/9% increase	X 12 months	Total
CLIN 1	330,000 - 351,999				12	
CLIN 2	352,000 - 373,999				12	
CLIN 3	374,000 - 395,999				12	
CLIN 4	396,000 - 417,999				12	
CLIN 5	418,000 - 439,999				12	
CLIN 6	440,000 - 461,999				12	
CLIN 7	462,000 - 483,999				12	
CLIN 8	484,000 - 505,999				12	
CLIN 9	506,000 - 527,999				12	
CLIN 10	528,000 - 549,999				12	
CLIN 11	550,000 - 571,999				12	
CLIN 12	572,000 - 593,999				12	
CLIN 13	594,000 - 615,999				12	
CLIN 14	616,000 - 637,999				12	
CLIN 15	638,000 - 659,999				12	
CLIN 16	660,000 - 681,999				12	
CLIN 17	682,000 - 703,999				12	
CLIN 18	704,000 - 725,999				12	
CLIN 19	726,000 - 747,999				12	
CLIN 20	748,000 - 769,999				12	
CLIN 21	770,000 - 791,999				12	
CLIN 22	792,000 - 813,999				12	
CLIN 23	814,000 - 836,999				12	
Total Direct Labor:			\$35,522,489		\$38,719,513	\$464,634,156
Estimated Travel/Other Direct Costs:			\$15,625		\$15,625	\$15,625

Offeror Name:

Year 3 Pricing (June 1, 2005 - May 31, 2006) w/9% increase

(b)(4)

CLIN	Range of call per month	Original Fixed Monthly Price (inclusive)	9%	Total w/9% Increase	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	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	
Total Direct Labor:		\$39,277,354		\$42,812,316		\$513,747,790
Estimated Travel/Other Direct Costs:		\$19,530		\$19,530		\$19,530
Total for Base Year:		\$39,296,884		\$42,831,846		\$513,767,320

Offeror Name:

Year 4 Pricing (June 1, 2006- May 31, 2007) w/9% increase

(b)(4)
(b)(4)

CLIN	Range of call rates month	Original Fixed Monthly Price (exclusive of 9%)	9%	Total w/9% increase	X-12 months	Total
CLIN 1	399,300 - 425,919				12	
CLIN 2	425,921 - 452,539				12	
CLIN 3	452,541 - 479,159				12	
CLIN 4	479,161 - 505,779				12	
CLIN 5	505,781 - 532,399				12	
CLIN 6	532,401 - 559,019				12	
CLIN 7	559,021 - 585,639				12	
CLIN 8	585,641 - 612,259				12	
CLIN 9	612,261 - 638,879				12	
CLIN 10	638,881 - 665,499				12	
CLIN 11	665,501 - 692,119				12	
CLIN 12	692,121 - 718,739				12	
CLIN 13	718,741 - 745,359				12	
CLIN 14	745,361 - 771,979				12	
CLIN 15	771,981 - 798,599				12	
CLIN 16	798,601 - 825,219				12	
CLIN 17	825,221 - 851,839				12	
CLIN 18	851,840 - 878,459				12	
CLIN 19	878,460 - 905,079				12	
CLIN 20	905,080 - 931,699				12	
CLIN 21	931,700 - 958,319				12	
CLIN 22	958,320 - 984,939				12	
CLIN 23	984,940 - 1011,560				12	
Total Direct Labor:		\$43,698,188		\$47,631,025		\$571,572,299
Estimated Travel/Other Direct Costs:		\$24,414		\$24,414		\$24,414
Total for Year 4:						\$595,986,713

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT ID CODE
DO #591

PAGE OF PAGES
1 2

2. AMENDMENT/MODIFICATION NO. #4	3. EFFECTIVE DATE 05/01/03	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		7. ADMINISTERED BY (if other than item 6) Same as Item 6	

B. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code) Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203	<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
	<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140
	10B. DATED (SEE ITEM 13) 1/17/2002

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12. ACCOUNTING AND APPROPRIATION DATA (if required)
CLIN No. 27 for \$49,858 to DO #591

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<input checked="" type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR Part 43
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14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the Interim Appointment Scheduler support.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remain unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin B Lyons Sr Contract Administrator	15B. CONTRACTING OFFICER	15C. DATE SIGNED 6/06/03	15D. UNITED STATES OF AMERICA	15E. DATE SIGNED 6/12/03
16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029		BY Adam Dearing (Signature of Contracting Officer)		

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

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

May 1, 2003
DO #591, Modification #4

Interim Appointment Scheduler support. Effective date is May 01, 2003.
NCS Pearson will provide the required services per the attached contract change proposal dated 05/30/03.

(b)(4) The purpose of this modification is to provide funding to support the above Interim Appointment Scheduler requirements under the subject National Customer Service Center (NCSC) contract. The estimated Time & Material charge of \$49,858 includes labor cost of \$12,206, NCS Pearson staff End-User Training price of [REDACTED] and TimeTrade Licenses price of \$23,575. NCS Pearson's 05/30/03 proposal is hereby incorporated as attached.

The new total for CLIN 27 is hereby increased from \$335,130 by \$49,858 to \$384,988.

PAGE WITHHELD PURSUANT TO
(b)(4)

Executive/Price Proposal for Interim Appointment Scheduler

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Best "Reproducible" Copy Available

Presented to:

Adam Dealing, Contracting Officer
Department of Veteran's Affairs
North Texas Healthcare System
4506 South Lancaster Road
Dallas, Texas 75216

Nancy Redosta, INS COIR
Bureau of Citizenship and Immigration
Services, Department of Homeland Security
800 K Street NW, Room 1006
Washington, D.C. 20546-4006

Submitted by:

NCS Pearson, Inc.
4301 Wilson Blvd., Suite 200
Arlington, VA 22203

Contract No.
GS86F4660G/BP/A649022

May 30, 2003

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

NCS Pearson

II. Interim Appointment Scheduler Pricing Assumptions

1. This proposal is for the development of the NCSC system functionality that enables Interim Appointment Scheduler.
2. BCIS requires an interim appointment scheduling system to assist with requirements caused by national Code Orange and Code Red security alerts.
3. (b)(4)
- 4.
- 5.
- 6.
7. The Interim Appointment Scheduler project will be implemented across all four Tier 1 sites (Arlington, VA; Corbin, KY; Lawrence, KS; and Phoenix, AZ).
8. No additional hardware will be required. Calls will be routed down existing T-1 lines.
9. Based on the duration of the calls associated with this project, Pearson Government Solutions anticipates that the Average Handle Time (AHT) of the associated calls will be no longer than the AHT of the existing calls. If the calls are found to increase our AHT, Pearson Government Solutions will notify BCIS and submit a change proposal to reflect the increase in AHT.
10. A list of questions was sent to BCIS on May 19, 2003. These questions outlined additional information that Pearson Government Solutions required before any work could begin. Some of these questions have already been answered, some require further clarification, and others have not yet been answered. The list includes the entire historical string for each question. Since the project duration is very short, a response to these answers is required from BCIS, before Pearson Government Solutions can complete the project. Work can be completed for those appointments and locations where complete information is available and has been provided to Pearson. The rest will be completed, in phases, when required information is provided by BCIS.
11. This is a T&M project, not a fixed bid. The enclosed price is an estimated cost to provide services as described in Section IV Interim Appointment Scheduler. It is based on all required information being available at the

- time development commenced. Phased completion may increase development costs by some increment.
12. Since there is no IVR option to identify Interim Appointment Scheduler calls, Pearson Government Solutions will not be able to specifically report on these types of calls.
 13. BCIS COTR will provide a single point of contact for all project related issues upon execution of the contract modification.
 14. BCIS will train the trainers.
 - a. Trainers will be trained via conference call
 - b. Pearson Government Solutions trainers will train 550 CSRs across all four sites (VA, KY, KS, and AZ) for the Interim Appointment Scheduler.
 15. The call center will operate Monday through Friday from 8am – 9pm Eastern Standard Time.
 16. There will be Call Center Supervisors available at all times that the Interim Appointment Scheduler lines are open for calls.
 17. Call Center Supervisors are responsible for supervising, call monitoring, and scheduling activities.
 18. Pearson Government Solutions will inform BCIS of issues and/or major occurrences within 4 business hours.
 19. The CSRs handling Interim Appointment Scheduler callers will use English or Spanish.
 20. Interim Appointment Scheduler call volume is estimated to be 250,000 calls per month.
 21. The period of performance for Interim Appointment Scheduler calls will be the following option years:
 - Option Year 1 – June 1, 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
 22. A security compliant user id and password combination will be used for access to the system. Both changing of password and adding of password will be provided. All security issues will be in compliance with USDOJ Instruction 2640.2D requirements. Moreover, Pearson Government Solutions will adhere to OIRM security instructions on all security concerns. If under the Department of Homeland Security, security requirements change, Pearson Government Solutions will adhere to such changes and pass the price of such required changes to BCIS via contract change modification.
 23. BCIS will provide Pearson Government Solutions with the scripts, and CSRs will access the scripts to answer Interim Appointment Scheduler calls.
 24. Without the IVR changes, it is also understood that customers calling will not have a specific selection to make, and might select any IVR option simply to get to a live CSR. This may cause confusion for BCIS

- customers, and may also potentially cause an increase in AHT because CSRs must ask probing questions to determine the reason for the call.
25. The CSR will screen the customer calling in to determine whether an appointment needs to be made, and/ or whether they can help them with any other requests. If an appointment is to be made, the appointment will be made in the Time commerce application. This is the application that some ASC offices currently utilize to login to view their manifests for the day.
 26. Local offices will be able to login in and view their manifests.
 27. Should call volumes associated with implementing changes in appointment scheduling spike significantly above projected volumes due to Code Orange or Code Red, causing Pearson Government Solutions to be unable to handle any calls offered, incentive/disincentives relating to Average Handle Time (AHT) and Call Abandoned Rate will be suspended for the duration of the alert.
 28. Training of BCIS local office staff has not been considered in this proposal. BCIS will receive a soft copy of the training curriculum.
 29. A Customer Requirements Document has also been enclosed with this proposal. Pearson Government Solutions requires a sign off on this document before Pearson Government Solutions can begin any work. In this instance, the CRD is a living document that defines Pearson Government Solutions' understanding of the current BCIS requirements. The CRD will be modified as information not currently available is provided. The document will continue to be a vehicle of communication between Pearson Government Solutions and BCIS.
 30. Upon government acceptance of Contractors proposal, it will be incorporated into the subsequent modification.
 31. All existing terms and conditions of the current contract remain unchanged with the exception of the above assumptions.

III. Interim Appointment Scheduler Pricing Details

This is a T&M project, not a fixed bid. The enclosed price of \$49,858 is an estimated cost to provide services and deliver items described in Section IV. Interim Appointment Scheduler. It is based on all required information being available at the time development commenced. Phased completion may increase development costs by some increment.

See attachment for Pricing Estimates.

IV. Interim Appointment Scheduler

Deliverables*	Description
Customer Requirements Document	Document detailing customer requirements is based on approved requirements provided by BCIS.
Training & Training curriculum	Pearson Government Solutions Call Center Trainers ready to train the CSRs.
Phased Delivery for Interim Appointment Scheduler Initiative	<p>Each phase of the project is complete after successful execution of the following test case:</p> <ol style="list-style-type: none"> 1. Test calls will be made into Pearson Government Solutions' Tier 1 call center. 2. Callers will request an appointment with a BCIS local office. 3. Request will be processed through Siebel by CSR capturing customer data. 4. Siebel will launch Time Commerce application to check appointment availability and for CSR to confirm the appointment. 5. Local Office Representatives will be able to login and view their manifests for the appointments made.

Note: * Deliverables are contingent on receipt of requirements from BCIS

Pearson Government Solutions
 T&M Proposal for BCIS Interim Appointment Scheduler
 May 30, 2003
 BPA #: 549-02-2

	Hours	GSA ID	GSA Title	Discounted GSA Rate	Price
(b)(4) Development					
			GSD022 Senior Program Mgr.	\$	
			GSD019 Senior Software Developer	\$	
			GSD019 Senior Software Developer	\$	
			GSD019 Senior Software Developer	\$	
			GSD019 Senior Software Developer	\$	
			GSD019 Senior Software Developer	\$	
		GSD018 Software Developer	\$		
	Development Total				\$ 12,206
(b)(4) End-User Training					
			GSD014 Assoc. Customer Service Rep	\$	
			GSD010 Correspondence	\$	
	NCS staff End-User Training Total				\$ 14,077
Software					
			TimeTrade Licenses		\$ 23,575
	Software Total				\$ 23,575
	GRAND TOTAL				\$ 49,858

Contract Modification Proposal for Interim Appointment Scheduler

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Best "Reproducible" Copy Available

Presented to:

Adam Deering, Contracting Officer
Department of Veteran's Affairs
North Texas Healthcare System
4500 South Lancaster Road
Dallas, Texas 75216

Nancy Radosta, BCIS COIR
Bureau of Citizenship and Immigration Services
Department of Homeland Security
800 K Street, NW, Room 1000
Washington, D.C. 20536-0001

Submitted by:

NCS Pearson, Inc.
4301 Wilson Blvd., Suite 200
Arlington, VA 22203

Contract No.
GS35F4650G/BPA549022

May 20, 2002

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

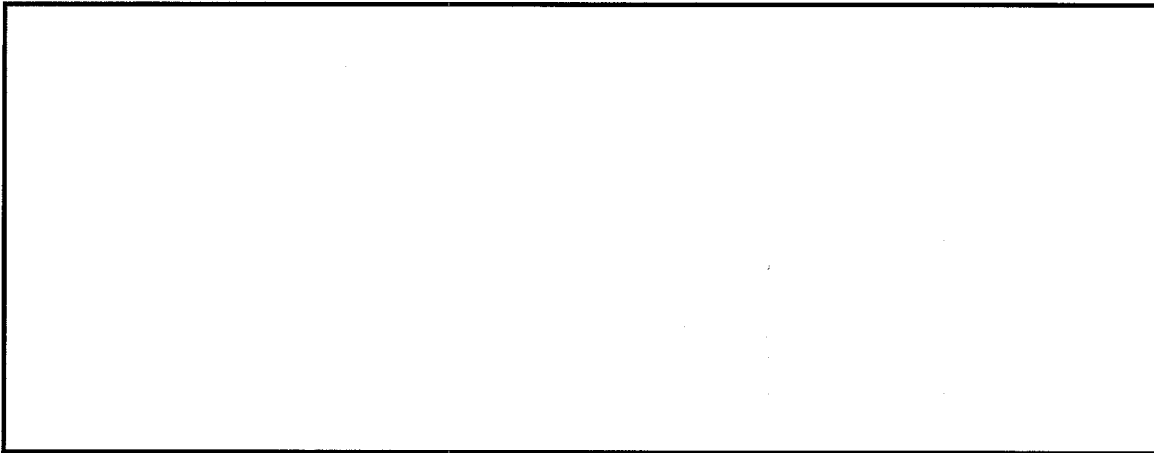
NCS Pearson

Section 1.0 Background

The Interim Appointment Scheduler is an enhancement to the Pearson Government Solutions call center program for the Bureau of Citizenship and Immigration Services (BCIS).

The Interim Appointment Scheduler will implement a temporary technical solution intended to reduce customers standing in line outside BCIS offices waiting for service. This change in policy is for the protection of the customers during the Department of Homeland Security declaration of 'Code Orange' security status. This implementation will allow BCIS customers to schedule appointments at specified BCIS local offices for certain appointment types.

(b)(4)



Calls will be handled by all CSRs located at each of the four call sites.

Section 2.0 Purpose

This document contains a conceptual approach to providing a technical solution to the business need currently facing the BCIS for systematically processing the Interim Appointment Scheduler 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 BCIS.

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

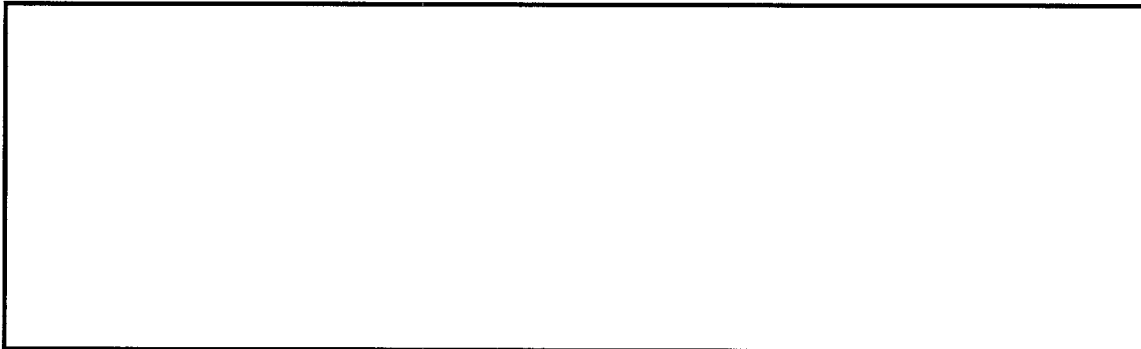
Section 3.0 Overview

This document is divided into the following areas:

- Interim Appointment Scheduler Overview Description
- Training
- Assumptions

Section 4.0 Interim Appointment Scheduler Overview Description

(b)(4)



Section 5.0 Training

Training is an important and integral part of the success of this initiative. The actual training of users will occur during the week prior to implementation of the functionality into production. All Pearson Government Solutions CSRs at each of the four call sites will be trained by Pearson Government Solutions Trainers. All training is available in the training room (at each site) which CSRs have access to.

Training for new hires at each of the call sites will be incorporated into the regular initial BCIS CSR training.

Section 6.0 Assumptions

Please refer to Assumptions in the Executive/Price Proposal.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1 CONTRACT ID CODE	PAGE 1 OF 1 PAGES
2. AMENDMENT/MODIFICATION NO #5	3. EFFECTIVE DATE 6/1/2003	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System (549) Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		7. ADMINISTERED BY (If other than Item 6) Same as Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) Calvin Lyons, Sr Contract Administrator NCS Pearson 4301 Wilson Blvd. Arlington, VA 22203				(<input checked="" type="checkbox"/>) 9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				(<input checked="" type="checkbox"/>) 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140	
				10B. DATED (SEE ITEM 13) 1/17/2002	
CODE	FACILITY CODE				

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or
 (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

BPA 549-02-2

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

(<input checked="" type="checkbox"/>) A.	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
B.	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
(<input checked="" type="checkbox"/>) C.	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR Part 17
D.	OTHER Specify type of modification and authority)

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

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

VA North Texas Health Care System hereby exercises Option Period I for June 1, 2003, through May 31, 2004, of the above noted task order.

No additional funds are added to the above task order at this time.

CC: Nancy L. Radosta

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin R. Lyons, Sr. Contract Admin.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029	
15B. CONTRACTOR/OFFEROR Calvin R. Lyons (Signature of person authorized to sign)	15C. DATE SIGNED 4/11/03	16B. UNITED STATES OF AMERICA BY Adam Dearing (Signature of Contracting Officer)	16C. DATE SIGNED 4/11/03

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

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FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #6	3. EFFECTIVE DATE 4/28/03	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE 549 / 90C	7. ADMINISTERED BY (If other than Item 6) Same as Item 6	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code) Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203			(<input checked="" type="checkbox"/>) 9A. AMENDMENT OF SOLICITATION NO.	
			() 9B. DATED (SEE ITEM 11)	
			(<input checked="" type="checkbox"/>) 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140	
			() 10B. DATED (SEE ITEM 13) 1/17/2002	
CODE	FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers { } is extended, { } is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or
(c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
New CLIN No. 27 one time charge for \$91,747 to DO #591

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

() A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

() C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
FAR Part 43

D. OTHER (Specify type of modification and authority)

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the New features for Employer, Business, Investor, and School Services (EBISS) calls into the performance-based work statement.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin B. Lyons, Sr. Contract Administrator	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029
15B. CONTRACTOR/OFFEROR <i>Calvin B. Lyons</i> (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA <i>Adam Dearing</i> (Signature of Contracting Officer)
15C. DATE SIGNED 4/23/03	16C. DATE SIGNED 4/25/03

April 28, 2003
DO #591, Modification #6

**New features for the Employer, Business, Investor, and School Services (EBISS).
Effective date is April 28, 2003.**

NCS Pearson will provide the required services per the attached contract change proposal to support Employer, Business, Investor, and School Services (EBISS).

The new CLIN 27 will henceforth be used for miscellaneous requirements in support of the subject National Customer Service Center (NCSC) contract. All future charges pursuant to this CLIN will be added incrementally to the initial CLIN amount of \$91,747. NCS Pearson's 4/14/03 proposal is hereby incorporated as attached.

New CLIN 27 _____ for one time software development charge\$32,170
and training costing of \$59,577

NCS Pearson will track the subject calls separately from the existing calls for an assessment period of 90 day from the contract modification effective date. Modification #6 period of performance is April 28, 2003, through July 31, 2003.

Based on the data available on day 55 (on/about June 23, 2003) of the 90 day assessment period, NCS Pearson will submit a proposal to incorporate the subject calls into the existing CLIN structure.

(b)(4)

[Redacted]

Dearing, Adam C.

From: Lyons, Calvin [Calvin.Lyons@pearson.com]
Sent: Thursday, May 29, 2003 9:02 AM
To: 'adam.dearing@med.va.gov'; 'Nancy.L.Radosta@usdoj.gov'; 'Michael.Aytes@usdoj.gov';
'Bob.Kennard@usdoj.gov'
Cc: Brattlie, Henry
Subject: RE: EBISS adjustment to projected monthly call volumes

Hello,

Due to a finding by NCS Pearson that the average EBISS call handle times is less than the originally projected length, the proposed not to exceed monthly call volumes is hereby changed from 5,000 calls to 7,500 calls at no additional cost to the government.

Calvin R. Lyons
Sr. Contract Administrator
NCS Pearson
Direct No. 703-284-5624
Fax 703-284-5628
E-mail calvin.lyons@pearson.com
www.ncs.com

This email may contain confidential material.
If you were not an intended recipient,
Please notify the sender and delete all copies.
We may monitor email to and from our network.

Offeror Name: Pearson Government Solutions

Base Year Pricing (June 1, 2002 - May 31, 2003) w/EBISS

(b)(4)

CLN	Range of calls per month	Monthly Unit	EBISS	Revised Monthly Unit	X 12 months	Total
EBISS Training	N/A					
EBISS Software Development	N/A					
CLIN 1	300,000 - 319,999					
CLIN 2	320,000 - 339,999					
CLIN 3	340,000 - 359,999					
CLIN 4	360,000 - 379,999					
CLIN 5	380,000 - 399,999					
CLIN 6	400,000 - 419,999					
CLIN 7	420,000 - 439,999					
CLIN 8	440,000 - 459,999					
CLIN 9	460,000 - 479,999					
CLIN 10	480,000 - 499,999					
CLIN 11	500,000 - 519,999					
CLIN 12	520,000 - 539,999					
CLIN 13	540,000 - 559,999					
CLIN 14	560,000 - 579,999					
CLIN 15	580,000 - 599,999					
CLIN 16	600,000 - 619,999					
CLIN 17	620,000 - 639,999					
CLIN 18	640,000 - 659,999					
CLIN 19	660,000 - 679,999					
CLIN 20	680,000 - 699,999					
CLIN 21	700,000 - 719,999					
CLIN 22	720,000 - 739,999					
CLIN 23	740,000 - 759,999					
Total Direct Labor:		\$38,572,449	\$59,178			\$ 471,127,762
Estimated Travel/Other Direct Costs:		\$10,000				\$10,000
Total for Base Year:		\$38,582,449				\$471,137,762

Offeror Name: Pearson Government Solutions

Year 1 Pricing (June 1, 2003 - May 31, 2004) w/EBISS increase

(b)(4)

CLN	Range of calls per month	Original Fixed Monthly Price (inclusive)	EBISS	Revised Monthly Unit	X 12 months	Total
CLIN 1	300,000 - 319,999				12	
CLIN 2	320,000 - 339,999				12	
CLIN 3	340,000 - 359,999				12	
CLIN 4	360,000 - 379,999				12	
CLIN 5	380,000 - 399,999				12	
CLIN 6	400,000 - 419,999				12	
CLIN 7	420,000 - 439,999				12	
CLIN 8	440,000 - 459,999				12	
CLIN 9	460,000 - 479,999				12	
CLIN 10	480,000 - 499,999				12	
CLIN 11	500,000 - 519,999				12	
CLIN 12	520,000 - 539,999				12	
CLIN 13	540,000 - 559,999				12	
CLIN 14	560,000 - 579,999				12	
CLIN 15	580,000 - 599,999				12	
CLIN 16	600,000 - 619,999				12	
CLIN 17	620,000 - 639,999				12	
CLIN 18	640,000 - 659,999				12	
CLIN 19	660,000 - 679,999				12	
CLIN 20	680,000 - 699,999				12	
CLIN 21	700,000 - 719,999				12	
CLIN 22	720,000 - 739,999				12	
CLIN 23	740,000 - 759,999				12	
Total Direct Labor:		\$35,096,664	\$364,350			\$429,540,017
Estimated Travel/Other Direct Costs:		\$12,500				\$12,500
Total for Base Year:		\$35,109,164		\$0		\$429,552,517

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE DO #591		PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. #7	3. EFFECTIVE DATE 04/01/03	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75218		7. ADMINISTERED BY (If other than Item 6) Same as Item 6	

8. NAME AND ADDRESS OF CONTRACTOR (No Street, county, State and ZIP; Code)		<input checked="" type="checkbox"/> BA. AMENDMENT OF SOLICITATION NO.
Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203		BB. DATED (SEE ITEM 11)
		<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140
CODE	FACILITY CODE	10B. DATED (SEE ITEM 13) 1/17/2002

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)
CLIN No. 27 for \$109,755 to DO #591

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

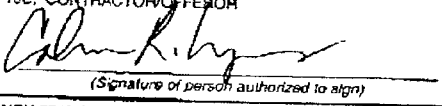
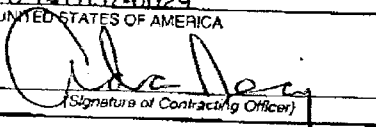
<input checked="" type="checkbox"/> A	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/> B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC in support to the additional staffing requirements.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin B. Lyons, Sr. Contract Administrator	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029
15B. CONTRACTOR/OFFICER  (Signature of person authorized to sign)	15B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
15C. DATE SIGNED 6/6/03	15C. DATE SIGNED 6/12/03

NSN 7540-01-152-9070
PREVIOUS EDITION UNUSABLE

30-105
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STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

May 1, 2003
DO #591, Modification #7

Additional staffing requirements support. Effective date is May 01, 2003.
NCS Pearson will provide the required services per the attached contract change proposal dated 05/29/03.

The purpose of this modification is to provide funding to support the additional staffing requirements under the subject National Customer Service Center (NCSC) contract. The one time charge of \$109,755 is hereby approved. NCS Pearson's 05/29/03 proposal is hereby incorporated as attached.

The new total for CLIN 27 is hereby increased from \$384,988 by \$109,755 to \$494,743.

PAGE WITHHELD PURSUANT TO
(b)(4)

Pearson Government Operations
Cleared CSR Compensation Tracking Sheet

(b)(4) \$ Per Day, Per Cleared CSR

(b)(4)

	Employee		Location	Start Date	Clearance Date	Total Days of Compensation	Total Dollars
	Last	First					
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
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49							
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51							
52							
53							
54							
55							
56							
57							

Pearson Government Services
 Cleared CSR Compensation Working Sheet

(b)(4)

\$ Per Day, Per Cleared CSR

(b)(4)

	Employee	Location	Start Date	Clearance Date	Total Days	Total
	Last	First			of Compensation	Dollars
58						
59						
60						
61						
62						
63						
64						
65						
66						
67						
68						
69						
70						
71						
72						
73						
74						
75						\$ -
76						\$ -
77						\$ -
78						\$ -
79						\$ -
80						\$ -
81						\$ -
82						\$ -
83						\$ -
84						\$ -
85						\$ -
86						\$ -
87						\$ -
88						\$ -
89						\$ -
90						\$ -
91						\$ -
92						\$ -
93						\$ -

(b)(4)

Total
 Dollars \$ \$ 109,755

109,755

PAGE WITHHELD PURSUANT TO
(b)(4)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #8	3. EFFECTIVE DATE 06/01/03	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (if applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		7. ADMINISTERED BY (if other than Item 6) Same as Item 6		

8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code)		<input checked="" type="checkbox"/> 8A. AMENDMENT OF SOLICITATION NO.
Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203		8B. DATED (SEE ITEM 11)
		<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140
CODE	FACILITY CODE	10B. DATED (SEE ITEM 13) 1/17/2002

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

See attached CLIN Schedule

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

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

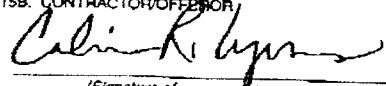

E. IMPORTANT: Contractor [] is not, [X] is required to sign this document and return one copies to the issuing office.

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

VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the following 1.) new Government guaranteed call volume for billing purposes, 2.) provide for an adjustment for Average Handle Time and 3.) the findings of the Employer, Business, Investor, and School Services (EBISS) 55 day of the 90 day assessment period into the performance-based work statement.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin B Lyons, Sr Contract Administrator		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029	
15B. CONTRACTOR/OFFICER  (Signature of person authorized to sign)	15C. DATE SIGNED 9/05/03	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 9/8/03

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105
Computer Generated

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

June 01, 2003
DO #591, Modification #8

1.) In accordance with section 3.7.6 Phase-In Plan, the new Government guaranteed call volume for billing purposes is hereby increased to CLIN 11 for call volumes 500,000-519,999 which accommodates the expansion of the Service Center Calls with Referrals and Change of Address (COA). Upon activation of the Interim Appointment Schedulers and Appointment Scheduling, E-Filing, Appointments and expansion of ASC scheduling to all I-90 renewals, the Government guaranteed call volume for billing purposes is anticipated to increase to CLIN 20 for call volumes 680,000-699,999.

2.) Due to the incorporation of new scripts and until content is stabilized, the Average Handle Time (AHT) for June and July is increased to 4.8666 minutes per call.

3.) In accordance with NCS Pearson's attached and incorporated contract change proposal dated 07/16/03, the accepted finding and proposed assumptions of the Employer, Business, Investor, and School Services (EBISS) 55 day of the 90 day assessment period are hereby incorporated. Effective June 1, 2003, EBISS calls will be included as normal calls within the CLIN pricing structure, EBISS CSR's will be multi-skilled to answer other call types but EBISS calls will be given first priority and EBISS Incentive/Disincentives will be waived through June 30, 2003.

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

Contract Modification Proposal for Employer, Business, Investor, and School Services (EBISS) 55 Day Review of Performance

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Presented to:

Adam Deating, Contracting Office
Department of Veterans Affairs
North Texas Healthcare System
4300 South Lancaster Road
Dallas, Texas 75216

Nancy Radosta, BCIS COTR
Bureau of Citizenship and Immigration Services
Department of Homeland Security
800 K Street NW, Room 1000
Washington, D.C. 20533-4001

Submitted by:

NCS Pearson
4601 Wilson Blvd., Suite 200
Arlington, VA 22205

Contract No.
GS35F4650G/BPA549022

July 16, 2003

PEARSON
Government
Solutions

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

Table of Contents

Section 1.0	Background.....	3
Section 2.0	Purpose.....	3
Section 3.0	Overview.....	3
Section 4.0	EBISS Processing Overview Description.....	4
Section 5.0	Assumptions.....	5
Section 6.0	Assessment of Call Performance.....	8
Section 7.0	EBISS Pricing Details.....	16

Section 1.0 Background

The Employer, Business, Investor, and School Services (EBISS) initiative is an enhancement to the NCS Pearson call center program for the Bureau of Citizenship and Immigration Services (BCIS).

This service provides:

- Information to employers about employment eligibility,
- Information to employers about hiring foreign workers,
- Information to investors who want to immigrate based on a direct investment in a U.S. business,
- And information to schools regarding the enrollment of foreign students.

When a customer calls the NCSC toll free number, 1-800-375-2099, the call is first routed to the network base IVR. The EBISS calls are routed only to trained EBISS specialists in Corbin, KY. Employers investors or schools who want to know about a specific application which an employee or student may have filed with BCIS are re-directed to call the National Customer Service Center's general toll free number at 1-800-375-5283. Callers who are not employers, investors or school officials are also advised of the purpose of this hotline and are re-directed to the general information line at 1-800-375-5283. The EBISS scripts are incorporated into the BCIS Information Reference System (IRS). The majority of the callers receive answers to their questions with the initial phone call. Calls received for which scripted information is not provided will be transferred to Tier 2 sites until NCS Pearson receives new scripted material from BCIS.

Section 2.0 Purpose

The purpose of this document is to provide BCIS with assessment results for EBISS call performance as of day 55 of the 90 day assessment period.

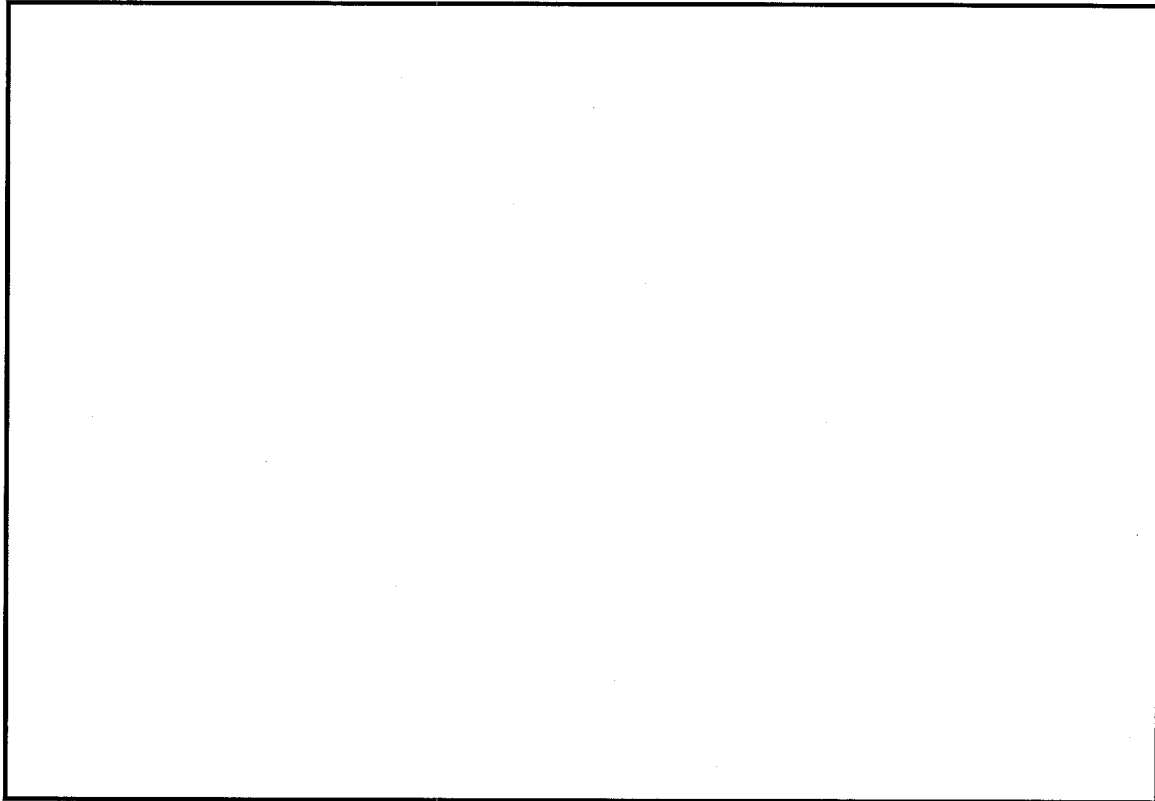
Section 3.0 Overview

This document is divided into the following areas:

- EBISS Processing Overview Description
- Assumptions
- Assessment of Call Performance
- EBISS Pricing Details

Section 4.0 EBISS Processing Overview Description

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Section 5.0 Assumptions

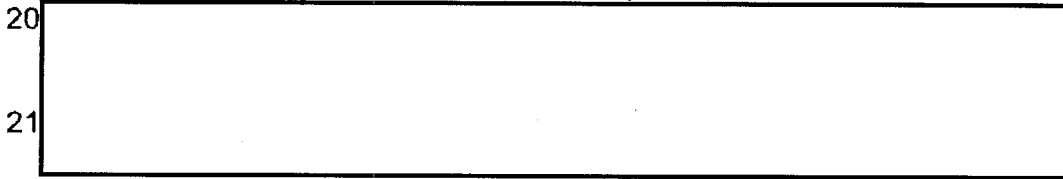
Note: Updates/changes to the original assumptions are shaded in gray.

(b)(4)

1. This proposal is for the development of the system for the EBISS.
2. Since this estimate is based on the Customer Requirements Document, any changes to the requirements will impact this estimate.
3. The project will be implemented in Corbin, KY call center only.
4. No additional hardware will be required. Calls will be routed down existing T-1 lines.
5. A new skill set will be created for these call types.
6. Existing announcements and call treatment will continue to be utilized.
7. There are no special requirements for reporting.
8.
9. BCIS will provide a single point of contact (and an alternate POC) for submission of questions and resolution of project issues by the COTR within 5 days of contract modification.
10. The EBISS initiative will be in place within 24 hours of contract modification execution.
11. BCIS will provide training and documentation for the EBISS call center Customer Service Representatives (CSRs) in Corbin, KY.
 - There will be two training sessions. First week of training - 3/10/03 through 3/14/03, and second portion of training will be 3/17/03 through 3/25/03.
 - Training will be held twice a year to account for attrition, or as needed.
12. The call center will operate Monday through Friday from 8am – 9pm Eastern Standard Time.
13. Pearson will train 11 EBISS CSRs and 2 Supervisors in Corbin, KY. Sufficient trained CSRs will be assigned to answer EBISS calls daily.
14. There will be a Call Center Supervisor available at all times that the EBISS line is open for calls.
15. Call Center Supervisors are responsible for supervising, call monitoring, and scheduling activities.
16. NCS Pearson will monitor two calls per day per CSR.
17. NCS Pearson will inform BCIS of issues and/or major occurrences within 4 business hours.
18. The CSRs assigned to handle EBISS callers will use English only.
19. The volume estimate for base year is 10,000 calls and 60,000 for each Option Years 1 through 4.
 - Base Period – April 2003 through May 31, 2003
 - Option Year 1 – June 1, 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

(b)(4)



22. A security compliant user id and password combination will be used for access to the system. Both changing of password and adding of password will be provided. All security issues will be in compliance with USDOJ Instruction 2640.2D requirements. Moreover, NCS Pearson will adhere to OIRM security instructions on all security concerns. If under the Department of Homeland Security, security requirements change, NCS Pearson will adhere to such changes and pass the price of such required changes to BCIS via contract change modification.
23. The EBISS CSRs will access a separate script for calls from an employer, business, investor and schools. The scripts will be provided by BCIS.
24. The EBISS scripts that the EBISS CSRs will refer to will be available in the BCIS Information Reference System (IRS), and they will be password protected so not all CSRs will access them. Only the EBISS specialists in Corbin, KY will have access to open these documents (EBISS scripts).
25. The purpose of the EBISS service is for EBISS CSRs to provide information to employers, businesses, investors, and schools about how to meet their responsibilities under the immigration laws of the United States, including how to bring foreign workers to the United States or obtain status for employees that are already here. EBISS CSRs will only provide assistance to callers with EBISS related questions or concerns.
- Employers investors or schools who want to know about a specific application which an employee or student may have filed with BCIS will be re-directed to call the National Customer Service Center's at 1-800-375-5383
 - Callers who are not employers, investors or school officials will also be advised of the purpose of this hotline and be re-directed to the general information line at 1-800-375-5283.
26. Development will be completed in the base period of the EBISS program. There will be no development related tasks in year 1 through year 4.
- Year 1 through 4 costs will be maintenance only to ensure that the program continues as designed for year one. Any development or program changes for year 1 through year 4 requested by BCIS will be priced and billed separately.
27. NCS Pearson management will monitor average handle time on a daily basis and we will assess the handle time periodically to see if changes warrant contacting BCIS to discuss possible changes to the handle time assumptions.

- Average handle time will not exceed 7.63 minutes per call. The current experienced average handle time is 5.00 minutes per call.
 - For the period May 1, 2003 through May 31, 2003, it is estimated that the EBISS team will handle 375 calls per day. Call volume will not exceed 7,500 calls during any month. If call volumes exceeds 7,500 calls during any month, NCS Pearson will request a meeting with BCIS to renegotiate the enclosed prices.
 - NCS Pearson will track the EBISS calls separately from the existing calls through May 31, 2003. On day 55 of the 90 days period, NCS Pearson will provide an assessment of call performance to BCIS which will include quality and talk time.
 - Incentive/Disincentives for EBISS will be waived through June 30, 2003 to stabilize content.
28. Effective June 1, 2003, calls will be included as normal calls within the CLIN pricing structure.
29. When incentive/disincentives for EBISS calls commence, they will be treated as a normal call and included in the total calls handled.
30. EBISS CSRs will be multi-skilled to answer other call types but EBISS calls will be given first priority.
31. All existing terms and conditions of the current contract remain unchanged with the exception of the above assumptions.

Section 6.0 Assessment of Call Performance

As stated in the April 14, 2003 contract modification submitted to BCIS, NCS Pearson management will monitor and track EBISS calls separately from the existing calls for an assessment period of 90 days from the contract modification effective date. This assessment is based on the data available on day 55 (June 23, 2003) of the 90 day assessment period. It also includes quality and talk time. During this assessment period, the personnel assigned to EBISS calls only handled EBISS calls and were not allowed to handle calls from the main 1-800 number.

Per BCIS, EBISS call volume was estimated not to exceed 7,500 calls during any month, and the average handle time was estimated not to exceed 7.63 minutes per call. However, due to a finding by NCS Pearson that the average EBISS call handle time was less than the original projected length; the monthly call volume was changed from 5,000 calls to 7,500 calls at no additional cost to BCIS on May 29, 2003. Based on NCS Pearson's assessment, EBISS call volume for the first 55 days (April 28 through June 11) is 9417 calls with an average handle time of 5.00 minutes per call. The call volume for the month of May was 6124 with an average handle time of 4.37 minutes per call. The call volume is within the estimated call volume of 7,500 calls per month. However, the average handle time is lower than the estimated 7.63 minutes per call.

NCS Pearson credits the overall low average handle time to the productivity and efficiency of their experienced CSRs answering EBISS calls. All EBISS CSRs are Information Specialist III. [REDACTED]

(b)(4)

These experienced CSRs are familiar with the BCIS process and can handle any BCIS call with ease in a shorter amount of time than any other CSR.

The next several pages provide reports and charts from the CMS system about the following from the beginning (April 28, 2003) of EBISS calls to June 11, 2003:

- Total ACD Calls
- Average Calls per Day
- Average Handle Time
- Average Speed of Answer

You will notice in figure 4 (the average handle time chart) that the average handle time was stable within the first three weeks. However, it increased significantly from 4.18 minutes in week 3, to 4.39 minutes in week 4, then 5.03 minutes in week 5. [REDACTED]

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Weekly EBISS Statistics

(b)(4)	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Totals to Date
	Apr 28-May 2	May 5-9	May 12-16	May 19-23	May 26-30	June 2-6	June 9-11	
Total AGD Calls								
Average Calls a Day								
Average Talk Time								
Average Hold Time								
Average Speed to Answer (SA)								

May Quality (overall)

(b)(4)

--

- 100.00%
- 99.89%
- 99.84%
- 99.90%
- 100.00%
- 98.09%
- 100.00%
- 100.00%
- 99.38%

99.68% May Overall Quality Average

Figure 1: EBISS Calls Handled and Average Handle Time

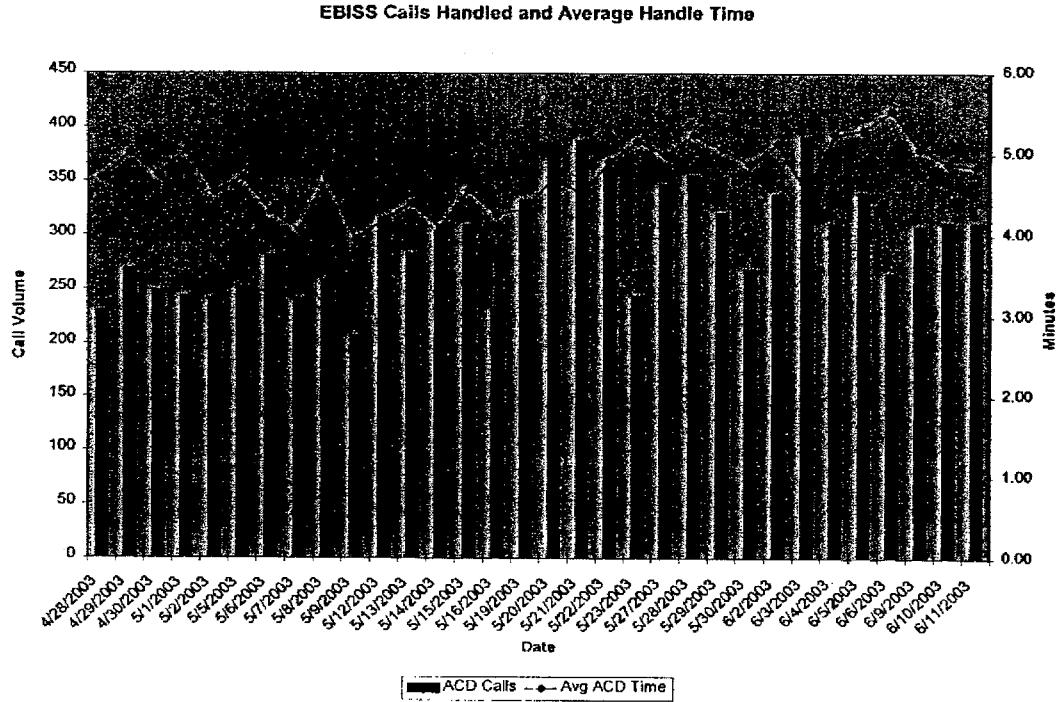




Figure 2: Total ACD Calls – Total Automatic Call Distribution.

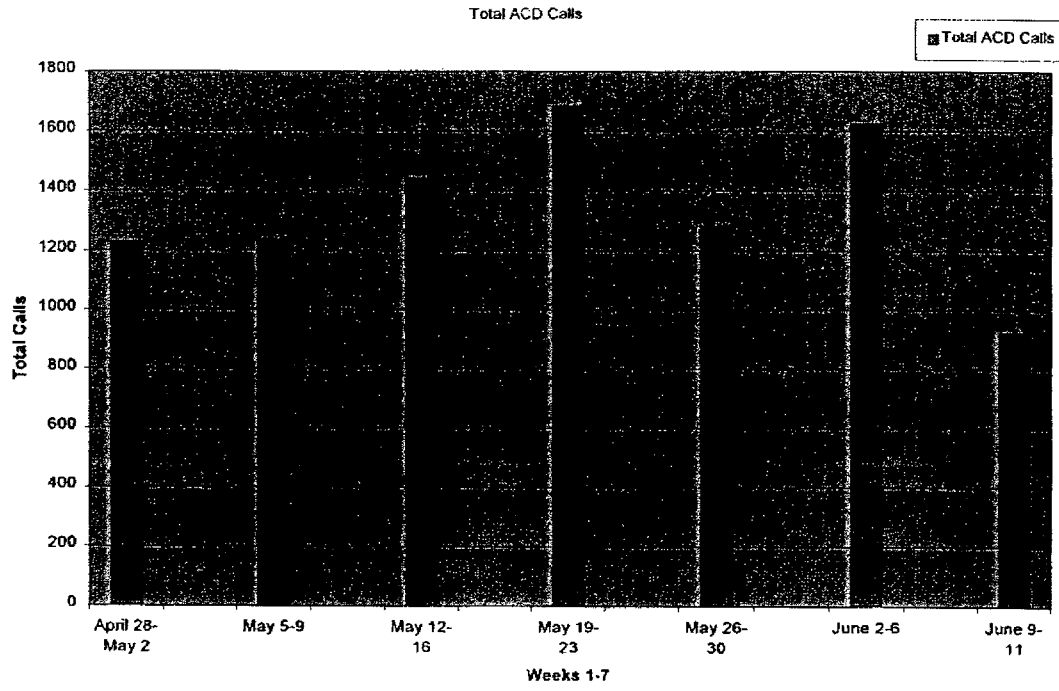




Figure 3: Average Calls per Day

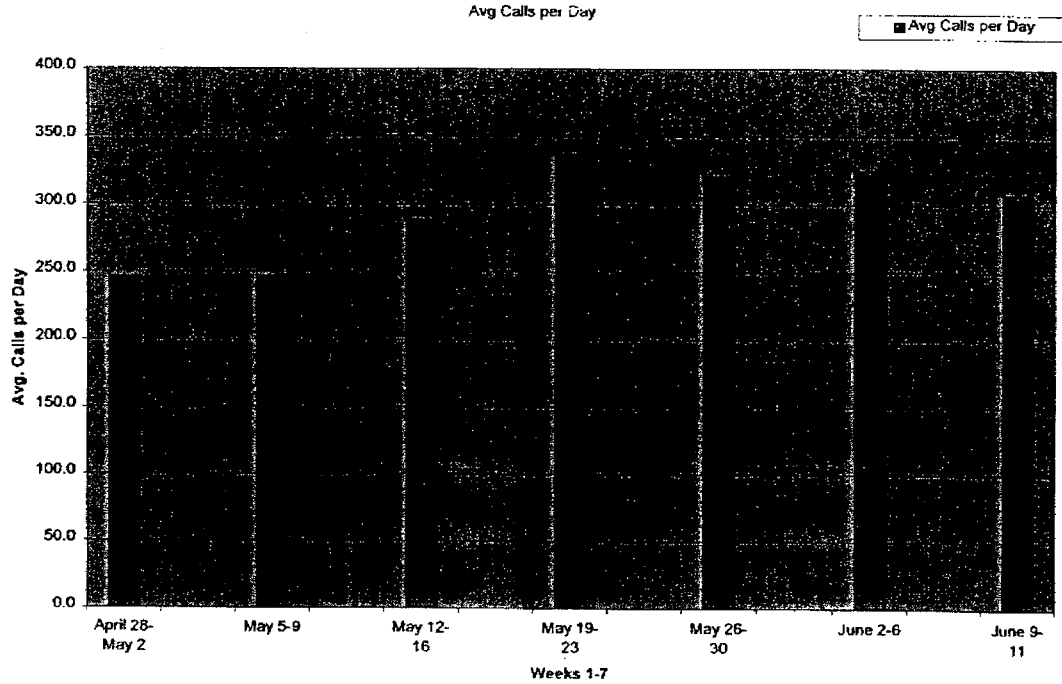




Figure 4: Average Talk Time – Average Handle Time

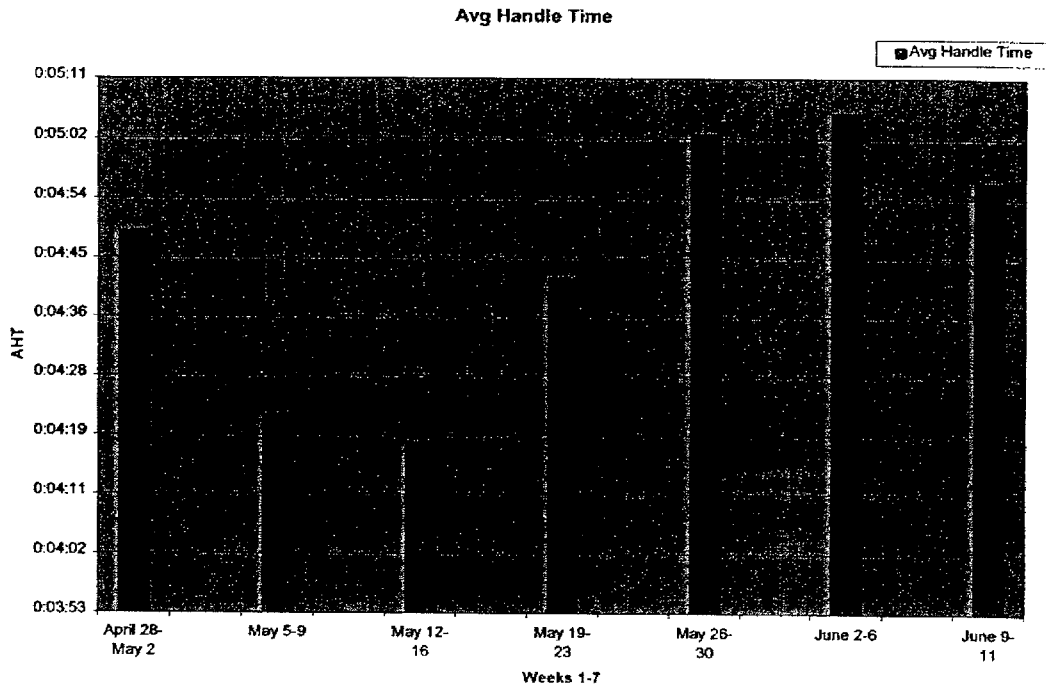
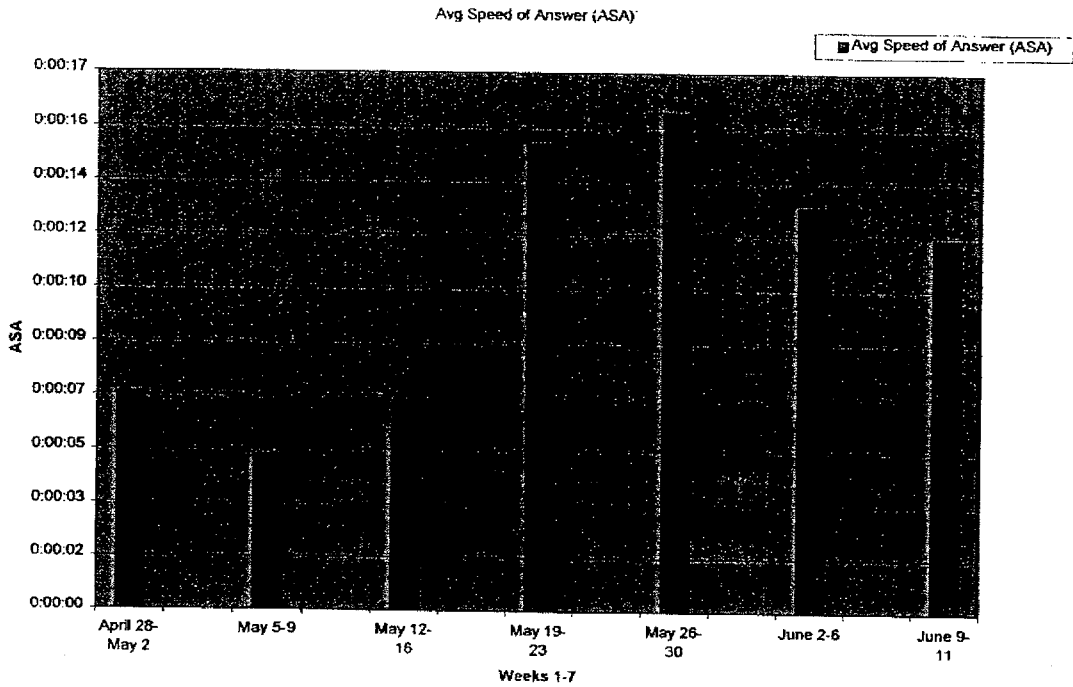




Figure 5: Average Speed of Answer (ASA)



Section 7.0 EBISS Pricing Details

Pricing for EBISS Calls for the period beginning June 1, 2003

Description

Effective June 1, 2003, NCS Pearson agrees to consider EBISS calls as normal calls to be counted and measured within the negotiated CLIN structure. The separate measurement and payment for EBISS calls will terminate with the May billing.

Cost for New EBISS Announcement Message

Description

A separate greeting message specific to EBISS was recorded at the announcement board in the switch. Additional programming was performed to route the EBISS calls to this different greeting. Prior to that, all the EBISS calls that reached the switch would receive the same call treatment and messages that all the other NCSC calls would receive. The existing estimated wait time message for callers that are on hold was also incorporated as part of this.

Cost for establishing the EBISS specific announcement message will be absorbed by Pearson.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #09	3. EFFECTIVE DATE 07/17/03	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216	CODE 549 / 90C	7. ADMINISTERED BY (If other than Item 6) Same as Item 6	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) Calvin Lyons, Sr. Contract Administrator NCS Pearson 4301 Wilson Blvd., Suite 200 Arlington, VA 22203		(A) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE	FACILITY CODE	X 10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E20140	10B. DATED (SEE ITEM 13) 1/17/2002

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
CLIN No. 27 one time charge for \$3,720 to DO #591

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

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

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

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

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin B. Lyons, Sr. Contract Administrator	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029
15B. CONTRACTING OFFICER'S SIGNATURE <i>Calvin B. Lyons</i> (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY <i>Adam Dearing</i> (Signature of Contracting Officer)
15C. DATE SIGNED 9/22/03	16C. DATE SIGNED 9/22/03

NSN 7540-01-152-9070
PREVIOUS EDITION UNUSABLE

36-105
Computer Generated

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

July 17, 2003
DO #591, Modification #09

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 \$3,720 is hereby added to the previous total of \$335,130, therefore the new total of CLIN 27 is \$338,850. NCS Pearson's 07/17/03 proposal is hereby incorporated as attached.

The total price for Intelligent Call Routing (ICR) installation and ongoing line charges for Option Year 1 is \$3,720.

Option Year 2 through 4 Costs

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

- Option Year 2 = \$2,308.00
- Option Year 3 = \$2,418.00
- Option Year 4 = \$2,542.00

Executive/Price Proposal for Intelligent Call Routing

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Best "Reproducible" Copy Available

Presented to:

Adam Deary, Contracting Officer
Department of Veterans Affairs
North Texas Healthcare System
4600 South Lancaster Road
Dallas, Texas 75246

Nancy Isidoro, INS COIR
Bureau of Citizenship and Immigration
Services, Department of Homeland Security
800 K Street NW, Room 4000
Washington, D.C. 20536-0000

Submitted by:

NCS Pearson, Inc.
4301 Wilson Blvd., Suite 200
Anniston, VA 22201

Contract No.
GS33D-4650-9/BI/4649022

July 17, 2003

NCS Pearson

Table of Contents

I. Executive Summary	2
II. Intelligent Call Routing Pricing Assumptions	3
III. Intelligent Call Routing Pricing Details.....	4
IV. Verification of Installation and Connectivity.....	45

I. Executive Summary

Pearson Government Solutions is pleased to submit our business proposal to provide the Bureau of Citizenship and Immigration Services (BCIS) with dial-up access (analog lines) to routers to be used for Intelligent Call Routing (ICR).

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 BCIS. 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. Intelligent Call Routing Pricing Assumptions

1. The analog lines will be installed at all four Tier 1 sites (Arlington, VA; Corbin, KY; Lawrence, KS; and Phoenix, AZ).
2. The analog lines to be installed will be POTS lines.
3. For each of the Tier 1 sites, an analog line will be installed at the site to provide dial-up access to the ICR router at that site.
4. These lines will take about 1 to 2 weeks to get installed depending on the site.
5. The period of performance for ICR will be the following option years:
 - Option Year 1 – June 2003 through May 2004
 - Option Year 2 – June 2004 through May 2005
 - Option Year 3 – June 2005 through May 2006
 - Option Year 4 - June 2006 through May 2007
6. Upon government acceptance of Contractors proposal, it will be incorporated into the subsequent modification.
7. All existing terms and conditions of the current contract remain unchanged with the exception of the above assumptions.

III. Intelligent Call Routing Pricing Details

Option Year 1 Cost = \$3,720.00

Charges for:

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

Option Year 2 through 4 Costs

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

- Option Year 2 = \$2,308.00
- Option Year 3 = \$2,418.00
- Option Year 4 = \$2,542.00

IV. Verification of Installation and Connectivity

This project is complete after a test call is successfully made by dialing the phone number for each analog line as part of the final step of installation to verify that access to the router is achieved. This same activity will occur at each site.

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

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
CLIN No. 27 one time charge for \$242,933 to DO #591

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


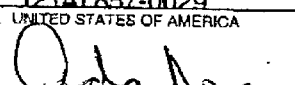
(<input checked="" type="checkbox"/>) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office,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

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

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
VA North Texas Health Care System and NCS Pearson, hereby agree to modify the above noted task order for the INS NCSC to incorporate the Service Center Referral and I-130 Status Inquiry support.

CC: Nancy Radosta, INS NCSC

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Calvin R. Lyons, Sr. Contract Administrator	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029
15B. CONTRACT NUMBER  (Signature of person authorized to sign)	15B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)
16C. DATE SIGNED 6/6/03	16C. DATE SIGNED 6/12/03

April 8, 2003
DO #591, Modification #10

Service Center Referral and I-130 Status Inquiry. Effective date is ^{MAY} April 01, 2003.
NCS Pearson will provide the required services per the attached contract change proposal dated 05/15/03.

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 \$242,933 is hereby added to the previous total of \$92,197, therefore the new total of CLIN 27 is \$335,130. NCS Pearson's 05/15/03 proposal is hereby incorporated as attached.

One time charge of \$190,328 for Service Center Referral Calls and \$52,605 for I-130 Status Inquiry Calls. The total price for the above service is \$242,933 (\$190,328 + 52,605).

Executive/Price Proposal for Service Center Referrals Initiative

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Presented to:

Adam Dearing, Contracting Officer
Department of Veteran's Affairs
North Texas Healthcare System
4500 South Lancaster Road
Dallas, Texas 75218

Nancy Radosta, INS COTR
Bureau of Citizenship and Immigration
Services, Department of Homeland Security
800 K Street NW, Room 1000
Washington, D.C. 20536-0001

Submitted by:

Pearson Government Solutions
4301 Wilson Blvd., Suite 200
Arlington, VA 22203

Contract No.
GS35F4650G/BPA549022

May 21, 2003

PEARSON

Government
Solutions

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



Table of Contents

I. Executive Summary	2
II. Service Center Referrals Pricing Assumptions.....	3
III. Service Center Referrals Pricing Details	6
IV. Service Center Referrals Deliverables	9



I. Executive Summary

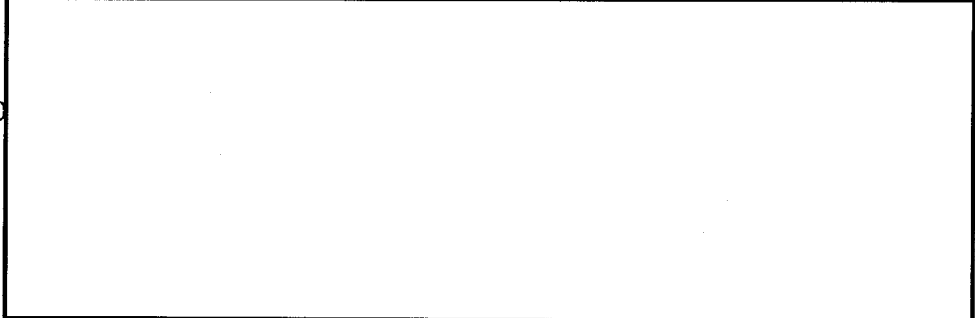
Pearson Government Solutions (NCS Pearson) is pleased to submit our business proposal to provide the Bureau of Citizenship and Immigration Services (BCIS) the Service Center Referrals Initiative.

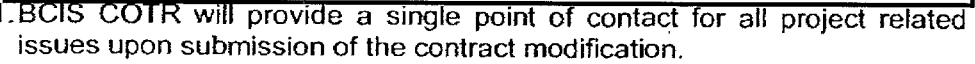
Pearson Government Solutions, a division of Pearson plc, a \$6 billion, publicly traded company with assessment, training, education, and publishing enterprises, has 5,600 employees nationwide in 30 locations. NCS Pearson is a solidly established, responsible contractor engaged in over \$1.2 billion 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. NCS Pearson has established a sterling reputation as a well-respected services provider to the US Government, capable of delivering an efficient solution for BCIS. NCS Pearson has over 40 years of experience administering, scoring and reporting assessments in a wide variety of media. NCS Pearson is an industry leader in data collection and reporting.



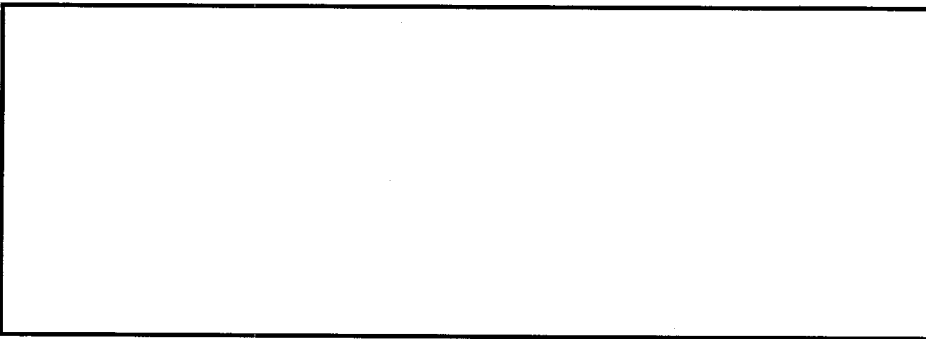
II. Service Center Referrals Pricing Assumptions

1. This proposal is for the development of the NCSC system functionality that enables Service Center Referrals.
2. Since this estimate is based on the Customer Requirements Document, any changes to the requirements will impact this estimate.
3. All referrals will be forwarded to the four service centers (Lincoln, NE; Laguna Niguel, CA; Mesquite, TX; and Saint Albans, VT) and one Missouri Processing Center located in Lee's Summit, MO for processing.
4. The Service Center Referrals project will be implemented across all four Tier 1 sites (Arlington, VA; Corbin, KY; Lawrence, KS; and Phoenix, AZ).
5. No additional hardware will be required. Calls will be routed down existing T-1 lines.
6. Based on the duration of the calls associated with this initiative, NCS Pearson anticipates that the Average Handle Time (AHT) of the associated calls will be no longer than the AHT of the existing calls.
7. Existing announcements and call treatment will continue to be utilized.
8. Development and training costs will be a one time charge.

9. 

10. 

11. BCIS COTR will provide a single point of contact for all project related issues upon submission of the contract modification.

12. BCIS will train the trainers. 

(b)(4)

(b)(4)

- f. Pursuant to BCIS content manager, Service Center Referrals training is estimated to last two (2) hours per CSR.
13. The call center will operate Monday through Friday from 8am – 9pm Eastern Standard Time.
 14. There will be Call Center Supervisors available at all times that the Service Center Referrals lines are open for calls.
 15. Call Center Supervisors are responsible for supervising, call monitoring, and scheduling activities.
 16. NCS Pearson will monitor two calls per day per CSR.
 17. NCS Pearson will inform BCIS of issues and/or major occurrences within 4 business hours.
 18. The CSRs handling Service Center Referrals callers will use English or Spanish.
 19. Service Center Call volume is estimated to be 140,000 calls per month, of which I-130 Call volume is estimated at 100 calls per week per service center. This estimate was based upon prior weekly call volume for I-130 requests the Tier 1 Call Center received and processed for the Vermont Service Center.
 20. The period of performance for Service Center Referrals calls will be the rest of the base period and the option years:
 - Base Period – May 12, 2003 through May 31, 2003
 - Option Year 1 – June 1, 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
 21. Service Center Status Inquiry calls will go live on Monday, May 12, 2003. CSRs will look up case status information using the CRIS web page.
 22. NCS Pearson will be able to take Service Center Referrals calls only if the MCI changes to the IVR are completed by May 12, 2003.
 23. A security compliant user id and password combination will be used for access to the system. Both changing of password and adding of password will be provided. All security issues will be in compliance with USDOJ Instruction 2640.2D requirements. Moreover, NCS Pearson will adhere to OIRM security instructions on all security concerns. If under the Department of Homeland Security, security requirements change, NCS Pearson will adhere to such changes and pass the price of such required changes to BCIS via contract change modification.
 24. The CSRs will access a separate script for Service Center Referrals calls.
 - a. The Service Center Referrals scripts will be provided by BCIS by Monday, May 12th 2003.
 - b. Any delays in providing the scripts to NCS Pearson will impact the Service Center Referrals go live date and may require proposal revisions.

25. I-130 and the "generic" status inquiry scripts will use the first three (3) letters of the receipt number to determine the correct service center.
26. The Service Center Referrals including the I-130 processing information that the CSRs can refer to will be available in the BCIS Information Reference System (IRS).
 - a. Processing information is the time duration each service center requires to process a form. For example, service center 'A' has an I-130 duration of 47 months while service center 'B' has a duration of 59 months. This information is contained in the office profile (office data such as business hours, forms that are processed, directions, etc.) which is a word document.
 - b. The office profile is provided by BCIS.
27. The purpose of the Service Center Referrals initiative is for the call centers to provide a systematic method for CSRs to capture customer data to provide a referral letter to the customer of their request for a status inquiry.
28. For a duration of one week after the go live date, all transactions are to be reviewed by the Data Verification Team (DV) before they can be submitted to the BCIS Service Centers.
29. The Service Center trained CSRs can be logged into and expected to take other call types.
30. The implementation for the Service Center Referrals initiative will include transfer to Tier 2.
31. Development is expected to be completed by June 2003. At that point forward, all costs associated with the option years will be maintenance only.
32. BCIS will provide sign-off on the Service Center Referrals CRD.
33. Upon government acceptance Contractor proposal will be incorporated into the subsequent modification.
34. All existing terms and conditions of the current contract remain unchanged with the exception of the above assumptions.



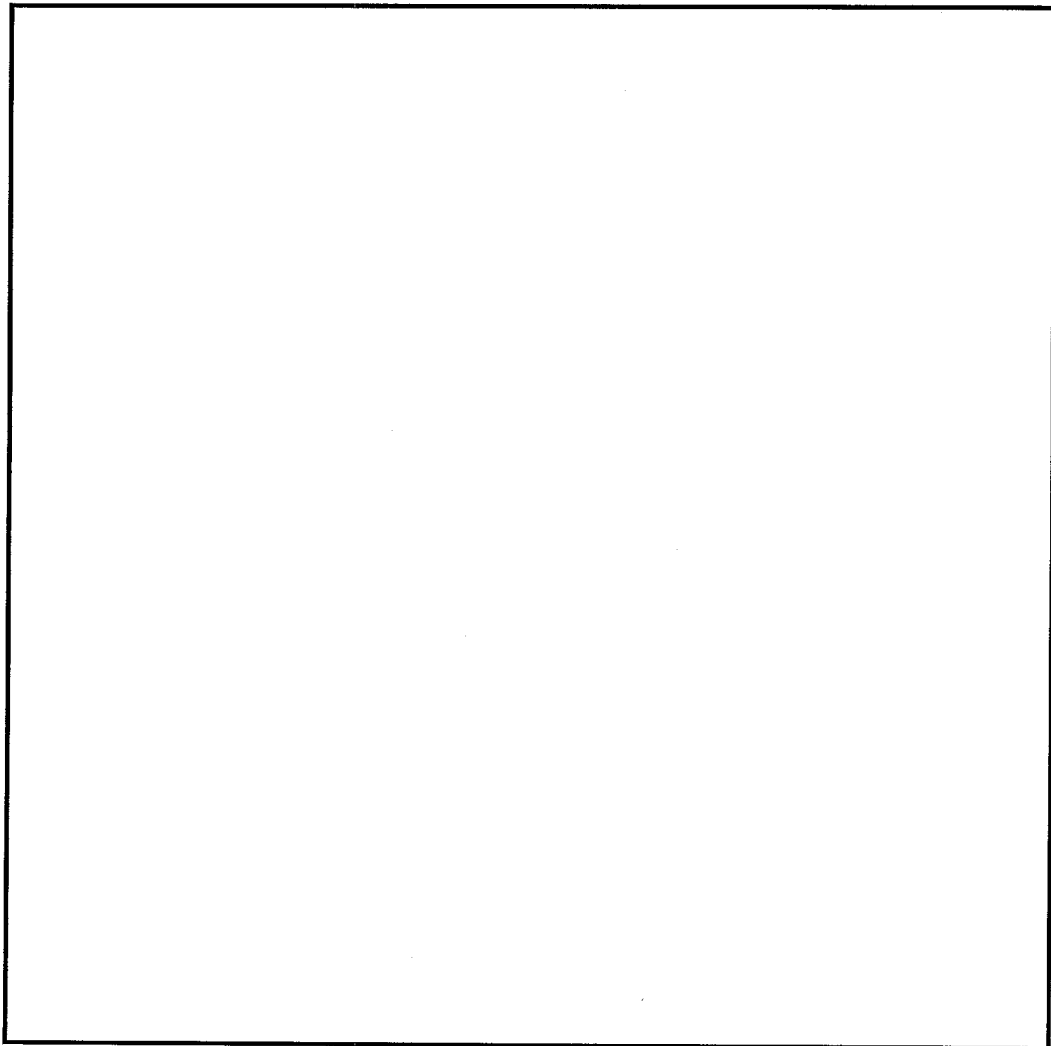
III. Service Center Referrals Pricing Details

Training, Development, and Data Verification costs will be a one time charge of \$242,933.00 (\$190,328.00 + \$52,605.00). This includes the initial pilot rollout of I-130 status inquiry.

Initial I-130 Status Inquiry release:

Training, Development, and manual processing costs at a one time charge of \$52,605.00.

(b)(4)

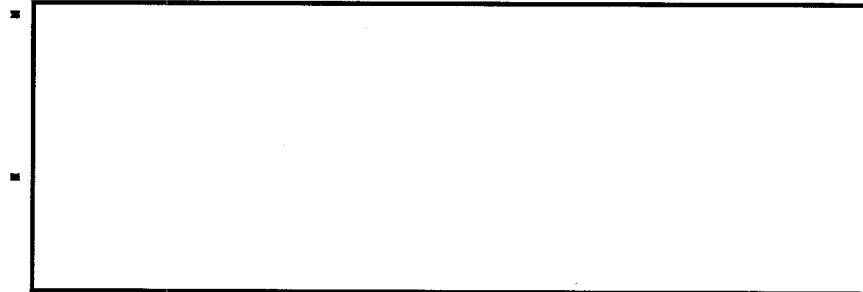


- Development cost to implement the initial Siebel solution to process referrals for the service centers, except California.
- Additional development cost to enable Siebel to process referrals for the California service center and to meet all new customer requirements.
- On going manual costs for processing California service center referrals.

Service Center Referrals Calls:

Training, Development, and data verification costs at a one time charge of \$190,328.00.

- **Total Training Cost = \$66,735.00**



- **Total Development Cost = \$119,643.00**

- **NCS Pearson Development Cost = \$103,200.00**

Start-Up Software Development work by:

- Two (2) Software Project Managers
- One (1) Requirements Analyst
- Five (5) Test Engineers
- One (1) Genesys Software Engineer
- One (1) Siebel Developer (Smartsript)
- One (1) Siebel Developer (Mail Merge)
- One (1) Crystal Reports Developer
- One (1) IVR Engineer
- One (1) Software Configuration Management
- One (1) Software Quality Assurance
- One (1) Information Technology - Telephony Engineer
- One (1) IT Services – Project Manager

- **Subcontractor (FCW LLC) Expenses = \$16,443.00**

- Software development and travel expenses for one (1) Siebel Developer (Smartsript)

- **Total Data Verification Cost = \$3,950.00**

7

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.



- Work done by Two (2) NCS Pearson Data Verification team resources to perform data verification for duration of one (1) week after go live date.

IV. Service Center Referrals Deliverables

Deliverable	Description
Customer Requirements Document	Document detailing customer requirements is based on approved requirements provided by BCIS.
Training & Training curriculum	NCS Pearson Call Center Trainers ready to train the CSRs.
Final Delivery for Service Center Referrals Initiative	<p>The project is complete after successful execution of the following test case:</p> <ol style="list-style-type: none"> 1. Test calls will be made into NCS Pearson's Tier 1 call center. 2. Callers will request a Service Center referral. 3. Request will be processed through Siebel by CSR capturing customer data. 4. Nightly process will generate a referral letter for the customer requesting a Service Center referral at the appropriate service center (as determined by the customer's receipt number). 5. Referral letter will be emailed to a test email address provided by BCIS, to verify email delivery.

Contract Modification Proposal for Service Center Referrals Initiative

Prepared in response to:

Request from the Bureau of Citizenship and
Immigration Services (BCIS)

Presented to:

Adam Dearing, Contracting Officer
Department of Veteran's Affairs
North Texas Healthcare System
4500 South Lancaster Road
Dallas, Texas 75216

Nancy Radosia, BCIS COTR
Bureau of Citizenship and Immigration Services
Department of Homeland Security
800 K Street NW, Room 1000
Washington, D.C. 20536-0001

Submitted by:

NCS Pearson
4301 Wilson Blvd., Suite 200
Arlington, VA 22203

Contract No.

GS35F4650G/BPA549022

May 21, 2003

PEARSON

**Government
Solutions**

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

Table of Contents

Section 1.0	Background.....	3
Section 2.0	Purpose.....	4
Section 3.0	Overview.....	4
Section 4.0	Service Center Referrals Overview Description.....	4
Section 5.0	Training.....	5
Section 6.0	Assumptions.....	5

Section 1.0 Background

The Service Center Referrals initiative is an enhancement to the NCS Pearson call center program for the Bureau of Citizenship and Immigration Services (BCIS).

The BCIS had initially requested NCS Pearson process I-130 status inquiry requests for the Vermont Service Center only. The four call sites (Arlington, VA; Corbin, KY; Lawrence, KS; and Phoenix, AZ) received and processed calls for I-130 requests. After a few months, BCIS requested NCS Pearson to develop a systematic approach to process all I-130 Status Inquiry requests for the four BCIS service centers. NCS Pearson worked with BCIS contacts to develop the requirements for capturing the required caller information and for generating the referral letters that are sent to the service centers. This initiative was the first step in utilizing the call center to process many other referral requests.

As the I-130 case status referral initiative progressed, BCIS evaluated and submitted additional requests for NCS Pearson to process other new referral categories and generate referrals on these categories to the service centers. This effort, with its increased scope, became the Service Center Referrals Initiative which will process 8 referral categories for 38 forms, including the I-130.

The Service Center Referrals system will provide the following referral categories:

1. Non-receipt referral
2. No automated info referral
3. Non-delivery referral
4. Case status referral
5. J-1 Waiver referral (non-612)
6. Change of Address referral
7. Typographic error correction referral
8. Change in pending I-129 beneficiaries/consulate/POE

Referral letters will be generated and sent to the appropriate BCIS service center via email on a nightly basis.

The Service Center Referrals scripts will be incorporated into the BCIS Information Reference System (IRS). Calls will be handled by all CSRs located at each of the four call sites (except those dedicated to EBISS during the Pilot period).

Section 2.0 Purpose

This document contains a conceptual approach to providing a technical solution to the business need currently facing the BCIS for systematically processing Service Center Referrals.

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

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

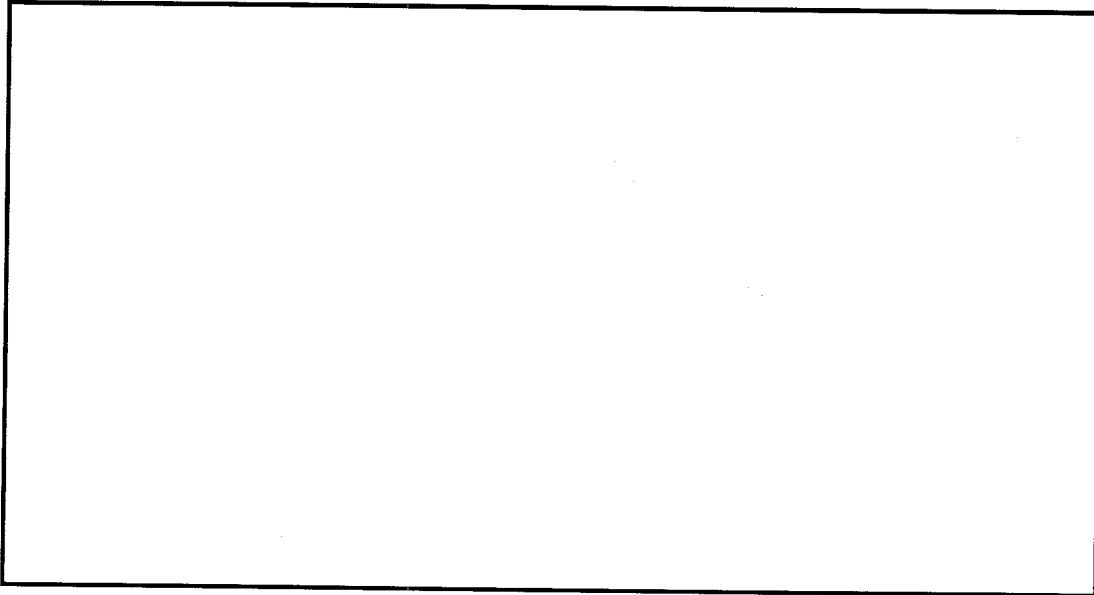
Section 3.0 Overview

This document is divided into the following areas:

- Service Center Referrals, which includes I-130 Status Inquiry Processing, Overview Description
- Training
- Assumptions

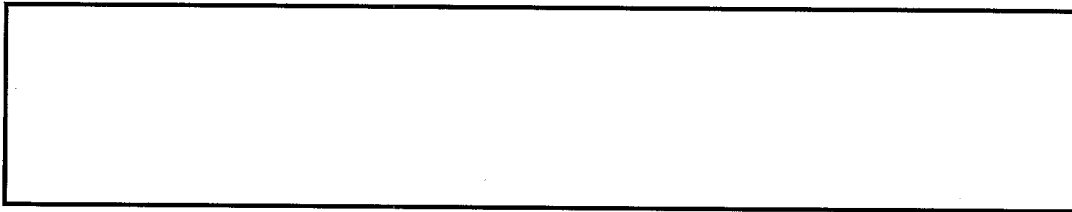
Section 4.0 Service Center Referrals Overview Description

(b)(4)





(b)(4)



All CSRs at each of the four call sites will be trained to answer Service Center Referrals and 1-130 Status Inquiry requests. The generation of the Service Center Referrals letters is a system process that is run automatically each business night to generate and email the research page and letters.

Section 5.0 Training

Training is an important and integral part of the success of this initiative. The actual training of users will occur during the week prior to implementation of the functionality into production. All NCS Pearson CSRs at each of the four call sites will be trained by NCS Pearson Trainers. All training is available in the training room (at each site) which CSRs have access to.

Training for new hires at each of the call sites will be incorporated into the regular initial BCIS CSR training.

Section 6.0 Assumptions

Please refer to Assumptions in the Executive/Price Proposal.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE DO #591	PAGE OF PAGES 1 2
2. AMENDMENT/MODIFICATION NO. #10a	3. EFFECTIVE DATE 11/09/04	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY Contracting Officer (90C) VA North Texas Health Care System Dallas VA Medical Center, 4500 South Lancaster Rd. Dallas, TX 75216		CODE 549 / 90C	7. ADMINISTERED BY (If other than Item 6) Same as Item 6		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) Sheron Spann, Sr. Contract Administrator NCS Pearson, Inc. 4250 Fairfax Drive, Suite 1200 Arlington, VA 22203				(4)	9A. AMENDMENT OF SOLICITATION NO.
					9B. DATED (SEE ITEM 11)
				X	10A. MODIFICATION OF CONTRACT/ORDER NO. DO #591 / P.O. E40287
					10B. DATED (SEE ITEM 13) 1/17/2002
CODE	FACILITY CODE				

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

- (a) By completing Items 8 and 15, and returning one (1) copy of the amendment.
- (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
- (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See CLIN schedule No cost modification

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

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

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

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

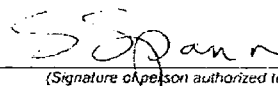
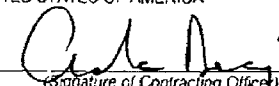
VA North Texas Health Care System and NCS Pearson, hereby agree to modify D.O. #591 under the USCIS NCSC contract to revise Modification 10 to remove the following referral types:

- 1 - Non-Receipt;
- 2 - No Automated Information;

The Contractor is requested to transfer calls that require these types of referrals directly to Tier 2.

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

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Sheron Spann, Sr. Contract Administrator (703) 284-5665		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Adam Dearing, Contracting Officer (214) 857-0029	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 01-25-05	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 3/8/05