

ORDER FOR SUPPLIES OR SERVICES						PAGE	OF	PAGES
IMPORTANT: Mark all packages on 1 papers with contract and/or order numbers.						1		11
1. DATE OF ORDER 10/9/2002		2. CONTRACT NO. (if any) 3S-35F-5174H		6. SHIP TO				
3. ORDER NO. D TSA20-03-F-00509		4. REQUISITION/REFERENCE NO. 12-4007 & 02-004006		7. NAME OF CONSIGNEE US Department of Transportation				
5. ISSUING OFFICE (Address correspondence to) US Department of Transportation				b. STREET ADDRESS Transportation Security Administration 400 7 <sup>th</sup> Street, SW				
7. TO: Eric F. Kucht		c. CITY Washington		d. STATE DC	e. ZIP CODE 20590			
a. NAME OF CONTRACTOR Systems Integration, Inc.				f. SHIP VIA				
b. COMPANY NAME				8. TYPE OF ORDER				
c. STREET ADDRESS 8201 Corporate Drive, Suite 300				<input type="checkbox"/> a. PURCHASE REF YOUR: Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.		<input checked="" type="checkbox"/> b. DELIVERY - Except for billing instructions on the reverse, this order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.		
d. CITY Lahdover		e. STATE MD	f. ZIP CODE 20785		10. REQUISITIONING OFFICE TSA Office of Security			
9. ACCOUNTING AND APPROPRIATION DATA See Block 17 below.				11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input checked="" type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input checked="" type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED				
12. F.O.B. POINT Destination		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 10/21/2002		16. DISCOUNT TERMS 1% Net 15 days		
13. PLACE OF								
a. INSPECTION Destination		b. ACCEPTANCE Destination						
17. SCHEDULE (See reverse for Rejections)								
ITEM NO. (a)	SUPPLY OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)		
0001	Provide Call Center Services for the TSA Office of Public Affairs Consumer Response Center IAW Attachment A.				\$1,580,202.15			
1001	Optional Year 1 IAW Attachment A							
2001	Optional Task IAW Attachment A							
	Tax ID Number: [REDACTED] b4 DUNS Number: [REDACTED]							
	06X2801000-2002-1300010000-10300000000-23350-99.70.15.04PQ - \$384,000.00							
	06X2801000-2003-1300010000-10300000000-23350-99.70.15.04PQ - \$1,196,202.15							
Continued on page 2								
18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) (Con Page)		
21. MAIL INVOICE TO:				\$1,580,202.15				
a. NAME TSA Accounting								
b. STREET ADDRESS (or P.O. Box) DOT/FAA/MMAG AMZ-200, ANF-2 Room 108, 6500 S. MacArthur Blvd.						17(i) GRA TOT		
c. CITY OKLAHOMA		d. STATE OK	e. ZIP CODE 73125		\$1,580,202.15			
22. UNITED STATES OF AMERICA BY (Signature) <i>[Signature]</i>				23. NAME (Type) MICHAEL W. DEF RIOS TITLE: CONTRACTING/ORDERING OFFICER				

## SUPPLIES OR SERVICES AND PRICES/COSTS

ITEM	DESCRIPTION	QTY	U/I	UNIT PRICE	AMOUNT
<b>Base Period of Performance (October 21, 2002 -- January 21, 2004)</b>					
0001	Call Center Services to be supplied IAW the Statement of Work (SOW).	1	LOT	\$1,580,202.5	\$1,580,202.15
<b>Option Year 1 (January 22, 2004 to January 22, 2005)</b>					
1001	Call Center Services to be supplied IAW the Statement of Work (SOW).	1	LOT	\$1,318,721.04	\$1,318,721.04
<b>Optional Task</b>					
2001	Subject Matter Expert Services to be supplied IAW the Statement of Work (SOW).	1	LOT	*TBD	*TBD

THE TOTAL ESTIMATED VALUE OF THIS DELIVERY ORDER IS \$2,898,923.19.

\*-To be determined

**ATTACHMENT A****SECTION I. STATEMENT OF WORK****Transportation Security Administration  
Consumer Response Center****A. Background and Objectives**

The Transportation Security Administration protects the Nation's transportation system to ensure freedom of movement for people and commerce.

The TSA Consumer Response Center supports the TSA mission by providing timely accurate response to comments, suggestions and questions received from the public, the industry and other Government organizations.

**B. Purpose and Scope**

In the wake of the September 11 terrorist attacks on the United States, the Federal Aviation Administration created a special task unit (the Tell FAA Task Force) to receive comments, suggestions and questions from the public. The Task Force set up a toll-free telephone number and fax line, an E-mail account, and an automated tracking and documentation system to analyze, track and respond to the enormous volume of incoming phone calls, letters and messages. On November 19, 2001, President Bush signed into law the Aviation and Transportation Security Act (P.L. 107-71) that brings aviation security under the direct governance of the newly created Transportation Security Administration (TSA) in the Department of Transportation (DOT). The TSA, recognizing the need for ongoing public response functionality created the TSA Consumer Response Center. The TSA Consumer Response Center (TSA-CRC) is responsible for timely response to inquiries and concerns received via telephone, fax, electronic mail (E-mail) and letter. The TSA-CRC receives inquiries, both directly and routed through other Federal organizations, from the public, industry and other Government organizations. In addition, the TSA-CRC receives the Lost/Stolen/Damaged Claim forms submitted to TSA for compensation related air travel security. Currently, the TSA-CRC receives approximately 2,000 phone calls, 2,500 E-mail messages, and 200 letters and faxes each week covering a variety of topics such as:

- Reports of perceived lax security at U.S. airports
- Passenger complaints of inappropriate screening
- Questions about security procedures
- Questions about employment and how to apply for Federal jobs with TSA
- Offers of technical products and services
- Reports and claims of lost, stolen or damaged items

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- Questions about cargo and shipping
- Requests for assistance from TSA employees on various issues
- Comments related to current media attention to security issues.

The TSA-CRC is scheduled to locate in the GSA Building, 400 Seventh Street, SW, Washington, DC 20591, before September 30, 2002. The TSA-CRC may be designated to relocate within one year to a location TBD, at the government's expense.

As the TSA expands its role in transportation security with other DOT modal administrations, the TSA-CRC will absorb similar telephone and correspondence functions for these administrations.

### C. Tasks and Deliverables

Contractor support is required to answer and process incoming telephone calls, process incoming correspondence and faxes, and process incoming E-mail. Processing incoming messages includes logging information into an Oracle based database, retrieving information from the database, determining appropriate responses from printed or electronic guidance material, preparing letters from draft or template material and tracking the status of work in progress until completion.

Call Center telephone operation is fast-paced and occasionally requires the operator to deal with difficult people and to handle several situations at once. Call Center personnel must be able to deal directly with the public, have good oral and written communication skills, have a clear speaking voice and have the ability to input data into a database system. All calls must be logged into a database in accordance with established SOP.

The Correspondence Unit receives public and official inquiries and comments via public mail, official and controlled mail, via fax and electronic mail (E-mail). Correspondence Unit personnel must quickly analyze hard copy and electronic messages to categorize messages by subject matter and identify and enter key information into a tracking system using software manipulation, data entry and analysis skills. Personnel respond to incoming E-mail by selecting and sending the appropriate standard response from an assortment of standard paragraphs and messages prepared by subject matter experts.

Personnel assigned to either the Call Center or the Correspondence Unit may be tasked with additional or alternate administrative or clerical assignments on an intermittent basis and shall receive individual guidance on the objectives and process to accomplish the task successfully. All Personnel must demonstrate sound judgment and decision-making abilities.

**Description:****Incoming Skills/Abilities:**

Personnel assigned to the Call Center shall have basic computer skills and be familiar with the following software applications: MS Windows, MS Word, E-mail and data entry processes.

Personnel assigned to the Correspondence Unit (Correspondence and E-mail) shall have basic computer skills and be familiar with the following software applications: MS Windows, MS Word, E-mail and data entry processes. Personnel shall be familiar with basic office/administrative procedures such as photocopying and filing.

In addition, personnel assigned to correspondence shall be familiar with generally accepted procedures for formatting letters and correspondence, editing, proofreading, proper grammar and have the ability to type 60 words per minute.

**Special Skills/Abilities:**

During core business hours, at least one person assigned the Call Center shall have the ability to speak, read and write in Spanish at a minimum level sufficient to communicate effectively with callers, interpret the information provided by the caller, translate the information, and document the call in English. This person will be tasked to read, interpret and translate written correspondence for the Correspondence Unit.

**Call Center:** The TSA Consumer Response Center responds to incoming calls from the public. The telephone operation is fast-paced and occasionally requires the operator to deal with difficult people and to handle several situations at once. Call Center personnel must be able to deal directly with the public, have good oral and written communication skills, have a clear speaking voice and have the ability to input data into a database system. All calls must be logged in a database using established data fields. Personnel must demonstrate sound judgment and decision-making abilities.

**Duties (Call Center):**

Call Center personnel must familiarize themselves with materials provided to properly respond to frequently asked questions and directory information that will enable them to refer callers to the appropriate government office, when necessary. Personnel must remain current on changing policies, rules and procedures for which the public seeks information. Experienced personnel may be tasked to work with new or inexperienced personnel for the objective of OJT.

The primary duty will be to answer phone calls, however, operators may also be tasked to transcribe voice mail or recorded messages, return phone calls, conduct data base searches, research answers to new and specific inquiries and conduct policy research. Operators tasked with additional or alternate assignments shall receive individual guidance on the objectives and process to accomplish the task successfully.

**Performance Measures (Call Center):**

- 95 % accuracy of compliance with the guidelines provided in SOP and operator's manual
- 95 % accuracy with regard to compliant documentation input into database
- Complaints from consumers about the operator must be less than 5% of calls handled, per week, per operator
- 95% compliance with Standard Operating Procedures (SOP)
- 95% compliance with Standard Responses Provided.
- Prepares 95% of the correspondence to field and other organizations within the agency in accordance with guidelines as required by the SCP within established time frames
- Accurately completes a written report of daily work productivity by close of business shift and provides to Call Center Team Leader or designee in accordance with SOP

**Duties (Correspondence Unit):**

The Correspondence Unit receives public and official inquiries and comments via public mail, official and controlled mail, via fax and electronic mail (E-mail). Correspondence Unit personnel must quickly analyze hard copy and electronic messages to categorize messages by subject matter and identify and enter key information into a tracking system using software manipulation, data entry and analysis skills. Response letters are developed from standard paragraphs and language provided by subject matter experts. Personnel are responsible for formatting the letters in accordance with SOP.

Responds to incoming E-mail by selecting and sending the appropriate standard response from an assortment of standard paragraphs prepared by subject matter experts.

Personnel may be tasked to schedule, attend meetings and take notes at meetings including meetings unrelated to their immediate work assignments. Personnel may be tasked with other miscellaneous administrative or clerical duties on an intermittent basis. Personnel tasked with additional or alternate assignments shall receive individual guidance on the objectives and process to accomplish the task successfully. Personnel must demonstrate sound judgment and decision-making abilities.

**E-mail Correspondence Performance Measures:**

- 95% accuracy of compliance with the guidelines provided in SOP
- A minimum of 20 E-mail messages read/reviewed and responded to, per hour, per day, per person, in accordance with SOP
- 95% accuracy for content and appropriate response to E-mail
- Prepares 95% correspondence to field and other organization within the agency in accordance with guidelines as required in SOP within established time frames
- Accurately completes a written report of daily work productivity by close of business/shift and provides to Correspondence Team Leader or designee in accordance with SOP

**Congressional/Letters/Faxes Correspondence Performance Measures:**

- 95% accuracy of compliance with the guidelines provided in SOP
- A minimum of 10 correspondence pieces assigned will be prepared in draft and/or final signature format per person per day
- Reviews own work before submission to supervisor for review. The review is for correctness of information, quality assurance, content, tone, editing, and formatting. Will achieve less than 5% rejection of correctness.
- Prepares correspondence within the agency in accordance with guidelines as required in SOP within established time frames 95% of the time
- Accurately completes a written report of daily work productivity by close of business/shift and provides to Correspondence Team Leader or designee in accordance with SOP.

**Contractor Performance:**

The contractor shall ensure that all personnel assigned to this contract have the ability and motivation to successfully work at the assigned duties. The rate of employees who are unable to complete assigned duties in accordance with the SOPs because of ability or motivation shall not exceed fifteen percent (15%) of the total workforce provided.

Hours of Work:

Call Center Hours: Monday thru Friday 0800 – 2200  
Saturday, Sunday, Federal Holidays 1000 – 1800

Contingency Hours: The schedule may expand in the event of a major transportation incident that impacts the demand for Call Center services.

Core Business Hours: Monday thru Friday 0800 – 1830

**Hours of Work:**

**Call Center Hours:** Monday thru Friday 0800 – 2200  
Saturday, Sunday, Federal Holidays 1000 – 1800

**Contingency Hours:** The schedule may expand in the event of a major transportation incident that impacts the demand for Call Center services.

**Core Business Hours:** Monday thru Friday 0800 – 1630

**Correspondence Unit Hours:** Monday thru Friday 0800 – 1630  
Personnel assigned to the Correspondence Unit may be granted flexibility in hours for the daily schedule to work within the hours of 0700 – 1700.

**Contingency Hours:** The schedule may expand in the event of a major transportation incident that impacts the demand for Correspondence Unit services.

**Emergency Closing:** Weather related closings and other emergency closings

**OPTIONAL TASK:** The Contractor shall provide additional bodies, a maximum of two (2), to field questions from internal TSA FSD's (Federal Security Directors) from federalized airports to call in with questions in these areas:

- Budget and Finance
- Property Management
- Human Resources Management
- Personnel Security
- Space Management
- Acquisition Management
- Records Management

These personnel shall be generalists with a combined level of experience in these program areas who can answer the phone calls and provide basic information that will be made available to them. They will need to have an ample amount of knowledge in each of these areas and the individuals should have federal experience. Employees will be required to work the same hours referenced above.

**SECTION II. ADMINISTRATIVE REQUIREMENTS****A. CONTRACT TERM**

The term of this contract is October 21, 2002 to January 21, 2004, plus one (1) Option Year.

**B. OPTION TO EXTEND SERVICES**

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to the Contractor's GSA Schedule. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed two (2) years. The Contracting Officer may exercise the option by written notice to the Contractor within 10 days before the end of period of performance.

**C. PLACE OF PERFORMANCE**

The Contractor shall perform all work on-site at the following location:

Transportation Security Administration  
(GSA Building)  
301 7<sup>th</sup> Street, Room 3109  
Washington, DC 20590

**D. CONTRACTING OFFICER'S REPRESENTATIVE**

The Contracting Officer's Representative (COR) for this contract is:

Janet Hill, (202) 385-1415

The COR will represent the Contracting Officer in the administration of technical details within the scope of this contract. The COR is also responsible for the final inspection and acceptance of all reports, and such other responsibilities as may be specified in the contract. The COR is not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government. The COR does not have authority to alter the Contractor's obligations or to change the contract specifications, price, terms or conditions. If, as a result of technical discussions, it is desirable to modify contract obligations or the statement of work, changes will be issued in writing and signed by the Contracting Officer. The COR assignment for this contract may be changed at any time by the Government without prior notice to the Contractor. The Contractor will be notified of the change.

**E. CONTRACTOR PROJECT MANAGER**

The Contractor's designated Project Manager for this contract is:

Phone no: [REDACTED] b4, b6  
FAX no: (301) 731-4540

The Contractor shall provide a Project Manager for this contract who shall have the authority to make any no-cost contract technical, decisions, or special arrangement regarding this contract. The Project Manager shall be responsible for the overall management and coordination of this contract and shall act as the central point of contact with the Government. The Project Manager shall have full authority to act for the Contractor in the performance of the required services. The Project Manager, or a designated representative, shall meet with the COR to discuss problem areas as they occur. The Project Manager, or designated representative shall respond within four hours after notification of the existence of a problem.

**G. INVOICES**

(a) The original invoice shall be submitted to the Accounting Office designated below. To improve the timeliness of the inspection and acceptance of delivered goods and/or services and receipt of payment by the contractor, copies of the invoice, clearly marked as information copies, shall be submitted to the COR and the contract administrator concurrently.

TSA Accounting  
DOT/FAA/MMAC AMZ-200, ANF-2 Room 108  
6500 S. MacArthur Blvd.  
Oklahoma City, OK 73125

(b) To constitute a proper invoice, the invoice must include the items cited in paragraphs (i) through (viii) of the following:

*Contractor's invoice* The Contractor shall prepare and submit invoices to the designated billing office specified in the contract. A proper invoice must include the items listed in paragraphs (a)(3)(i) through (a)(3)(x) of this clause. If the invoice does not comply with these requirements, the designated billing office will return it within 7 days after receipt (3 days for meat, meat food products, or fish; 5 days for perishable agricultural commodities, dairy products, edible fats or oils, and food products prepared from edible fats or oils), with the reasons why it is not a proper invoice. The Government will take into account untimely notification when computing any interest penalty owed the Contractor.

(i) Name and address of the Contractor.

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- (ii) Invoice date and invoice number. (The Contractor should date invoices as close as possible to the date of the mailing or transmission.)
  - (iii) Contract number or other authorization for supplies delivered or services performed (including order number and contract line item number).
  - (iv) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed.
  - (v) Shipping and payment terms (e.g., shipment number and date of shipment, discount for prompt payment terms). Bill of lading number and weight of shipment will be shown for shipments on Government bills of lading.
  - (vi) Name and address of Contractor official to whom payments to be sent (must be the same as that in the contract or in a proper notice of assignment).
  - (vii) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.
  - (viii) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

**End of Delivery Order**

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE  
 2. AMENDMENT/MODIFICATION NO. Modification No. 0001  
 3. EFFECTIVE DATE (see Block 16C)  
 4. REQUISITION/PURCHASE REQ. NO. 03-22-002  
 5. PROJECT NO. (If applicable)

6. ISSUED BY  
 U.S. Department of Homeland Security  
 Transportation Security Administration  
 701 South 12th Street  
 Arlington, VA 22202  
 7. ADMINISTERED BY (If other than Item 6)  
 Michael W. Derrios, Contracting/Ordering Officer  
 (571) 227-1573 (Office)  
 (571) 227-1948 (Fax)  
 mike.derrios@tsa.dot.gov

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
 Systems Integration, Inc.  
 8201 Corporate Drive, Suite 300  
 Landover, MD 20785  
 9A. AMENDMENT OF SOLICITATION NO.  
 9B. DATED (SEE ITEM 11):  
 X 10A. MODIFICATION OF CONTRACT/ORDER NO. D TSA20-03-F-0050  
 10B. DATED (SEE ITEM 13): 10/09/2002  
 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 \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) 05X0508500-2003-101GOMBA51-IG00000000-25100; \$1,580,202.15

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. RE MADE IN THE CONTRACT ORDER NO. IN ITEM 14. A. AUTHORITY:  
 X 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 42.103(b).  
 C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties.  
 D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ X ] 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.)

The purpose of this modification is to change the accounting and appropriation data. This contract is therefore modified as follows:

- A. The accounting data in Block 17 of the original order should read: "05X0508500-2003-101GOMBA51-IG00000000-25100, \$1,580,202.15" vice "06X2801000-2002-300010000-1030000000-23350-99.70.15.04PQ - \$384,000.00 and 06X2801000-2003-1300010000-1030000000-23350-99.70.15.04PQ - \$1,196,202.15".
- B. All other terms and conditions 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)  
 15B. CONTRACTOR/OFFEROR  
 15C. DATE SIGNED  
 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
 MICHAEL W. DERRIOS  
 CONTRACTING/ORDERING OFFICER  
 16B. UNITED STATES OF AMERICA  
 BY [Signature] (Signature of Contracting Officer)  
 16C. DATE SIGNED  
 4/10/03

10 April 2003

MEMORANDUM FOR RECORD

Subject: DTSA20-(3-F-00509, Modification 0001

The contract is modified to reflect a change in appropriation data that became necessary with the change of coding instituted as a result of a transfer from the Department of Transportation to the Department of Homeland Security.

*Heather Morvant*  
Heather Morvant  
Contract Administrator

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT CODE

PAGE(S)  
1 of 2

2. AMENDMENT/MODIFICATION NO.  
0002

3. EFFECTIVE DATE  
See Block 16c

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO. (If applicable)

6. ISSUED BY  
US Department of Homeland Security  
Transportation Security Administration  
701 South 12<sup>th</sup> Street  
Arlington, VA 22202

7. ADMINISTERED BY (If other than item 6)  
Michael W. Derrios, Contracting Officer  
(571) 227-1573 (office)  
(571) 227-1924 (fax)  
mike.derrios@tsa.dot.gov

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
SYSTEMS INTEGRATION, INC.  
8201 CORPORATE DRIVE, SUITE 300  
LANDOVER, MD 20785

PHONE: 240-764-1103  
FED. TAX ID# 52-1678018  
DUNS # 87-288-4200

CODE:

FACILITY CODE:

(\*)

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11):

10A. MODIFICATION OF CONTRACT/ORDER NO:  
D TSA20-03-P-00: 09

X

10B. DATED (SEE ITEM 11):  
10/09/2002

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 as a condition for the following methods: (a) By returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or letter of offer which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THIS RECEPTION OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) 05X0308500-2003-101CONTRA5187-1G0000000-231X0 5330 932.00

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

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

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 42.103(d).

X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the parties

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ X ] is required to sign this document and return 1 original copies to the issuing office.

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

The purpose of this modification is to 1.) Increase the scope of work and 2.) Add additional funding to the purchase order.

Accordingly, see page 2.

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

15A. NAME AND TITLE OF SIGNER (Type or print)  
ERIC FUKUCHI  
PRESIDENT, SYSTEMS INTEGRATION, INC.

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
MICHAEL DERRIOS  
CONTRACTING OFFICER

15B. CONTRACTOR/OFFEROR  
*Eric Fukuchi*  
(Signature of person authorized to sign)

15C. DATE SIGNER  
7/9/03

16B. UNITED STATES OF AMERICA  
BY *[Signature]*  
(Signature of Contracting Officer)

16C. DATE SIGNER  
7/10/03

07/10/2003 12:35 3017314540

SII

PAGE 03

27 227 1240

A 5. 0

PURCHASE ORDER DT 3A20-03-P-00509  
MODIFICATION 0002

Page 2 of 2

1. The scope of work to be performed under this purchase order in paragraph C of Attachment A is hereby increased, in accordance with the contractor's attached proposal dated May 30, 2003 as follows:

Backlog - The Contractor shall assist the TSA CRC in eliminating a backlog of voicemail with additional service representative hours for call-backs.

In addition, due to the amount of phone calls increasing to beyond the 2,000 per week as specified in the original SOW, to improve the level of service for the TSA CRC, in accordance with the contractor's attached proposal dated July 9, 2003, additional contractor personnel are requested in support of the increased scope of work. Additional contractor personnel shall begin work on July 21, 2003.

2. Additional funds are added to this purchase order in the amount of \$330,932.00. The total amount in block 17(i) of the purchase order is increased from \$1,580,202.15 to \$1,911,134.15. The new total amount in block 17(i) should now read as \$1,911,134.15.
3. All other terms and conditions remain unchanged.

END OF MODIFICATION

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CC (TRACT ID CODE) PAGE OF PAGE  
1 1

2. AMENDMENT/MODIFICATION NO. 0002  
3. EFFECTIVE DATE 09/26/2003  
4. REQUISITION/PURCHASE REQ. NO. 03-22-002-04  
5. PROJECT NO. (if applicable)

ISSUED BY CODE  
Transportation Security Administration  
TSA Headquarters - West Building  
601 South 12th Street  
Arlington, VA 22202-4220  
7. ADMINISTERED BY (if other than Item 5) CODE  
Mary C. Rouse  
4th floor, TSA-14  
Same address as Block 6  
(571) 227-1412

8. NAME AND ADDRESS OF CONTRACTOR (No., street, city, State and ZIP Code)  
Systems Integration, Inc.  
8201 Corporate Drive, Suite 300  
Landover, MD 20785  
Phone: (240) 764-1103 (Eric Fukuchi, President.)  
EIN: 52-1676018  
DUNS: 87-288-4200  
9A. AMENDMENT OF SOLICITATION NO.  
9B. DATED (SEE ITEM 11)  
10A. MODIFICATION OF CONTRACT/ORDER NO.  
GS- 5F-5174H / DTSA20-03-P-00509  
10B. DATED (SEE ITEM 13)  
10/0 1/2002  
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 \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. In the event 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) 05X0508500-2003-101GOMEA51-1G00000000-233X0 (F) NET CHANGES: \$122,775

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.  
FAR 52.243-1 Changes - Fixed Price  
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in buying rules, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).  
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  
D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not,  is required to sign this document and return 1 copies to the issuing office.

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

See Attachment A (1 page) for a complete description.

Contracting Officer: Mary C. Rouse (571) 227-1412  
COR: Janet L. Hill (571) 227-2385

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) Erik Fukuchi, President  
15B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Mary C. Rouse, Contracting Officer  
15C. DATE SIGNED 9/26/2003  
15D. UNITED STATES OF AMERICA  
15E. DATE SIGNED 9/26/2003  
BY (Signature of Contracting Officer)

D TSA20-03-P-0050E Modification 0003  
 GS-35F-5174H

Attachment A

### Description

The purpose of this modification is to correct a typographical error on modification 0002, to increase the scope of work, and to provide funding for the increase.

(1) Modification 0002, SF 30, Block 2, Amendment/Modification No.

Delete: 000

Insert: 0002

(2) The increased scope of work proposed during Modification 0002 negotiation is increased to cover the month of October 2003.

(3) Funding is hereby increased to cover the increase in the scope of work for the month of October 2003 in the amount of \$122,775.84.

(4) Summary

Basic Award	\$1,580,202.15
Modification 0001	\$0.00
Modification 0002	\$330,932.00
Prior Total	\$1,911,134.15
Modification 0003	\$122,775.84
<b>New Total</b>	<b>\$2,033,909.99</b>

End of Modification 0003