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|--|--|-----------------------------------|--|--|--|--|--|
| <b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>  |  |                                   |  | 1. CONTRACT ID CODE                            |  | PAGE OF PAGES<br>1 34  |  |
| 2. AMENDMENT/MODIFICATION NUMBER<br>91003119F0003P00017  |  | 3. EFFECTIVE DATE<br>JUL 23, 2020 |  | 4. REQUISITION/PURCHASE REQUISITION NUMBER     |  | 5. PROJECT NUMBER (If applicable)  |  |
| 6. ISSUED BY CODE  |  |                                   |  | 7. ADMINISTERED BY (If other than Item 6) CODE |  |  |  |
| 8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)<br>ACCENTURE FEDERAL SERVICES LLC<br>[REDACTED]<br>ARLINGTON VA 22203 |  |                                   |  | DUNS: 139727148<br>Cage Code: 1ZD18            |  | <input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NUMBER<br><br><input type="checkbox"/> 9B. DATED (SEE ITEM 11)<br><br><input type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NUMBER<br>HHSN316201200002W/91003119F0003<br><input checked="" type="checkbox"/> 10B. DATED (SEE ITEM 13)<br>FEB 20, 2019 |  |
| CODE 00035952  |  | 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 electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE  
 RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If  
 by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic  
 communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

Modification Amount: \$1,506,091.00  
 Modification Obligated Amount: \$1,506,091.00

See Schedule

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.**

|                                     |   |
|-------------------------------------|---|
| CHECK ONE                           | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.   |
| <input type="checkbox"/>            |   |
| <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 type="checkbox"/>            | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  |
| <input checked="" type="checkbox"/> | D. OTHER (Specify type of modification and authority)<br>52.243-4 Changes   |

**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 UCF section headings, including solicitation/contract subject matter where feasible.)

See Attachment Page

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

|  |                                  |  |                                  |
|--|----------------------------------|--|----------------------------------|
| 15A. NAME AND TITLE OF SIGNER (Type or print)<br>[REDACTED]<br>Directory of Contracts, Safety & Citizen Services Portfolio |                                  | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)<br>[REDACTED] Contracting Officer<br>[REDACTED] @ED GOV |                                  |
| 15B. CONTRACTOR/OFFEROR<br>[REDACTED]<br>(Signature of person authorized to sign)  | 15C. DATE SIGNED<br>JUL 23, 2020 | 16B. UNITED STATES OF AMERICA<br>[REDACTED] Digitally signed by [REDACTED]<br>(Signature of Contracting Officer)   | 16C. DATE SIGNED<br>JUL 23, 2020 |

Previous edition unusable

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

The purpose of Modification P000017 to U.S. Department of Education FSA NextGen Digital & Customer Care (DCC) Task Order HHSN316201200002W-91003119F0003 is as follows:

1. Implement DCC Change Request (CR) 5578 SeeTest Expansion, the obligated funding amount for this CR for Base Year 2 is [REDACTED]  
 Period of Performance: Date of Award – February 19, 2021 Base Year 2  
 February 20, 2021 – February 19, 2022 Base Year 3
2. Implement DCC Change Request (CR) 5611 Borrower Defense Changes under Next Gen DCC, the obligated funding amount for this CR for Base Year 2 support is **\$1,082,647**.  
 Period of Performance: Date of Award – February 19, 2021 – Base Year 2  
 February 20, 2021 – February 19, 2022 – Base Year 3
3. Implement DCC Change Request (CR) 5426 Revised 4-6-2020 - HHS Poverty Guidelines Update - 2020, for a total amount of [REDACTED] Attachment X - List of Approved DCC/PPO Change Requests, has been updated hereto.
4. Implement PPO Change Request (CR) 5542 IFAP Transition, for a total amount of [REDACTED] Attachment X - List of Approved DCC/PPO Change Requests, has been updated to reflect the change.
5. Implement Continuous Improvement (CI) for Exit Counseling Phase 1. [REDACTED]  
 Attachment A - Attachment A – Release Scope Mapping Matrix has been updated to reflect the change.
6. Transfer [REDACTED] from CLIN 0014 – Media Buys to CLIN 0007 – Customer Outreach. The [REDACTED] will be used for 180 labor hours of media specialist support for the Cares Act Campaigns through November 2020. Amount applied to deliverable OM.02.06 - Monthly Operations Report - July 2020. Attachment S - Deliverables and Billing Schedule updated to reflect the change.
7. Obligated amount for this modification is **\$1,506,091.00** increasing the total obligated funding value of the Task Order from **\$182,750,653.87** by **\$1,506,091.00** to **\$184,256,744.87**.
8. Obligate funding in the amount of [REDACTED] to CLIN 0002 – Digital Platform (DP).  
 [REDACTED] for CR 5578 (SeeTest) in CY2  
 [REDACTED] for CR 5611 (BD Redesign) in CY2
9. Obligate funding in the amount of [REDACTED] to CLIN 0003 – Customer Relationship Management (CRM).  
 [REDACTED] for CR 5611 (BD Redesign) in CY2
10. Obligate funding in the amount of [REDACTED] to CLIN 0005 – Command Center (CC).  
 [REDACTED] for CR 5611 (BD Redesign) in CY2
11. Obligate funding in the amount of [REDACTED] to CLIN 0009 – Other Enabling Solutions (Other).  
 [REDACTED] for CR 5578 (SeeTest) in CY2
12. New sub-section C.2.11.8 is added to the PWS to incorporate the scope description for CR 5578 – SeeTest Expansion:

**C.2.11.8 – CR 5578: Expand the DCC SeeTest Testing Tool:**



Accenture shall provide a remotely accessible mobile testing solution by expanding the DCC SeeTest testing tool and existing mobile infrastructure. Accenture shall add [REDACTED] to the SeeTest testing tool under a UAT profile. Tasks included are procurement and configuration of [REDACTED]

creation of a UAT profile in SeeTest (where devices and emulators will be accessible), completion of deployment configurations for UAT profile in SeeTest, and completion of UAT app version controls in SeeTest. The [REDACTED] devices in SeeTest will come from the existing DCC Mobile Test Lab (no new devices will be procured for this effort) and will remain at their current operating systems. Any device added into SeeTest will not be removed for the duration of the SeeTest license (1 year). Accenture shall establish an access manager and IAM process for granting access and governing FSA users in SeeTest. Accenture shall make the SeeTest tool available to FSA via FSA remote access solutions including the Global Protect VPN and Citrix. Additionally, Accenture shall conduct two (2) training sessions for UAT testers.

13. New sub-section C.2.11.9 is added to the PWS to incorporate the scope description for CR 5611 – Borrower Defense Changes Under NextGen DCC:

**C.2.11.9 – CR 5611: Borrower Defense Changes under Next Gen DCC:**

FSA is requesting a redesign of the Borrower Defense (BD) application process that will have impacts to the Digital & Customer Care (DCC) Digital Platform (DP) and the DCC Customer Relationship Management (CRM) tool, Salesforce. The overview of the modifications that will be made are listed below and will use the work pursuant to CR 5427 and CR 5502 as a baseline. Changes are requested that impact the design, content, and functionality of the Borrower Defense application. The underlying architecture and technical design approach is consistent with prior versions.

The following Borrower Defense application design components delivered with CR 5502 and CR 5427 will be reused:

- Core smart-form application (DP)
- Allegation Types (DP & CRM)
- Reconsideration Flow \*(DP & CRM)
- School/Borrower Evidence Exchange and Notification Process (DP & CRM)
- Status Center (DP)
- Outage Messaging (DP)
- Dashboards (CRM)
- Loan Request Automation (CRM)
- Allegation Restructuring (CRM)
- New Case Fields (CRM)
- Omni-Channel Case Routing (CRM)
- Reconsideration PDF Generation (CRM)

\*The Reconsideration Flow will not be updated or redesigned as part of this effort.

While the nature of the questions that borrowers are asked per allegation type will remain the same, the specific questions that are asked of borrowers for each allegation type will change, and some of the field types or answer options associated to questions will change. Some new questions will be added, per allegation type, and some questions will be conditional based on prior user responses.



In addition, new alerts, warnings, and/or edits will need to be added to the form. Some alerts or warnings will be displayed to all users who interact with the content to which the alert is associated, while others will need to be dynamically displayed based on user data retrieved from the NSLDS API.

FSA will require three separate design sets based on whether the borrower is subject to the 1995, 2016, or 2020 regulation, to outline the logic that the borrowers will only be asked the questions that are applicable to the relevant regulation. FSA will also require a design that suppresses the JPR CCI allegation type based on a borrower who did not attend CCI using the previously agreed upon logic.

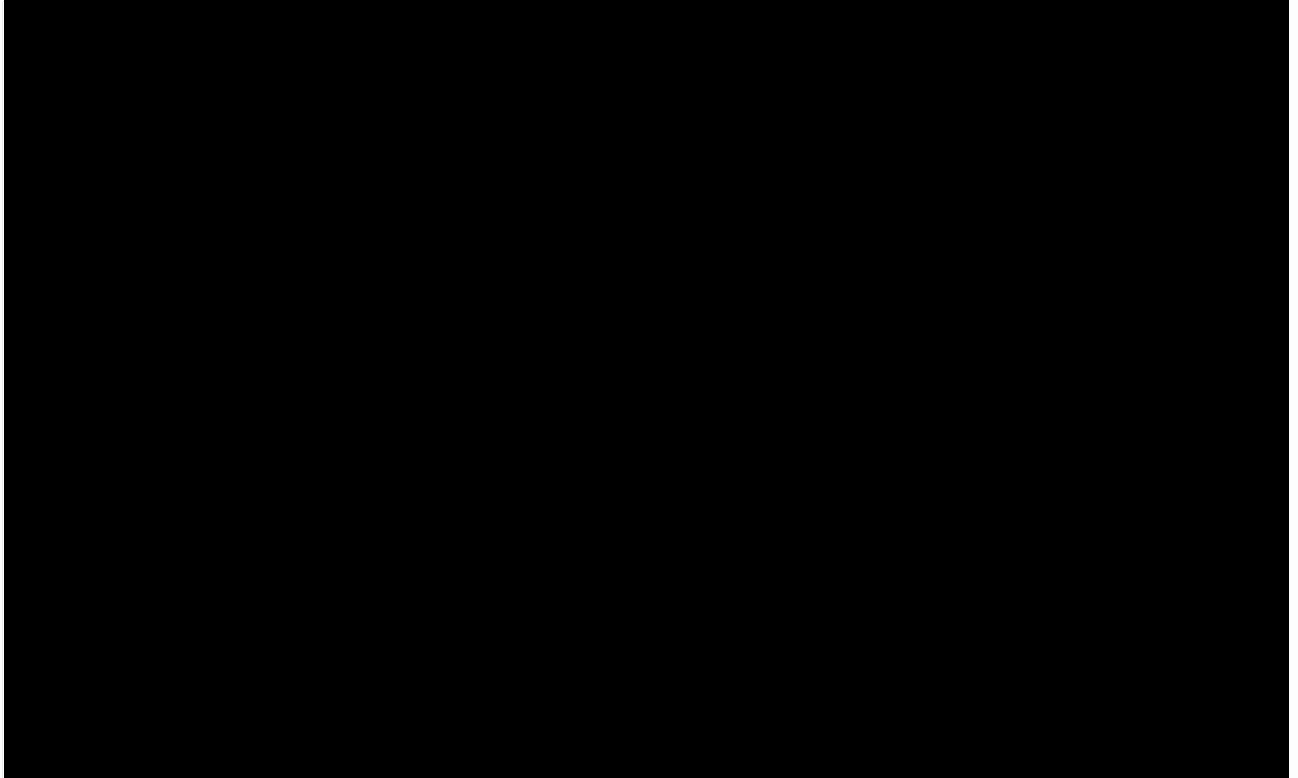
Minor design and functional changes may be required for the school selection/manual school entry screens, as well as the forbearance/stopped collections screens, though some may be only content changes.

Additional content may be needed throughout the designs in places where content does not exist.

Due to the condensed delivery timeline, the following modifications to the standard delivery milestones must be made:

- FSA will name a single Product Owner to consolidate stakeholder feedback and provide direction.
- Product Owner must provide direction on open questions or clarification meeting feedback within **24 hours or otherwise deemed accepted as-is.**
- The red-lined MS Word document provided to Accenture documenting the modifications requested in the Change Request will be leveraged to draft the requirements.
- New requests received during clarification meetings not included in this document (including showstoppers) will be **backlogged as improvements.**
- Accenture will coordinate up to three (3) clarification meetings to gather feedback on requirements
- Design prototype deliverable will include three (3) distinct designs for each regulation (1995, 2016, 2020)
- Content will be provided in English only; Spanish is deferred to a later release and not included in the scope of this proposal
- Any informal reviews of functional documentation prior to contractual review will occur at Accenture's discretion, if needed
- The requirements deliverable and design/prototype deliverable will include a contractual review for approval of compliance to clarification decisions only. Any functional feedback provided during contractual review will be **backlogged as improvements.**
- Approval delays or other delays during requirements or design/prototype will be continually assessed for schedule impacts. Schedule delays that impact the implementation date may cause FSA to incur additional costs.
- Standard UAT will not be performed; **UAT will consist of an Accenture-led demo only.**
- Any non-defects identified during UAT demo will be **backlogged as improvements.** The product will be deemed accepted for production deployment upon completion of the functioning demonstration and resolution of agreed upon defects.
- Due to condensed delivery schedule, Training deliverables will require FSA approval with placeholder screenshots. Screenshots will be updated prior to Training delivery
- As determined after a review of the previous SIA, the BD integrations will not require a full assessment and will be assessed as part of the OSA program. This approach aligns with the agreed upon code freeze window for the planned November implementation schedule. Any schedule changes that extend the code freeze period may cause FSA to incur additional costs.

14. Attachment S – Deliverables and Billing Schedule is updated to incorporate the Billing Schedule impacts for CR 5578 as follows:



15. Attachment S – Deliverables and Billing Schedule is updated to incorporate the Billing Schedule impacts for CR 5611 as follows:

| IMPLEMENTATION TOTAL |      |          |                                      |            |                      |         |                    |             |  |  |  |
|----------------------|------|----------|--------------------------------------|------------|----------------------|---------|--------------------|-------------|--|--|--|
| Period               | Year | Release  | Deliverable                          | Due Date   | 002 Digital Platform | 003 CRM | 006 Command Center | Total       |  |  |  |
| Base                 | 2    | 23.01    | Borrower Defense - Requirements      | 7/17/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 23.02    | Borrower Defense - Prototype         | 8/7/2020   |                      |         |                    |             |  |  |  |
| Base                 | 2    | 23.03    | Borrower Defense - D&B               | 8/25/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 23.04    | Borrower Defense - Test              | 9/11/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 23.05    | Borrower Defense - UAT               | 10/29/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 23.06    | Borrower Defense - Implementation    | 11/10/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 22.03.01 | Release 4.1 D&B - Grp A              | 7/21/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 22.04.01 | Release 4.1 Test - Grp A             | 8/4/2020   |                      |         |                    |             |  |  |  |
| Base                 | 2    | 22.05.01 | Release 4.1 UAT - Grp A              | 10/29/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 22.06.01 | Release 4.1 Implementation - Grp A   | 11/10/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 17.01    | R6.0 - Spring Release Requirements   | 9/21/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 17.02    | R6.0 - Spring Release Prototype      | 10/5/2020  |                      |         |                    |             |  |  |  |
| Base                 | 2    | 17.03    | R6.0 - Spring Release D&B            | 10/21/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 17.04    | R6.0 - Spring Release Test           | 10/28/2020 |                      |         |                    |             |  |  |  |
| Base                 | 2    | 17.05    | R6.0 - Spring Release UAT            | 2/18/2021  |                      |         |                    |             |  |  |  |
| Base                 | 3    | 17.06    | R6.0 - Spring Release Implementation | 4/20/2021  |                      |         |                    |             |  |  |  |
| Total                |      |          |                                      |            |                      |         |                    | \$1,163,795 |  |  |  |
| IMPLEMENTATION TOTAL |      |          |                                      |            |                      |         |                    | \$1,163,795 |  |  |  |



**SCHEDULE Continued**

| ITEM NO. | SUPPLIES/SERVICES   | QUANTITY | UNIT | UNIT PRICE   | AMOUNT       |
|----------|---|----------|------|--------------|--------------|
|          | <p>Contracting Officer: [REDACTED]@ED.GOV</p> <p>Primary Contracting Officer Representative: [REDACTED]</p> <p>Alternate Contracting Officer Representative(s): [REDACTED]</p> <p>Primary Technical Point of Contact: None</p> <p>Alternate Technical Point(s) of Contact: None</p> <p>(New Line Item)</p> <p>Budget Initiative Name: Next Gen Digital Customer Care (Next Gen DCC) Implementation</p> <p>CR 5578: Next Gen FSA - DCC - Expand the DCC SeeTest Testing Tool - Implementation</p> <p>Accounting and Appropriation Data:<br/>0202M2020.A.2020.ENC00000.6X3.2572A.NG4.000.0000.000000<br/>\$212,006.00<br/>FOB : Destination</p> | 1.00     | SE   | 212,006.00   | 212,006.00   |
| 0016     |   |          |      |              |              |
|          | <p>(New Line Item)</p> <p>Budget Initiative Name: Next Gen Digital Customer Care (Next Gen DCC) Implementation</p> <p>CR 5578: Next Gen FSA - DCC - Expand the DCC SeeTest Testing Tool - Operations and Maintenance (O&amp;M)</p> <p>Accounting and Appropriation Data:<br/>0202M2020.A.2020.ENC00000.6X3.2572A.NG4.000.0000.000000<br/>\$211,438.00<br/>FOB : Destination</p>   | 1.00     | SE   | 211,438.00   | 211,438.00   |
| 0017     |   |          |      |              |              |
|          | <p>(New Line Item)</p> <p>Budget Initiative: Borrower Defense DME</p> <p>To cover expenses for CR 5611: Borrower Defense Application Process redesign.</p> <p>Accounting and Appropriation Data:<br/>0202M2020.A.2020.ENE00000.6NA.2572A.Z4J.000.0000.000000<br/>\$1,082,647.00<br/>FOB : Destination</p>   | 1.00     | SE   | 1,082,647.00 | 1,082,647.00 |
| 0018     |   |          |      |              |              |