GOVERNMENT OF THE DISTRICT OF COLUMBIA
TASK ORDER/DELIVERY ORDER FOR SERVICES
OFFEROR TO COMPLETE BLOCKS 18 & 29

1. REQUISITION NUMBER: RQ992952

2. TASK ORDER AGREEMENT NO.	3. Award/Effective Date	4. CONTRACT NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
CW63476	See 30c	CW39267	Doc395856	8/20/18

7. FOR SOLICITATION INFORMATION CONTACT Email:	A. NAME	B. TELEPHONE (No Collect Calls)	8. OFFER DUE DATE:
Tiffany.Champion@dc.gov	Tiffany Champion	202.724.4537	8/24/18

9. ISSUED BY
Office of Contracting and Procurement
Information Technology Group
441 4TH Street NW, Suite 700S
Washington, D.C. 20001

10. THIS ACQUISITION IS
☐ UNRESTRICTED
☐ SET ASIDE %FOR
☐ SMALL BUSINESS
☐ SMALL DISADV. BUS.
☒ Participating Addendum
SIC:
SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
☒ N/A

12. PAYMENT DISCOUNT TERMS
Net 30 days

☐ 13. RESERVED

14. METHOD OF SOLICITATION
☒ RFTOP ☐ RFQ ☐ IFB ☐ RFP ☐ 2-STEP

5. CONTRACTOR / OFFEROR
Advanced Network Consulting
1200 G St NW Suite 806
Washington, DC 20005
Phone: 202.434.8766

15A DUNS NO. 15B TAX ID NO.

16. PAYMENT WILL BE MADE BY
CODE
Office of the Chief Technology Officer
200 I Street SE 5th Floor
Washington, DC 20003

17. DELIVER TO
Terrence Goines
200 I Street SE 4th Floor
Washington, DC 20003

18. ADMINISTERED BY
Office of the Chief Technology Officer
200 I Street SE 5th Floor
Washington, DC 20003

18A. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
☐

18B. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16 UNLESS BLOCK BELOW IS CHECKED
☐ SEE ADDENDUM

19 CLIN NO.	20 SCHEDULE OF SUPPLIES/SERVICES	21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
0001	Call Center Support Services	1	Lot	$183,341.52	$183,341.52

25. ACCOUNTING AND APPROPRIATION DATA
PURCHASE ORDER NO.

26. TOTAL AWARD (FOR GOVT. USE ONLY)
$183,341.52

27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE COPY TO THE ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL PAGES SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. THIS ORDER IS ISSUED SUBJECT TO THE TERMS AND CONDITIONS OF THE HGAC CONTRACT IDENTIFIED IN BLOCK 4.

28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: THIS TASK ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA CONTRACT IDENTIFIED IN BLOCK 4.

29A. SIGNATURE OF OFFEROR /CONTRACTOR

30A. DISTRICT OF COLUMBIA *(SIGNATURE OF CONTRACTING OFFICER)*

29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT): HOANG TRINH, President

29C. DATE SIGNED: 8/28/18

30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT): Reginald Whitley, Contracting Officer

30C. DATE SIGNED: 9/5/18

1. SERVICES REQUIRED

The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf, of the Office of the Chief Technology Officer seeks a vendor to provide after-hours Call Center Support services.

2. PRICE SCHEDULE

The District contemplates award of a single firm fixed price contract.

3. TERM OF CONTRACT

The term of the contract shall be for one year from date of award specified on the cover page of this contract.

4. CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by Contracting Officers. The name, address and telephone number of the Contracting Officer for this task order is:

Reginald Whitley
Office of Contracting and Procurement
200 I Street, SE Fifth Floor
Washington, DC 20003
Telephone: 202.478.5867
E-mail: Reginald.Whitley@dc.gov

5.1 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

5.1.1 The CO is the only person authorized to approve changes in any of the requirements of this contract.

5.1.2 The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.

5.1.3 In the event the Contractor effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

5. CONTRACTS ADMINISTRATOR (CA)

6.1 The CA is responsible for the technical administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the CA is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in writing by the Contracting Officer. The CA for this task order is:

Terrence Goines
Program Manager OCTO Helps
200 I Street SE 4th Floor
Washington, DC 20003
Telephone: 202.724.5417
Email: Terrence.Goines@dc.gov

6.2 It is understood and agreed that the CA shall not have the authority to make changes in the specifications/scope of work or terms and conditions of the contract.

6.3 Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

6. ORDERING

Products and services to be furnished under this contract will be ordered by the Contracts Administrator specified in Section 6 above. Such products and services may be provided for one year from the date of award.

7. COMPENSATION AND PAYMENT

a) The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.

b) The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

c) The District follows a specific policy for services related to software/hardware (SW/HW) maintenance/licenses and support services. <u>These services must be provided and billed with in the districts fiscal year (10/1 to 09/30)</u>. Invoices should only cover one fiscal year and the District cannot be held liable for any such services not billed and paid with in the same fiscal year (October 1 to September 30)'. The District issues separate payment for each fiscal year for accounting and budgetary reasons.

d) By accepting this contract, for SW/HW maintenance/licenses and support services, you agree that a proper invoice constitutes a service period that covers ONLY <u>October 1 thru September 30.</u>

8. INVOICE SUBMITTAL

a) The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in this contract. Invoices shall be prepared in duplicate and submitted to the OCTO Chief Financial Officer (CFO, with a concurrent copy to the Contracts Administrator (CA) specified in Section 4 above. The address of the CFO is:

Office of the Chief Technology Officer
200 I Street SE 5th Floor
Washington, DC 20003

b) To constitute a proper invoice, the Contractor shall submit the following information:

i. Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);

ii. Task Order Agreement Number and Purchase Order Number. Assignment of an invoice number by the contractor is also recommended;

iii. Description, price, quantity, and dates of work actually performed;

iv. Other supporting documentation or information, as required by the Contracting Officer;

v. Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

vi. Name, title, phone number of person preparing the invoice;

vii. Authorized signature.

viii. The Contractor shall submit payment requests in electronic format through the DC Vendor Portal www.vendorportal.dc.gov by selecting the applicable purchase order number which is listed on the Contractor's profile.

ix. To constitute a proper invoice, the Contractor shall attach to all payment requests the invoice and all supporting documentation or information.

9. INCORPORATED DOCUMENTS

Contractor shall perform under this task order pursuant to the terms of the following documents that are hereby incorporated by reference and made a part of this contract, which in the event of a conflict shall be resolved by giving precedence in the order of priority listed below:

(1) This Task Order blocks 1 through 30C and sections 1 through 9.

(2) Statement of Work, Attachment A

(3) Price Schedule, Attachment B

(4) DCSS MOBIS Schedule No. CW39267, as amended

ATTACHMENT A SOW

A.1 Scope

The District of Columbia Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (OCTO), (the District) seeks a contractor to provide after-hours Call Center Support services.

A.1.1 Applicable Documents

N/A

A.1.2 Definitions

ITSM - IT Service Management (ITSM) refers to the entirety of activities-directed by policies, organized and structured in processes and supported procedures-that are performed by an organization to design, plan, deliver, operate and control information technology (IT) serviced offered to end-users. In short, an ITSM is the platform used to log and route IT service requests or helpdesk tickets through the proper channels.

A.2 Background

a. The OCTOhelps Contact Center currently provides technical support, at both a Tier 1 and Tier level, via phone and remotely over 30,000 District employees. This includes DC Public Schools and 90+ DC Government agencies.

b. The OCTOhelps Contact Center receives over 150,000 calls per year and must meet certain key performance indicators such as but not limited to:

   i. Avg Speed to Answer (ASA) - 30 seconds or less
   ii. Avg Wait Time – 60 seconds or less
   iii. Avg Abandonment Rate – 5% or less
   iv. First Call Resolution (FCR) – 90% Success Rate

c. Our contact center uses Remedyforce as its primary ITSM to manage incidents, service requests and tasks. We provide tier 2 level technical supporting using remote tools such as:

   i. Bomgar Remote Control
   ii. Ivanti Remote Control agent

d. Our techs are capable of resolving several issues at first contact including, but limited to:

   i. Domain account management
      a. Password resets
      b. Account unlock
   ii. Software installs
   iii. Assistance with Microsoft Office products
   iv. Mac OSX and Windows OS support

v. Technical support for District applications
vi. Troubleshooting steps for VPN support – District owned devices only

A.3 Requirements

A.3.1 The Contractor shall provide and maintain a turnkey Contact Center Services that will perform the following duties that include:

A.3.2 After hours call center support to receive calls from:

a) 6pm – 6am Monday through Friday,
b) 6pm Friday – 6am Sunday
c) Maintain an ASA rate of 30 seconds or less
d) Maintain an abandonment rate of 5%
e) Resolve 90% of all calls that can resolved
f) Maintain an average wait time of 1 minute or less

A.3.3 Emergency support for scenarios including but not limited to:

a) Staff shortages
b) Fire drills/special events
c) Call surges related to
    i. Unexpected outages
    ii. Unexpected District Enterprise application updates/releases

A.3.4 IT assistance via phone or remote control for DC Government and DCPS, government issued equipment only.

A.3.5 IT assistance to current DC Government and DCPS employees.

A.3.6 Use knowledge articles provided by OCTO to provide technical support to District employees.

A.3.7 Use an ITSM that can use an API connection to escalate service requests, incidents and tasks to OCTO's current ITSM platform.

A.3.8 The Contractor shall provide weekly status reports that show metrics for the following:

a) Count of initial calls
b) Total number of unique problem resolutions provided
c) Total number of unique applications supported
d) Total number of unique callers
e) Percent of calls abandoned after 2 rings
f) Seconds to answer call after entering Interactive Voice Response (IVR) system
g) Percent of properly resolved calls on initial interaction
h) Overall customer satisfaction rate
i) Total number of calls received

A.4 Deliverables

A.4.1 The Contractor shall perform the activities required to successfully complete the District's requirements and submit each deliverable to the Contract Administrator identified in section 11 in accordance with the following:

Item No.	Deliverable	Quantity	Format/Method of Delivery	Due Date
001	A.3.8 Status Reports	52	Via email to Terrence.Goines@dc.gov	Weekly every Monday

ATTACHMENT B Price Schedule

B.1 The District of Columbia Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (OCTO), (the District) seeks a contractor to provide after-hours Call Center Support services.

B.2 The District contemplates award of single firm fixed price contract.

B.3 PRICE SCHEDULE

B.3.1 Base Period – One Year from Date of Award

Contract Line Item Number (CLIN)	Item Description	Quantity	Total Price
0001	Call Center Support Services	1 lot	$183,341.52

B.3.2 Option Year 1

CLIN	Item Description	Quantity	Total Price
1001	Call Center Support Services	1 lot	$188,312.16

B.3.3 Option Year 2

CLIN	Item Description	Quantity	Total Price
2001	Call Center Support Services	1 lot	$188,312.16

B.3.4 Option Year 3

CLIN	Item Description	Quantity	Total Price
3001	Call Center Support Services	1 lot	$197,727.77