



Federal Communications Commission  
Washington, DC 20554

Reply to Attn of: **C&PC**

**March 19, 2009**

**TO: Interested Call Center Firms**

**SUBJECT:** Request for Quotation (RFQ) Number RFQ09000058 for the Federal Communications Commission's (FCC) DTV Call Center Support Services

The Federal Communication Commission (FCC) is issuing this competitive RFQ to solicit current vendors under the USA Contact Center Services Multiple Award (MA)/IDIQ for the purpose of entering into a single Task Order. The FCC will conduct this acquisition using Part 15 – CONTRACTING BY NEGOTIATION of the Federal Acquisition Regulation. If you are interested in this acquisition, you may participate only if you are under the above MA/IDIQ by submitting your response in accordance with the following instructions. Submission shall be via email only.

**This solicitation will also be posted on the FCC website at: [www.fcc.gov/omd/contracts/preaward/](http://www.fcc.gov/omd/contracts/preaward/). It is the responsibility of each interested vendor to monitor this website for any updates and amendments.**

Offerors are required to submit a written technical quote and a price quote for the purposes of assuring that the prospective contractor is fully cognizant of the scope of this contract and has the capability to complete all Performance Work Statement (PWS) requirements. Offerors are to provide a total solution. Offerors shall propose appropriate labor categories from their own contract(s).

All questions regarding this requirement shall be submitted via email **no later than Thursday, March 26, 2009 12:00 PM (EST)** to Mr. Arnett Rogiers, Deputy Chief of Contracts and Purchasing and Joyce Terry-Butler, Contracting Officer at: [eProposals@fcc.gov](mailto:eProposals@fcc.gov).

Please be advised that the Government reserves the right to transmit/post those questions and answers of a common interest to all prospective Offerors.

**AWARD WILL BE BASED UPON OVERALL BEST VALUE TO THE GOVERNMENT.**

**All potential offerors are cautioned to strictly adhere to the provisions of their contracts and this RFQ regarding conflicts of interest. Any such matters must be brought to the attention of the Contracting Officer at or before the time quotations are due. Please be advised that if an actual or potential personal or organizational conflict exists between your firm and the FCC that cannot be resolved, avoided, or mitigated to the satisfaction of the FCC, then your firm shall not be considered eligible for an award.**

All offerors shall follow the following quotation instructions and submit their quotation with the completed quotation cover sheet (copy enclosed). Offerors shall represent that their quotes are valid for a period of **no-less-than 60 days** from the due date for submission.

The technical quotation shall not exceed the number of respective pages as identified below in the RFQ Submission Requirements, excluding resumes and past performance information. There is no page limit for price quotations. A page is defined as one side of an 8½” x 11” sheet of white, un-textured paper, single-spaced, with at least one inch margins on all sides, using type not smaller than 12 characters per linear inch or be smaller than twelve (12) point, with no more than six (6) lines per vertical inch. Information may be submitted on single or double-sided sheets, but shall not exceed the page limitations. **The offer shall be provided electronically via email.**

**RFQ SUBMISSION REQUIREMENTS**

The technical quote **shall not exceed twenty (20) pages**, excluding table of contents, cover sheet, resumes, price information and past performance attachment. **Offerors shall complete and submit the Quotation Cover Page and the Past Performance Contact Information Sheet.**

**The RFQ due date is Wednesday, April 1, 2009 12:00PM (EST).**

## Quotation Cover Page

**Company Name:**

**Name, Title, Email Address and Phone Number of Company Representative for GSA Orders:**

**Payment Terms:**

**GSA Contract Number and expiration date:**

**Please check business size: ( ) Large ( ) Small ( ) Minority ( ) Women-owned**

**TIN:**

**DUNS:**

**NAICS:**

**Product Service Code (PSC):**

**Complete Mailing Address:**

**Other Pertinent Information:**

**Offer Acceptance Period (not less than 60 days from due date of quotation):**

**Name, Title, Email Address and Phone Number of Person Authorized to Sign Quotation:**

**Signature:**

**Date:**

**Instructions to Offerors**

**FAR 52.252-1 - SOLICITAION PROVISIONS INCORPORATED BY  
REFERENCE (FEB 1998)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The Vendor is cautioned that the listed provisions may include blocks that must be completed by the Vendor and submitted with its quotation. In lieu of submitting the full text of those provisions, the Vendor may identify the provision by paragraph identifier and provide the appropriate information with its quotation. The solicitation provisions are available in either HTML or PDF format at <http://www.arnet.gov/far/>.

**FAR 52.252-2 – CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address (es). The solicitation provisions and or In lieu of submitting the full text of those contract clauses are available in either HTML or PDF format at <http://www.arnet.gov/far/>.

<u>CLAUSE NO.</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
52.215-1	Instructions to offerors - Competitive Acquisition	JAN 2004

**GENERAL INSTRUCTIONS**

- (a) Vendors are expected to examine this entire solicitation document including the contract. Failure to do so will be at the Vendor's own risk.
- (b) Vendors shall furnish the information require by this solicitation.
- (c) The Government may make award based on initial offer received, without discussion of such offers. Accordingly, each initial offer should be submitted in as complete form as possible and without exception to any provision.
- (d) The Government will not pay any Vendor for preparation of their quotation.
- (e) The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 USC. 551).
- (f) Quotations shall set forth full, accurate and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 USC. 1001.

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**Performance-Based Work Statement (PWS)  
for  
FCC DTV Call Center Support Services**

**1.0 BACKGROUND**

The Federal Communications Commission (“FCC” or “Government”) is an independent federal regulatory agency. Established by the Communications Act of 1934, it is charged with regulating interstate and international communications by radio, television, wire, wireless media, satellite, and cable. Its jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions and territories.

In 2005, Congress mandated that after February 17, 2009, full-power broadcast stations must transmit only in digital signals, and may no longer transmit analog signals. On March 3, 2008, the FCC issued the DTV Consumer Education Order that established a national DTV consumer education campaign. The DTV campaign is focused on five primary activities: consumer publications, media services (broadcast interviews, public service announcements, and print articles), outreach events (conferences and workshops), and our public interfaces (the website at [www.dtv.gov](http://www.dtv.gov) and call center at 1-888-CALLFCC). On February 11, 2009, the DTV Delay Act was signed by the President and enacted into law extending the date for the completion of the nationwide DTV transition from February 17, 2009 to June 12, 2009.

On February 12, 2009, the FCC Consumer Center began operation of a “DTV Hotline” through its existing toll free number, 1-888-CALLFCC (1-888-225-5322), to provide additional support to the public during the digital TV transition. Consumer calls related to FCC matters are directed to the FCC’s existing Consumer Center and calls related to the digital TV transition are directed to the DTV Hotline. The DTV Hotline is a combined effort on the part of industry, the National Telecommunications and Information Administration (NTIA), and the FCC to coordinate DTV-related efforts in order to take advantage of the increased capability of a larger, combined initiative. All partners in this effort have agreed to use a single, nationwide contact number, 1-888-CALLFCC. The activities supporting this call number are hosted through a common, integrated technical approach managed by the FCC. The FCC will provide the following specific features to be used by contractor: 1) information necessary for agents to issue a Take back-and-Transfer (TnT), and 2) a web-based agent interface used to enter caller information and to locate information needed to answer questions.

Call volume to the 1-888-CALLFCC number exceeded 500,000 calls in January 2009, just prior to the February transition date. In the February 15 – 17, 2009 period, approximately one-third of the broadcast stations transitioned to digital signals. Projections based on call volume from the February 15 – 17, 2009 transitioned stations, as well as the recent broadcaster soft tests and the advance cut-over to digital of Wilmington, NC in September 2008, show the remaining broadcasters will transition from April 2009 time period through June 2009.

## **2.0 SCOPE**

This requirement is an American Recovery and Reinvestment Act of 2009 purchase. The selected contractor shall provide non-personal services that will support responding to incoming calls and answering questions from individuals regarding the transition to digital television.

The Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services to meet the requirements described in this Performance Work Statement (“PWS”) and the base contract. The term “base contract”, as used in this PWS, refers to the multiple award indefinite delivery indefinite quantity (IDIQ) contract awarded by GSA for Multi-Channel Contact Center Services; also know as the USA Contact contract. In addition to providing the required personnel, facilities, equipment and services, the Contractor shall perform all technical and management functions, as described in this PWS and the base contract, to plan, design, implement, operate, and manage the contact center and associated services to meet the needs of the Government. When requested, the Contractor shall provide any additional services described in the base contract, additional communications channel(s) and/or language support, extend the hours and/or days of operation, expand the services to support new requirements, and/or provide any special project support needed to analyze, plan, design, implement, operate and manage special customer support services that may be needed.

## **3.0 PRICING ARRANGEMENT**

The awardee will be responsible for constructing a performance plan within seven days of receiving notice of the task order award. The performance plan will be approved by the FCC prior to implementation. See Attachment B for Pricing Guidelines.

## **4.0 SPECIFIC TASK REQUIREMENTS**

The Contractor will manage one task under this task order.

**Purpose of the Task:** The contractor shall provide and maintain turnkey service of trained telephone representatives, email services and telecom equipment and network services, including call processing equipment, and facilities and network services for responding to incoming English and Spanish language calls regarding the transition to digital television. Support for other languages may be provided via a language line if such is the most efficient and cost effective solution. All facilities provided shall conform to the requirements set forth in Section C.5 of the base contract and must be located within the United States. Contracted staff will follow a script provided by the FCC and use information available on official websites to respond to callers.

The contractor shall have call center(s) operational and staffed to meet the metrics required by this PWS, see Attachment D. The FCC will provide the contractor with the initial staffing schedule for April 15, 2009 on April 8, 2009. Thereafter, the FCC will provide the contractor with a weekly staffing schedule at least five days prior to start of the following week. The contractor shall train one hundred agents in a manner consistent with the FCC’s curriculum within 48 hours of contract award. The contractor shall complete any additional agent training at least 48 hours prior to the agent providing attended service. All contact center staff will be located at the contractor’s facilities.

## **5.0 SERVICES REQUIRED**

The contractor-provided services must be operational and staffed in accordance with the PWS to begin attended service on April 15, 2009. Specific services to be provided include:

- a. Responding to inbound calls for the DTV outreach and education campaign. The contractor will provide inbound call handling assistance to consumers who call 1-888-CALLFCC or other associated numbers for assistance regarding the DTV transition. This assistance will include general DTV education, converter box coupon information, digital converter installation/troubleshooting, and reception issues. These agents are also expected to refer or transfer the consumer to other needed resources beyond the scope of services of the FCC, e.g., NTIA coupon ordering system, broadcaster call centers. Agents will be expected to use scripts, the FCC knowledge base and FAQs to answer questions or direct consumers to the appropriate resources.

**DTV call handling services include but are not limited to the following:**

- a) General customer DTV education: what is DTV, customer options, where can customer get more information.
  - b) Converter Box questions: where do I get them, how do I install, what channels will I get, etc.
  - c) Antenna questions: reception issues, troubleshooting steps, where can I purchase new antenna, etc.
  - d) Coupon questions: where do I get them, how long will it take, if I don't have one what can I do, etc.
  - e) Other assistance: directing consumer and/or transferring call to appropriate group for further help (retailer, coupon hotline, etc.).
- b. Telecommunications services.
    - i. The contractor must have an Automatic Call Distribution (ACD) system in order to queue calls to agents. The queuing capacity should be at least three times the number of agents and the ACD system must be able to provide near real-time statistics to FCC as defined in Attachments C and D.
    - ii. The ACD system must have separate queues for English and Spanish language calls and must have the ability to route calls to the appropriate queue based on DNIS information.
    - iii. The contractor agents will be required to initiate a TnT, which involves entering \*8 and a 10 digit toll-free number (TFN) or \*8 and a three digit code, during the conversation with the customer. Exact procedures for issuing a TnT will be provided as part of the training materials delivered by FCC.
    - iv. The contractor agents will be required to use a web-based interface for training, research, and call tracking.

These services are to be provided in the manner described in Section C.3 of the base contract and this PWS.

The contractor will provide all technical and management services to support the task, including program management, technology management, information and relationship management, human resources management, performance management, quality assurance/quality improvement, management reports, security, contingency/disaster recovery, and value engineering, as described in section C.3.5 of the base contract and this PWS.

The contractor shall demonstrate that they have the capability to scale up to 4,000 agents and shall provide strategies toward addressing unpredictable call patterns.

The Contractor shall adjust within 48 hours of notification

- Staffing
- Schedules and/or
- Hours of Operation

as requested by the FCC to meet anticipated call volume. The contractor shall maintain an operational facility(ies) during the entire term of the task order.

### **5.1 PERIOD OF PERFORMANCE**

The period of performance of this requirement includes a base period from task order award through June 30, 2009, with three consecutive option periods of one month each.

### **5.2 OPTIONS**

There are three (3) consecutive one-month option periods, which the FCC may exercise in accordance with FAR 52.217-8, Option to Extend Services.

### **5.3 PLACE OF PERFORMANCE**

The services specified by this contract shall be performed at the following location(s):

Contractor's call center location(s).

### **5.4 HOURS OF COVERAGE**

The Contractor shall be able to provide attended service between the hours of 8:00 AM to 12:00 AM (Midnight) Eastern Standard Time, seven (7) days a week. If directed by the Government, the Contractor shall provide attended service 24 hours a day, seven days a week (24 x 7 coverage).

### **5.5 TYPE OF CONTRACT**

The FCC intends to award a **Labor Hour** task order.

### **5.6 PROPOSED WORK FLOW**

The caller dials the 1-888-CALLFCC toll-free number to seek answers to a variety of issues under the FCC's purview. The call is routed to a centralized interactive voice response (IVR) service provided by the FCC for allocation to call center(s) including Contractor's call center facilities. Workflow for the IVR shall follow the process in Attachment A1. If the caller elects to speak with an agent, the FCC will make a determination as to how the call should be routed.

If the FCC determines that the call should be routed to a contractor-operated center for response, the call will be directed to the contractor system for handling.

If an agent is not available, the call shall be placed in queue with music and/or recorded message informing the caller of the anticipated wait time until the next available agent picks up the call. The FCC will provide an on hold messaging script upon task order award. The contractor shall develop the optimum workflow processes to meet project requirements, using industry best practices as applicable.

For calls routed to an agent, the agent responds to the caller's initial request using the scripts provided by the FCC, along with an Internet based DTV resource tool and the dtv.gov website, as appropriate. See Attachment A2 for general call workflow. Agents will be required to record the information identified in Section 5.9.1 below and classify the calls using the reason and disposition codes identified in Attachment A3. The FCC will provide web-based software for agents to use to collect the information and classify calls. The average time needed to respond to each call is approximately ten minutes. An on-line version of the FCC's DTV resource tool can be viewed at the FCC's website at <https://dtvsupport.fcc.gov/dtvtools>.

If the caller requires or expresses the need for other assistance that meets FCC specified criteria, the agent will provide the caller with the appropriate information or may perform a warm TnT to transfer the call to a facility designated by the FCC. Scripted instructions, transfer and referral protocols, and designated facilities will be provided by the FCC upon task order award.

In the event a caller desires electronic or paper materials, such must be noted in the call classification. If a Government publication concerning the DTV transition is requested by the caller, the contractor shall enter the information into the FCC's resource tool with the information described in Attachment A2. Agent records call disposition in the FCC's database and terminates call.

The Government cannot predict the volume and timing of the incoming calls. Contractor must demonstrate its ability to handle call surges in their quotation. The contractor will provide a solution that enables eighty percent (80%) of the incoming calls to be responded to within twenty (20) seconds. Furthermore, the contractor will provide a solution that can address call volume that may consist of up to 30% Spanish-speaking callers, and language translation services for other languages.

#### **5.7 STAFF TO BE PROVIDED**

The contractor shall provide qualified personnel in sufficient quantities to perform this task, including agents, project management, and support staff, as described in Section C.4 of the base contract. The contractor shall ensure that the staff has the appropriate qualifications and skills required to perform the task and meet minimum qualifications set forth in Section C.4.3.1 and C.4.3.2 of the base contract.

The contractor must meet the requirements of the Federal Privacy Act, and upon approval from the FCC, may use the contractor's own forms for this purpose.

The contractor shall provide all recruiting, screening, hiring, and monitoring of staff for the project. The contractor shall ensure confidentiality of data and conduct security background checks for each employee prior to employee answering FCC calls.

The contractor will provide a list of agent names to the FCC so that agent login IDs can be established prior to agent training. These login IDs are required during the training process.

The contractor shall provide supervisory/management personnel required for effective project management.

The FCC requires that each call center have a designated and qualified security manager/official that will be informed first regarding all threatening calls. This manager should be able to provide a security analysis of the call which would include talking to the agent, obtaining all pertinent information and contacting the local authorities if they deem necessary based on the threat received.

The contractor shall ensure that all telephone agents, supervisors, managers, and quality assurance personnel speak, read, and write English fluently and that the number of Spanish speaking agents specified in this task order shall speak, read, and write Spanish fluently. Contractor will also ensure that any agents offered through a language line speak, read, and write the specified languages fluently.

The Contractor shall train and maintain the required staffing for the duration of this task, including replacements of phone agents and/or supervisory/management personnel due to attrition at no additional cost to the Government.

The contractor shall have supervisors monitor each telephone representative's performance for quality assurance and appropriate coaching per a government supplied monitoring plan. Industry accepted customer service standards will be followed. A monitoring evaluation form will be used for this purpose. The FCC will approve the methodology proposed by the contractor. The contractor shall monitor each employee's performance at least two (2) times per week for the duration of the task order. Employees who do not meet acceptable customer service standards will be re-trained or released from the assignment expeditiously.

#### **5.8 KEY PERSONNEL**

The Project Manager and Site Manager are designated as a Key Personnel for the purposes of this task order. All proposed substitutes shall meet or exceed the qualifications of the person to be replaced and approved by the Contracting Officer prior to their placement and shall have demonstrated recent past experience performing this or similar fulfillment or telephonic communication functions.

#### **5.9 TRAINING**

All of the contractor's trainers and call takers must review all paper-based, electronic, or web-based training materials provided by the FCC. This material includes information on DTV related topics and information provided for responding to callers. From this material, the contractor will develop, distribute, and train contractor staff regarding the appropriate

information for addressing DTV-related calls. Each call taker shall sign a dated disclaimer that they have reviewed and understood the content of the training material before taking DTV related calls. No call taker shall be allowed to take a DTV-related call without reviewing and indicating that they have read or watched and understood the training material – as indicated by their signed disclaimer. Copies of signed disclaimers should be available to the FCC upon request. FCC resources will be available via conference call/internet meetings to support the contractor's trainer's understanding of the training materials.

The contractor shall provide the space and necessary equipment to support the training program. The training materials provided by the FCC to assist the contractor's development of content require:

- Several electronic files to be stored together on a network, local disk, or web server that is accessible by those who need to view the training material.
- A compatible internet browser (Internet Explorer or Firefox), updated with appropriate security patches from vendor.
- Flash Player, updated with latest security patches from vendor.
- JavaScript enabled.

The FCC-provided content is designed as web-based training targeted at call center operators. It is not intended to serve as a reference during calls; nor should it be shared in any manner with the public.

It is the responsibility of the contractor to disseminate updates to the training materials, and ensure compliance with those modifications, to all DTV call takers. Updates may occur at any time, and with any frequency during the duration of the task order. Updates must only be made by the FCC or approved by the FCC.

The contractor shall ensure that the training environment will be operational within 48 hours of acceptance of the task order. The training environment must be equipped with stand-alone computers.

The Contractor shall train and maintain the required staffing during the base and option periods, including replacements of phone agents or supervisory/management personnel due to attrition.

The contractor will schedule and provide a one-half hour (1/2 hour) "pre-shift" or on-going daily agent training session prior to the beginning of each shift. The contractor shall have supervisors and quality assurance staffs attend and/or conduct these "pre-shift" briefing sessions.

#### **5.10 QUALITY ASSURANCE**

The contractor shall have supervisors and/or other qualified personnel monitor each telephone representative's performance for quality assurance and appropriate coaching per a monitoring plan. Industry accepted customer service standards will be followed.

#### **5.11 MANAGEMENT REPORTS**

The contractor shall provide hourly, daily, and weekly reports on task activities for inbound calls. The reports shall include a cumulative summary of task activities for the entire task

duration. Specific report formats, data elements, and frequency of reports shall be coordinated with and approved by the FCC prior to the delivery of the reports. The reports shall be formatted and delivered via email to designated FCC official(s) in a timely manner. Hourly reports are due 15 minutes after each hour ends. Daily reports are due by 10 a.m. Eastern Standard Time the next business day. Weekly reports run Monday through Sunday and are due by 10 a.m. Eastern Time the following Monday.

The designated and qualified contractor security manager/official will be required to send a daily report via email to FCC Security Officer, which will cover all threats handled in the previous day. It will be noted that threats made directly against the FCC that are an immediate threat to FCC property or persons, as determined by the security manager, will be immediately communicated to the FCC Security Officer via telephone. This call will be followed up by the above-mentioned written report.

#### **5.11.1 INBOUND CALL ACTIVITY REPORTS**

The contractor shall provide activity reports for inbound support on an hourly, daily, and weekly basis. The reports shall include, at a minimum, the following elements for the reported interval:

- Number of inbound calls handled
- Number of calls abandoned
- Service level (80% of calls responded to within 20 seconds)
- Abandon rate
- Number of calls queued
- Average time in queue before answered (ASA)
- Longest wait time before abandonment
- Average time in queue before abandonment (ATA)
- Number of completed calls
- Average talk time
- Average hold time
- Average wrap up time
- Longest talk time
- Longest hold time
- Average overall handle time
- Number of emails
- Number of calls transferred

**For each answered call, the following shall be reported into the FCC web interface:**

- Zip code of caller
- Channel or Call Sign calling is reporting (if relevant issue)
- Reason Codes – See Attachment A3
- Requested DTV Packet flag – Required – Yes/No – Default to “No” – If changed to yes, then include:
  - First and Last name (Required if above flag is “Yes”)

- One of the following is required: (the system should validate format for each (i.e. fax number should have 10 digits, email address should have an “@” and “.”, etc)
  - Fax Number
  - Email Address
  - Postal Address (Address 1, Address 2, City, State, Zip)
- Disposition Codes – See Attachment A3

The vendor will provide a point of contact that is available during operational hours for real-time changes in staffing due to changes in call pattern.

## **6.0 TELECOMMUNICATIONS/INFORMATION TECHNOLOGY (IT)**

The contractor shall provide and maintain all necessary telecommunications equipment and services to support the required number of agents with at least three times the trunk capacity and ACD queuing capacity as the number of agents.

The contractor must have an ACD system in order to queue calls to the agents. The queuing capacity should be at least three times the number of agents and the ACD system must be able to provide near real-time statistics to FCC as defined in Attachments C and D. The ACD system must have separate queues for English and Spanish language calls and must have the ability to route calls to the appropriate queue based on DNIS information.

The contractor shall provide to the FCC the necessary circuit ID numbers and line capacity within five days of award.

The contractor shall work with the FCC and the local phone service provider to have multiple FCC-owned and -managed hidden TFNs assigned to the contractor's circuits for call routing purposes.

The call center and the phone service providers must not interfere with the FCC's IVR TnT feature, which means any control tones such as \*8 must be transmitted back to the upstream provider and not interpreted and captured by the local phone system or phone service provider.

The contractor shall randomly record 10% of daily calls for quality assurance by FCC and shall provide the FCC on-line access using mutually agreed-upon methods to the recorded calls within one hour of call completion.

The call center must have functional workstations with Internet access available to the agents so they can connect to FCC's systems for training material, support information, and call tracking system.

Minimum browser requirements for agents are IE6 (or later) or Firefox 2 (or later) with flash and JavaScript enabled.

The contractor shall develop internal control procedures to meet the telecommunications and/or IT performance standards necessary to support the metrics agreed upon in Attachment D. The contractor shall identify performance problems and promptly notify the FCC and resolve them.

#### **7.0 OFF-SITE ACCESSIBILITY TO GOVERNMENT**

The contractor shall provide the Government with “read only” access with printing capability at the Government’s location of the contractor’s call center Management Information Systems (MIS) to allow real-time evaluation of workload or agent availability.

With a minimum of one (1) hour’s notice, the contractor and/or their representatives shall be available for daily meetings or conference calls conducted by Government representatives to monitor performance and ensure task order requirements are accomplished.

#### **8.0 GOVERNMENT ON-SITE PERSONNEL**

The contractor shall provide workstations for Government site coordinators with the ability to view real-time call center performance data and the rights to pull agent activity and call traffic related reports.

The contractor shall provide:

- Workspace,
- Telephones, and
- Two (2) PCs with secure dial-out capabilities to the FCC’s wide area network and standard office software.

The contractor shall provide one (1) dedicated workspace PC with MIS software for real-time viewing, reports, and printing.

The contractor shall provide or make available standard office supplies for Government personnel to assist in the administration of the project.

The contractor shall provide an on-site location for sending and receiving faxes, copying, shipping and receiving for the Government.

The contractor shall provide on request real-time reports on call center performance. Reports shall be consistent with industry standard reporting techniques such as average handle time, offered and answered calls, average speed of answer, available agents, calls abandoned, deflected, etc. and shall be current up to the time of request. (See Attachment C for sample formats of call center performance reports).

#### **9.0 DELIVERABLES**

The contractor shall provide the following deliverables in accordance with the schedule set forth in Table 1 below. The deliverables shall be provided in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy. The contractor shall review all deliverables on

a continual basis throughout the life of the task order in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the FCC, any changes to these deliverables shall require FCC review and approval prior to their implementation.

All documents and reports delivered under this award shall contain complete and accurate information, be timely, and provided in the specified format. The FCC will review Deliverables under this task order for completeness and accuracy. The FCC will accept or reject the deliverables in writing within 2 working days from date of receipt.

All data collected for this requirement will become the property of the FCC. FAR 52.227-17 Rights in Data – Special Works (Dec 2007) is applicable to all data under this task order.

<b>Table 1: Schedule of Deliverables</b>		
	Deliverable	Due Date/Update Frequency
a.	Project Plan	TBD
b.	Quality Control Plan	TBD
c.	Training Plan	TBD
d.	Various Status, Operational, & Management Reports	Hourly reports due 15 minutes after the hour end. (e.g., 1:15 p.m. for period 12:00 p.m. – 1:00 p.m.) Next business day 10 a.m. Eastern Time/ Daily & Weekly Reports

**10.0 GOVERNMENT RESPONSIBILITIES**

The Government will be responsible for providing the following:

- Call scripts
- Call data elements
- Transfer/referral protocols
- Approval of quality monitoring protocols
- Any FCC materials for distribution via U.S. mail, email, or fax

**10.1 STAFFING/TRAINING**

The FCC shall provide the following support to assist with the operation. The FCC will ensure an appointed Federal employee Contracting Officer’s Technical Representative (“COTR”) with oversight responsibilities for the DTV Call Center Support Contract. The FCC will provide a trainer and course materials during ramp-up. Training includes viewing an automated audio/visual training module on how to take a call and answering questions related to the transition to DTV.

The Government will determine the hours of operation, which it may adjust daily according to Government needs, and will provide 24-hour advance notification to Contractor of such changes.

**11.0 CONTRACT ADMINISTRATION DATA**

**Performance Metrics:** The Contractor will propose a performance plan/metrics that will be submitted with the contractor's quote. Within two business days of contract award, the contractor shall schedule interviews with key government personnel in order to develop appropriate performance metrics. Interviews will be completed within five business days of contract award. The contractor shall submit a final performance plan within seven business days of contract award. The FCC shall approve the performance plan within 15 days of task order award. Performance scoring and metrics are to be included in all hourly, daily, and weekly status reports. A list of minimum performance metrics is provided in Attachment C.

**Performance Scoring:**

**Failure to meet the agreed-upon minimum performance metrics in Attachment C will result in a 5% reduction of the contractor's invoice for that month.**

## **12.0 EVALUATION AND BASIS OF AWARD**

The decision to award a task order against an existing MA/IDIQ contract will be based on the assessment of offers/quotations and supplemental information received. Each offer will be assessed against evaluation factors, which have been tailored for this acquisition. Award will be based on a best value continuum, price and other factors considered. Non-price evaluation factors (i.e., technical capability and past performance) when combined are **significantly more important than price**.

**Evaluation Factors:** The following criteria to be evaluated are listed in descending order of importance:

1. Technical Capability
2. Past Performance
3. Price (evaluated but not point scored)

The basis for evaluating each of the criteria noted is set forth in detail as follows:

### **Factor 1 – Technical Capability (Not-to-Exceed 20-pages) 80%**

Describe your firm's ability to successfully represent the FCC in a supportive role for the Digital Television Transition (DTV). Explain your proposed approach for confirming that your staff has an accurate understanding of, but not limited to; providing and maintaining turnkey service of telephone representatives, mail, email and faxing services and telecom equipment and network services, including call processing equipment, and facilities and network services for the purpose of responding to incoming English and Spanish calls regarding the transition to digital television. This includes support and your plan to meet the requirements of which is indicated in the PWS.

### **Factor 2 – Past Performance 20%**

The Government will evaluate up to three past performance references. The Government may also consider information obtained through other sources. Past performance information will be utilized to determine the quality of the contractor's past performance and the Level of Risk as it relates to the successful completion of this effort.

### **Factor 3 – Price (Not point scored but evaluated)**

The price quote shall be a labor hour price, for a level of effort and period of performance of approximately two (2) months of contract services

The price quotes will be evaluated separately. The award type is Labor hour. Proposed quotes shall include the fully loaded hourly rates of all applicable labor categories. The labor categories shall accompany a (brief narrative) description of the skills and experience per category. Your price quote shall be based on your current GSA MA/IDIQ Schedule contract. **Offerors are highly encouraged to discount their labor rates.**

### **13.0 CONTRACT PROVISIONS & CLAUSES**

#### **AMERICAN RECOVERY and REINVESTMENT ACT OF 2009 REQUIREMENTS**

(a) This procurement will be funded with funds from the American Recovery and Reinvestment Act of 2009 (Recovery Act) and the successful offerors and their first-tier subcontractors will be subject to the requirements of that statute, including requirements: (1) to provide access to representatives of the United States Government Accountability Office or the FCC's Office of Inspector General to examine records relating to the contract or subcontract; and (2) to submit quarterly reports including information on the expenditure of funds, completion status of the project, and an estimate of the jobs created or retained under the contract. Successful offerors will be required to submit their first quarterly report no later than July 10, 2009. The contracting officer will notify successful offerors of the required report format and other filing requirements prior to that date.

(b) Contracts awarded under this solicitation will include a clause (or clauses) specifying the contractors' Recovery Act compliance requirements in more detail. Successful offerors will be required to include this clause (or clauses) in all subcontracts that they award.

#### **CONFIDENTIALITY**

1. The Contractor and any of personnel assigned to or performing any work under this contract (hereinafter "Contract Personnel"), including any consultants, subcontractors, subcontractor employees, or other representatives, are restricted as to their use or disclosure of non-public information obtained during the performance of this contract. Non-public information means any information that is not routinely available for public inspection pursuant to Section 0.457 of the FCC's rules (47 C.F.R. § 0.457), including, but not limited to, information that is subject to the attorney-client privilege, the attorney work product doctrine, the deliberative process privilege, or any other relevant claims of privilege, or that is otherwise exempt from disclosure under the Freedom of Information Act. Any non-public information that is made known to the Contractor or Contract Personnel by virtue of performing work under this contract, including information received by Contract Personnel during calls to the FCC's call center, is deemed confidential and shall not be used except in the performance of this contract and shall not be disclosed except as provided in this clause. It is the responsibility of the Contractor and Contract Personnel to preserve all non-public information in confidence. Non-public information may not be disclosed within or outside of the Contractor's organization, except to those individuals or entities: (a) assigned to or performing the contract work; or (b) approved to receive such information by the Contracting Officer. It is understood and agreed

that the FCC is procuring its requirements from the Contractor under the explicit condition that the Contractor ensure that its employees, subcontractors, consultants, representatives or any other individuals who are authorized to receive non-public information under this clause do not disclose any non-public information to anyone who is not authorized to receive such information under this clause. The non-disclosure obligation described above applies to any individuals who become associated with the contract effort following award.

2. Requests to make use or disclosure of any non-public information obtained during the performance of this contract must be addressed in writing to Contracting Officer, and any approval must be issued in writing by the Contracting Officer. In the event the Contractor or any Contract Personnel is issued a subpoena, court order, or similar request seeking information related to this contract, the Contractor shall notify the Contracting Officer in writing within one calendar day of knowledge or receipt of such request, whichever is sooner.

3. The Contractor and Contract Personnel may not discuss the contract work in progress with any outside party, including responding to media and press inquiries, without the prior written permission of the FCC. In addition, the Contractor and Contract Personnel may not issue news releases or similar items regarding contract award, any subsequent contract modifications, or any other contract-related matter without the prior written approval of the FCC. Requests to make such disclosure should be addressed in writing to the Contracting Officer.

4. All documents, photocopies, computer data and any other information of any kind collected or received by the Contractor in connection with the contract work shall be provided to the FCC upon request at the termination of the contract; i.e., the date on which final payment by the United States is made on the contract, or at such other time as may be requested by the Contracting Officer or as otherwise agreed by the Contracting Officer and the Contractor.

5. The prohibition on disclosure of the information described above is an ongoing obligation of the Contractor and Contract Personnel and does not terminate upon completion of the contract work or termination of an individual's involvement with the contract.

6. The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder a clause that conforms substantially to the language of this Confidentiality clause, including this paragraph, unless otherwise authorized by the Contracting Officer.

#### **52.217-8 – OPTION TO EXTEND SERVICES**

##### **OPTION TO EXTEND SERVICES (NOV 1999)**

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 prevailing labor rates provided by the secretary of labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed three months. The contracting officer may exercise the option by written notice to the contractor within 24 hours of contract expiration.

**FAR 52.227-15 RIGHTS IN DATA – Representation of Limited Rights Data and Restricted Computer Software**

**INVOICING**

**Submission of invoices:**

- (a) Invoices\* shall be submitted electronically in an original and two copies to : **FCC Travel/ Operations Group, Room #1A761, 445 12<sup>th</sup> Street, S.W., Washington, DC 20554**

The invoice will contain a statement signed by a responsible official of the concern substantially similar if not identical to the following:

I certify that the items above have been delivered in accordance with the contract, and that all charges are true, correct, and have not been previously billed.

\_\_\_\_\_  
Contractor's Signature

The FCC will return all improper invoices without action.

- (b) Interest on Overdue Payment

Determination of interest due will be made in accordance with the provisions of the Prompt Payment Act and Office of Management and Budget Circular A-125.

- (c) Payment due date:

- (1) Unless otherwise specified in the contract, payments under this contract will be made on the 30<sup>th</sup> calendar day after the later of
- (i) The date of actual receipt of a proper invoice in the office designated to receive the invoice, or
  - (ii) The date tasks are formally accepted by the Government.
- (2) If the services covered by a submitted invoice are rejected for failure to conform to the technical requirements of this contract, the provisions stated above will (i and ii) apply to the properly resubmitted document.

**NOTE: \*Invoices may be submitted via email to: [FO-Einvoices@fcc.gov](mailto:FO-Einvoices@fcc.gov) . In addition, copies of the emailed invoices shall also be sent to the COTR.**

Invoices shall be submitted in an original and two copies to the Government office designated in this contract. To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- (1) Name of the business concern, invoice number and invoice date;
- (2) Contract number, or authorization for delivery of property or performance of services;
- (3) Description, price, and quantity of property and services actually delivered or rendered;
- (4) Shipping and payment terms;
- (5) Name (where practicable), title, phone number, and complete mailing address of responsible official to whom payment is to be sent; and
- (6) Other substantiating documentation or information as required by the contract.

## ATTACHMENTS

Attachment A1 - 1-888-CALLFCC IVR Script

Attachment A2 – Call Workflow

Attachment A3- Call Classification Codes (Reason and Resolution Codes)

Attachment B – Pricing Guidelines

Attachment C – Performance Standards

Attachment D – Telecommunications

Attachment E – Non-Disclosure Agreement

Attachment F - Past Performance Contact Information Sheet

ATTACHMENT A1 - 1-888-CALLFCC IVR SCRIPT

Prompt	Script
<b>Greeting</b>	Thank you for calling the DTV Hotline and FCC Consumer Center. Our options have changed.
<b>English/Spanish</b>	To continue in English please press 1. Para continuar en Español Oprima numero 2.
<b>Quality Assurance</b>	For quality assurance, your call may be monitored or recorded.
<b>DTV/Non-DTV</b>	If your call concerns any aspect of the Digital TV Transition including the converter box coupon program, please press 1. For all other non-Digital Transition matters, please press 2.
<b>Zip Code</b>	To better serve you please enter your 5 digit home zip code
<b>Zip Verification</b>	You entered xxxxx. If this is correct, please press 1. If not, please press 2.
<b>Main Menu Message</b>	The DTV Hotline has been established to assist you during the DTV transition. Regulations require all full power broadcast stations to switch to digital. Please have a pen and paper ready to capture important phone numbers and web information.  Please make your selection after all four options have been played.
<b>Main Menu</b>	During the DTV Transition you have several options: To apply for a DTV converter box coupon, please press 1. For information on where to purchase a digital converter box, please press 2. If you would like to speak to a representative for assistance, please press 3. For more information on options for pay TV services, please Press 4.  To repeat this menu please press *.
<b>Coupon</b>	The program is now accepting applications to replace coupons that have expired and were not redeemed.  To repeat this menu, please press *. To return to the main menu, please press #. To apply for a converter box coupon, please press 1. If you need additional support, please press 9.
<b>Retailer Info</b>	Converter boxes and antennas are sold at many retail locations in your area. Best Buy, K-Mart, Radio Shack, Sears, Target, Wal-Mart. Best Buy and Radio Shack offer 800# help desk service as well as in store assistance for DTV support. For Best Buy call 1(877) 229-3889. For Radio Shack call 1(800) 843-7422.  To repeat this menu, please press *. To return to the main menu, please press #. If you received the information you need, please press 1. If you need additional support, please press 9.
<b>Agent Queue</b>	Please hold for the next available representative.
<b>TA -- Fast Busy or RNA (Ring No Answer)</b>	We are sorry but due to high demand, we are unable to connect you to a representative at this time. For more information, please visit <a href="http://www.dtv.gov">www.dtv.gov</a> . Good-bye.
<b>Sign-off</b>	Thank you for calling The DTV Hotline and FCC Consumer Center.

## ATTACHEMENT A2 - CALL WORKFLOW

- ➔ **Agents answer the phone using the mandatory greeting: Callers will ask questions and/or state their issue**

"Thank you for calling the Digital TV Hotline. I am with an organization supporting the FCC to answer your questions about the digital transition.  
My name is \_\_\_\_\_. How may I assist you today?"

- ➔ **Agents ask clarifying questions to fully understand the caller's questions and issues**

- ➔ **Agents use available tools and resources to answer the caller's questions and/or refer the caller to external resources**

- Referrals are done by giving the caller the name of the organization and the phone number, or by transferring the call

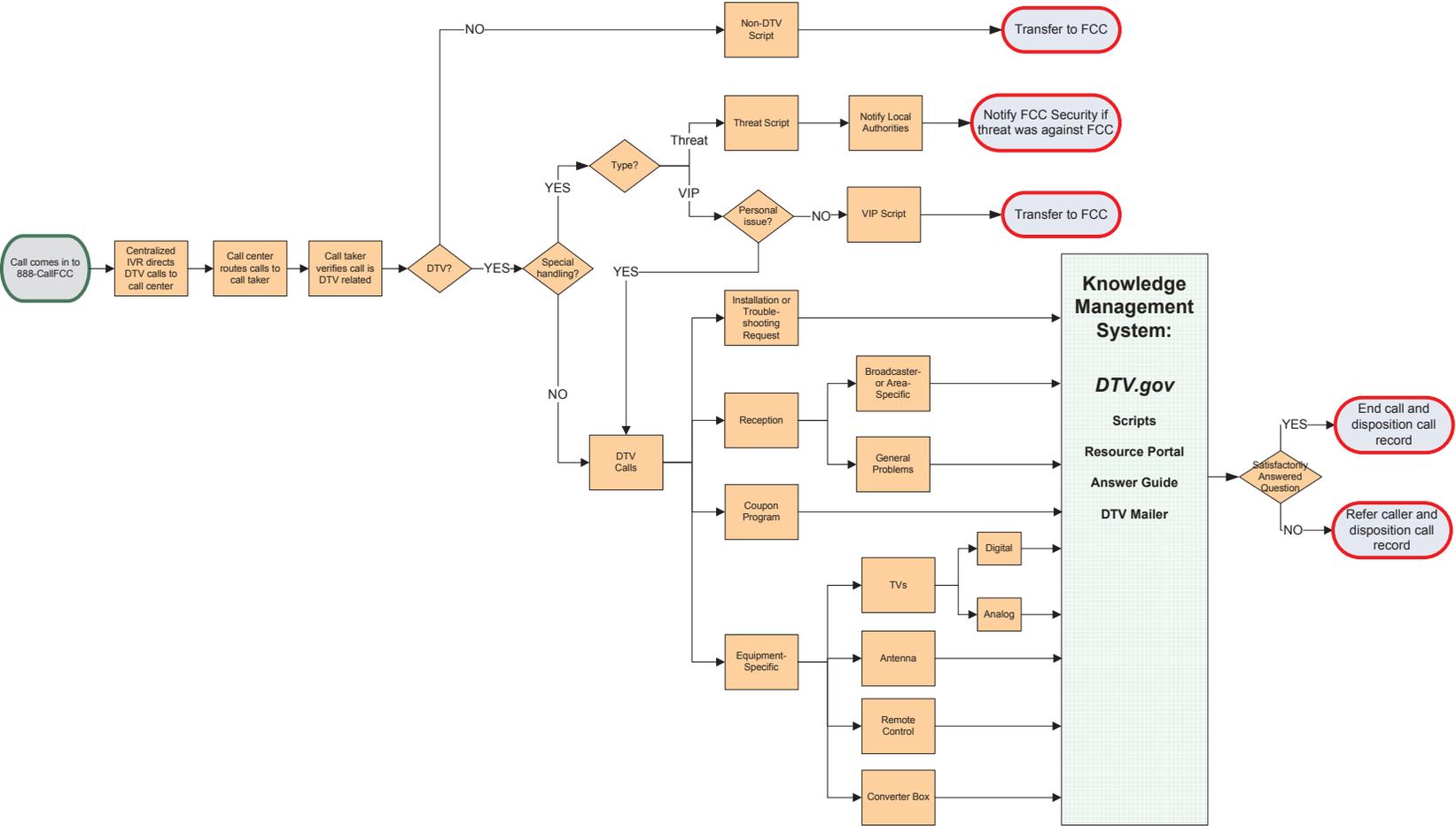
- ➔ **Agents log the call in the FCC call log system, being certain to include all required information and completing mandatory fields**

- ➔ **Politely end the call: *"Thank you for calling – have a nice day."***

**For each answered call, the following shall be reported into the FCC web interface:**

- Zip code of caller
- Channel or Call Sign calling is reporting (if relevant issue)
- Reason Codes – See Attachment A3
- Requested DTV Packet flag – Required – Yes/No – Default to “No” – If changed to yes, then include:
  - First and Last name (Required if above flag is “Yes”)
  - One of the following is required: (the system should validate format for each (i.e. fax number should have 10 digits, email address should have an “@” and “.”, etc)
    - Fax Number
    - Email Address
    - Postal Address (Address 1, Address 2, City, State, Zip)
- Disposition Codes – See Attachment A3

Basic DTV Call Handling Workflow



## ATTACHMENT A3 - CALL CLASSIFICATION CODES

### Reason Codes

#### CONSUMERS WHO WERE NOT AWARE

Code	Description
	They did not think the stations they watch would switch to digital
	They were not aware of the switch to DTV
	They were unaware of the correct transition date

#### CONSUMERS WHO WERE AWARE BUT DID NOT ACT

Code	Description
	They forgot to upgrade
	They needed help to upgrade and were unable to attain assistance
	They relied on another member of their household to upgrade
	They waited too long to buy or set up a digital set or a converter box
	They were out of town or too busy or knew they could do it later

#### CONSUMERS WHO HAD PROBLEMS WITH THE CONVERTER BOX COUPON PROGRAM

Code	Description
	Coupon ordered from NTIA and hasn't arrived/expired
	Failed to request a coupon
	The retail stores were out of boxes

#### CONSUMERS WHO HAD INITIAL DIFFICULTY WITH THEIR CONVERTER BOXES

Code	Description
	Setting up converter boxes was too hard
	Their converter box "didn't work"
	They didn't understand the instructions for the digital set or the converter box
	They had to scan or rescan the converter box to get stations

#### CONSUMERS WHO HAD RECEPTION AND TECHNICAL PROBLEMS

Code	Description
	Problem receiving ANY channels or Call Signs
	Their antenna didn't work or they have no antenna or their antenna wasn't connected
	Weak or spotty signal

#### CONSUMERS COMPLAINING ABOUT NOT RECEIVING AREA BROADCAST SIGNALS

Code	Description
	Problem receiving a specific channel/station or Call Sign

#### OTHER PROBLEMS

Code	Description
	Satellite subscribers lack of local stations
	They didn't realize there was a test in this market today
	They didn't realize there was a test in this market today
	They thought all their sets were hooked up to cable or satellite
	They were waiting for cable or satellite installation
	Wanted DTV consumer information sent to them

**Resolution Codes**

- Issue Resolved
- Issue Unresolved/No Action Needed
- Referred Broadcaster
- Referred Community Assistance
- Referred Manufacturer
- Referred NTIA
- Referred Pay-TV
- Referred to Retailer
- Referred to Other Resource
- Referred to Other Resource Threat
- Referred to FCC
- Referred to FCC Media
- Referred to FCC Threats
- Referred to FCC VIP
- Fulfillment

## ATTACHMENT B – PRICING GUIDELINES

### 1.0 Project Start-Up

Charges associated with Project Start-Up shall include one or more of the following:

- a. Facility and Equipment – Costs incurred to prepare the site and equip the systems to support task requirements, including facility, equipment, supplies, and services.
- b. Project Implementation Support – Labor, travel, and supply costs for technical support incurred in support of start-up activities.

### 2.0 Training

Initial Training – Labor costs incurred for training to ensure compliance with performance requirements.

In order to assist the winning bidder in developing agent training, the government will provide representative training materials after contract award. Information provided will include materials on the following:

- General DTV & Background Information
- Rules & Regulations
- Coupon Program
- Hardware & Equipment
- Broadcasters
- Technical Issues & Troubleshooting

### 3.0 Project Management

Charges for all work performed to support the project after the contact center(s) become operational (e.g., Contractor's Project Manager, site managers, technical personnel, quality assurance and human resource personnel, administrative personnel, knowledge specialists, etc.), including support for maintaining the facility and technology infrastructure.

### 4.0 Attended Services

These are recurring charges for human resources and any recurring costs associated with facility, equipment and software, and maintenance required to perform under the task order. Recurring costs include costs for staff; facility and equipment, and telecommunications services need to perform these services.

### 5.0 Pricing

Prices identified in this section represent the prices for each of the contract items required for the task.

**Federal Communications Commission (FCC)  
DTV Call Centers, RFQ 09000058**

Table A: Startup Price Table		
	Description	Firm Fixed Price
	One-Time Startup Costs	

Table B: Training – Agents and Supervisory Agents			
	Description	Unit of Issue	Unit Price
	Tier 1 Agent - Cost Per Agent	Each	
	Tier 2 Agent - Cost Per Agent	Each	
	Tier 1 Supervisory Agent - Cost Per Agent	Each	
	Tier 2 Supervisory Agent - Cost Per Agent	Each	

Table C: Monthly Project Management Price Table						
	Description	Unit of Issue	Unit Price			
			Base Period	Option Period 1	Option Period 2	Option Period 3
	Monthly Recurring Project Management	Each				

Table D: Attended (Live) Services – Agents and Supervisory Agents				
	Description	Time Period	Unit of Issue	Unit Price
	Tier 1 Agent – Hourly Cost	Weekday	Hour	
	Tier 1 Agent – Hourly Cost	Weekend	Hour	
	Tier 1 Agent – Hourly Cost	Holidays	Hour	
	Tier 2 Agent – Hourly Cost	Weekday	Hour	
	Tier 2 Agent – Hourly Cost	Weekend	Hour	
	Tier 2 Agent – Hourly Cost	Holidays	Hour	
	Tier 1 Supervisory Agent – Hourly Cost	Weekday	Hour	
	Tier 1 Supervisory Agent – Hourly Cost	Weekend	Hour	
	Tier 1 Supervisory Agent – Hourly Cost	Holidays	Hour	
	Tier 2 Supervisory Agent – Hourly Cost	Weekday	Hour	
	Tier 2 Supervisory Agent – Hourly Cost	Weekend	Hour	
	Tier 2 Supervisory Agent – Hourly Cost	Holidays	Hour	

Table E: Language Services			
	Description	Unit of Issue	Unit Price
	Hourly Cost Per Agent	Hour	

For purposes of estimation and comparison only, please provide an estimate for the scenario in which total live agent hours for Tier 1 would be 284,000 and Tier 2 would be 170,000. Assume 50% of these hours will be manned during the five day period of June 11, 2009 through June 15, 2009.

Table F: Single Price Estimate	
Estimated Total Scenario Costs	

**ATTACHMENT C – PERFORMANCE STANDARDS**

This attachment outlines the performance standards that the contractor is required to meet in performing the task. The contractor is encouraged to use innovative approaches to meet or exceed the standards specified herein. The Government reserves the right to adjust or suspend the performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period of this task order. Any adjustment, suspension, and/or addition shall be made in collaboration with the contractor and with sufficient notice for change management. Quality of performance will be given a greater weight in any contract performance analysis.

**Performance Scoring**

- >99.9% = Exceptional Overall Performance
- 94-99.9% = Very Good Overall Performance – Very Good Performance Review
- 80-94% = Satisfactory Overall Performance – Satisfactory Performance Review
- <79% = Unsatisfactory Overall Performance – Unsatisfactory Performance Review  
5 % invoice reduction

For purposes of performance scoring, metrics will be calculated monthly based on monthly reporting for each metric outline below. Monthly metrics will not be aggregated beyond the monthly reporting period. However, for Recovery Act reporting purposes, the FCC will require at least weekly reporting of all metrics listed below.

<b>Performance Indicator</b>	<b>Sample Calculation (Actual calculations to be determined during Contract negotiations)</b>	<b>Expected Target Performance*</b>	<b>Frequency of Measure/ Reporting</b>	<b>Weight</b>
Service Level (Inbound Calls)	(Calls answered within 20 seconds + Calls abandoned within 0 (zero) seconds)/(Total calls answered + Total calls abandoned)	80% within 20 seconds	Hourly/ Daily/ Weekly/ Monthly	20%
Quality of Service Delivery (Call Monitoring and Ticket Accuracy)	(Total number of points achieved (based on a mutually agreed upon standard)) / (Total number of points available for quality of service scores)	94% or better	Daily/ Monthly	50%
Service Availability	(Total time in the month (in minutes) – total time service is not available during that month (in minutes)) / (Total time in the month)	99.9%	Hourly/ Daily/ Monthly	7.5%

**Federal Communications Commission (FCC)  
DTV Call Centers, RFQ 09000058**

<b>Performance Indicator</b>	<b>Sample Calculation (Actual calculations to be determined during Contract negotiations)</b>	<b>Expected Target Performance*</b>	<b>Frequency of Measure/ Reporting</b>	<b>Weight</b>
Internet Availability	Test connectivity to upstream provider every 5 minutes. Number of successful attempts / number of attempts in the reporting period.	Acceptable uptime is 99% during call center hours	Weekly/Monthly	7.5%
ACD Availability	Minutes of outage of any ACD components/number of minutes in reporting period	Minimum acceptable performance is 99.99% uptime for the ACD	Daily/Monthly	7.5%
ACD Reporting	Test availability to ACD reporting every 5 minutes. Number of successful attempts/number of attempts in the reporting period.	Acceptable uptime for the ACD real-time reporting is 99%. Acceptable uptime for the historic ACD reporting is 98%	Daily/Monthly	7.5%

Expected Target Performance is measured over an hourly/daily/weekly period.

## ATTACHMENT D – TELECOMMUNICATIONS

*Call Routing and Distribution* – The system shall provide routing/distribution of incoming calls based on sequence of arrival/origination, inquiry type, agent availability and skills, contact center availability, or other predefined routing instructions, as specified by the Government. The system shall provide at a minimum:

- The capability to monitor and visually display the work state and availability status of all agents on a real-time basis.
- The capability to display call-handling statistics in real time.
- The capability to provide electronic and hard copy reports on all trunks, agents, and workgroup performance statistics.
- The capability to provide incoming calls by Dialed Number Identification Service (DNIS) reporting.
- The capability to originate and least-cost route outgoing calls.
- The ability to transfer calls within the contact center or to transfer calls to other locations via attended or unattended transfers.

*Real Time Statistics* – Real time statistics will include (max 30-second refresh):

Per queue:

Agent data:

Agents Talking

Agents Ready (Ready to receive a call)

Agents Not Ready (Not ready to receive call)

Agents Logged in (should equal the sum of above three.)

--Additional agent modes / statuses can be used, this is a minimum.)

Queue data:

Calls in queue

Hold time of oldest call in queue

Running total since call center opened for the day (or midnight if 24 hrs operation)

Total calls received

Total abandoned

Average talk time

Average hold time

Average abandon time

Longest talk time

Longest hold time

Longest abandon time

Call Information:

Incoming phone number – Required – “Unknown”, “Unavailable”, “Private”, and “Blocked” type values are acceptable. (should be system captured – not user input)

Name or ID of call-taker – Required (should be system captured – not user input)

Time call was answered – Required – (should be system captured – not user input)

Per agent:

ID (name, login ID, or other identifier)  
Status (Ready, Not Ready, work. Additional modes / statuses can be used, this is a minimum.)  
Time in status  
Running totals since call center opened (or midnight in 24 hrs operation)  
    Calls presented  
    Calls answered  
    Average talk duration  
    Longest talk duration

*Automatic Numbering Identification (ANI)* - Certain caller information, such as the caller's telephone number, may be used to identify the caller and access caller information to facilitate customer service and/or to support the compilation of caller demographic information. Numeric area code information shall be translated to reflect its corresponding geographic location (e.g., area code 202 would be reflected as Washington, DC) for reporting purposes. The contact center system shall be ANI-enabled and possess any additional software required to support such functionality.

*Accounting and Management* – The system shall provide accounting and management capabilities for all inquiry types.

*Call Queuing* – The system shall queue incoming calls and provide callers with an estimated wait time in queue and a recorded message provided by the Government.

*Call Transfer* – The system shall be capable of transferring calls to another government contact center or third party via blind or attended transfer, as specified by the Government. The Contractor shall provide the most efficient and cost effective way of transferring the calls unless otherwise directed by the Government. The system shall be capable of tracking the quantity and duration of calls transferred.

*System Capacity* – The Government requires that Contractor provide sufficient capacity on the system to support projected call volumes, workload estimates, and call routing in accordance with service level goals (e.g., blockage). The Contractor shall provide sufficient expansion capability to accommodate call pattern variations.

**ATTACHMENT E - NON-DISCLOSURE AGREEMENT**

I, \_\_\_\_\_, as an employee/subcontractor/consultant/representative of \_\_\_\_\_ (Contractor), operating under the terms and conditions of Contract No. \_\_\_\_\_ with the Federal Communications Commission (FCC), understand that during the course of performing duties relating to such contract or subcontract, I may be furnished or provided access to non-public information that is the property of, submitted for review or evaluation by, or collected or results from the performance of the contract between \_\_\_\_\_ (Contractor) and the FCC, and that such confidential/proprietary information shall be used only as directed.

I certify that I will not disclose any non-public information to any Contractor employees nor to any non-contractor personnel except those who have been authorized in writing by the FCC to receive such information and who have executed the same or similar Non-Disclosure Agreement. This agreement shall not be assigned, delegated nor any right or duty hereunder be transferred to any other individual or organization. I understand that the prohibition on disclosure of the protected information is an ongoing obligation and does not terminate with completion of the contract work.

---

Signature

Printed Name

Date

---

Title

---

Company

Address

---

Witness

Printed Name

Date

**ATTACHMENT F - PAST PERFORMANCE QUESTIONNAIRE**

**I. Evaluation for:**

Company/Division Providing Services: \_\_\_\_\_

Address: \_\_\_\_\_

Description of Services Provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contract Number: \_\_\_\_\_ Dollar Value (Annual): \_\_\_\_\_

Performance Period: \_\_\_\_\_ Performance Location: \_\_\_\_\_

Type of Contract:

**Check One:**

Fixed Price \_\_\_\_\_ Cost Reimbursement \_\_\_\_\_ Time & Material/Labor Hour \_\_\_\_\_

Other (specify) \_\_\_\_\_

**Check One:**

Negotiated \_\_\_\_\_ Sealed Bid \_\_\_\_\_ **Check One:** Competitive \_\_\_\_\_ Non-Competitive \_\_\_\_\_

Basis of Payment:

Labor/Equipment Hours \_\_\_\_\_ Other (specify) \_\_\_\_\_

Type & Extent of Subcontracting: \_\_\_\_\_

**II. Evaluated by:**

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_

**III. Evaluation: Past Performance is not rated, however it is assigned a relative risk level as stated below.** Please answer questions 1 through 11 using the following criteria. Circle only one response per question. For items identified as “High Risk Level”, please comment on the specific problem(s) or performance failure(s) which prompted this assigned relative risk level.

**High Risk Level (HRL):** Significant doubt exists, based on the offeror’s performance record, that the offeror can perform the proposed effort.

**Moderate Risk Level (MRL):** Some doubt exists, based on the offeror’s performance record, that the offeror can perform the proposed effort.

**Low Risk Level (LRL):** Little doubt exists, based on the offeror’s performance record, that the offeror can perform the proposed effort.

**Unknown Risk Level (URL):** No performance record can be identified. If an offeror, or its key personnel, does not have a past performance history relating to this RFQ (solicitation), the offeror will not be evaluated favorably or unfavorably on this factor.

1.	Evaluate the contractor's overall commitment to quality performance and customer satisfaction.	(HRL) (MRL) (LRL) (URL)
	Comment:	
2.	Evaluate the contractor's overall technical competence.	(HRL) (MRL) (LRL) (URL)
	Comment:	
3.	Evaluate the contractor's cooperation and willingness to work as a team (with your personnel, other contractors, etc.).	(HRL) (MRL) (LRL) (URL)
	Comment:	
4.	Evaluate the contractor's compliance with contractual requirements.	(HRL) (MRL) (LRL) (URL)
	Comment:	
5.	Evaluate the contractor's responsiveness to contract, program and/or schedule changes.	(HRL) (MRL) (LRL) (URL)
	Comment:	

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6.	Evaluate the effectiveness of the contractor's overall quality control procedures.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	
7.	Evaluate the contractor's ability to overcome technical problems, labor issues, and/or other performance difficulties.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	
8.	Evaluate the contractor's ability to plan and conduct operations in the most cost effective manner.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	
9.	Evaluate the contractor's ability to adhere to schedules and complete work on time.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	
10.	Evaluate the quality and stability of the contractor's workforce.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	
11.	Evaluate the availability, adequacy and suitability of the contractor's staffing for the work required.	<b>(HRL) (MRL) (LRL) (URL)</b>
	Comment:	