



U.S. General Services Administration

Federal Acquisition Service

Delegation of Procurement Authority Training

- **USA CONTACT CONTRACT**

National Capital Region (NCR)



Training Agenda

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- Definitions and Acronyms
- Basic Contract Information
- Scope
- Ordering
- Pricing
- USA Contact Program Responsibilities
- Ordering Contracting Officer (OCO) Responsibilities
- Summary



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Introduction



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What is USA Contact

GSA contract offering a full range of multi-channel contact center services, capabilities, tools, and applications for federal agencies that need to establish a new contact center or enhance their current one.

- Multiple award indefinite delivery indefinite quantity (MAIDIQ) contracts established by the GSA for Governmentwide use
- Operated by an OMB designation
- Not subject to the Economy Act
- Seven (7) Prequalified Solution Partners





What is an Interagency Acquisition?

Interagency Acquisition is the procedure by which an agency needing supplies or services (Requesting Agency) obtains them using another agency's contract (Servicing Agency), the acquisition assistance of another agency (Servicing Agency), or both



Accessing USA Contact Contract

➤ Direct Acquisition

- Requesting Agency conducts acquisition and administers the order

➤ Assisted Acquisition

- Servicing Agency conducts acquisition and administers the order on behalf of Requesting Agency for a fee



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Definitions and Acronyms



Definitions and Acronyms

- **USA Contact contract** – “synonymous with the “Basic Contract”
- **Task Order** - Task orders issued under the Basic Contract are referred to as “order(s)”
- **USA Contact Contract Contracting Officer (IDIQ CO) or Contracting Officer (CO)**-The sole and exclusive government official actual authority to award the Basic Contract and delegate any or all of the contract administration functions.



Definitions and Acronyms

- **Delegation of Procurement Authority (DPA)** – Written authority to issue an order under the Basic Contract
- **Ordering Contracting Officer (OCO)** - An Authorized User who who may place and administer an order under the Basic Contract
- **Fair Opportunity** – See FAR 16.505. OCO must provide each awardee a fair opportunity to be considered for each order exceeding \$3,500 except as provided for in FAR 16.505(b)(2)



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Basic Contract Information



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Basic Contract Information

	USA Contact Contract (Basic)	USA Contact Contract (with Extension)
Program Ceiling (B.4)	\$2.5 billion	No Increase
Term of Basic Contract (F.2)	10 years March 11, 2008 to March 10, 2018	10.5 years March 11, 2008 to September 10, 2018
Contract Ordering Period	3/11/2008 through 3/10/2018	3/11/2008 through 9/10/2018
Extended Year Pricing	3/11/2018 through 3/10/2023	9/11/2018 through 9/10/2023
Order Period of Performance (F.3)	Maximum order period is up to ten (10) years. Orders may extend no more than five (5) years beyond the expiration of the Basic Contract.	Maximum order period is extended 6 months. Orders may not extend beyond 9/10/2023 .



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Basic Contract Information

	USA CONTACT
Contract Access Fee (CAF)	The CAF is $\frac{3}{4}$ of one percent (.0075) to be applied to the total price for contractor performance as billed to the government. Payment is made by the contractor
Contract Type	Multiple Award Indefinite Delivery Indefinite Quantity (MAIDIQ) for Government-wide usage
Task Order Options	Fixed-Price Time & Materials/Labor Hour Hybrid



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Basic Contract Information

	USA CONTACT
Limitations on Subcontracting	Not applicable
Goals for Subcontracting	SB Subcontracting Reports and goals will be monitored at the Contract level.
Consent to Subcontract	No subcontractors were evaluated as part of the award process for the Basic Contract. Contractor's must comply with FAR 52.244-2 and FAR 44.2.



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Basic Contract Information

	USA CONTACT
Primary NAICS Code (K.4)	519190 – Other Information Services
Facility Clearances	Ordering Contracting Officers (OCOs) have the flexibility to customize this to the appropriate level of security required by their order.
Number of Contract Holders	7



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CONTRACT AWARDEES

Active Network, LLC	GS00V08PDD0071
Convergys Corporation	GS00V08PDD0067
CSRA, LLC	GS00V08PDD0066
Enterprise Services, LLC	GS00V08PDD0072
General Dynamics Information Technology, Inc. (GDIT)	GS00V08PDD0068
Leidos Innovations Corporation	GS00V08PDD0065
Teletch Government Solutions, LLC	GS00V08PDD0070



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Scope



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Scope

➤ Automated and Manual Work Types

- Capabilities to support a range of customer support for all communication channels (telephone, email, facsimile, postal mail, and web chat (C.2.1.4)), including but not limited to the types below. Specific work types will be identified in task orders issued by the government
 - Referrals
 - General Information
 - Fulfillment request
 - Emergency Inquires



Scope

- Automated and Manual Work Types (*continued*)
 - Telecom Services based solutions may include special project support needed to analyze, plan, design, and implement the contact center solution
 - Conforms to OMB policy for Telecom investments and evolves as technology expands



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Scope

➤ Technical & Management Services

- Contractor provides all required technical & management services as part of the citizen inquiry response and management solutions. The functions to be performed include the following:
 - Site Management
 - Program Management
 - Technology Management
 - Information systems Management
 - Contact/case Management
 - Customer Satisfaction Surveys



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Scope

➤ Language Support

- Wide range of languages in responding to live inquiries under various workload conditions. Specific languages are identified in task orders issued by the government.
- Furthermore, the contractor may provide foreign language support via "foreign language line" instead of on-site support.

➤ Ancillary Support

- Ancillary Services (i.e. clerical support; training; subject matter expertise, etc.) **must be integral and necessary** for the contact center services-based solution



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Ordering



Ordering

➤ How to Access USA Contact Contract

- Direct Acquisition
 - Requesting agency conducts acquisition and administers the order
- Assisted Acquisition
 - Servicing Agency conducts acquisition and administers the order on behalf of Requesting Agency for fee



Ordering

- The OCO may exercise broad discretion in developing appropriate order placement procedures
 - Streamlined ordering methods per FAR 16.505
 - FAR Part 15.3 source selection approach is discretionary
 - Oral proposals may be utilized
 - A multi-phased approach may be implemented

- Ordering Contracting Officer (OCO) must provide each awardee a fair opportunity to be considered for each order exceeding \$3,500 unless a statutory exception is invoked (Exceptions to Fair Opportunity)



Ordering

➤ Exceptions to Fair Opportunity

- Statutory exceptions [see FAR 16.505(b)(2)]
 - Extreme urgency (fair opportunity causes unacceptable delays)
 - Unique capability (only one awardee can meet requirements)
 - Logical follow-on (sole-source basis in the interest of economy and efficiency)
 - Provided all awardees allotted fair opportunity consideration on original award
 - Necessity to satisfy a minimum guarantee
 - A statute expressly authorizes or requires that the purchase be made from a specified source (i.e., for orders exceeding SAT)



Ordering

➤ Exceptions to Fair Opportunity

- Written justification and approval is required
 - Justification must be documented IAW FAR 16.505(b)(2)(ii)(A-B)
 - Approval level is based on dollar amount of order IAW FAR 16.505(b)(2)(ii)(C)(1-4)

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Ordering

➤ **Task Orders Exceeding \$5.5 Million must include:**

- A notice of the task or delivery order that includes a clear statement of the agency's requirements
- A reasonable response period
- Disclosure of the significant factors and subfactors, including cost or price, that the agency expects to consider in evaluating proposals, and their relative importance
- Where award is made on a best value basis, a written statement documenting the basis for award and the relative importance of quality and price or cost factors
- An opportunity for a postaward debriefing.



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Ordering

- Clauses from Basic Contract flow down to the order
- Additional clauses may be included at the order level:
 - Agency-specific clauses and/or additional FAR clauses
 - FAR Part 12, if applicable
 - Special or unique requirements (e.g., Davis Bacon, Service Contract Act, etc.)
 - Tailored Basic Contract clauses and/or provisions from Sections E,F,H and I



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Pricing



Pricing

➤ For all orders:

- OCOs must evaluate price and determine the overall price to be fair and reasonable using policies and methods in FAR 15.4 for all orders, ***irrespective of contract type used.***
- When adequate price competition exists, ***generally*** no additional information is necessary to determine the reasonableness of price.
- In accordance with FAR 15.403-1(b)(1), adequate price competition prohibits OCOs from obtaining Certified Cost or Pricing Data



Pricing

- Time and Material/Labor Hour Provisions
 - OCOs should include in their task order solicitation:
 - FAR 52.216-31 Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition



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USA Contact Program Responsibilities



USA Contact Program Responsibilities

- Manage contract compliance
 - Conduct post award scope reviews
 - Monitor subcontracting at the Basic Contract level
- Advise customers and contractors on proper use of Contract
 - Conduct DPA training and issue DPA to OCO
 - Maintain resources on USA Contact websites
- Conduct program meetings with contractors



USA Contact Program Responsibilities

- Performance risk mitigation and contractor oversight
 - Conduct outreach and education
 - Conduct pre-award scope reviews upon request

- Report annually
 - Assessment of client satisfaction
 - Competition on orders
 - Cumulative number and total dollar value of orders
 - Number and value of performance based orders

- Complete Basic Contract closeout



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OCO Responsibilities



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OCO Responsibilities

- **Pre and Post Award Functions** – OCO responsible for order from acquisition planning to closeout
- **Adhere to Terms and Conditions of DPA:**
 - **Compliance** - comply with terms and conditions of the USA Contact contract & FAR
 - **Duration** - maintain valid warrant authority until expiration of Basic Contract or final Task Order close-out, whichever is later
 - **Revocation** - comply with treaty, law, regulation, ethical standards, and federal acquisition policy and procedures to avoid revocation of DPA
 - **Scope Compliance** - ensure the order is and remains within scope



OCO Responsibilities

- **Adhere to Terms and Conditions of DPA:**
 - Administrative Reporting**
 - Report Task Orders in FPDS-NG per customer agency policy
 - Provide a complete copy of the Task Order and subsequent modifications to:
USA Contact Contract: USAContact@gsa.gov
 - Reminder Task Order information form(s) included with DPA

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OCO Responsibilities

➤ FAR-Based Rules – Key Areas of Responsibility:

- **Fair Opportunity** - ensure all contractors are provided a fair opportunity to be considered per FAR 16.505
- **Funding** - verify sufficient funding for task performance and the CAF. Comply with appropriation law and financial policy
- **COR** - if COR assigned, ensure the extent of their authority and responsibilities are clearly defined per customer agency policy
- **Monitor, Evaluate and Report Contractor Task Order Performance** – OCOs should conduct individual contractor performance evaluations at the Task Order level IAW FAR Subpart 42.15, Contractor Performance Information

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OCO Responsibilities

➤ FAR-Based Rules – Key Areas of Responsibility:

- **Task Order Protests, Disputes and Claims** - receive and respond to Task Order protests, disputes and claims
- **Cost or Price Analysis and Audits** - perform and document cost and/or price analysis (FAR 15.4) and respond to any related audits
- **Prompt Payment** - ensure prompt payment of conforming contractor invoices
- **Task Order Closeout** - perform order closeout IAW FAR 4.804-5
- **Requests for Information** - respond to requests for information pertaining to Task Orders (i.e., FOIA requests and inquires/audits by: Congress, IG, SBA, GAO, and GSA)



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Summary



Summary

- Comprehensive Telecom services and Telecom services-based solutions
- Pre-qualified pool of premier contractors
- Pre-competed, flexible, easy-to-use contracts that reduce procurement lead times
- A full spectrum of contract types
- Contract training and exceptional client support from a knowledgeable and experienced GSA team



Summary

➤ Tools for Ordering Offices

- Contract Library
- Contract Pricing
- Ordering Guide
- Access to Contract Holders

➤ USA Contact Contract Websites

<https://www.gsa.gov/portal/content/105215>



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Please direct all questions to USAContact@gsa.gov



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THANK YOU