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The USA Contact contract vehicle supports the Office of Citizen Services' vision of providing the public with ready access to government information and services, and helping agencies ensure timely, consistent, and accurate responses to citizens' inquiries.

REGION 4 FEDERAL ACQUISITION SERVICE CUSTOMER TESTIMONIALS

What our clients say...



ASSISTED ACQUISITION SERVICES DIVISION



Assisted Acquisition Services Division Leverages USA Contact for Centers for Disease Control and Prevention Contact Center

Challenge: The Centers for Disease Control and Prevention (CDC) works to protect America from health, safety and security threats. CDC conducts critical science and provides health information that protects our nation. The dissemination of health and safety information plays a critical role in CDC's efforts to prevent and control diseases, injuries and disabilities.

CDC's National Contact Center (CDC-INFO) offers live agents by phone and email to help public health partners, clinicians and the public find the latest, reliable, and science-based health information on more than 750 health topics. CDC's National Contact Center handles more than 220,000 telephone calls, 44,000 emails and mail annually. CDC-INFO required a contractor who could transition into this work without a break in service.

CDC's current Contact Center requirement includes contracts for both infrastructure and agent services. The contract for agent services was scheduled to end in November 2017, and CDC requested acquisition assistance from the Federal Acquisition Service (FAS) to help CDC-INFO separate the agent services from the infrastructure contract by awarding a new task order exclusively for Agent Services.

Action: Region 4's Assisted Acquisition Services Division (AASD) worked closely with the CDC-INFO officials to refine their requirement and provide an innovative acquisition solution for the contact center service. AASD developed a

solution that would use a Multiple Award Schedules (MAS) contract to allow for a competitively awarded task order for the customer service agents. Under MAS contracts, GSA awards contracts to multiple companies supplying comparable services and products at varying prices.

Discussions between CDC-INFO and AASD for the requirement began in March, the request for quote was released in August. There were three primary goals for this contract- (1) separate and integrate the contract that provided overarching intelligent call routing and interactive voice response services (2) increase customer service agent's response quality and timeliness and (3) secure a more competitive price. AASD conducted extensive market research, including the release of three separate requests for information (RFI) to survey the market to determine the most appropriate contracting strategy.

Solution: After evaluating the results of the RFIs, AASD decided to use GSA's USA Contact (USAC) contract vehicle. The USA Contact contract vehicle supports the Office of Citizen Services' vision of providing the public with ready access to government information and services, and helping agencies ensure timely, consistent, and accurate responses to citizens' inquiries. USA Contact provides federal agencies with easy access to a broad range of contact center services that will make that vision a reality. It is a multiple award indefinite delivery, indefinite quantity (IDIQ) contract.

Result: In November 2017, AASD competitively awarded a task order, using best value procedures, against the USA Contact on behalf of CDC-INFO to General Dynamics Information Technology for \$32.3 million representing a 49.3% savings from the independent government cost estimate while ensuring there was not a break in service. Customer service representatives provide answers in multiple languages to general and specific medical questions using more than 7,000 prepared responses for all agents.

Reference:

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