

**PART III – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS**

**SECTION J –LIST OF ATTACHMENTS**

**J.1 PAST PERFORMANCE SURVEY QUESTIONNAIRE**

Offerors shall forward the attached Past Performance Survey Questionnaire to customers(s) who they have selected to complete the survey of their past performance. The offeror is responsible for communicating to the selected customer(s) that the customer(s) need to address the experience factors identified in Section L.7.2.1.3.1 in completing the questionnaire. The offeror shall inform the selected customer(s) that the completed questionnaire must be received by the addressee listed on the questionnaire no later than the proposal due date set forth in Standard Form 33 issued with the solicitation.

Name of Vendor:

Customer Contact Information:	
Name:	Position:
Company Name:	
Phone:	E-Mail:
Project Description: (Provide a brief description of the project, including scope of work, complexity of inquiries, length of Customer Service Representative training, complexity of start-up process, and work volume fluctuations)	
Annual Work Volume (Phone, Fax, E-mail, etc.):	
Contract Performance Period:	
Reason for contract termination (if applicable):	
Significant Accomplishments/Awards: (Provide a brief description of significant accomplishments, awards, and performance incentives achieved during the contract performance period)	

**Request for Proposal TQD-RC-03-0001**

<p>Issues and Problems: (Provide a brief description of any problems and issues that occurred during the contract performance period, including any performance disincentives/penalties)</p>

18  
19  
20  
21  
22  
23

Performance Evaluation: On a scale of 1 to 5, with a rating of 3 being satisfactory and 5 being the highest attainable score, please assign a rating to the contractor’s project performance on each of the following elements. Provide a brief narrative to support any rating above or below 3.

Performance Element	Performance Rating (1-5)	Comments
1. Quality and timeliness of service		
2. Ability to meet performance goals		
3. Ability to manage content and keep data current		
4. Accuracy, completeness, and timeliness of reports		
5. Competency of personnel employed		
6. Effectiveness of recruitment and employee retention program		
7. Effectiveness of training program		

**Request for Proposal TQD-RC-03-0001**

Performance Element	Performance Rating (1-5)	Comments
8. Ability to respond quickly in crisis or high priority situations		
9. Ability to respond to work volume fluctuations		
10. Speed of trouble and complaint resolution		
11. Effectiveness of quality assurance and quality improvement programs		
12. Flexibility and responsiveness to accommodate changes		
13. Commitment to keeping technology up-to-date		
14. Adherence to industry best practices		
15. Effectiveness of management team, including management of subcontractors		
16. Ability to identify and solve problems with minimal oversight		
17. Ability to display initiative in identifying and providing solutions		
18. Overall customer satisfaction		
Signature:		Date:

24  
25  
26  
27  
28  
29  
30

Survey Questionnaire Submission Instructions:

Please submit the completed Past Performance Survey Questionnaire to:

Robert Corey  
Contracting Officer

**Request for Proposal TQD-RC-03-0001**

31 Service Development Acquisition Center  
32 Federal Technology Service  
33 General Services Administration  
34 10300 Eaton Place, Room 509  
35 Fairfax, VA 22203-2030  
36  
37

38 **J.2 TECHNICAL PROPOSAL INDEX**  
39

40 Offerors are required to submit, as part of their technical proposal, an Index referencing the page  
41 and paragraph numbers that contain their response/methodology/narrative, on an item by item  
42 basis to all requirements of this solicitation. Offerors shall complete Table J.2 provided below  
43 by inserting a reference in the "Contractor Proposal Reference" column which indicates the  
44 section or page reference number from the offeror's proposal that describes its solution or  
45 approach for meeting the stated requirement. Offerors shall include a completed copy of the  
46 table as part of their proposal submission package.  
47

Table J.2 – Technical Proposal Index

RFP Reference	Requirement	Contractor Proposal Reference
L.7.2.1.2	Executive Summary	
L.7.2.1.3	Experience	
L.7.2.1.3.1	Minimum Required Experience	
L.7.2.1.3.2	Documentation of Experience	
L.7.2.1.4	Past Performance	
L.7.2.1.5	Technical Approach	
L.7.2.1.5.1	Services to be Provided	
C.3.1	Automated Services	
C.3.1.1	Automated Voice Response Services	
C.3.1.2	Facsimile Services	
C.3.1.3	Voice Mail Service	
C.3.1.4	Automated Callback (Telephone)	
C.3.1.5	Web Callback	
C.3.1.6	On-Line Ordering	
C.3.1.7	E-Mail Web Form	
C.3.1.8	Automated Telephone Appointment Service	
C.3.1.9	Web-Based Appointment Service	
C.3.1.10	Hosted FAQ Service	
C.3.2	Attended Services	
C.3.2.1	Responding to Telephone Inquiries	
C.3.2.2	Outbound Calling Services	
C.3.2.3	Responding to Postal Mail Inquiries	
C.3.2.4	Responding to E-Mail Inquiries	
C.3.2.5	Responding to Facsimile Inquiries	
C.3.2.6	Interactive Web Services	

**Request for Proposal TQD-RC-03-0001**

Table J.2 – Technical Proposal Index

RFP Reference	Requirement	Contractor Proposal Reference
C.3.3	Other Support Services	
C.3.3.1	Fulfillment Services	
C.3.3.2	Transcription Service	
C.3.3.3	Language Translation Service	
C.3.4	Directory Listing Services	
C.3.5	Technical and Management Services	
C.3.5.1	Core Project Management Support	
C.3.5.2	Program Management	
C.3.5.3	Technology Management	
C.3.5.4	Information and Relationship Management	
C.3.5.5	Human Resources Management	
C.3.5.6	Performance Management	
C.3.5.7	Quality Assurance/Quality Improvement	
C.3.5.8	Management Reports	
C.3.5.9	Security	
C.3.5.10	Contingency/Disaster Recovery	
C.3.5.11	Value Engineering and Design	
C.3.6	Special Project Support	
L.7.2.1.5.2	Facilities and Technology Infrastructure	
C.5	Facilities to be Provided	
C.5.1	General Requirements	
C.5.2	Facility Infrastructure	
C.5.3	Site Selection and Facility Design Reqmts.	
C.5.4	Project Housing	
C.5.4.1	Exclusive-Use Space	
C.5.5	Facility Access	
C.6	Technology Infrastructure to be Provided	
C.6.1	Inquiry Processing Technology and Services	
C.6.2	E-Mail Routing and Management	
C.6.3	Knowledge Management	
C.6.4	Contact Management	
C.6.5	Workforce Management	
C.6.6	Customer Survey Automation	
C.6.7	Compliment and Complaint Management	
C.6.8	Service Monitoring and Quality Control	
C.6.9	Training	
C.6.10	Literature Fulfillment	
C.6.11	Voice Mail and Electronic Mail	
C.6.12	Power Supply	
C.6.13	Database Design	
C.7	Telecommunications Services to be Provided	
C.7.1	Local Telecommunications Services and	

Table J.2 – Technical Proposal Index

RFP Reference	Requirement	Contractor Proposal Reference
	Internet Access	
C.7.2	Intercity Telecommunications Services	
C.7.3	Network Design	
C.7.4	Network Termination Equipment	
C.7.5	Service Coordination	
C.7.6	Telephone Number Ownership	
C.7.7	Internet Domain Ownership	
L.7.2.1.5.3	Strategy and Approach for Information and Relationship Management	
L.7.2.1.5.4	Phase-In Plan	
L.7.2.1.5.5	Security Plan	
L.7.2.1.5.6	Disaster Recovery/Contingency Plan	
L.7.2.1.5.7	Emergency Response Capability	
L.7.2.1.6	Management Plan	
L.7.2.1.6.1	Program Management Plan	
L.7.2.1.6.2	Key Personnel	
L.7.2.1.6.3	Human Resources Management Plan	
L.7.2.1.6.4	Service Level Management Plan	
L.7.2.1.6.5	Quality Assurance/Quality Improvement Plan	
L.7.2.1.6.6	Operations Management Plan	
L.7.2.1.7	Plan for Special Hiring	

48

49

50 **J.3 FEDERAL CITIZEN INFORMATION CENTER NATIONAL CONTACT CENTER**  
 51 **SAMPLE TASK ORDER REQUIREMENTS**

52

53 The Government intends to issue a task order against the resultant contract of this solicitation to  
 54 support the operation of the Federal Citizen Information Center (FCIC) National Contact Center  
 55 (NCC). The information contained in this section represents the most current requirements of  
 56 the NCC and is intended to serve as a sample task that could be performed under this contract.  
 57 The actual NCC task requirements, when and if released, may contain updated and/or different  
 58 requirements than those contained in this section. Nothing in this section should be construed as  
 59 a commitment from the government to actually procure this type of task order. Though the  
 60 government currently intends to procure these services, intervening events may occur which  
 61 dramatically alters the scope, type or even existence of this sample task order. The following  
 62 sample detail is only included to assist the bidders in their preparation of the proposals for the  
 63 overall IDIQ contract and should not be construed as an intention to actually procure the services as  
 64 described.

65

66 J.3.1 Program Description

67 The Federal Citizen Information Center (FCIC) manages a National Contact Center (NCC) that  
 68 responds to public inquiries seeking information on a wide range of government programs. The

**Request for Proposal TQD-RC-03-0001**

69 Government contracted out the operations of the NCC in 1990. In FY2003, the NCC responded  
70 to over 1.9 million telephone calls and 20,000 e-mail inquiries, took orders for over 242,000  
71 consumer publications, and distributed over 700 printed documents. The NCC currently  
72 supports the following activities:

73  
74 Responding to public inquiries – The NCC serves as a public information referral service that  
75 was established by law in 1978 to provide citizens with information on a wide range of Federal  
76 Government programs and services. Citizens seeking general government information can  
77 reach the NCC by toll-free telephone service from the United States and Canada (1-800-FED-  
78 INFO for voice, 1-800-326-2996 for TTY). Callers from other foreign countries can call the  
79 NCC by dialing a commercial telephone number. The NCC responds to live inquiries between  
80 8:00 am and 8:00 pm eastern time, weekdays, except Federal holidays. Recorded information is  
81 available 24 x 7 through a network-based IVR service currently provided by the Government.  
82 Prior to 2003, the NCC responds to public inquiries seeking information on a wide range of  
83 government programs primarily via the telephone. In April 2003, the NCC expanded its service  
84 to include responding to public e-mail inquiries received through the FirstGov.gov and other  
85 FCIC related websites (e.g. pueblo.gsa.gov) and to receive inquiries and transmit information by  
86 facsimile. E-mail inquiries are directed to the NCC via an e-mail web form hosted at the various  
87 websites and are responded to in accordance with business rules established by the Government.  
88 The NCC also fulfills requests for selected Government publications and forms that are provided  
89 by the agencies to the NCC for distribution. Table J.3.1-1 provides a sample of the most popular  
90 general public inquiry topics that the NCC handles. A list of frequently asked questions (FAQs)  
91 handled by the NCC can also be viewed on the NCC’s website (info.gov) maintained by the  
92 Government.

93  
94 In support of the USA Services initiative, the NCC also serves as the Government’s  
95 clearinghouse for misdirected telephone and e-mail inquiries forwarded by participating Federal  
96 agencies. Misdirected inquiries are defined as those inquiries that involve subjects that are  
97 outside of the purview of the forwarding agency. For misdirected telephone inquiries, the  
98 agency can either tell the public to call the NCC at 1-800-FED-INFO or transfer the calls to the  
99 NCC for assistance. For misdirected e-mail inquiries, the agency can either direct the public to  
100 the FirstGov.gov website or forward the inquiries to the NCC, preferably via a central  
101 forwarding mailbox established by the agency. As part of the USA Services initiative, GSA  
102 currently has working agreements with 14 Federal agencies to route misdirected e-mail inquiries  
103 to the NCC for response and/or routing. GSA expects the number of participating agencies to  
104 grow substantially over time. The NCC will respond to these forwarded inquiries in the same  
105 manner as those received directly from the public. E-mail inquiries forwarded to the NCC are  
106 responded to in accordance with business rules mutually established by the NCC and the  
107 forwarding agency. The NCC Contractor is expected to work with the agencies to set up the  
108 forwarding mail boxes and to conduct tests to verify proper routing protocols for sending,  
109 receiving, and tracking of e-mail inquiries.

110  
111 Performing order intake for consumer publications – The NCC receives telephone orders for  
112 consumer publications and responds to telephone and e-mail inquiries matters related to these  
113 publications. For telephone access, the public can call a toll-free telephone service from the  
114 United States and Canada (1-888-8-PUEBLO) and receive live assistance between 8:00 am and

**Request for Proposal TQD-RC-03-0001**

115 8:00 pm eastern time, weekdays, except Federal holidays. Recorded information is available 24  
116 x 7 through a premised-based IVR service provided by the current NCC contractor. During non-  
117 business hours, callers may leave ordering information for “free” publications via a voicemail  
118 service provided by the current NCC contractor. The recorded order information is then  
119 transcribed and included with other telephone publication orders. Telephone publication orders  
120 are then forwarded to a Government distribution center at Pueblo, Colorado, a facility  
121 maintained by the Government Printing Office (GPO), for processing and distribution. The NCC  
122 intends to maintain the current relationship with GPO for processing and distribution of  
123 consumer publications.

124  
125 For ordering publications and obtaining other consumer-related information via the Internet, the  
126 public can access the [pueblo.gsa.gov](http://pueblo.gsa.gov) website maintained by the Government. A list of available  
127 publications can be viewed by clicking the “Order” on the website’s menu selection bar. The  
128 public can submit questions by accessing an e-mail web form hosted on the website. The  
129 questions are directed to the NCC for response in accordance with business rules established by  
130 the FCIC.

131  
132 Responding to emergency calls for the Department of State - The NCC currently operates the  
133 Emergency Response Hotline for the Department of State, Office of Overseas Citizen Services  
134 (1-888-407-4747). The Hotline responds to calls on international child abduction, overseas  
135 adoption, and overseas emergency matters. The Hot Line is normally staffed between 8:00 am  
136 and 8:00 pm eastern time on weekdays, except Federal holidays. Recorded information is  
137 available 24 x 7 through a network-based IVR service provided by the Government. In  
138 emergency situations, the NCC provides expanded or 24 x 7 coverage to respond to calls from  
139 American citizens from around the world within 3 hours of receiving notification from the  
140 Department of State. Table J.3.1-2 provides a sample of the most popular telephone inquiry  
141 topics that the NCC handles for OCS.

142  
143 Responding to public inquiries for the Department of Interior – The NCC currently provides  
144 telephone (1-800-344-WILD) inquiry response support to the Department of Interior, Fish and  
145 Wildlife Service (FWS). Routine inquiries are responded to by the NCC and more complex  
146 inquiries are referred to FWS employees for response. Telephone inquiry response support is  
147 provided between 8:00 am and 8:00 pm eastern time on weekdays, except Federal holidays.  
148 Recorded information is available 24 x 7 through a premised-based IVR service provided by the  
149 current NCC contractor. Table J.3.1-3 provides a sample of the most popular telephone inquiry  
150 topics that the NCC handles for FWS. A list of frequently asked questions (FAQs) can also be  
151 viewed on the FWS website ([www.fws.gov](http://www.fws.gov)) maintained by FWS.

152  
153 Responding to public inquiries for General Services Administration - The NCC currently  
154 provides e-mail inquiry response support to GSA’s Office of Public Affairs. E-mail inquiries are  
155 directed to the NCC via an auto-forwarding mailbox established and maintained by GSA and are  
156 responded to in accordance with business rules established by GSA. Table J.3.1-4 provides a  
157 sample of the most popular telephone and e-mail inquiry topics that the NCC handles for GSA.

158  
159 Responding to public inquiries for other eGov initiatives - GSA intends to leverage the NCC  
160 capabilities to provide telephone, e-mail, and other inquiry response support to other eGov

**Request for Proposal TQD-RC-03-0001**

161 initiatives (e.g., GovBenefits) that have similar requirements as the work performed by the NCC.  
 162 These initiatives generally have work volumes not in excess of 1,500 telephone and/or 500 e-  
 163 mail inquiries per month.

164  
 165

Table J.3.1-1 – Sample of Popular General Public Inquiry Topics

Category	Questions
Travel	Passports – New, Renew
Immigration & Naturalization	Green Card, Visa, Travel Documents, Lost Naturalization Cert, How to become a US Citizen
Assistance	Education, Housing, Utilities, Food Stamps, Disaster assistance
Complaints	Telephone bill, Cable bill, TV programming, Cell phone service, scams, fraud
Employment	Discrimination, Workplace safety, Local employment office, Minimum wage, FMLA
Checks/Taxes	I received a check what is it for? I need to change the name, address, or the amount is wrong, Bush Tax Cut, property tax
Authentication	What do I need to do to authenticate a document, what is the status of my request?
Copyright/Patent Trademark	Company name, song, book
Money	Savings bonds – purchase, cash in, value of. Same info for T-bonds and T-bills but Savings Bonds most frequent
Social Security	Contact a local office, Death benefits, lost check, lost card, apply for a card, Denial of Benefits
Vital Records	Obtain copies of birth, death, marriage certificates. Change name on birth certificate, I'm a US citizen but was born in a foreign country how can I get a birth certificate?
Federal Jobs	How do I find out if there are any Federal jobs in my area, How do I apply
SBA	Can I get a grant to start a business,
Mail	Phone number for my local post office, Stop my mail, US Postal jobs
Federal buildings	Can I drive up to the building, I want to call someone who works in the Federal Building at ____, where is ____ building located, How can I find out the schedule for special events,
Military	Sign up for the draft, lost my draft card, locate a particular base, Questions about pay, Military passport
Retirement	Federal Benefit questions, Federal Benefits complaints,
IRAQ	Reconstruction contract jobs, working in Iraq, working as a police officer,
Security	How to work for TSA, Complain about TSA at airport ____
Veterans Benefits	Benefit questions, questions about my VA pension

166  
 167

Table J.3.1-2 – Sample of Popular OCS Inquiry Topics

Category	Sample Questions
Travel Warnings	Is it safe to go? Should I go or not? Is it for real?
Address Information	Fax/phone/address information for consulates and embassies
Children issues	How do I sign my child up for the program? What if I am worried about child abduction? I am trying to adopt overseas, what should I do?
Immigration questions	How to bring someone here from abroad? How do I replace a lost green card? How do I replace lost citizenship documents?
Children born overseas	How do I get a copy of the birth abroad certificate? What if I didn't register my child, what do I do now?
Passport information	How to obtain one? Where to go? How long it takes? How to get one in a rush?
Moving overseas	How do I pay my taxes when I move overseas? Do I have to pay taxes if I move overseas? Will I lose my citizenship if I move overseas? Will I be able to collect social security?

168

Table J.3.1-3 – Sample of Popular FWS Inquiry Topics

Category	Sample Questions
Hunting	Where can I go for hunting? Can I hunt deer in November in X state?
Fishing	Where can I go to get a fishing license in X town?
Wildlife Refuges	What are the Federal regulations for hunting on a refuge? I saw a teddy bear at a refuge and they gave me this number to call to order it.
Endangered Species	Is the X bird endangered?
Migratory Birds	Where can I send information on birds I've observed migrating?
Permits	What are the permit requirements to export or re-export products
Publications	How many copies of X can I get? Are they free?
Employment & Grants	How do I get a job with FWS? How many job openings are there for FWS in my area?
Grants	What grants are available for the benefits of wildlife and its habitat? I saw something about Tribal grants, can you tell me about them?
Law Enforcement	I want to know the Federal law of trade and sale of wildlife. I want to report someone who killed an American black bear.

169

Table J.3.1-4 – Sample of Popular GSA Inquiry Topics

Category	Sample Questions
Federal Supply Service	How can I do business with the government? How can I get on the GSA Schedule? What is GSA Advantage? How do I order Government supplies?
Employment	How can I use GSA QuickHire?
Forms	Have you updated Form X
Public Building Service	Who is the facility manager for X building? When will X courthouse be completed? How can I get a parking spot in X

Table J.3.1-4 – Sample of Popular GSA Inquiry Topics

Category	Sample Questions
	federal building?
Office of Government-wide Policy	What is the policy for travel on weekends? How is per diem set?

170 J.3.2 Purpose/Scope

171 The FCIC seeks to establish a contractor-provided and managed multi-channel contact center to  
 172 respond to inquiries for government information and services, as described in Section J.3.1. The  
 173 Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services to  
 174 assume the operation of the NCC. The Government intends to leverage the capabilities of the  
 175 new NCC to network with other Federal Government contact centers to form a seamless citizen  
 176 information network to better serve the citizens.

177  
 178 J.3.2.1 Objectives

179 The FCIC expects to realize the following benefits:

- 180
- 181 1. Position the FCIC’s public information services on par with private industry standards  
 182 by providing customers with easily accessible, consistent, timely, and professional  
 183 responses to their inquiries via their preferred method of communication.
- 184
- 185 2. Provide increased capability for the NCC to network with Government contact center  
 186 community to establish a seamless citizen information network that fosters efficient use  
 187 of knowledge and resources in the delivery of government information and services.
- 188
- 189 3. Provide increased capability to deliver fully managed multi-channel inquiry response  
 190 and management solutions to meet the needs of Federal agencies and programs.
- 191
- 192 4. Reduce other agencies’ burden of handling misdirected inquiries.
- 193
- 194 5. Provide increased capability to measure and control the delivery of information services  
 195 to meet the evolving needs of citizens.
- 196
- 197 6. Gain and sustain access to state-of-the-art technology that is scalable to meet current  
 198 and future requirements.
- 199
- 200 7. Control information dissemination costs;
- 201

202 J.3.2.2 Period of Performance

203 The period of performance of this task order shall cover a Base Period of one (1) year, followed  
 204 by four (4) consecutive Option Periods of one (1) year each. Expiration of the last option period  
 205 will occur concurrent with the expiration date of the base IDIQ contract. The Base Period shall  
 206 include a 90-day period for transitioning the NCC to a new multi-channel contact center.

207  
208  
209  
210  
211  
212  
213  
214  
215  
216  
217  
218  
219  
220  
221  
222  
223  
224  
225  
226  
227  
228  
229  
230  
231  
232  
233  
234  
235  
236  
237  
238  
239  
240  
241  
242  
243  
244  
245  
246

J.3.2.3 Transition and Start-Up

The Contractor shall complete the transition of the existing NCC operations to a new multi-channel contact center within ninety (90) days after the issuance of Notice-To-Proceed. The incumbent contractor houses the NCC in Indianapolis, Indiana. During this period, the contractor shall work with the government to develop a sound project implementation plan and to perform all preparatory work to establish the new contact center. The Government will work with the both the incumbent and the successor Contractor and anticipates no more than ninety (90) days for full transition. Government personnel will closely monitor the Contractor’s effort to ensure a successful launch. Based on the Contractor’s ability and expert advice on transitioning the work volume, the government reserves the right to coordinate with the contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.

J.3.3 Inquiries Handled by the NCC

The primary role of the NCC is to serve as a referral service for the general public who seek information on a wide range of government programs, including those administered by the Executive, Legislative, and Judicial branches of the Federal Government, certain State and Local governments, and private entities. The NCC also performs order intakes for consumer publications and provides inquiry response support to several agencies, including: Department of State, Office of Overseas Citizen Services; Department of Interior, Fish and Wildlife Service; General Services Administration, Office of Public Affairs; and other eGov initiatives (e.g., GovBenefits). Inquiries to the NCC may be by telephone, facsimile, e-mail, postal mail, the Internet, or other media as appropriate. The inquiries generally fall under the following categories:

1. Referrals
2. General information inquiries
3. Inquiries on specific programs and services
4. Fulfillment requests
5. Orders for publications
6. Congressional inquiries
7. Emergency inquiries
8. Contingency-related inquiries
9. Complaint calls
10. Comments/feedback

In responding to an inquiry, the Contractor shall analyze the inquiry, retrieve available information from all pertinent sources, and provide assistance in a courteous and responsive manner that satisfies the inquirer’s needs. The Contractor shall respond to information requests

247 generally through the use of one or a combination of methods and response options described in  
248 Section C.2.1.7 of this solicitation.

249  
250 J.3.3.1 NCC Work Flow

251 The NCC currently handles general public inquiries, consumer publication requests and related  
252 inquiries, and inquiries relating to other agency programs. The NCC's current workflow  
253 processes for telephone, e-mail, postal mail, and facsimile inquiries for various activities are  
254 described below. The current workflow processes are provided as a frame of reference as to how  
255 work is currently being done. The Contractor shall develop the optimum workflow processes to  
256 meet project requirements, using industry best practices as applicable. The Contractor is  
257 expected to manage the workflow processes and make any adjustments from time to time to  
258 ensure performance objectives are met. The Contractor shall obtain approval from the  
259 Government prior to implementing any changes on the workflow processes. The Government  
260 reserves the right to change the work flow requirements at any time after task order issuance to  
261 accommodate changes in program requirements on an as-needed basis.

262  
263 J.3.3.1.1 NCC Telephone Inquiry Call Flow

264  
265 J.3.3.1.1.1 General Public Telephone Inquiry Call Flow

266 A caller places a call to 1-800-FED-INFO to seek government information and assistance.

267  
268 The call is delivered to an interactive voice response (IVR) service furnished either by the  
269 Contractor or the Government. The automated service provides a menu of services that access  
270 answers to frequently asked questions and provide an option for the caller to enter his or her Zip  
271 Code information. For certain government services, the IVR provides an option for the caller to  
272 be automatically transferred to another government contact center for assistance. If the caller is  
273 unable to satisfy his or her inquiry via the IVR service, or prefers to talk to a live Information  
274 Specialist (IS), the caller can, during normal business hours, select the option to speak to a live  
275 IS for assistance. If the call is received after normal business hours, the caller is informed of the  
276 business hours and asked to call back during those hours on the next business day. Calls that are  
277 forwarded for live assistance are queued for IS handling.

278  
279 After the caller is routed to an IS, the IS requests the caller to provide his or her zip code  
280 information and responds to the caller's initial request and any other additional requests the  
281 caller makes. The IS retrieves data from a knowledge base to respond to customer requests  
282 and/or records the required information needed to complete any fulfillment actions. When  
283 necessary, the IS probes the caller for specific information to facilitate the response process.

284  
285 The IS either completes the call or refers the caller to the appropriate Government agency(ies)  
286 for completion. For more complex questions (about 12% of callers handled by the IS), the IS  
287 escalates the call to a more experienced IS for further assistance. If further research is needed in  
288 order to respond to the caller's question (about 4% of the escalated calls), the IS will conduct the  
289 research offline and call the caller back with the appropriate answer at a later time. At call  
290 termination, the IS performs after-call wrap-up procedures and logs necessary action items and  
291 call information.

292  
293  
294  
295  
296  
297  
298  
299  
300  
301  
302  
303  
304  
305  
306  
307  
308  
309  
310  
311  
312  
313  
314  
315  
316  
317  
318  
319  
320  
321  
322  
323  
324  
325  
326  
327  
328  
329  
330  
331  
332  
333  
334  
335  
336

J.3.3.1.1.2 Consumer Publication Telephone Inquiry Call Flow

A caller places a call to 1-888-8-PUEBLO for consumer publication ordering and assistance.

The call is delivered to an interactive voice response (IVR) service furnished either by the Contractor or the Government. The automated service provides some programmatic information, a menu of publication ordering choices and automated fax-back service to receive free consumer publications. Calls are then queued for IS handling. If all the ISs are busy or if the call is received after normal business hours, the caller is offered the option of ordering “free” publications via a voicemail service. The name and address information recorded in the voicemail will then be transcribed and entered into the database.

After the caller is routed to an IS, the IS responds to the caller’s initial request and any other additional requests the caller makes. The IS retrieves data from a knowledge base to respond to the caller’s requests and/or records the required publication ordering information in the database. At call termination, the IS performs after-call wrap-up procedures and logs necessary action items and call information.

J.3.3.1.1.3 Department of State (DOS) Overseas Citizen Service (OCS) Inquiry Call Flow

A caller places a call to 1-888-407-4747 to seek OCS-related information and assistance.

The call is delivered to an interactive voice response (IVR) service furnished either by the Contractor or the Government. The automated service provides a menu of services that access answers to frequently asked questions. If the caller is unable to satisfy his or her inquiry via the IVR service, or prefers to talk to a live Information Specialist (IS), the caller can, during normal business hours, select the option to speak to a live IS for assistance. If the call is received after normal business hours, the caller is informed of the business hours and asked to call back during those hours on the next business day, or if the call is an emergency, the caller is provided with an emergency telephone number to call for assistance. Calls that are forwarded for live assistance are queued for IS handling.

After the caller is routed to an IS, the IS responds to the caller’s initial request and any other additional requests the caller makes. The IS retrieves data from an OCS-specific knowledge base to respond to the caller’s requests. When necessary, the IS probes the caller for specific information to facilitate the response process.

The IS either completes the call, or for more complex questions (about 24% of calls handled by the IS), escalates the call to a more experienced IS for further assistance. If direct DOS assistance is needed (about 85% of escalated calls), the IS either consults (about 5% escalated calls) with a DOS caseworker and provide the response, or transfers (about 80% of escalated calls) the caller, via attended transfer, to a designated DOS representative for assistance. A majority of the escalated calls involve Abductions or Abduction Prevention and complex adoption questions. About 10% of the escalated calls involve crisis situations. At call termination, the IS performs after-call wrap-up procedures and logs necessary action items and call information.

337  
338  
339  
340  
341  
342  
343  
344  
345  
346  
347  
348  
349  
350  
351  
352  
353  
354  
355  
356  
357  
358  
359  
360  
361  
362  
363  
364  
365  
366  
367  
368  
369  
370  
371  
372  
373  
374  
375  
376  
377  
378  
379  
380  
381

J.3.3.1.1.4 Fish and Wildlife (FWS) Inquiry Call Flow.

A caller places a call to 1-888-344-WILD to seek FWS-related information and assistance.

The call is delivered to an interactive voice response (IVR) service furnished either by the Contractor or the Government. The automated service provides a menu of services that access answers to frequently asked questions. If the caller is unable to satisfy his or her inquiry via the IVR service, or prefers to talk to a live Information Specialist (IS), the caller can, during normal business hours, select the option to speak to a live IS for assistance. If the call is received after normal business hours, the caller is offered the option of leaving his or her call-back information via a voicemail service for a return call during the next business day. Calls that are forwarded for live assistance are queued for IS handling.

After the caller is routed to an IS, the IS responds to the caller's initial request and any other additional requests the caller makes. The IS retrieves data from an FWS-specific knowledge base or use the FWS website to respond to the caller's requests and/or records the required information needed to complete any fulfillment requests. When necessary, the IS probes the caller for specific information to facilitate the response process.

The IS either completes the call, or for more complex questions (about 9% of calls handled by the IS), consults with a FWS employee at a FWS location and provide a response to the caller, or for about 5% of the complex calls, transfers the call via attended transfer to a designated FWS representative at FWS for assistance. At call termination, the IS performs after-call wrap-up procedures and logs necessary action items and call information.

J.3.3.1.2 E-Mail Inquiry Workflow

The NCC currently responds to e-mail inquiries from users of the following websites: FirstGov.gov, pueblo.gsa.gov. The NCC also responds to e-mail inquiries on behalf of GSA's Office of Public Affairs, and receives and responds to e-mail inquiries from other agency(ies) who have determined that they are not the appropriate agent for responding to these inquiries. These inquiries may be routed to the NCC via a central forwarding mailbox established by each agency or from one or more individual mailboxes. The Contractor shall work with the agencies to develop the appropriate protocols and procedures for responding to and managing the disposition status of e-mail inquiries.

J.3.3.1.2.1 General Public E-Mail Inquiry Work Flow

The inquirer visits a Government website seeking information on government programs and services (e.g., FirstGov.gov). If the inquirer cannot find what he or she is looking for on the website, he or she can access an e-mail web form on the website to send an inquiry on the desired subject. The request submitted via the e-mail web form is directly forwarded to the NCC for response.

Upon receipt of the e-mail inquiry at the NCC, the Contractor-provided E-mail Distribution and Management system time-stamps, sorts, categorizes, and prioritizes the inquiry based on established business rules, and assigns a tracking number that will be used throughout the

382 process to track the status of the inquiry. As a first step in the response process, a government  
383 approved auto-acknowledgement is sent immediately to the e-mail address provided by the  
384 inquirer to acknowledge receipt, provide the tracking number for any future communication, and  
385 provide an estimated response time.

386  
387 After the initial acknowledgment, the inquiry is routed to an IS with the appropriate skills for  
388 responding to the inquiry. Depending on the nature of the inquiry, the IS either responds  
389 directly, refers the inquiry to a more experienced IS for further assistance, or forwards the  
390 inquiry to the appropriate agency for direct response. The IS accesses the NCC knowledge base  
391 to obtain the relevant information and guidance to respond to the inquiry. For frequently asked  
392 questions, the IS selects the appropriate preformatted response to respond to the inquiry. The IS  
393 may modify the preformatted response if doing so will enhance the quality and accuracy of the  
394 response. If the inquiry is referred to an agency (or agencies) for response, a notice is sent by the  
395 IS to inform the inquirer of this action and to provide relevant information on the responding  
396 office(s), the expected response time as determined by the agency (if applicable), and contact  
397 information. The status log for this inquiry is then updated.

398  
399 Upon completion of responding to an e-mail message forwarded by the NCC, the responding  
400 agency may send a completion notice to the NCC for status update. The completion notice may  
401 be in the form of a batch listing containing all referred e-mails handled by that agency organized  
402 by tracking number and including a date and time, or a cc or bcc copy of each e-mail response,  
403 which then can be used by the NCC to close out the case. If the responding agency elects, as part  
404 of its business rules, not to send a completion notice to the NCC, the inquiry will be considered  
405 closed upon forwarding as no further action will be required.

406  
407 A copy of all responses, except auto-acknowledgement, is sent to a designated Government  
408 mailbox for quality audit purposes.

409  
410 **J.3.3.1.2.2 Misdirected Public E-Mail Inquiry Work Flow**

411 A Government agency (e.g., Department of Justice) receives an e-mail inquiry from the public.  
412 Upon review of the inquiry, the agency determines that the inquiry subject is not within the  
413 purview of the agency's mission. The agency forwards the inquiry, via an auto-forwarding  
414 mailbox or some other method, to the NCC for response.

415  
416 Upon receipt of the a misdirected e-mail inquiry, the NCC's e-mail distribution and management  
417 system time-stamps, sorts, categorizes, and prioritizes the inquiry based on business rules  
418 established with the forwarding agency, and assigns a tracking number that will be used  
419 throughout the process to track the status of the inquiry. As a first step in the response process, a  
420 government approved auto-acknowledgement is sent immediately to the inquirer as well as to the  
421 forwarding agency to acknowledge receipt, provide the tracking number for any future  
422 communication, and provide an estimated response time.

423  
424 After the initial acknowledgment, the inquiry is routed to an IS with the appropriate skills for  
425 responding to the inquiry. Depending on the nature of the inquiry, the IS either responds  
426 directly, refers the inquiry to a more experience IS for further assistance, or forwards the inquiry  
427 to the appropriate agency for direct response. The IS accesses the NCC knowledge base to

428 obtain the relevant information and guidance to respond to the inquiry. For frequently asked  
429 questions, the IS selects the appropriate preformatted response to respond to the inquiry. The IS  
430 may modify the preformatted response if doing so will enhance the quality and accuracy of the  
431 response. A copy of the response may be sent to the forwarding agency, depending on its  
432 preference, to close out the inquiry.

433

434 If the inquiry is referred to another agency (or agencies) for response, a notice is sent by the IS to  
435 inform the inquirer of this decision and to provide relevant information on the responding  
436 office(s), the expected response time as determined by the agency (if applicable), and contact  
437 information. Depending on its preference, a copy of the notice may be sent to the forwarding  
438 agency to close out the inquiry. The status log for this inquiry is then updated.

439

440 Upon completion of responding to an e-mail message forwarded by the NCC, the responding  
441 agency may send a completion notice to the NCC for status update. The completion notice may  
442 be in the form of a batch listing containing all referred e-mails handled by that agency organized  
443 by tracking number and including a date and time, or a cc or bcc copy of each e-mail response,  
444 which then can be used by the NCC to close out the case. If the responding agency elects, as part  
445 of its business rules, not to send a completion notice to the NCC, the inquiry will be considered  
446 closed upon forwarding as no further action will be required.

447

448 A copy of all responses, except auto-acknowledgement, is sent to a designated Government  
449 mailbox for quality audit purposes.

450

#### 451 J.3.3.1.2.3 Agency/Program-Specific E-Mail Work Flow

452 The inquirer visits a Government website (e.g., [pueblo.gsa.gov](http://pueblo.gsa.gov)). If the inquirer cannot find what  
453 he or she is looking for, the inquirer can access an e-mail web form on the website to send an  
454 inquiry on the desired subject. The request submitted via the web form is directly forwarded to  
455 the NCC for response.

456

457 Upon receipt of the e-mail inquiry at the NCC, the Contractor-provided e-mail distribution and  
458 management system at the NCC time-stamps, sorts, categorizes, and prioritizes the inquiry based  
459 on established business rules, and assigns a tracking number that will be used throughout the  
460 process to track the status of the inquiry. As a first step in the response process, a government  
461 approved auto-acknowledgement is sent immediately to the e-mail address provided by the  
462 inquirer to acknowledge receipt, provide the tracking number for any future communication, and  
463 provide an estimated response time.

464

465 After the initial acknowledgment, the inquiry is routed to an IS with the appropriate skills for  
466 responding to the inquiry. Depending on the nature of the inquiry, the IS either responds  
467 directly, or refers the inquiry to a more experienced IS for further assistance, or forwards the  
468 inquiry to the appropriate contact/office for direct response. The IS accesses the NCC  
469 knowledge base to obtain the relevant information and guidance to respond to the inquiry. For  
470 frequently asked questions, the IS selects the appropriate preformatted response to respond to the  
471 inquiry. The IS may modify the preformatted response if doing so will enhance the quality and  
472 accuracy of the response. If the inquiry is referred to another contact for response, a notice is  
473 sent by the IS to inform the inquirer of this decision and to provide relevant information on the

**Request for Proposal TQD-RC-03-0001**

474 responding office(s), the expected response time as determined by that office (if applicable), and  
475 contact information. The status log for this inquiry is then updated.

476  
477 Upon completion of responding to an e-mail message forwarded by the NCC, the responding  
478 agency may send a completion notice to the NCC for status update. The completion notice may  
479 be in the form of a batch listing containing all referred e-mails handled by that agency organized  
480 by tracking number and including a date and time, or a cc or bcc copy of each e-mail response,  
481 which then can be used by the NCC to close out the case. If the responding agency elects, as part  
482 of its business rules, not to send a completion notice to the NCC, the inquiry will be considered  
483 closed as no further action will be required.

484  
485 A copy of all responses, except auto-acknowledgements, is sent to a designated Government  
486 mailbox for quality audit purposes.

487  
488 **J.3.3.1.3 Postal Mail Inquiry Work Flow**

489 Inquiries received via postal mail are currently processed as described below. The Contractor  
490 shall enhance the process by leveraging the use of preformatted responses to the maximum  
491 extent possible in responding to postal inquiries.

492  
493 The inquirer sends an inquiry via postal mail to a specified postal address maintained by the  
494 Contractor.

495  
496 The Contractor receives the postal mail, assigns time and date of receipt to each inquiry, and  
497 routes the inquiry to a qualified IS for response.

498  
499 If the inquiry is send from within the United States, a post card response is sent to acknowledge  
500 receipt of the inquiry and request the inquirer to call 1-800-FED-INFO for assistance. If the  
501 inquiry is send from a foreign country, an appropriate written response is prepared and sent to  
502 the inquirer via first class mail. Responses to postal mail inquiries may be via telephone,  
503 facsimile, e-mail, postal mail, or other communications media, whichever is the most efficient  
504 and satisfies the inquirer.

505  
506 **J.3.4 Hours of Operation**

507 The current hours of operation for the various activities supported by the NCC are identified in  
508 Table J.3.4 below. The Contractor may perform work that does not require real-time response  
509 during non-business hours (e.g., responding to e-mail inquiries), provided that the performance  
510 of such tasks does not adversely affect performance objectives. The Contractor shall provide  
511 options for expanded telephone coverage to include the periods indicated in Table J.3.4 below.

512

**Table J.3.4 – NCC Hours of Operation**

Program	Weekday Telephone Coverage (Eastern Time)		Saturday, Sunday, and Holiday Telephone Coverage (Eastern Time)	
	Day Coverage	Night Coverage	Day Coverage	Night Coverage
General Public Inquiries	8:00 am to 8:00 pm	*	**	**

**Request for Proposal TQD-RC-03-0001**

**Table J.3.4 – NCC Hours of Operation**

Program	Weekday Telephone Coverage (Eastern Time)		Saturday, Sunday, and Holiday Telephone Coverage (Eastern Time)	
	Day Coverage	Night Coverage	Day Coverage	Night Coverage
Consumer Publication Inquiries	8:00 am to 8:00 pm	*	**	**
State Department Emergency Response Hot Line	8:00 am to 8:00 pm	As Needed*** 8:00 pm to 8:00 am	As Needed*** 8:00 am to 8:00 pm	As Needed*** 8:00 pm to 8:00 am
Department of Interior, Fish and Wildlife Service	8:00 am to 8:00 pm	None	None	None

\* The Government is considering expand the hours of telephone coverage for selected programs from 8:00 pm to: 10:00 pm, 12:00 am, or 8:00 am (24 hour coverage). The Contractor shall provide, as an optional service, expanded coverage on weekdays to extend the closing hours as indicated.

\*\* The Government is considering expanding telephone coverage for selected programs to include Saturdays, Sundays, and Federal holidays. The Contractor shall provide, as an optional service, expanded coverage on Saturdays, Sundays, and Federal Holidays. Optional coverage period shall include the following: from 8:00 am to 8:00 pm; from 8:00 am to 10:00 pm; from 8:00 am to 12 am; and 24 hour coverage.

\*\*\* During emergencies, the Government requires the Contractor to provide the required support within 3 hours of notification.

513  
514 An automated voice response service (e.g., Interactive Voice Response (IVR) or equivalent)  
515 shall be used to provide unattended service 24 hours a day, seven days a week. The Contractor  
516 shall provide options that allow the Government to select the automated voice response services  
517 from either the Contractor or the General Services Administration FTS2001 or other Government  
518 contracts, or both.

519  
520 **J.3.5 Services Required**

521 The Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services  
522 to support the operation of the NCC, including the provision of services identified in Table J.3.5  
523 below. The Contractor shall provide these services in the manner they are described in Section  
524 C.3 of this solicitation and this task order SOW. The Government reserves the right to expand  
525 services to specific activities and/or request the addition of new services at any time during the  
526 effective period of this task order. Any additions and/or changes will be requested through task  
527 order modifications.

528  
**Table J.3.5 – Services Required**

SERVICES	NCC ACTIVITIES SUPPORTED
<b>AUTOMATED SERVICES</b>	
Interactive Voice Response*	Public Inquiry (1-800-FED-INFO) (English & Spanish) Consumer Publications (1-888-8-PUEBLO) (English & Spanish) OCS Hot Line (1-888-407-4747) FWS Hot Line (1-800-344-WILD)

**Request for Proposal TQD-RC-03-0001**

**Table J.3.5 – Services Required**

SERVICES	NCC ACTIVITIES SUPPORTED
* The Government may elect to furnish its own network-based IVR services obtained from the Federal Government Long Distance Carrier or other contracts as part of the toll-free telephone service if the use of such service is determined to be in the best interest of the Government. The Government reserves the right to furnish these services at the outset of the project or implement these services to augment or replace the contractor-provided services at anytime during the effective contract period.	
Fax-Back/Fax-on-Demand	Consumer Publications
Voice Mail	Consumer Publications FWS Hot Line
Hosted FAQ Service	FirstGov.gov Website (English & Spanish)
<b>ATTENDED SERVICES (Include support for English and Spanish)</b>	
Responding to Telephone Inquiries including outbound calling	Public Inquiry (English & Spanish) Consumer Publications (English & Spanish) OCS Hot Line FWS Hot Line (English & Spanish)
Responding to E-Mail Inquiries	Public Inquiries (Direct from FirstGov.gov and related websites, and Misdirected) (English & Spanish) Consumer Publications (From pueblo.gsa.gov Website) (English & Spanish) GSA-OPA Inquiries
Responding to Postal Mail and Facsimile Inquiries	Public Inquiry (English & Spanish) Consumer Publications (English & Spanish)
<b>OTHER SUPPORT SERVICES</b>	
Fulfillment Service	Public Inquiry
Transcription Service	Consumer Publications (English & Spanish) FWS Hot Line (English & Spanish)
Directory Listing Service	The Contractor shall list the NCC contact number (1-800-FED-INFO) and FirstGov.gov website information in all telephone directories distributed to the public that serve 50,000 or more customers based on statistics published by the Yellow Pages Publishers Association.
<b>TECHNICAL AND MANAGEMENT SERVICES (all services as described in Section C.3.5 of this solicitation)</b>	All NCC Supported Activities
<b>OPTIONAL SERVICES</b>	
Web Chat/Co-Browsing	As required
Voice Recognition	
Text-to-Speech	
Automated Callback	
Web Callback	
Web E-mail Form	
On-Line Ordering Form	
Language Translation	
Telephone Appointment Service	

Table J.3.5 – Services Required

SERVICES	NCC ACTIVITIES SUPPORTED
Web-based Appointment Service	
Expanded Coverage to include Nighttime, Saturdays, Sundays, and Federal Holidays)	

529

530 J.3.5.1 Information and Relationship Management

531 The Contractor shall perform all functions associated Information and Relationship Management  
 532 as described in Section C.3.5.4 of this solicitation. The NCC’s primary mission is to serve as the  
 533 Federal Government’s information clearinghouse for a broad range of programs and services. In  
 534 order to perform this function, the contractor is required to maintain a comprehensive knowledge  
 535 database, and interact with Federal, State, and local government agencies on an ongoing basis to  
 536 keep abreast of current events and the information needs of the public, and to ensure that the  
 537 information in the knowledge database remains current. A brief description of the current NCC  
 538 database structure and associated data elements is available at [www.info.gov/rfp/](http://www.info.gov/rfp/). Prior to  
 539 implementation, the Government will provide a copy of the current database to the Contractor  
 540 for incorporation in its knowledge management system. The Contractor shall be responsible for  
 541 the integration of the data into its knowledge management system and the ongoing maintenance  
 542 to keep the data current.

543

544 The Contractor shall provide access to its knowledge management system via the Internet to up  
 545 to 10 designated Government employees at remote locations. Access to the knowledge  
 546 management system shall be limited based on the individual user's program support needs and  
 547 level of authority, and shall be restricted only to authorized personnel.

548

549 J.3.6 Staff to be Provided

550 The Contractor shall provide qualified personnel in sufficient quantities to perform the NCC  
 551 functions based on the work volume provided in Section J.3.7 below, including Information  
 552 Specialists, project management and support staff. The Contractor shall ensure that the staff  
 553 possess the appropriate qualifications and skills required to perform the task and meet the  
 554 minimum qualifications competencies set forth in Sections C.4.3.1 and C.4.3.2 of this  
 555 solicitation. The Contractor shall cross-train the staff to ensure sufficient qualified support is  
 556 provided at all times to each of the NCC supported activities. All contact center staff shall be  
 557 situated in contractor-provided facilities with restricted access. All matters pertaining to the  
 558 employment, supervision, compensation, promotion, and discharge of the Contractor's  
 559 employees shall be the responsibility of the Contractor, which is in all respects the employer of  
 560 such employees.

561

562 Project Manager and Site Manager are designated as Key Personnel for the purposes of  
 563 supporting this task. All proposed substitutes shall meet or exceed the qualifications of the  
 564 person to be replaced. The Government shall be notified in writing of any proposed substitution  
 565 at least thirty days in advance of the proposed substitution.

**Request for Proposal TQD-RC-03-0001**

566 J.3.6.1 Foreign Language Support

567 The Government anticipates that up to fifteen percent (15%) of the inquiries will need to be  
 568 responded to in Spanish. The Contractor shall provide sufficient Information Specialists who are  
 569 proficient in Spanish (orally, in writing, or both) to handle this anticipated workload.  
 570

571 J.3.7 Projected Work Volume Data

Table J.3.7-1 – General Public Inquiry Work Volume

Work Volume	IVR Calls*	Inbound Calls (IS assisted)**	TTY Calls	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
Oct, 01	162,496	103,165	5	332	2		9	118
Nov, 01	128,173	91,604	24	174	5		12	768
Dec, 01	116,550	77,990	5	63	3		14	77
Jan, 02	179,985	106,120	4	679	6		8	66
Feb, 02	177,672	98,062	8	638	4		28	60
Mar, 02	176,683	115,826	11	494	4		14	30
Apr, 02	174,982	127,776	20	2,926	6		16	217
May, 02	160,728	119,101	13	1,672	11		23	211
Jun, 02	120,887	86,122	8	797	14		16	217
Jul, 02	140,444	84,733	14	837	6		18	128
Aug, 02	131,673	77,764	16	663	12		18	120
Sept, 02	114,909	65,587	6	372	10		11	80
<b>Total Units</b>	<b>1,785,182</b>	<b>1,237,972</b>	<b>134</b>	<b>9,647</b>	<b>83</b>		<b>187</b>	<b>2,092</b>
Average Min/Unit	1.9	3.1	20	4	12		4	
<b>Total Minutes</b>	<b>3,391,846</b>	<b>3,837,713</b>	<b>2,680</b>	<b>38,588</b>	<b>996</b>		<b>748</b>	
Oct, 02	118,038	65,040	3	361	12		6	99
Nov, 02	94,941	53,427	5	500	6		11	63
Dec, 02	90,296	50,304	10	311	6		16	56
Jan, 03	129,064	68,123	8	396	1		8	71
Feb, 03	142,255	61,592	11	396	1		9	91
Mar, 03	162,949	64,111	9	193	0		21	50
Apr, 03	156,423	58,352	10	228	**		14	69
May, 03	134,329	55,884	11	241	**		5	31
Jun, 03	118,170	57,636	22	220	3,923		23	46
Jul, 03	123,684	61,609	15	317	4,476		22	46
Aug, 03	116,050	56,481	8	315	4,311		6	41
Sept, 03	92,261	50,492	9	202	4,501		10	48
<b>Total Units</b>	<b>1,478,460</b>	<b>703,051</b>	<b>121</b>	<b>3,680</b>	<b>17,145</b>		<b>151</b>	<b>711</b>
Average Min/Unit	1.9	2.4	20	4	7		4	
<b>Total Minutes</b>	<b>2,809,074</b>	<b>1,687,323</b>	<b>2,420</b>	<b>14,720</b>	<b>120,015</b>		<b>604</b>	

**Request for Proposal TQD-RC-03-0001**

**Table J.3.7-1 – General Public Inquiry Work Volume**

Work Volume	IVR Calls*	Inbound Calls (IS assisted)**	TTY Calls	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
<p>* General Public Inquiries are currently routed to two distinct toll-free telephone numbers (1-800-688-9889, 1-800-FED-INFO). The 1-800-688-9889 number terminates at a premises-based IVR service provided by the current NCC contractor. The 1-800-FED-INFO number terminates at a network-based IVR service provided by the Government through the FTS2001 contract. Both IVR services have similar information and menu selections. The Government intends to route calls from these two numbers to a single IVR service. The calls are routed to the IVR service initially to enable callers to obtain answers to frequently asked questions via the IVR menu. Calls requiring live assistance during normal business hours are then routed to Information Specialists for response.</p> <p>** The number of e-mail received is not available during this period.</p>								

572  
573

**Table J.3.7-2 – Consumer Publication Request & Related Inquiry Work Volume**

Work Volume	IVR Calls*	Inbound Calls (IS assisted)	Voicemail Calls **	Outbound Calls	E-mail	Facsimile***	Postal Mail
Oct, 01	14,420	8,946	1,993				
Nov, 01	11,633	6,993	1,445				
Dec, 01	15,026	9,253	1,943				
Jan, 02	57,776	35,753	5,264				
Feb, 02	38,406	25,380	2,886				
Mar, 02	68,774	37,629	6,290				
Apr, 02	35,668	27,010	3,196				
May, 02	14,371	10,363	1,225				
Jun, 02	9,582	6,332	789				
Jul, 02	31,979	23,731	2,934				
Aug, 02	12,417	8,694	1,030				
Sept, 02	11,395	7,247	1,326				
<b>Total Units</b>	<b>321,447</b>	<b>207,511</b>	<b>30,321</b>				
Average Min/Unit	2	3	2.5				
<b>Total Minutes</b>	<b>642,894</b>	<b>622,533</b>	<b>75,802</b>				
Oct, 02	10,900	7,263	1,070				
Nov, 02	8,288	4,952	1,014				
Dec, 02	8,063	4,545	1,120				
Jan, 03	19,242	14,261	2,488				
Feb, 03	11,307	7,156	1,396				
Mar, 03	26,981	15,702	5,612				
Apr, 03****	74,148	42,936	17,271				
May, 03****	78,912	54,398	14,098				
Jun, 03	29,929	20,120	5,049		461		
Jul, 03	12,661	8,782	997		440		
Aug, 03	10,545	7,134	827		342		
Sept, 03	11,190	7,973	735		424		
<b>Total Units</b>	<b>320,166</b>	<b>195,222</b>	<b>51,677</b>		<b>1,667</b>		

**Request for Proposal TQD-RC-03-0001**

**Table J.3.7-2 – Consumer Publication Request & Related Inquiry Work Volume**

Work Volume	IVR Calls*	Inbound Calls (IS assisted)	Voicemail Calls **	Outbound Calls	E-mail	Facsimile***	Postal Mail
Average Min/Unit	2	2.5	2.5		6		
Total Minutes	604,332	488,055	129,193		10,002		

\* All calls are currently routed to a premise-based IVR service (provided by the NCC contractor) initially to enable callers to obtain answers to frequently asked questions via the IVR menu. Calls requiring live assistance during normal business hours are routed to Information Specialists for response.  
 \*\* If Information Specialists are not available or if the calls are received after normal business hours, calls are routed to a voice mail system and the recorded publication order information will then be transcribed into a database for transmission to Pueblo, CO. for processing.  
 \*\*\* The Government is currently piloting the use of Fax-Back/Fax-on-Demand service to distribute free consumer publications. Work volume information is not yet available.  
 \*\*\*\* The spike in call volume is due to an article published in the Dear Abby column promoting the Citizen's Survival Kit

574

575

**Table J.3.7-3 – Department of State OCS Program Work Volume**

OCS Work Volume	Self-service IVR Calls*	Inbound Calls (IS assisted)	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
Oct, 01	1,310	3,973					
Nov, 01	1,061	592					
Dec, 01	2,044	1,310					
Jan, 02	4,135	2,770					
Feb, 02	3,904	2,558					
Mar, 02	4,992	3,200					
Apr, 02	6,041	3,964					
May, 02	4,636	2,525					
Jun, 02	4,897	2,331					
Jul, 02	4,874	2,290					
Aug, 02	5,115	2,410					
Sept, 02	6,071	1,962					
Total Units	49,080	29,885					
Average Min/Unit	1	4.2					
Total Minutes	49,080	125,517					
Oct, 02	7,226	3,748					
Nov, 02	5,521	2,439					
Dec, 02	5,255	2,425					
Jan, 03	7,156	3,335					
Feb, 03	7,362	3,576					
Mar, 03	15,094	8,948					
Apr, 03	10,089	5,046					
May, 03	12,307	4,378					
Jun, 03	10,047	3,117					
Jul, 03	9,911	2,867					

**Request for Proposal TQD-RC-03-0001**

**Table J.3.7-3 – Department of State OCS Program Work Volume**

OCS Work Volume	Self-service IVR Calls*	Inbound Calls (IS assisted)	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
Aug, 03	9,123	2,617					
Sept, 03	7,431	2,292					
Total Units	106,522	44,788					
Average Min/Unit	1.7	4					
Total Minutes	181,088	179,152					
* OCS calls are currently routed to a network-based IVR service provided by the Government. Only calls requiring live assistance are routed to the NCC. An additional 2-3% of calls are completed to the NCC via commercial toll telephone service. These calls terminate at a premised-based IVR service.							

576

**Table J.3.7-4 – Department of Interior, Fish and Wildlife Service Work Volume**

FWS Work Volume	Self-service IVR Calls*	Inbound Calls (IS assisted)	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
Oct, 01							
Nov, 01							
Dec, 01							
Jan, 02							
Feb, 02							
Mar, 02							
Apr, 02							
May, 02							
Jun, 02							
Jul, 02							
Aug, 02							
Sept, 02							
Total Units							
Average Min/Unit							
Total Minutes							
Oct, 02							
Nov, 02							
Dec, 02							
Jan, 03							
Feb, 03							
Mar, 03							
Apr, 03							
May, 03							
Jun, 03							
Jul, 03	9,263	3,680					
Aug, 03	8,493	3,085					
Sept, 03	7,591	3,232					
Total Units	25,347	9,997					
Average Min/Unit	1.4	3.1					
Total Minutes	35,486	30,991					

**Request for Proposal TQD-RC-03-0001**

**Table J.3.7-4 – Department of Interior, Fish and Wildlife Service Work Volume**

FWS Work Volume	Self-service IVR Calls*	Inbound Calls (IS assisted)	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
-----------------	-------------------------	-----------------------------	----------------	--------	-----------	-------------	----------------------

\* All calls are currently routed to a premise-based IVR service (provided by the NCC contractor) initially to enable callers to obtain answers to frequently asked questions via the IVR menu. Calls requiring live assistance during normal business hours are routed to Information Specialists for response.

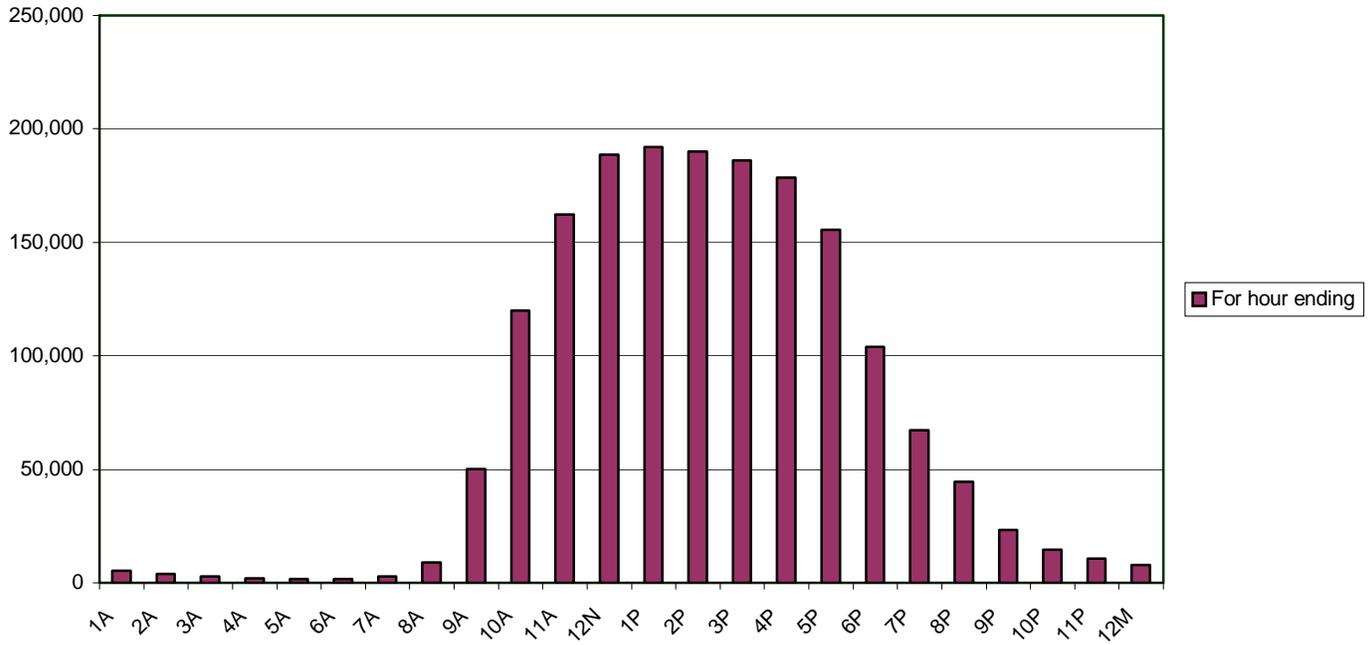
577

**Table J.3.7-5 – General Services Administration, OPA Work Volume**

OCS Work Volume	Self-service IVR Calls	Inbound Calls (IS assisted)	Outbound Calls	E-mail	Facsimile	Postal Mail	Fulfillment requests
Oct, 01							
Nov, 01							
Dec, 01							
Jan, 02							
Feb, 02							
Mar, 02							
Apr, 02							
May, 02							
Jun, 02							
Jul, 02							
Aug, 02							
Sept, 02							
Total Units							
Average Min/Unit							
Total Minutes							
Oct, 02							
Nov, 02							
Dec, 02							
Jan, 03							
Feb, 03							
Mar, 03							
Apr, 03							
May, 03							
Jun, 03				67			
Jul, 03				410			
Aug, 03				370			
Sept, 03				446			
Total Units				1,293			
Average Min/Unit				8			
Total Minutes				10,344			

578 J.3.7.1 Time of Day Work Volume Fluctuations (General Public Inquiries)

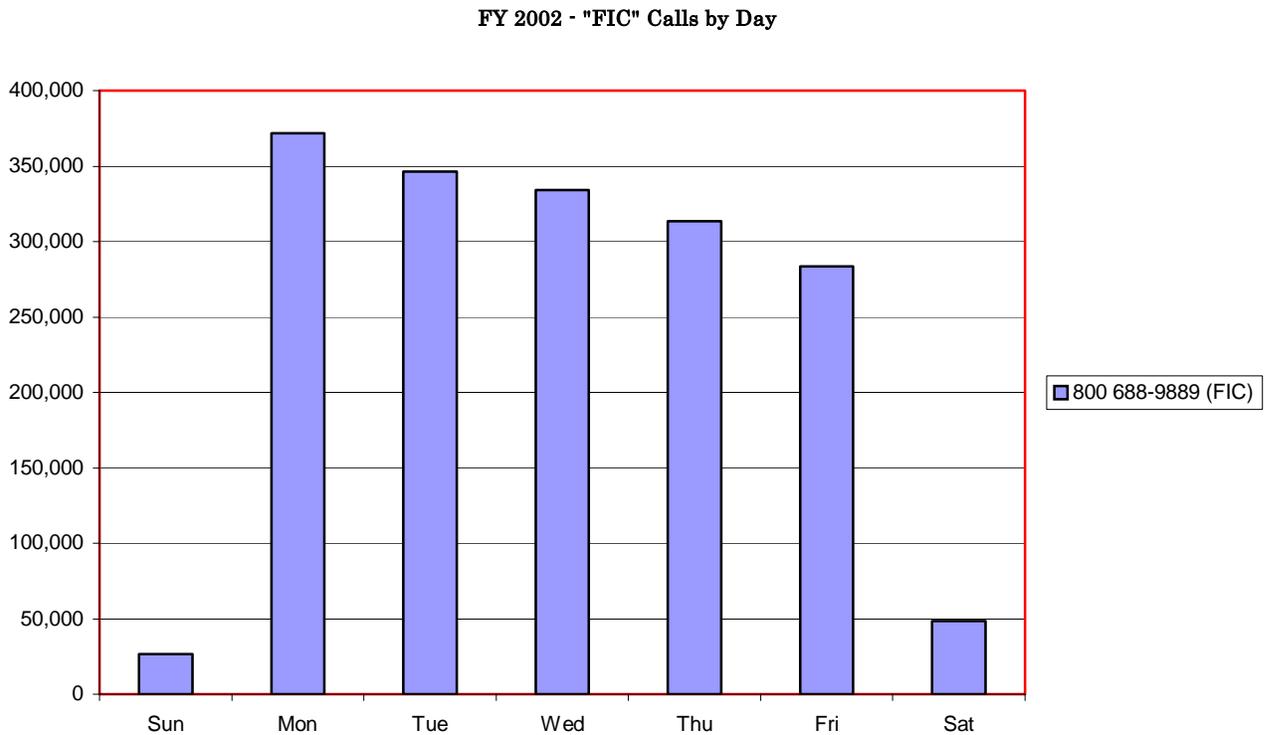
FY 2002 - "FIC" Calls by Time of Day



579

580  
581  
582

J.3.7.2 Day of Week Work Volume Fluctuations (General Public Inquiries)



583  
584

J.3.7.3 Work Volume Impact

585 Actual NCC work volumes may be greater than or less than the volumes incurred to date. The  
586 Government will notify the Contractor of any known, or anticipated, impact to work volumes.  
587 The Government anticipates that the following events may have an impact on work volumes:

588  
589 The NCC currently receives a high volume of passport related inquiries. Prior to August 2003,  
590 the Passport program was supported via a user-pay service using 900 telephone service and  
591 credit card payment methods. The Passport program has converted the user-pay service to a  
592 service that uses toll-free telephone service. The conversion from “user-pays” to “no fee”  
593 services for the Passport program may reduce the NCC call volumes. The extent of the impact,  
594 however, is unknown at this time.

595  
596 The NCC began responding to e-mail inquiries in April 2003. The volume of e-mail inquiries  
597 has been increasing steadily in subsequent months and is expected to continue to increase as the  
598 Government further promotes the use of e-mail as an acceptable way to communicate with  
599 citizens. The extent of the impact, however, is unknown at this time.

600  
601 The Government intends to leverage the capabilities of the NCC to network with other Federal  
602 Government contact centers to form a seamless citizen information network to better serve the  
603 citizens. The Government intends to encourage other government contact centers to route

**Request for Proposal TQD-RC-03-0001**

604 misdirected inquiries to their centers to the NCC for assistance. The extent of the impact on the  
605 NCC work volumes, however, is unknown at this time.

606  
607 The NCC handles order requests for consumer publications and related inquiries. The FCIC  
608 sponsors occasional promotion campaigns on consumer publications through the mass media.  
609 These promotional campaigns may cause a surge in call volumes. The extent of the impact on  
610 the NCC work volumes will vary with the nature and scope of the promotional campaigns.

611  
612 The NCC serves agency-specific programs on an as-needed basis (e.g., Emergency Response  
613 Hot Line for Department of State). These programs may have a need to meet requirements that  
614 are events-driven. The extent of the impact on the NCC work volumes will vary with the nature  
615 and scope of the events.

616  
617 The Government may elect to furnish its own automated voice response services (e.g., IVR or  
618 equivalent, enhanced call routing). The use of such services may reduce the call volume to the  
619 contractor-provided contact center.

620  
621 The Government intends to implement hosted FAQ service to enable Firstgov.gov web site users  
622 to find answers to frequently asked questions via self-service. The implementation of such a  
623 service may reduce the NCC work volumes. The extent of the impact on the NCC work  
624 volumes, however, is unknown.

625  
626 The Government intends to leverage the NCC capabilities to provide telephone, e-mail, and other  
627 inquiry response support to other eGov initiatives (e.g., GovBenefits) that have similar  
628 requirements as the work performed by the NCC. It is not known at this time how many of these  
629 eGov initiatives will require the support of the NCC.

630  
631 **J.3.8 Facilities to be Provided**

632 The Contractor shall provide all facilities required to support the requirements identified in this  
633 Task Order SOW. All facilities provided shall conform to the requirements set forth in Section  
634 C.5 of this solicitation. The Contractor shall designate at no additional cost to the Government a  
635 non-exclusive space for an authorized Government representative, to work when onsite. The  
636 space shall include enclosed office space and workstation, computer and Internet access,  
637 telephone and modem lines, administrative support and services, and security. Transitory  
638 Government personnel shall be provided workspace if available.

639  
640 **J.3.9 Technology Infrastructure to be Provided**

641 The Contractor shall provide and maintain all technology infrastructure needed to support the  
642 requirements identified in this Task Order SOW. All technology infrastructure provided shall  
643 meet the minimum requirements set forth in Section C.6 of this solicitation.

644  
645 **J.3.9.1 Contact Management System design**

646 The Contractor shall design the contact inquiry management system to track the following  
647 information at a minimum:

648

**Request for Proposal TQD-RC-03-0001**

- 649 1. Correspondent's name
- 650 2. Correspondent's mailing address
- 651 3. Correspondent's telephone number
- 652 4. Correspondent's fax number
- 653 5. Correspondent's e-mail address
- 654 6. Type of inquiry (e.g. phone, facsimile, e-mail)
- 655 7. Inquiry tracking number
- 656 8. Inquiry sub-tracking number(s) (if sent to more than one agency)\*
- 657 9. Date inquiry received
- 658 10. Time inquiry received
- 659 11. Date of auto response
- 660 12. Time of auto response
- 661 13. Delivery status of auto response
- 662 14. Date inquiry forwarded to another agency(ies)
- 663 15. Time inquiry forwarded to another agency(ies)
- 664 16. Delivery status of inquiry forwarded to another agency(ies)
- 665 17. Date inquiry responses processed by the Contractor
- 666 18. Time inquiry responses processed by the Contractor
- 667 19. Delivery status of inquiry responses processed by the Contractor
- 668 20. Date(s) inquiry cleared (closed out) by agency(ies)\*
- 669 21. Time(s) inquiry cleared (closed out) by agency(ies)\*
- 670 22. Subject of inquiry (entered by IS or customer)
- 671 23. Subject of inquiry (selected by IS or customer)
- 672 24. Nature/subject of inquiry
- 673 25. Information embedded in mail messages generated via a web e-mail form
- 674 26. Action(s) taken by Contractor
- 675 27. Nature of response action needed
- 676 28. Name(s) of agency(ies) the e-mail/fax is forwarded to\*
- 677 29. Response identifier(s)/code(s), if preformatted response(s) are used\*
- 678

679 The system shall be capable of accepting outside input in order to update certain fields (such as  
680 the "Date e-mail cleared by the agency" field). The Contractor shall enter "N/A" into any field  
681 without data (e.g., "Date closed by agency" when the response is processed by the Contractor  
682 itself). Data input to these fields may be done manually or by batch files.

683  
684 For information elements denoted by \*, the initial system shall be capable of accommodating up  
685 to ten (10) separate entries initially. The system shall be expandable to add additional fields  
686 and/or entries as required by the Government.

687  
688 **J.3.10 Telecommunications Services to be provided**

689 The Contractor shall provide the required local exchange carrier (LEC) and Internet access  
690 services to meet task requirements. The Contractor shall also be responsible for the following, as  
691 described in Section C.7 of this solicitation:

- 692
- 693 1. Network Design
- 694 2. Network Termination Equipment

695 3. Service Coordination

696

697 J.3.10.1 Intercity Telecommunications Services

698 The Government may provide its own intercity telecommunications services as Government  
699 Furnished Equipment or request the Contractor to provide the services as part of the overall  
700 solution.

701

702 Government furnished intercity telecommunications services may include domestic and  
703 international toll-free services and outbound intercity telecommunications and dedicated  
704 transmission services (between the contractor facility and government location(s)) furnished  
705 through the Federal Government's long distance carrier and other contracts. Dedicated  
706 transmission services between contractor facilities shall be provided by the Contractor. Intercity  
707 telecommunications services provided by the Government may include the following features:

708

709 1. Domestic and international toll-free services with nation-wide single number coverage  
710 and call routing features (e.g. area code routing, time of day and day of week routing,  
711 percent allocation routing, area code routing, allocation routing, alternative routing)

712

713 2. Call termination features (e.g. network call transfer, dialed number identification service  
714 (DNIS)

715

716 3. Automatic number identification (ANI)

717

718 4. Automated voice response service (e.g. IVR, voice recognition)

719

720 5. Outbound long distance service

721

722 6. Management reports

723

724 When requested, the Contractor shall provide the necessary intercity telecommunications  
725 services to meet the needs of the Government. At a minimum, the Contractor shall provide  
726 services and features equivalent to those described in this section. The Contractor shall price  
727 telecommunications services separately in Section B to enable the Government to select the  
728 optimum solution. The Government may change service provider at any time during the  
729 effective period of this task order if such a change is in the best interest of the Government. The  
730 Contractor will be notified in writing no less than 30 days prior to such a change.

731

732 J.3.10.1 Telephone Number/Internet Domain

733 Where appropriate, the Government will furnish its own telephone numbers and Internet  
734 domain(s) for use by the Contractor and will designate the Contractor as the technical  
735 coordinator for service initiation, trouble resolution, and service restoration.

**Request for Proposal TQD-RC-03-0001**

736  
737  
738  
739  
740  
741  
742  
743  
744  
745  
746  
747  
748  
749  
750  
751  
752  
753  
754  
755  
756  
757  
758  
759  
760  
761  
762  
763  
764

**J.3.11 Government Furnished Information and Supplies**

The Government will furnish pertinent information to the Contractor for use in the performance of the NCC task. Examples of information available include, but are not limited to, the following:

1. Initial content for knowledge database (current NCC database)
2. Business rules, response formats, guidelines, and preformatted responses
3. Examples of e-mail responses
4. Existing IVR script used to support the NCC operations
5. Government IT systems security guidelines

For any materials to be distributed to the inquiring public, the Contractor shall be responsible for stocking adequate supply and submitting resupply requests on a timely basis to ensure continuous availability.

**J.3.12 Deliverables**

The Contractor shall provide the following plans in accordance with the schedule set forth in Table J.3.12 below. The plans shall be delivered in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy. The Contractor shall review all plans on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to their implementation.

**Table J.3.12 – Deliverable Schedule**

Deliverable	Content	Due Date / Update Frequency
Project Plan	As described in Section C.10.k	TBD
Program Management Plan	As described in Section C.10.j	TBD
Design, Engineering, Implementation and Management Plan	As described in Section C.10.c	TBD
Phase-In Plan	As described in Section C.10.i	TBD
Human Resources Management Plan	As described in Section C.10.e	TBD
Knowledge Management Plan	As described in Section C.10.f	TBD
Security Plan	As described in Section C.10.m	TBD
Disaster Recovery/ Contingency Plan	As described in Section C.10.d	TBD
Test and Acceptance Plan	As described in Section C.10.p	TBD
Operations Management Plan	As described in Section C.10.g	TBD
Quality Assurance/ Quality Improvement Plan	As described in Section C.10.l	TBD
Performance Management Plan	As described in Section C.10.h	TBD
Service Level Management Plan	As described in Section C.10.n	TBD

**Table J.3.12 – Deliverable Schedule**

Deliverable	Content	Due Date / Update Frequency
Customer Satisfaction Plan	As described in Section C.10.b	TBD
Conflict of Interest Plan	As described in Section C.10.a	TBD
Value Engineering/Process Improvement Plan	As described in Section C.10.q	TBD
Status/Management Reports	As described in Section C.10.o	TBD

765

766 **J.3.12.1 Status/Management Reports**

767 The Contractor shall provide all management reports as specified in Section C.3.5.8 of this  
 768 solicitation. Reports are to be provided on a weekly basis with monthly summaries for the  
 769 overall project as well as for each of the supported activities. Specific report formats and content  
 770 shall be coordinated with and approved by the Government prior to the delivery of the reports.  
 771 Weekly reports are due within two (2) business days after the conclusion of each week. Monthly  
 772 reports are due within five (5) business days after the conclusion of each month. Contractor shall  
 773 provide management reports via a secure web site for remote access and download via the  
 774 Internet by authorized personnel. Access to the overall and activities-based reports shall be  
 775 controlled via User Identification Code and Unique Password. The Government will determine  
 776 which individual(s) will have access to some or all of these reports. When requested by the  
 777 Government, the Contractor shall provide these reports in electronic and/or hard copy format.  
 778

779 The Government reserves the right, during and for a 3 month period immediately after the  
 780 Contractor assumes the NCC operation, or in cases of non-performance, to request more detailed  
 781 and more frequent reporting at no additional cost to the Government until such time as  
 782 Contractor performance levels have stabilized and are in full compliance of contract  
 783 requirements.  
 784

785 **J.3.13 Performance Metrics**

786 The Contractor shall perform all task requirements in accordance with the performance levels  
 787 and sample calculations specified in Tables J.3.13-1 .3.13-2 below. The Government reserves the  
 788 right to adjust the performance standards and/or add other performance metrics as deemed  
 789 necessary at any time during the effective period of this task order.  
 790

**Table J.3.13-1 – Performance Metrics**

	Acceptable Quality Levels				Frequency of Reporting
	General Inquiries	Consumer Publication Requests	FWS/GSA	DOS Overseas Citizen Services	
Service Delivery Quality Monitoring	90% or Greater	90% or Greater	90% or Greater	90% or Greater	Monthly
Accuracy of Information/ Referral Provided	93% or Greater	93% or Greater	93% or Greater	93% or Greater	Monthly
Accuracy of Information Recorded by IS	97% or Greater	97% or Greater	97% or Greater	97% or Greater	Monthly
Accuracy of Knowledge/ Data Base	97% or Greater	97% or Greater	97% or Greater	97% or Greater	Monthly

**Request for Proposal TQD-RC-03-0001**

**Table J.3.13-1 – Performance Metrics**

	Acceptable Quality Levels				Frequency of Reporting
	General Inquiries	Consumer Publication Requests	FWS/GSA	DOS Overseas Citizen Services	
Response Time (Postal)	98% within 2 Business Days, 100% within 4 Business Days	NA	NA	NA	Weekly
Response Time (E-mail)	98% within 2 Business Days, 100% within 4 Business Days	98% within 2 Business Days, 100% within 4 Business Days	NA	NA	Weekly
Response Time (Fax)	98% within 2 Business Days, 100% within 4 Business Days	NA	NA	NA	Weekly
Response Time (Fulfillment/Order Processing)	100% within 5 Business Days	100% within 5 Business Days	100% within 5 Business Days *	NA	Weekly
Customer Satisfaction	90%	90%	90%	90%	Quarterly
Service Level	80% of all calls within 20 seconds	80% of all calls within 10 seconds	80% of all calls within 20 seconds *	80% of all calls within 20 seconds	Weekly
Average Speed of Answer of all calls handled by IS's	40 Seconds or Less	15 Seconds or Less	40 Seconds or Less *	40 Seconds or Less	Weekly
Abandoned Calls	5% or Less	5% or Less	3% *	3% or Less	Weekly
First Call Resolution	95% or Greater	98% or Greater	95% or Greater *	95% or Greater	Weekly
Transferred & Escalated Calls	No Greater than 10%	No Greater than 5%	No Greater than 25%	No Greater than 10%	Weekly
% of Calls Successfully Handled via IVR	25% or Greater	25% or Greater	25% or Greater *	25% or Greater	Weekly
CSR Occupancy	75% or Greater	75% or Greater	75% or Greater	75% or Greater	Weekly
Call Blockage	1% or Less	1% or Less	1% or Less *	1% or Less	Weekly
Service Availability	99.5% or Greater	99.5% or Greater	99.5% or Greater	99.5% or Greater	Monthly

\* Apply to FWS only

791

792

**Table J.3.13-2 – Sample Calculations**

Performance Metric	Sample Calculation <i>(Actual calculations to be determined during Contract negotiations)</i>
Service Delivery Quality Monitoring	(Total number of points achieved) / (Total number of points available for all quality monitoring scores)
Accuracy of Information/Referral Provided	(Total number of points achieved) / (Total number of points available for all quality accuracy scores)

**Request for Proposal TQD-RC-03-0001**

Table J.3.13-2 – Sample Calculations

Performance Metric	Sample Calculation <i>(Actual calculations to be determined during Contract negotiations)</i>
Accuracy of Information Recorded by IS	(Total number of points achieved) / (Total number of points available for all quality accuracy scores)
Accuracy of Knowledge/ Data Base	(Total number of points achieved) / (Total number of points available for all quality accuracy scores)
Response Time (Postal)	(The number of units handled in which the service level range was achieved) / (The total number of units handled)
Response Time (E-Mail)	(The number of units handled in which the service level range was achieved) / (The total number of units handled)
Response Time (Fax)	(The number of units handled in which the service level range was achieved) / (The total number of units handled)
Response Time (Fulfillment/Order Processing)	(The number of units handled in which the service level range was achieved) / (The total number of units handled)
Customer Satisfaction	(Total number of satisfied or extremely satisfied responses) / (Total responses available)
Service Level – Speed of Answer of all calls handled by IS's	(Total number of calls answered by CSR's in __ seconds or less) / (Total number of calls handled by CSR's)
Average Speed of Answer of all calls handled by IS's	(Total delay of all calls)/ (Total number of calls)
Abandoned Calls	(The number of calls abandoned) / (Total number of calls offered)
First Call Resolution	(Total number of calls handled – Number of calls required further contact(s) in order to complete response)/(Total number of calls handled)
Transferred and Escalated Calls	(Total number of calls handled – Number of calls required escalation and/or transfer in order to complete response)/(Total number of calls handled)
% of Calls Successfully Handled via IVR	(The number of calls successfully handled via IVR)/ (Total number of calls)
IS Occupancy	(Total talk time + total after call work time) / (Total talk time + total after call work time + total available time)
Call Blockage	(Total number of calls processed by switch)/ (Total number of calls offered by network)
o. Service Availability	(Total monthly minutes – total minutes service not available or degrade) (Total monthly minutes)