

General Services Administration
Multi-channel Contact Center Services Pre-Solicitation Conference
March 5, 2007

Questions and Answers

Q.1 Who are the incumbent contractors?

A.1 *The following firms were awarded FirstContact contracts:*

- *Datatrak Information Services, Incorporated*
- *ICT Group, Incorporated*
- *Lockheed-Martin Aspen Systems Corporation*
- *Pearson Government Solutions*
- *TeleTech Government Solutions*

Q.2 What is the small business size standard?

A.2 *The applicable North American Industry Classification System (NAICS) code for this procurement is 519190, Other Information Services. The size standard of NAICS 519190 is \$6.0 million.*

Q.3 What is the length of the current vehicle? Number of years in extension?

A.3 *The current set of indefinite-delivery, indefinite-quantity (IDIQ) contracts, known as "FirstContact" was awarded on 07/21/2004. Each contract has a base year and four (4) one-year option periods. If all options are exercised, the full term of these contracts will be through 07/20/2009.*

Q.4 Approximately how many dollars were awarded under the current program?

A.4 *To date, approximately \$120 million.*

Q.5 Can you give some statistics on existing task orders thus far: amount, number of resources, locations, length of time?

A.5 *The three (3) largest task orders have been in the \$20 to \$30 million range. The smallest have been in the \$100 to \$500 thousand range. The longest task orders are for a base year and four (4) one-year options. The shortest have been a few months in duration.*

Q.6 Is Department of Defense a participating agency?

A.6 *Not yet.*

Q.7 What are the subcontracting goals for large business?

A.7 *Direction on subcontracting goals will be provided as part of the solicitation.*

Q.8 Will any consideration be given to a Woman Business Enterprise (WBE) that is not a small business?

A.8 *All requirements of Federal Acquisition Regulation (FAR) Subpart D-Socioeconomic Programs that are applicable to this procurement will be adhered to. In addition, the solicitation will*

contain the clause required by FAR 4.603(b) entitled, "52-204-5 Women-Owned Business (Other Than Small Business)".

Q.9 Solicitation language references the National Industries for the Blind (NIB), should it also include the National Institute for the Severely Handicapped (NISH)?

A.9 *It should. A correction will be made prior to issuance of the solicitation.*

Q.10 How do you plan to evaluate NIB and NISH participation in the USA Contact IDIQ proposals? Will there be minimum goals? Will more points be granted for greater participation?

A.10 *Proposals will be evaluated on a "Best Value" basis. Factors for evaluation will be identified in the solicitation. Each factor will be assigned a weighted value. The solicitation will disclose the factors and will disclose their descending order of value, but will not provide their weighted value vis-à-vis the other factors. The solicitation will also not provide insight into to the grading process that will be used in the evaluation process.*

Q.11 Does Wage Determination Bulletin need to be included with the response?

A.11 *In preparing a Price proposal each offeror must take into account the current Department of Labor Wage Determination (DOL/WD) for the geographical location being used to develop its pricing model. For the sake of transparency, offerors shall provide, as part of their Price proposal, the geographical location, and DOL/WD (number, revision and date) being used.*

The Government realizes that at the task order level a USA Contact awardee may chose to provide service at location other than the one used to develop the Price proposal to be submitted in response to this solicitation. If this is done, the Government will consider this to be one of several business decisions that go into the development of a task order quotation. Offerors are cautioned that if this becomes the case, the USA Contact contractor can not exceed the ceiling prices proposed at the IDIQ contract level, and they must adhere to the minimums contained in the DOL/WD for the geographic area being quoted at the task order level.

Q.12 If the [sic, services to be provided under a] task order [sic, are in a] location [sic, where the] wage determination rate is more than the contractor bid on the IDIQ proposal, is the Government's plan to pay less than the wage determination rate on the task?

A.12 *See the answer to Question 11.*

Q.13 Will the 125 page limit have any sub-category restrictions, such as no more than 30 pages for Management Plan and no more than 20 pages for Security Plan, or can the respondent call the page portioning as long as it is within the 125 limit?

A.13 *No. The number of pages devoted to one section or another is at the discretion of the offeror. Technical proposal shall not exceed 125 pages, based on the following: double-spaced on 8 ½ x 11 inch paper with 1 inch margin in 12-point "Times New Roman" or equivalent font size. Font size used in figures and tables can be 8-point or higher as long as the content is legible. Excluded from the page limit are: the transmittal letter, title page, proposal index or table of contents, list of figures and abbreviations, organizational charts, sample reports, and resumes of key personnel.*

Q.14 Does the Government plan to conduct site surveys of bidders in the competitive range to verify their ability to deliver the services?

A.14 It's possible, but a decision on site surveys will not be made until after a competitive range has been established (if one is required). If a decision is made to do so, all offerors in the competitive range will be visited.

Q.15 Will all vendors still be in play at the Final Proposal Revision, or will this be a short list?

A.15 If award(s) is not made based on initial offerors, the contracting officer will establish a competitive range that is comprised of all of the most highly rated proposals. The number of proposals in the competitive range may be limited to the greatest number that will permit an efficient competition among the most highly rated proposals. All offerors that are not included in the competitive range will be eliminated for further consideration and notified in writing of the decision.

If, during discussions, the contracting officer may decide that an offeror's, or offerors' proposal should no longer be included in the competitive range. Any offeror that is removed from the competitive range will then be eliminated for further consideration and notified in writing of that decision.

Q.16 Are five (5) incumbent companies on same competitive plane as all other competitors?

A.16 Status in the first program, FirstContact, will have no bearing on the evaluation process for this solicitation. All offerors will be evaluated on the relative merits of their current technical and price proposals.

Q.17 Will all awards be made together for short listed companies?

A.17 All awards will be made at the same time.

Q.18 Is your objective to award a mix of small business and large business companies in the ten (10) firms?

A.18 This solicitation will be full and open competition. See the answer to questions 15 and 16. That said, price evaluation will be subject to clause 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns. This clause will be provided in full text in Section I of the solicitation.

Q.19 If small and large are awarded is cross-teaming from small to large and back allowed?

A.19 Yes

Q.20 Will there be a task order as part of this solicitation?

A.20 No

Q.21 What is expected timeframe of first awarded task?

A.21 The USA Services program office has several potential Agencies waiting to order services under the new program, USA Contact.