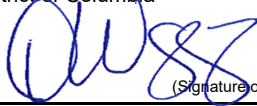


AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Solicitation Number CFOPD-22-R-014		Page of Pages 1 Attachments	
2. Amendment/Modification Number Amendment No. 3	3. Effective Date See Box 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Overflow Call Center		
6. Issued by: Code Office of the Chief Financial Officer Office of Contracts 1100 4 th Street SW Suite E610 Washington, DC 20024		7. Administered by (If other than line 6)			
8. Name and Address of Contractor (No. street, city, county, state and zip code) ALL POTENTIAL OFFERORS Code Facility		X	9A. Amendment of Solicitation No. CFOPD-22-R-014		
			9B. Dated (See Item 11) December 20, 2021		
			10A. Modification of Contract/Order No.		
			10B. Dated (See Item 13)		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15 and returning a <u>1</u> written copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
A. This change order is issued pursuant to (Specify Authority):					
B. The above numbered contract/order is modified to reflect the administrative changes.					
C. This supplemental agreement is entered into pursuant to authority of:					
D. Other (Specify type of modification and authority) Administrative					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input type="checkbox"/> is required to sign this document and return 1 copy to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The above referenced solicitation to provide an Overflow Call Center is hereby amended to reflect the inquires received (Attachment A) and response to inquiries received (Attachment B). ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED					
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print)			16A. Name of Contracting Officer		
			Drakus Wiggins		
15B. Name of Contractor (Signature of person authorized to sign)		15C. Date Signed	16B. District of Columbia  (Signature of Contracting Officer)		16C. Date Signed 03/02/2022

Attachment A

The following changes are hereby incorporated into the solicitation.

1. Section C.4.2.1 is hereby replaced with “RESERVED” to delete the requirement in its entirety.

Attachment B

The following are responses to inquiries received.

- Question 1. In regard question/answer 15: Is the vendor to have the capacity for 230,000 inbound calls annually or is that the total volume of inbound calls?
- Response 1. The total inbound call volume annually received by the Customer Service Administration is anticipated to be 230,000. The total anticipated inbound calls directed to the Overflow Vendor is 41,000 annually.
- Question 2. Will the OTR maintain its 64 cubicles for operators and 7 for supervisors or does it anticipate decreasing that amount?
- Response 2. The OTR will continue to maintain 64 operator cubicles and 7 supervisor positions.
- Question 3. How is DC going to assign calls to the contractor?
- Response 3. Inbound call distribution is managed by the Aspect Unified IP ACD (Automated Call Distribution) system. Inbound calls will first assign to CSA in-house operators. Overflow calls will automatically assign to the vendor.
- Question 4. Is the contractor staff logging into the DC call center from 9 AM – 5PM EST and taking calls throughout the day?
- Response 4. Referencing to Section C.3.8, the Contractor must provide call center services Monday – Friday between the hours of 8:15 am and 6:00 pm using live Customer Service Representatives.
- Question 5. Does DC need more than 41,000 calls answered per year?
- Response 5. The anticipated calls answered by the overflow contractor is 41,000. In accordance with Section B.4, the estimated quantities stated herein reflect the best estimates available but shall not be construed as a representation that the estimated quantity will be required or that conditions affecting requirements will be stable. Furthermore, the estimated quantity shall not be construed to limit the quantities which may be required from the Contractor by the District or to relieve the Contractor of its obligation to fill all such requirements.
- Question 6. What is DC's goal for average wait time in non-peak and peak times?
- Response 6. The goal for average call-wait time during peak periods (January through May) is 85% of calls answered within 5 (five) minutes. The average call wait time for non-peak periods (June through December) is 85% of calls answered within 2.5 minutes.

Question 7. In regard to Q 111: DC indicated the budget for this is \$821,400. Question: is \$821,400 the total contract value for the base and all 4 option years or is it an annual value?

Response 7. The District's budget is for the base year. Nonetheless, the District expects an offeror to submit its price proposal based on the offeror's best stands on price for the offeror to meet all of the requirements of the RFP.