AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT	1. Solicitation Number	Page of Pages	
	CFOPD-22-R-004	1	1 plus Attachments

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
Amendment No. 3	See Box 16C		Cloud Contact Center as a Service (CCaaS)

6. Issued by: Code	7. Administered by (If other than line 6)
Office of the Chief Financial Officer Office of Contracts 1100 4th Street SW Suite E610 Washington, DC 20024	

8. Name and Address of Contractor (No. street, city, county, state and zip code)		9A. Amendment of Solicitation No.
ALL POTENTIAL OFFERORS	X	CFOPD-22-R-004
		9B. Dated (See Item 11) October 12, 2021
		10A. Modification of Contract/Order No.
Code Facility		10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ 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 _1__ 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** ☐ is not ☒ is required to sign this document and return one (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 Cloud Contact Center as a Service (CCaaS) is hereby amended to reflect the following changes (Attachment A) and the responses 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 Anthony A. Stover, CPPO	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed Nov 24, 2021

ATTACHMENT A

The following changes are hereby incorporated into the solicitation.

1. Attachment J.3.5 is hereby deleted in its entirety and replace with Attachment J.3.5 dated November 24, 2021.

ATTACHMENT B

Set forth below are the District's responses to inquires received:

Question 1. If we are already a certified small business in other States, do we still need to either subcontract to a D.C. certified small business or apply for a waiver?

Response 1. **Unless you have a certification from DSLBD you will need to either have a subcontracting plan or an approved waiver or some combination of the two that meets the requirement as defined in Section H.3**

Question 2. Regarding telecom architecture: Is it your expectation to have SIP Trunks connecting (terminating) to the CCaaS Solution in the Cloud? Or connecting (terminating) to appliances on Premises?

Response 2. **The District requires that the SIP trunks connect to the CCaaS solution in the cloud, however the SIP subscription will stay with OCTO on the current SBC's.**

Question 3. In addition to chat bots/virtual assistants, will there be a requirement for live chat?

Response 3. **When Chatbots/Virtual Assistants are unable to answer based on the Knowledge base, escalation to a Live agent should occur. Please refer to section C.6.2.4**

Question 4. Is email routing as a CCaaS-managed interaction also in scope?

Response 4. **Yes**

Question 5. How many agents require the lite CRM mentioned in the requirements? Will a newly proposed lite CRM replace any existing CRM applications?

Response 5. **No, the lite CRM does not replace any existing CRM application (Ex: Gentax). Lite CRM may be needed for Integration with Helpdesk, if API does not exist, the maximum number of Helpdesk agents will be 20.**

Question 6. How is knowledge managed today and what volume of knowledge content needs to be moved to a new knowledge solution?

Response 6. **OCFO has a lot of Frequently Asked Questions, Standard Operating Procedures, Information on the website, Training guides as Word and PDF documents that need to be centralized as Knowledge Repository. The District does not know the volume.**

Question 7.

i. Will the background investigations the District performs on Contractor personnel be at the District's expense?

ii. Will the background investigations the District performs be limited to Contractor personnel performing direct services under the contract?

iii. Are there any regional or locational limitations as to where fingerprinting is performed, if required?

iv. The contract documents identify subcontractors and suppliers. Is it correct that suppliers, particularly third-party software and platform suppliers, are not considered subcontractors for the purposes of this solicitation?

Response 7. **This can be discussed prior to contract award.**

Question 8. What quantity of agent licenses do you need on day one of the contract? 188? Is the 130/133 quantity no longer relevant in any scenario, or would 133 represent the Customer Service agents who need advanced workflow tools and the remainder Help Desk? Please see Attachment B, Questions and Responses.

Response 8. **Please see the revision to the solicitation in Attachment A of Amendment #1.**

Question 9. Can you provide estimates for Option Years since this is a FFP contract? E.g. on Price Sheet: A. CCaaS Charge Quantity Base Year = 188; Option Year 1 = 210, etc See J.3.5 CCaaS Response Template E - Price Sheet

Response 9. **This is not a Firm Fixe Price Contract. This is a requirements contract and is based on the Districts current estimate which is 188 users (see Section B of the solicitation). The Offeror shall provide a unit cost per user under Section A. CCaas Charge on the Vendor Pricing Tab on Attachment J.3.5. If additional users are needed, they will be added at the Unit Cost provided. (See revised Attachment J.3.5 per Attachment A)**

Question 10. Would you consider amending the pricing document, J.3.5 - CCaaS Response Template E - Price Sheet, to reflect under C: Interface Development, Q-Matic Version 7 as "optional," or remove altogether?

Response 10. **See revised Attachment J.3.5 per Attachment A.**

Question 11. Other Services on Attachment J.3.5 section E, Outgoing Transition / Transition Services, does the government expect these line items to be priced as a cost associated per license? For example, if the quantity in Base Year is 188 and the quantity of agents in Option Year 1 is 210, there would be a quantity of 23 in Option Year 1 for transition services (and a quantity of 210 in A. CCaaS Charge).(J.3.5 - CCaaS Response Template E - Price Sheet.)

Response 11. **Please refer to section C.5.12.2. The OCFO does not expect the number of licenses to play a role. The pricing should be based on the solution.**

Question 12. Will the government please share the expected timeline for waivers to be processed and how that may impact the due date of the solicitation? See H.3.12 Waiver of Subcontracting Requirements.

Response 12. **The timeline for getting a waiver decision from DSLBD is 30 - 45 days. Once a decision is made (whether it is approved or denied) the District will adjust the due date accordingly if needed to allow the vendors to submit their proposals.**