

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
OFFICE OF THE CHIEF FINANCIAL OFFICER**

**DETERMINATION AND FINDINGS  
FOR  
CONTRACTOR'S RESPONSIBILITY**

**AGENCY:** Office of Tax and Revenue

**CONTRACT NO:** CFOPD-22-C-014

**CONTRACTOR:** Navient B.P.O. LLC

**CAPTION:** Overflow Call Center

**1. AUTHORIZATION:**

27 DCMR § 2200.4; PPRA § 301 (D.C. Official Code §2-353.01)

**2. MINIMUM REQUIREMENTS:**

The District of Columbia Office of the Chief Financial Officer (OCFO) has a requirement for a Contractor to provide an Overflow Call Center provider to provide experienced call center services, at its facility, for year-round call center support to the OTR Customer Service Administration (CSA), to ensure a transparent and timely service experience for all taxpayers engaging and communicating with the OTR.

**3. ESTIMATED REASONABLE COST:**

The estimated contract total price is not to exceed \$245,590.00

**4. FACTS WHICH JUSTIFY CONTRACTOR'S RESPONSIBILITY:**

The contractor has:

- (a) the financial resources adequate to perform the contract;
- (b) the ability to perform the proposed schedules, taking into consideration all existing commercial and governmental business commitments;
- (c) a satisfactory performance record, as depicted in their past performance references;
- (d) a satisfactory record of integrity and business ethics, as depicted in their past performance references;
- (e) a satisfactory record of compliance with the law, including licensing and tax laws, labor laws, civil rights laws and First Source Employment Act;

- (f) the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them;
- (g) the necessary production, construction, and technical equipment and facilities or the ability to obtain them;
- (h) not exhibited a pattern of overcharging the District;
- (i) the contractor does not have an outstanding debt with the District or Federal government in delinquent status of more than the greater of \$1,000 or 1% of the contract value, up to \$25,000; and
- (j) the contractor is otherwise qualified and is eligible to receive an award under applicable laws and rules.

5. **CERTIFICATION BY THE CONTRACT SPECIALIST:**

I hereby certify that the above findings are correct and complete to the best of my knowledge.

August 31, 2022  
Date

*Carla Roane*  
Carla Roane  
Contract Specialist

**DETERMINATION**

Based on the above findings, it is hereby determined that the Contractor is responsible in accordance with the applicable regulations set forth above and award of the proposed contract with *Navient B.P.O. LLC* is in the best interest of the Government of the District of Columbia.

08/31/2022  
Date

*Drakus Wiggins*  
Drakus Wiggins  
Contracting Officer