

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Solicitation Number CFOPD-23-R-036		Page of Pages	
				1	Attachments
2. Amendment/Modification Number Amendment No. 6	3. Effective Date See Box 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Delinquent Debt Collection Services		
6. Issued by: Code _____ Office of the Chief Financial Officer Office of Contracts 1100 4 th Street SW Suite E620 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-23-R-036		
			9B. Dated (See Item 11) September 25, 2023		
			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 checked="" 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 a Delinquent Debt Collection Services is hereby amended to reflect the following changes (Attachment A). 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, CPPB, CPPO		
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia		16C. Date Signed	
(Signature of person authorized to sign)		<i>Drakus Wiggins</i> (Signature of Contracting Officer)		12/14/2023	

Attachment A

The following changes are hereby incorporated into the solicitation.

Item 1. Section C.41.6 is hereby added as follows:

C.41.6 The District will provide the Contractor a quality assurance score card to supplement the Contractor’s testing and evaluation tool to measure the staff’s proficiency on training pursuant to C.41.2(1). The Contractor shall submit completed score cards by the 10th of each month.

Item 2. Section C.51 is hereby added as follows:

C.51 SERVICE LEVEL AGREEMENT (SLA)

C.51.1 The Contractor shall meet the required service levels as outlined in Section C.51.4, Required Service Level Measures, where the target for the measure is met based on the calculation within a monthly review period or the timeframe set out by the District.

C.51.2 The Contractor may only be exempt from the service levels measures in accordance with Section I.34, Force Majeure.

C.51.3 All references to time, if any, refer to hours, days, or weeks that the District is open for business, from 8:00 am until 6:00 pm Monday through Saturday.

C.51.4 The Required Service Level Measures are as follows:

Measure	Minimum Timeframe	Target	Description	Calculation
1. System Level Targets	24 hours a day/ 365 days a year	95%	Measure of the time from system’s operations outage until the time the scheduled or any emergency maintenance is completed, and the system is operational again.	The monthly hours of the system’s availability subtracted by the hours of non-availability divided by the hours in the month.
2. Service Desk Targets	Response Times and Resolution Times pursuant to C.51.6	100%	Measures the Response Times and Resolution Times pursuant to C.51.6.	The Response Times and Resolution Times pursuant to C.51.6 for all Service Desk tickets issued

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				divided by the Response Times and Resolution Times pursuant to C.51.6 for all Service Desk tickets issued.
3. Invoicing	Five (5) business days after the last day of the month (excluding holidays and weekends)	100%	Measures submission of proper invoices for approval by the COTR.	Number of proper invoices submitted by the minimum timeframe divided by the total number of invoices required to be submitted.
4. Reporting	Pursuant to Section C.35, Reports	100%	Measures delivery of accurate reports according to the frequency required in Section C.35, Reports.	Number of accurate reports received within the minimum timeframe divided by the total number for reports required.
5. Special Projects	Special Project completions as mutually agreed upon in writing by the District and the Contractor	100%	Measures the timely completion of special projects identified by the District from time to time for efficiencies in collection activities.	Lapse of the special project completion date.
6. Training Manual & Scripts	Within 30 days of award of contract pursuant to Section C.41.3	100%	Measures the timely receipt of the training material and scripts.	Lapse of receipt of the training material and scripts.
7. Quality Assurance	Score cards submitted by the 10 th of each month pursuant Section C.41.6	100%	Measures the receipt of the score cards to the COTR.	Lapse of receipt of score cards by the 10 th of each month.

C.51.5 The COTR shall create monthly SLA reports that monitor the performance under the Contract and measures the Contractor against all the 7 required service levels as identified in the SLA Measures table above. The COTR will provide the Contractor with the monthly SLA report no later than the 15th of each month.

C.51.5.1 These 7 required service levels produce 7 metrics each month.

C.51.5.2 Each month, if the Contractor fails to meet the 7 metrics for the month, the Contractor shall reduce its monthly maintenance and service fees on all invoice for the month as follows:

Number of Metrics that Met Target in the Month	Reduction of Monthly Maintenance and Service Fee Amount on Invoices for the Month
7	0%
6	5%
5	10%
4	15%
3	20%
2	25%
1	30%
0	35%

C.51.6 The Contractor shall provide service desk assistance for users for the Contractor’s system issues. The service desk shall include a ticketing system for tracking issues in categories. The Service Desk Categories shall be as follows:

Category	Response Time	Resolution Time	Response Availability	Risk Type – Business and Financial	Risk Type – Work Outage	Risk Type – Clients Affected	Risk Type – Workaround
Critical	15 minutes	Within 1 hour	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a serious business risk or financial exposure	The issue causes the systems or clients to be unable to work, or perform a significant portion of their job	The issue affects CCU customers who may be trying to obtain services	There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).
High	30 minutes or less	Within 2 hours	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a high business risk or financial exposure	The issue causes users to perform some portion of their job	The issue affects CCU customers who may be trying to obtain services	There may or may not be an acceptable workaround to the issue

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Category	Response Time	Resolution Time	Response Availability	Risk Type – Business and Financial	Risk Type – Work Outage	Risk Type – Clients Affected	Risk Type – Workaround
Medium	2 Hours or Less	Within 48 hours	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a medium business risk or financial exposure	The user can perform most tasks but may cause a delay in their ability to receive services	The issue affects CCU customers who may be trying to obtain services	There is likely an acceptable workaround to the problem. The system, service or component is experiencing minor performance degradation.
Low	4 Hours or Less	72 hours or As Agreed by CCU Manager and service provider POC	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a very low business risk or financial exposure	The issue is typically a request for service with ample lead time.	The issue has a low effect on clients or services	There is an acceptable workaround to the problem