



AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number		Page of Pages		
		CFOPD-22-C-021		1	Attachment A & B	
2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption			
Modification 5	See 16 C below		OCFO Staff Augmentation Managed Services Provider			
6. Issued by:		Code	7. Administered by (If other than line 6)			
Office of the Chief Financial Officer Office of Contracts 1100 4 th Street, S.W. Suite E620 Washington, D.C. 20024 202-442-7012 (main)						
8. Name and Address of Contractor (No. street, city, county, state and zip code)		9A. Amendment of Solicitation No.				
		9B. Dated (See Item 11)				
		X	10A. Modification of Contract/Order No.		CFOPD-22-C-021	
			10B. Dated (See Item 13)		April 18, 2022	
Code	Facility					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<input 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 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 _____ copies 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						
X	A. This change order is issued pursuant to (Specify Authority): 27 DCMR Section 3601.2(c) and Section I.8 Changes of the Contract The changes set forth in Item 14 are made in the contract/order no. in item 10A.					
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the DC Financial Responsibility and Management Assistance Authority.					
	C. This supplemental agreement is entered into pursuant to authority of:					
	D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document or return any copies to the issuing office.						
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)						
1. The purpose of Modification No. 5 is to revise Attachment J.3, Position Descriptions to add the Customer Service Specialist position as referenced in Attachment A, and to revise the Attachment J.4, Price Schedule to add the Customer Service Specialist rates as referenced in Attachment B. 2. All other terms and conditions shall 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			
Eric Moe, Sr. Contracts Manager			Drakus Wiggins, CPPB, CPPO			
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia	16C. Date Signed			
OST, Inc.  (Signature of person authorized to sign)	27 October 2022	 (Signature of Contracting Officer)	10/27/2022			

Attachment A

CLIN	E102, E202, E302, and E402
Title	Customer Service Specialist
Duties and Responsibilities	<p>The position is located in the Office of Resources Management within the Customer Service Group. The position is responsible for greeting walk-in customers and processing paperwork of winners and non-winners according to the law and rules of the DC Lottery.</p> <p>The incumbent works under the general supervision of the Chief, Customer Service who outlines objectives and available resources. The position discusses timeframes, scope of the assignments, and possible strategies and approaches with the supervisor. The Customer Service Specialist is expected to adhere to deadlines for the day-to-day office work and independently completes these assignments. During periods of heavy workload and short deadlines, priorities are discussed and established with the supervisor. Work is reviewed for accuracy and completeness and for compliance with established procedures.</p> <p>The Customer Service Specialist duties include:</p> <ol style="list-style-type: none"> 1. Processes paperwork and ensures compliance of DC Lottery laws and rules for winners and non-winners. 2. Responds to telephone/walk-in inquiries from a variety of sources on routine matters; refers more complex matters to the supervisor or other staff as appropriate. 3. Directs callers to the appropriate personnel as well as answer questions related to all Lottery products and promotions and the rules thereof. 4. Receives, sorts, logs and distributes incoming mail and attaches pertinent background information, reports and other documents as necessary. 5. Uses various software programs and automated systems to prepare a variety of documents. 6. Maintains files and controls documents to ensure that the status of assignments is tracked and that work is completed in a timely, professional manner.
Education:	<p>Minimum of a high school diploma</p> <p>Minimum of 1 year of customer service work in an office environment</p>
Qualifications:	<ol style="list-style-type: none"> 1. Knowledge of and the skill to use Microsoft Word, Excel and other software to prepare documents, input data, compile and generate reports, and monitor administrative controls. 2. Demonstrated knowledge of English grammar, spelling and punctuation sufficient to compose routine correspondence. 3. Strong verbal and written communication skills as well as interpersonal skills to maintain a professional, effective relationship with co-workers and customers.

Attachment B

ATTACHMENT J.4, PRICE SCHEDULE - NTE HOURLY RATES

B.5.1 PRICE SCHEDULE – NTE Hourly Rates – REQUIREMENTS

B.5.1.1 OPTION PERIOD ONE

CLIN	Labor Category	Est. # of Resources	Est. # of Hours	NTE Hourly Rate
<i>Office of Lottery and Gaming (OLG)</i>				
E102	Customer Service Specialist	1	400	\$33.32

B.5.1.1 OPTION PERIOD TWO

CLIN	Labor Category	Est. # of Resources	Est. # of Hours	NTE Hourly Rate
<i>Office of Lottery and Gaming (OLG)</i>				
E202	Customer Service Specialist	1	2080	\$33.99

B.5.1.2 OPTION PERIOD THREE

CLIN	Labor Category	Est. # of Resources	Est. # of Hours	NTE Hourly Rate
<i>Office of Lottery and Gaming (OLG)</i>				
E302	Customer Service Specialist	1	2080	\$34.67

B.5.1.3 OPTION PERIOD FOUR

CLIN	Labor Category	Est. # of Resources	Est. # of Hours	NTE Hourly Rate
<i>Office of Lottery and Gaming (OLG)</i>				
E404	Customer Service Specialist	1	2080	\$35.36