

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

**DETERMINATION AND FINDINGS
FOR
PRICE REASONABLENESS**

AGENCY: Office of Tax and Revenue

CONTRACT NO: CFOPD-22-C-014

CONTRACTOR: Navient B.P.O. LLC

CAPTION: Overflow Call Center

FINDINGS

1. AUTHORIZATION:

D.C. Municipal Regulations Title 27 §3307 and PPRA §419

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 PRICE AND REASONABLENESS DETERMINATION:

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

- (a) The cost of this contract is of a type generally recognized as ordinary and necessary for the conduct of the contractor or the performance of the contract.
- (b) This contract includes the restraints or requirements imposed by generally accepted sound business practices, arms-length bargaining, federal and District laws and regulations, and contract terms and specifications.
- (c) This action is an action that a prudent business person would take, considering responsibilities to the owner of the business, employees, customers, the District, and the public at large.
- (d) There are no significant deviations from the established practices of the contractor that may unjustifiably increase the contract costs.
- (e) There are no other relevant factors that should be noted at this time.

4. **JUSTIFICATION OF REASONABLENESS OF PRICE:**

The Contracting Officer has performed an analysis amongst competitor pricings to determine the reasonableness of the price and the Contracting Officer has found that the price is fair and reasonable.

The Contracting Officer has compared prices of this contract with the independent District cost estimate and has determined the price to be fair and reasonable.

5. **CERTIFICATION BY CONTRACT SPECIALIST:**

I hereby certify that to the best of my knowledge and belief, the above reasonableness findings and cost price analysis are true and complete and the proposed Contractor's pricing is reasonable and in the best interest of the Government.

Carla Roane

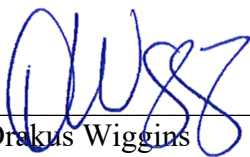
Carla Roane
Contract Specialist

August 31, 2022

Date

DETERMINATION

Based on the above reasonableness findings and cost price analysis, it is hereby determined that the award of the proposed contract to **Navient B.P.O. LLC** is reasonable and is in the best interest of the Government of the District of Columbia.



Drakus Wiggins
Contracting Officer

08/31/2022

Date