

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT						1. Contract Number CFOPD-22-C-021		Page of Pages 1 Attachment A & B		
2. Amendment/Modification Number Modification 31		3. Effective Date See 16 C below		4. Requisition/Purchase Request No.		5. Solicitation Caption OCFO Staff Augmentation Managed Services Provider				
6. Issued by: 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)				Code		7. Administered by (If other than line 6)				
8. Name and Address of Contractor (No. street, city, county, state and zip code) OST, Inc. 2101 L Street, NW, Suite 800 Washington, DC 20037 T 703-462-8736 C 202-271-4952 Brian Cole, Vice President BCole@ostglobal.com Code Facility				X		9A. Amendment of Solicitation No.				
						9B. Dated (See Item 11)				
						10A. Modification of Contract/Order No. CFOPD-22-C-021				
						10B. Dated (See Item 13) April 18, 2022				
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 _____ 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 ☐ is not ☒ 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.) A. The purpose of Modification No. 31 is to add position as referenced in Attachment A, and to revise Attachment J.4, Price Schedule to add the rates as referenced in Attachment B. B. 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) Jim Bottorff, Chief Financial Officer					16A. Name of Contracting Officer Drakus Wiggins, CPPB, CPPO					
15B. Name of Contractor Jim Bottorff			Digitally signed by Jim Bottorff Date: 2025.10.27 16:14:05 -04'00' (Signature of person authorized to sign)		15C. Date Signed			16B. District of Columbia Drakus Wiggins (Signature of Contracting Officer)		16C. Date Signed 10/29/2025

Attachment A

CLIN	T032
Title	AWS Connect Specialist
Duties and Responsibilities	A. AWS Connect Specialist is responsible for: 1. Working closely with the Office of the Chief Financial Officer (OCFO) and other District government stakeholders. The successful candidate will design, implement, and maintain the AWS Connect cloud-based contact center, ensuring optimal performance and alignment with business objectives. 2. Key Responsibilities: 1) Design and Configuration: a) Design, document, and implement contact flows using the AWS Connect to ensure optimal and dynamic call routing based on business requirements. b) Utilize Amazon Connect to develop and deploy chatbots and conversational AI for automated customer interactions within Connect contact flows. c) Configure and maintain Amazon Connect instances, user profiles, routing profiles, and security profiles. 2) Metrics and Reporting: a) Ensure all metrics required for Key Performance Indicator (KPI) management are collected and available within AWS Connect. b) Configure and maintain custom dashboards and reports in Amazon Connect and Amazon QuickSight for business units to monitor team performance. c) Regularly review usage data from Amazon Connect's cloud monitoring tools, such as Amazon CloudWatch, and report findings to the supervisor. 3) Outbound Campaigns and Surveys: a) Set up and manage outbound voice campaigns and customer surveys using Amazon Connect Outbound

	Campaigns and Contact Flows. b) Ensure campaigns comply with relevant regulations, including managing caller ID settings, call times, and contact attempts. 4) Integration and Optimization: a) Design and implement integrations between AWS Connect and other systems, including CRMs, using AWS Lambda and other AWS services. b) Continuously review and enhance designs based on feedback to improve operational efficiency, reliability, and availability of the contact center. 5) Security and Compliance: a) Collaborate with security staff and supervisors to document and implement processes and procedures that ensure AWS Connect comply with District, OCIO, and relevant security controls. b) Apply appropriate change control and configuration management processes for all modifications to the production environment. 6) Troubleshooting and Support: a) Identify and resolve technical issues related to the AWS Connect environment, providing timely updates to the supervisor. b) Implement system revisions to maintain and improve overall performance.
Education:	A bachelor's degree in computer science, Information Technology, Engineering, or a related field or The equivalent combination of education and successful work experience
Qualifications:	A. Certifications (Preferred) 1. AWS certifications, such as AWS Certified Solutions Architect or Developer, can demonstrate expertise in the platform. 2. A minimum of 3 years Hands-on experience with Amazon Connect and other AWS cloud services is essential.

	3. Experience with scripting and integrating various AWS services, such as Lambda, DynamoDB, and S3, to build and enhance contact center functionalities. 4. Experience with other cloud platforms and a strong understanding of Voice over IP (VoIP), Customer Experience (CX) strategies, and system integration. 5. In-depth, hands-on experience with Amazon Connect, including contact flow creation, call routing, and user management. 6. Demonstrated experience configuring and utilizing Amazon Connect's native reporting and dashboard capabilities for KPI management. 7. Experience with other AWS services that integrate with Amazon Connect, such as Lambda, Lex, and S3. 8. Strong understanding of workforce optimization (Forecast Capacity planning and Scheduling, FCS), best practices and how to implement them within the AWS Connect ecosystem. 9. Proven ability to work effectively with cross-functional teams, including IT project managers, business analysts, security staff, and business leaders. 10. Effective communication skills for gathering requirements, providing technical explanations, and collaborating with stakeholders.
--	--

Contract No.: CFOPD-22-C-021
Modification 31
OCFO Staff Augmentation Managed Services Provider

Attachment B

				Option Year 4
Job Family	New CLIN	New PD / Title	Prior CLINs / PDs Consolidated	FY25: 10/1/25-9/30/26
Technical	T032	AWS Connect Specialist	NEW	\$128.66