



February 28, 2018

Jeff Koses
Senior Procurement Executive
U.S. General Services Administration
1800 F Street, NW
Washington, DC 20006

Dear Jeff,

Thank you and the GSA First Contact team for meeting with the Coalition for Government Procurement (“the Coalition”) on the acquisition strategy for call center services currently performed under the USA Contact contract. As you know, the USA Contact contract vehicle has generated over \$700 million in best value call center services and mission support for customer agencies. Through USA Contact, customer agencies have been able to share and communicate critical information to the American people. A recent example is the vital call center support provided via USA Contact in response to Hurricanes Harvey and Irma.

The Coalition understands that the General Services Administration (GSA) is contemplating the addition of a USA Contact SIN under IT Schedule 70 as the follow-on procurement strategy to replace the current USA Contact MAIDIQ. Coalition members support GSA’s efforts to reduce unnecessary contract duplication, especially where use of preexisting contracts like the Multiple Award Schedules (MAS) program and IT GWACs can effectively meet agency mission requirements. However, in the case of call center services, the establishment of a separate, follow-on MAIDIQ contract vehicle provides GSA and its industry partners with the best opportunity to deliver best value call centers serving the health, safety, and welfare of the American people.

Coalition members report that contact center service solutions are uniquely complex, incorporating a broad scope of performance functions. A broad contract scope and pricing flexibility are essential to achieving positive contract performance and meeting customer agency requirements. The current USA Contact contract provides greater flexibility in performance and pricing solutions than IT Schedule 70, even with the addition of Order Level Materials (OLMs).

As discussed in our meeting, industry has the following concerns with the proposed follow-on procurement strategy:

- Integrated contact center requirements span the abstract seam between technical and professional service categories and vary significantly between agencies. Experience has shown that under USA Contact, the Service Level Agreements (SLAs) and pricing structures are vastly different depending on the customer. IT Schedule 70 does not accommodate the cross-cutting scope of services nor does it provide the pricing flexibility to meet customer needs.
- Unique customer requirements and pricing structures do not lend themselves to the MAS SIN structure nor to an “as a service” offering.
- Commercial terms and conditions for contact center solutions are vastly different than those for IT solutions offered under IT Schedule 70.
- Under IT Schedule 70 call center contractors will face significant compliance risks via the Price Reductions Clause (PRC). In the long term, contractors would have to invest in ensuring compliance with the Price Reductions Clause, monitoring Basis of Award customers, etc. increasing risks and costs.
- The proposed strategy is unnecessarily complex for the acquisition workforce. Disaggregating requirements into existing Schedules with partial scopes would not serve customer agencies well. Disaggregation shifts accountability for schedule and quality integration from industry to the contracting agency.
- If GSA does not have an integrated solution, agencies may be encouraged to purchase open market (which is already a significant percentage of the market). Industry may even encourage customers to do so given the risks to quality and schedule.
- A new follow-on USA Contact contract vehicle could be structured/enhanced to include additional capabilities, including cost reimbursement flexibilities to further support customer needs. The IT Schedule 70 pricing model is static, limiting flexibility for customer agencies and contractors.

Therefore, while the Coalition strongly supports the MAS program, we recommend that GSA conduct a follow-on procurement for a new governmentwide MAIDIQ for call center services.

The Coalition looks forward to your written response to the issues and opportunities identified in this letter. Thank you again for reaching out to industry for input on the USA Contact acquisition strategy. If you would like to discuss this matter further, please contact me at (202) 331-0975.

Best regards,



Roger Waldron
President