

GENERAL SERVICES ADMINISTRATION SERVICES

FEDERAL SUPPLY SERVICE AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>*

Schedule Title: Multiple Award Schedule (MAS)

Large Category	Subcategory	PSC
Professional Services	Marketing and Public Relations	R422

*For more information on ordering from Federal Supply Schedules click on the **GSA Schedules link** at www.gsa.gov*

Contract Number: 47QRAA21D003R

Contract Period: March 22, 2021 to March 21, 2026

Contractor: Douglas Webb & Associates, Inc. dba TenPoint Complete

Contractor's Administration Source:

Bonnie R. Webb
8080 Corporate Blvd
Plain City, OH 43064
Phone: (614) 873-9830 ext. 103
Fax: (614) 873-9834
Email: bwebb@tenpointcomplete.com
<http://www.tenpointcomplete.com>

Business Size: Small Business

FEDERAL SUPPLY SERVICE

CUSTOMER INFORMATION:

1a. Awarded Special Item Numbers (SINs)

Large Category	Subcategory	SINs	SIN Title
Professional Services	Marketing and Public Relations	541910	Marketing Research and Analysis
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	Order Level Materials

1b. Lowest Priced Model Number and Price For Each SIN: N/A

1c. Hourly & Service Rates: See price list on pages 6-7

2. MAXIMUM ORDER:

Large Category	Subcategory	SINs	Maximum Order
Professional Services	Marketing and Public Relations	541910	\$1,000,000
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	\$250,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: Same as contractor

6. DISCOUNT FROM LIST PRICES: Prices shown are GSA Net, discount deducted.

7. QUANTITY DISCOUNT(S): 1.5% for all orders exceeding the simplified acquisition threshold

8. PROMPT PAYMENT TERMS: 1% 10, Net 30 Days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: Not Applicable

10a. TIME OF DELIVERY: Determined on the Task Order Level

-
- 10b. EXPEDITED DELIVERY:** Contact contractor
- 10c. OVERNIGHT AND 2-DAY DELIVERY:** Contact contractor
- 10d. URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 11. FOB POINT:** Destination
- 12a. ORDERING ADDRESS:** Same as contractor
- 12b. ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
- 13. PAYMENT ADDRESS:** Same as contractor
- 14. WARRANTY PROVISION:** Not Applicable
- 15. EXPORT PACKING CHARGES:** N/A
- 16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
- 18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
- 19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
- 20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
- 21. PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 22b. Section 508 Compliance for EIT:** N/A
- 23. DUNS NUMBER:** 877772418
- 24. Contractor has an active registration in the SAM database.**

COMPANY OVERVIEW

TenPoint Complete has been providing contact/call center services and solutions since 1993. Our reputation for success is due to many years operating as an outbound and inbound customer service center, including an Emergency/Hot Line Service, a Scheduling Center, Insurance Claims First Notice of Loss (FNOL) 1/800 number, Order Processing, and overflow repair scheduling for CAT/storm damage claims. Since 1995, we've been providing Customer Satisfaction Measurement services (CSI) using Net Promotor Score (NPS) analytics in the automotive and insurance industries through Live Agent, SMS/Texting and E-mail. TenPoint Complete is a national provider of CSI services across all 50 states and all Canadian Provinces.

Since our inception in 1993 and located in Plain City (Columbus), Ohio, we have completed millions of transactions for thousands of clients ranging from small businesses to multi-national corporations. With expertise in project implementation and account management, we deliver solutions and service with high levels of flexibility, scalability, quality and security.

At TenPoint Complete, all work is processed and completed on-site at our 55-seat facility with remote backup capability. Superior technology compliments tenured and dedicated staff. Major components of our platform include:

- Force.com (Salesforce) Platform
- CATI telephone surveys (inbound/outbound/recorded)
- English/ Spanish
- SMS text, Email, IVR and Chat integration
- Online and live agent surveys
- Cloud-based reporting
- Custom development or work within your environment
- Full remote communication capabilities
- Proprietary video production and engagement app

TenPoint Complete ensures positive outcomes for clients due to a collaborative philosophy backed by measurable accountability. We have built a reputation of trustworthiness due to timely and effective delivery of services, transparency, efficiency and value. We are confident our demonstrated successful past performance will be an asset in gaining and maintaining federal clients for many years to come.

PROFESSIONAL SERVICES WORK SCOPE

SIN	SIN Title	Subcategory
541910	Marketing Research and Analysis	Marketing and Public Relations
<p>DESCRIPTION: Services include customizing strategic marketing plans, branding initiatives, creating public awareness of products, services, and issues; targeting market identification and analysis, establishing measurable marketing objectives; determining market trends and conditions, identifying and implementing appropriate strategies, conducting focus groups, telemarketing, individual interviews, preparing/distributing surveys, and compiling/analyzing results, establishing call centers (in relation to services provided under this schedule).</p> <p>NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.</p>		

PROFESSIONAL SERVICES AWARDED PRICES & LABOR CATEGORIES

SIN	SIN Title	Subcategory	
541910	Marketing Research and Analysis	Marketing and Public Relations	
Labor Category		GSA Price w/ IFF	Unit of Issue
Live Agent**		\$23.43	Hour
<p>Functional Responsibilities: Market Research/Customer Satisfaction Surveying, help desk or hotline service, scheduling appointments, handling complaints, direct call-ins for routing, information sharing, and related needs. Live Agent can also serve as the first notice of contact for any emergency that requires immediate attention and routing. During the process we have live agents standing by to receive the call, listen, ask for pertinent information, immediately texting any information between team members and related agencies. Information from the call is then recorded in a database for immediate or future evaluation. All calls are recorded. Warm transfers (transfer of call) are sometimes required which insures immediate contact with the agency. The warm transfer can be sent to single or multiple points of contact.</p> <p>Minimum Education: High School Minimum Years' Experience: 2</p>			
Implementation Manager		\$81.00	Hour
<p>Functional Responsibilities: Oversees projects from the pre and planning phases throughout. Duties include maintaining world class technology and updating computer capabilities, creating contact/call center projects, customizing contact/call center projects to fit the needs of the agency involved. The Implementation Manager functions are as follows: Maintaining the capabilities to work within customer platforms using cloud based security for all information/data. Updates and maintains all routes of communication: live agent calling, SMS texting, live chat and emailing. Updates audio files (recordings of calls/conversations) that are housed in an audio library and used in evaluation. Creates/customizes all internal and external reporting (including real time dashboard reporting) and is responsible for all hardware and software, MS Office, Windows and Internet Explorer versions or other versions of platforms that may be required by the the agency.</p> <p>Minimum Education: Bachelor's Degree Minimum Years' Experience: 2</p>			
Electronic Communications Scheduler**		\$32.80	Hour
<p>Functional Responsibilities: Responsible for sending and receiving SMS texts and emails for any program that needs this functionality: notices, appointment scheduling, and market research surveying. The EC Scheduler pulls records needing contact for the day scheduled and sends the texts/emails, receives the acknowledged/completed communication, and disseminates the results in a variety of venues (reporting) according to agency need.</p> <p>Minimum Education: High School Minimum Years' Experience: 4</p>			
Reports Administrator**		\$32.80	Hour
<p>Functional Responsibilities: Charged with putting into place report functionality according to program design, selects frequency of reporting, maintains reporting and reporting integrity, verifies that reports have been delivered and answers any questions regarding the report received. The Report Administrator is in addition tasked with managing voice recordings of all inbound and outbound calls, ensuring quality of the call, feedback to live agent supervisor and re-training.</p> <p>Minimum Education: High School Minimum Years' Experience: 4</p>			

Administrative Assistant**	\$32.80	Hour
<p>Functional Responsibilities: Responsible for the importation of records, updating records, maintaining records, or data entry service needed for agency purposes. The Administration Assistant can prepare data for reporting and evaluates the data to ensure the data is accurate and correct. The Administrative Assistant also assists in dissemination of literature, emails, or any information by mail or by electronic mail for follow up and marketing purposes if those services are required.</p> <p>Minimum Education: High School Minimum Years' Experience: 4</p>		

SCA/SCLS Eligible Contract Labor Category	SCA/SCLS Equivalent Code and Title	WD Number
Live Agent	01043 - Customer Service Representative III	2015-4729
Administrative Assistant	01020 - Administrative Assistant	2015-4729
Reports Administrator	01020 - Administrative Assistant	2015-4729
Electronic Communications Scheduler	01020 - Administrative Assistant	2015-4729

“The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).”

INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that JSPC meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide FABS services, follow these simple steps:

Step 1. Develop a Statement of Work (SOW)

- In the SOW, include the following information:
- Work to be performed,
- Location of work,
- Period of performance;
- Deliverable schedule, and
- Special standards and any special requirements, where applicable.

Step 2. Select Contractor and Place Order

- If the order is at or below the micro-purchase threshold, select the contractor best suited for your needs and place the order.
- If the order is exceeding but less than the maximum order threshold (MOT), prepare an RFQ;
- If the order is in excess of the MOT, prepare an RFQ. Consider expansion of competition and seek price reductions.

Step 3. Prepare a Request for Quote (RFQ)

- Include the SOW and evaluation criteria;
- Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
- If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
- May be posted on GSA's electronic RFQ system, e-Buy

Step 4. Provide RFQ to at least Three Firms

Step 5. Evaluate Offers, Select Best Value Firm, and Place Order