



**General Services Administration**  
Federal Supply Service  
Authorized Federal Supply Schedule Price List

**Multiple Award Schedule (MAS)**

**Special Item Numbers:**

- 561422** Automated Contact Center Solutions (ACCS)
- 54151S** Information Technology Professional Services
- 518210C** Cloud and Cloud-Related IT Professional Services
- OLM** Order Level Materials (OLM)

Contract Number: **GS-35F-151GA**

Period Covered by Contract: **December 22, 2016 - December 21, 2021**



**TTEC Government Solutions, LLC**  
**f/k/a TeleTech Government Solutions, LLC**

9197 S. Peoria Street, Englewood, Colorado 80112

Telephone: (201) 485-7094

Fax: (734) 661-0595

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Contractor's Administration Source: [stephen.parowski@ttec.com](mailto:stephen.parowski@ttec.com)

Modification # PS-0021, Effective 10/30/2020

Business Size: **Large**

DUNS: **184446537**

## GSA AWARDED TERMS AND CONDITIONS TTEC GOVERNMENT SOLUTIONS, LLC

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):**

561422:	Automated Contact Center Solutions (ACCS)
54151S:	Information Technology Professional Services
518210C:	Cloud and Cloud-Related IT Professional Services
OLM:	Order Level Materials (OLM)

1b. **IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT:**

Please see the pricelist below for details.

1c. **IF THE CONTRACTOR IS PROPOSING HOURLY RATES, A DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION FOR THOSE TYPES OF EMPLOYEES OR SUBCONTRACTORS WHO WILL PERFORM SERVICES SHALL BE PROVIDED. IF HOURLY RATES ARE NOT APPLICABLE, INDICATE NOT APPLICABLE FOR THIS ITEM:**

Please see the labor category descriptions below for details.

2. **MAXIMUM ORDER\*: SINs 561422, 54151S and 518210C: \$500,000**  
**OLM: \$250,000**

\*If the "best value" selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. **MINIMUM ORDER: \$100.00**

4. **GEOGRAPHIC COVERAGE: Domestic Delivery Only**

5. **POINT(S) OF PRODUCTION: 9197 S. Peoria Street, Englewood, Colorado 80112**

6. **DISCOUNT FROM LIST PRICES: Net GSA pricing is listed in the attached pricing table**

7. **QUANTITY DISCOUNT(S): None.**

8. **PROMPT PAYMENT TERMS: 0%, Net 30 Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions**

9a. Government purchase cards **are accepted** at or below the micro-purchase threshold

9b. Government purchase cards **are not accepted** above the micro-purchase threshold

10. **FOREIGN ITEMS: None**

11a. **TIME OF DELIVERY: To be negotiated at the task order level**

11b. **EXPEDITED DELIVERY: To be negotiated at the task order level**

11c. **OVERNIGHT AND 2-DAY DELIVERY: To be negotiated at the task order level**

- 11d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery
12. **FOB POINT:** Destination; 48 contiguous states and Washington, DC, as well as Alaska, Hawaii, and Puerto Rico
- 13a. **ORDERING ADDRESS:**  
TTEC Government Solutions, LLC  
9197 S. Peoria Street  
Englewood, Colorado 80112  
Telephone: (201) 485-7094  
Fax: (734) 661-0595
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:**  
TTEC Government Solutions, LLC  
9197 S. Peoria Street  
Englewood, Colorado 80112  
Telephone: (201) 485-7094  
Fax: (734) 661-0595
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**  
Accepted at and below the micro-purchase threshold
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** N/A
25. **DUNS NUMBER:** 184446537
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Active
27. **TRANSITION OF CONTACT CENTERS**  
The time period required to transition from an ordering activity's existing contact center solution and requirements to new requirements (as defined in the task order) will be on a case-by-case basis, and shall be in accordance with the ordering activity's task order.

Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the ordering activity to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task.

The Government will transfer business and procedural data, including appropriate training material, to the Contractor, and work with the Contractor to establish appropriate system feeds.

The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support of the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center.

Based on the Contractor's ability and expert advice on transitioning the work volume, the ordering activity reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.

## 28. LABOR CATEGORY EXPERIENCE SUBSTITUTIONS

Unless otherwise specified in the Labor Category Descriptions, the below education/experience substitutions are accepted by TTEC Government Solutions, LLC

Minimum Education Equivalency Table	
Masters Degree	Can be substituted for/by six (6) additional years' experience specifically related to project tasks.
Bachelors Degree	Can be substituted for/by four (4) additional years' experience specifically related to project tasks.
Associates Degree	Can be substituted for/by two (2) additional years' experience specifically related to project tasks.
High School Diploma	Can be substituted with a GED.
General Experience	May include college courses, other higher education classes, or experience in other fields.

## 29. AUTOMATED CONTACT CENTER SOLUTIONS ORDERS

Orders for Automated Contact Center Solutions are highly customized to meet the customer's unique requirements. Therefore, each ACCS order will require a Statement of Work (SOW) that clearly defines the customer's specific requirements and the TTGS offerings that will comprise the solution.

TTEC Government Solutions, LLC  
 Labor Category Descriptions  
 SIN 54151S: Information Technology Professional Services  
 GS-35F-151GA

GSA Proposed Services	Minimum Level of Education	Minimum Years of Experience	Functional Responsibility
Program / Engagement Manager	Bachelor's Degree	5	The Technology Program/Engagement Manager provides leadership and expertise to deliver IT programs and initiatives on schedule and within budget. Plans and administers both projects and the overall program, and ensures that deliverables are completed correctly and on-time. Delivers the technical solution to support the organization's vision and strategic direction.
Project Manager	Bachelor's Degree	5	The Project Manager is responsible for the overall management of a project's lifecycle, such as the design, development, implementations and support. Directs personnel and assigns duties and schedules to personnel. Serves as a coach and mentor to all team members on engagements. Monitors and reports progress, and facilitates the success of projects. Enforces quality and productivity standards, and provides day-to-day coordination of project team. Ensures project goals and objectives are accomplished on time and within budget. Offers recommendations relevant to computing, quality control, analysis, and testing systems.
Technical / Solution Architect	Bachelor's Degree	5	Advances IT solutions and develops architecture design methods to integrate complex systems. Defines and communicates enterprise architecture strategies, principals, standards, policies and procedures. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Applies established and accepted engineering principles while leveraging advanced multi-competency skill sets and appropriate engineering teams to orchestrate enterprise computer and/or system architecture design and integration. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Conducts analysis to define, analyze and allocate requirements. Interfaces directly with customer stakeholders and decision makers to define requirements, develop project plans, guidance, controls and applicable governance to align project deliverables with a desired end solution. Ensures consistency and integration with customer's architecture and business strategies.
UCCE Technical Engineer	Bachelor's Degree	5	Advances IT solutions and develops architecture design methods to integrate complex systems. Defines and communicates enterprise architecture strategies, principals, standards, policies and procedures. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Applies established and accepted engineering principles while leveraging advanced multi-competency skill sets and appropriate engineering teams to orchestrate enterprise computer and/or system architecture design and integration. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Conducts analysis to define, analyze and allocate requirements. Interfaces directly with customer stakeholders and decision makers to define requirements, develop project plans, guidance, controls and applicable governance to align project deliverables with a desired end solution. Ensures consistency and integration with customer's architecture and business strategies.
Technical Specialist	Bachelor's Degree	3	Technical Specialists provide expert consultancy within their area of specialism. This may be a business/functional area and/or a particular technology. They develop and/or promote technical solutions which support the business requirements within their area of expertise. They may be accountable for specific deliverables in relation to IT development or support or may lead the technical activity within their area of specialism.
Network / Technical Engineer	Bachelor's Degree	5	Performs engineering and/or analytical tasks and activities associated with network design, engineering, implementation, operations, and user support. The Network/Technical Engineer translates system functional requirements into purposeful component level simulations in support of development lab activities, organizes objectives and approaches of systems design, development, integration and test approach within project teams and participates in the system requirements analysis, design, development, integration, and test activities.

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GSA Proposed Services	Minimum Level of Education	Minimum Years of Experience	Functional Responsibility
Reporting Specialist	Bachelor's Degree	3	The Reporting Specialist will research, review, and analyze the effectiveness and efficiency of existing report procedures and systems and develop strategies for enhancing or leveraging these processes and systems. Will work directly with decision makers and end users to understand, define, and document current and possible future reporting goals, needs, and requirements. Is responsible for mock up, development, implementation, and training of internal customer requested reporting needs.
Developer	Bachelor's Degree	3	The Developer will reviewing current systems, present ideas for system improvements and provide cost proposals. The Developer will work closely with analysts, designers and staff producing detailed specifications and writing codes. Will also test the product in controlled, real situations before going live. Will prepare training manuals for users and maintain systems once they are up and running.

**TTEC Government Solutions, LLC**  
**Labor Category Descriptions**  
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<b>GSA Proposed Services</b>	<b>Minimum Level of Education</b>	<b>Minimum Years of Experience</b>	<b>Functional Responsibility</b>
Contact Center Director	Bachelors	7	Senior Leader responsible for managing a dynamic team of Service Delivery Managers. The Service Delivery Director develops and facilitates the implementation of a world-class strategy to enable customer service excellence in all team members and across all sites. Contact center associates are not standalone labor categories and need the following least support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.
Contact Center Manager	Bachelors	5	Contact Center Managers are responsible for managing a dynamic team of Supervisors. Has direct oversight for one or more of the Contact Center's functional departments that would include: Human Capital, Talent Acquisition, Facilities, and Learning Services. Develops and facilitates the implementation of a world-class strategy to enable customer service excellence in all team members and across all sites. Contact center associates are n standalone labor categories and need the following least support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.
Contact Center Quality Assurance Manager	Bachelors	6	The Quality Assurance Manager is responsible for ensuring client satisfaction through the management of the Quality functions, Quality Assurance performance metrics and process improvement projects. Responsible for the design, development, implementation, delivery, and evaluation of client specific training to meet project goals. This includes all systems, products, and industry specific training, up (refresher) training, and coaching skills f employees and supervisors. Manager is continually assessing, evaluating, and maintaining a high standard of effectiveness and quality in line with client's goals and objectives.
Contact Center Quality Assurance Senior Specialist	High School	1	Quality Assurance (QA) Senior Specialists are responsible for listening to and monitoring escalated calls, chats and emails for customer satisfaction according to client and TTEC specified policies, thresholds, and procedures. QA Senior Specialists support the overall quality assurance workflow by conducting customer call evaluations and may providing feedback directly to associates and to QA specialists, but generally provide it directly to Team Leads in a meaningful and constructive manner. QA Senior Specialists are accountable for collecting, coordinating, evaluating, and providing call data on escalated calls for associates to Team Leads and providing coaching, feedback, and reporting. They must meet weekly and monthly call evaluation metrics. QA Senior Specialists participate in both internal site and client calibration sessions; prepare and complete reports in order to meet contractual requirements. QA Senior Specialists are expected to have a thorough understanding of client specific call and product knowledge requirements. QA Senior Specialists support a culture of coaching to meet or exceed a quality customer experience satisfaction scores. They may attend team meetings as necessary to cover various topics related to handing calls, chats and emails.
Contact Center Quality Assurance Specialist	High School	1	Quality Assurance (QA) Specialists are responsible for listening to and monitoring associate calls, chats and emails for customer satisfaction according to client and TTEC specified policies, thresholds and procedures. QA Specialists support the overall quality assurance workflow by conducting customer call evaluations and may provide feedback directly to associates but generally provide it directly to Team Leads in a meaningful and constructive manner. QA Specialists are accountable for collecting, coordinating, evaluating and providing call data for associates to Team Leads and providing coaching, feedback and reporting. They must meet weekly and monthly call evaluation metrics. QA Specialists participate in both internal site and client calibration sessions; prepare and complete reports in order to meet contractual requirements. QA Specialists are expected to have a thorough understanding of client specific call and product knowledge requirements. QA Specialists support a culture of coaching to meet or exceed a quality customer experience satisfaction scores. They may attend team meetings as necessary to cover various topics related to handing calls, chats and emails.
Contact Center Quality Assurance Analyst	High School	1	Quality Assurance (QA) Analysts are responsible for quality analysis based on client and TTEC specified policies, thresholds and procedures. QA Analysts are accountable for providing, coordinating, analyzing and consolidating all necessary data in order to deliver and collaborate with the QA team. Ensure quality processes and project work are completed in a timely and accurate manner following client and company requirements and quality standards. QA Analysts support the overall quality assurance workflow by conducting evaluations of associates providing feedback for the team leads to use during coaching sessions. Run reports for team leads on QA scores and number of monitors completed and assist QA Specialists.

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<b>GSA Proposed Services</b>	<b>Minimum Level of Education</b>	<b>Minimum Years of Experience</b>	<b>Functional Responsibility</b>
Director, Workforce Management	Bachelors	7	Director works with Operations executive leadership (VP/SVP) for multiple client program/projects. Responsible for overall Workforce Management (WFM) delivery, support and execution across multiple programs/clients. Support and develop a team of WFM Leaders. Works to ensure that all members of the team are focused on the delivery of client's operational expectations. Maintain a working knowledge of the entire call center operation as well as project operation. Maintain short- and long-term staffing forecast guide. Interact and consult with Human Resources on matters of recruiting, training, hiring and attrition.
Senior Specialist, Workforce Management	High School	1	Workforce Management (WFM) Senior Specialists are accountable for contact center scheduling, real time adherence, forecasting & analysis, reporting, shift bids and managing agent staffing to client delivered volumes. They are responsible for presenting variety of daily, weekly and monthly reports. WFM Sr. Specialists ensure that policies for contact center scheduling are followed. They provide recommendations (based on contact center forecasting and trending analysis), across sites as well as conduct head count production analysis. WFM Sr. Specialists are responsible for meeting client required service levels while also maintaining appropriate in-chair occupancy (IOCC %) and phone occupancy (POCC %) targets to meet key deliverable requirements. Responsibilities include: understanding the contractual parameters of the client; in-chair occupancy; average call handle time; tracking and trending call volume history; tracking associate absenteeism and other components of the overall work flow; provide, coordinate, analyze and consolidate a schedule adherence data in order to deliver processes and project work in a timely and accurate manner following company and client requirements and standards. WFM Sr. Specialists work closely on a day-to-day basis with Operations leadership influencing and providing recommendations based on contact center agents' performance reports in order to comply with financial requirements. WFM Sr. Specialists are expected to have a thorough working knowledge of client specific requirements and expectations of service level.
Contact Center Training Lead	High School	1	Contact Center Training Leads focus on providing coaching, motivation and support to enhance the engagement and success of their team of training specialists in attaining targets and goals. Evaluate trainers, curriculum and processes. Recommend and coordinate needed changes based on process analysis. They are responsible for meeting team productivity and quality goals.
Manager, Project Management	Bachelors	5	The Project Manager is directly responsible for the deployment of projects on a global scale; including but not limited to new or expansion client business. Responsibilities include presales support, new business due diligence and/or project requirement gathering engagements. Project execution, including on a global scale and/or across various business segments at an enterprise level, through the application of functional methodology and global process to: act in a primary liaison and oversight-level project management capacity, serve as client point of contact, build plans, establish project deadlines, assign functional responsibilities, lead and direct the work of others, facilitate, communicate and monitor project progress to ensure a quality deployment is completed on time, according to specifications and within budget.
Contact Center IT Supervisor	Bachelors	5	As part of our Managed Services Support Engineering team, the Contact Center IT Supervisor is both customer facing and focused on the Engineering team's main objectives, which are to drive and improve service to and on behalf of the business. At an operational level, the position's objective is to provide a single point of contact (SPOC) to provide information, advice, guidance and the rapid restoration of normal services to its customers and users.
Contact Center IT Manager	Bachelors	5	The Contact Center IT Manager is responsible for managing the Information Systems operations and for software systems analysis and programming. May also be responsible for one or more of the following: information center, database management, data security, telecommunications, and/or Information Systems training. Reviews systems development project requests and coordinates schedules and related departmental activities. Provides overall direction and guidance to assigned project personnel. Reviews and evaluates work of subordinate staff and prepares performance reports. Prepares activity and progress reports.
Contact Center IT Specialist I	High School	1	The Contact Center IT Specialist I is responsible for taking incoming e-mails, calls and service requests from customers. They will document client requests in Service Now and escalate requests to internal Escalation engineering teams. This person will also work on client connectivity/remote access tools. Provides desktop server application support.
Contact Center IT Specialist IV	Bachelors	5	The Contact Center IT Specialist IV manages operational and fiscal activities (budget management, assets management) of the technology department at a site or sites. Develop and lead the team of Technicians/Sr. Technicians and/or Technology Team Leads. Utilizes systems and procedures to improve the operating quality and efficiency of the technology department. Creates and implements process improvements and must keep up with new developments in technology. Manage the staff in accordance with company policies, procedures, and client metrics. They adhere to TTEC key performance objectives, indicators, metrics, and ratios ensuring maximum team performance. Create and maintain a positive work environment.

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GSA Proposed Services	Minimum Level of Education	Minimum Years of Experience	Functional Responsibility
Contact Center Supervisor - Data Entry	High School	3	In support of Contact Center, supervises the Data Entry staff to ensure completion and timeliness of assigned data entry tasks per business requirements; monitors the Data Entry Queue to ensure the key performance metrics are met.
Contact Center Associate Specialist - Human Capital	Bachelors	1	The Contact Center Associate Specialist – Human Capital administers HR policies and procedures in support of the contact center; collects and maintains HR data related to compensation, benefits, training, and recruitment among other topics to help make recommendations for improvement; processes paperwork for functional area according to established procedures; provides support for all human resources related activities. Duties may also include preparing internal employee communications regarding compensation, benefits, or company policies. While this resource may gain exposure to some of the complex tasks within the job function, they occasionally are directed in some aspects of the work.
Contact Center Service Representative I**	High School	1 year of general experience or equivalent	The Customer Service Representative (CSR I) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints that are not technical in nature. Duties may include but are not limited to accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds and exchanges; keeping records of customer interactions and updating customer account information. This position receives, comprehends, provides and responds to routine informational inquiries and service requests through inbound and outbound phone calls. Contact center associates are not standalone labor categories and need the following least support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.
Contact Center Service Representative II**	High School	1 year of general experience or equivalent	The Customer Service Representative (CSR II) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints that are not technical in nature. Duties may include but are not limited to accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds and exchanges; keeping records of customer interactions and updating customer account information. The CSR II is responsible for responding to escalated and more complex non-technical inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. The CSR II is able to work under less supervision. Contact center associates are not standalone labor categories and need the following least support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.
Contact Center Service Representative I Bilingual**	High School	1 year of general experience or equivalent	The Customer Service Representative I Bilingual (CSR I Bilingual) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints that are not technical in nature. Duties may include but are not limited to accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds, and exchanges; keeping record of customer interactions; and updating customer account information. This position receives, comprehends, provides and responds to routine informational inquiries and service requests through inbound and outbound phone calls. Able to communicate fluently in Spanish and English both written and orally in a clear and professional manner. Contact center associates are not standalone labor categories and need the following least support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.

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GSA Proposed Services	Minimum Level of Education	Minimum Years of Experience	Functional Responsibility
Contact Center Service Representative II Bilingual**	High School	1 year of general experience or equivalent	<p>The Customer Service Representative II Bilingual (CSR II Bilingual) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints that are not technical in nature. Duties may include but are not limited to accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds and exchanges; keeping records of customer interactions and updating customer account information. The CSR II Bilingual is responsible for responding to escalated and more complex technical inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. Able to communicate fluently in Spanish and English both written and orally in a clear and professional manner. Contact center associates are not standalone lab categories and need the following support staff labor categories: supervisors, trainers and training leadership team leads, workforce management, quality assurance, and contact center manager) subject to scope of services needed. Ratios of contact center associates to supporting labor categories vary based on hours of operation, number of associates, service level agreements, KPI's, and number of contact centers.</p>

**TTEC Government Solutions, LLC**  
**Awarded Pricing**  
**GS-35F-151GA**

**Labor Categories**

<b>SIN</b>	<b>Awarded GSA Services</b>	<b>Minimum Level of Education</b>	<b>Minimum Years of Experience</b>	<b>Unit of Issue</b>	<b>GSA Awarded Rate w/ IFF 12/22/2016 - 12/21/2017</b>	<b>GSA Awarded Rate w/ IFF 12/22/2017 - 12/21/2018</b>	<b>GSA Awarded Rate w/ IFF 12/22/2018 - 12/21/2019</b>	<b>GSA Awarded Rate w/ IFF 12/22/2019 - 12/21/2020</b>	<b>GSA Awarded Rate w/ IFF 12/22/2020 - 12/21/2021</b>
54151S	Program/Engagement Manager	Bachelor's Degree	5	Hour	\$213.69	\$217.32	\$221.02	\$224.77	\$228.60
54151S	Project Manager	Bachelor's Degree	5	Hour	\$195.50	\$198.83	\$202.21	\$205.64	\$209.14
54151S	Technical / Solution Architect	Bachelor's Degree	5	Hour	\$213.69	\$217.32	\$221.02	\$224.77	\$228.60
54151S	UCCE Technical Engineer	Bachelor's Degree	5	Hour	\$195.50	\$198.83	\$202.21	\$205.64	\$209.14
54151S	Technical Specialist	Bachelor's Degree	3	Hour	\$195.50	\$198.83	\$202.21	\$205.64	\$209.14
54151S	Network / Technical Engineer	Bachelor's Degree	5	Hour	\$195.50	\$198.83	\$202.21	\$205.64	\$209.14
54151S	Reporting Specialist	Bachelor's Degree	3	Hour	\$195.50	\$198.83	\$202.21	\$205.64	\$209.14
54151S	Developer	Bachelor's Degree	3	Hour	\$213.69	\$217.32	\$221.02	\$224.77	\$228.60
561442	Contact Center Director	Bachelors	7	Hour	N/A	N/A	N/A	\$194.10	\$200.50
561442	Contact Center Manager	Bachelors	5	Hour	N/A	N/A	N/A	\$112.35	\$116.06
561442	Contact Center Quality Assurance Manager	Bachelors	6	Hour	N/A	N/A	N/A	\$99.37	\$102.65
561442	Contact Center Quality Assurance Senior Specialist	High School	1	Hour	N/A	N/A	N/A	\$41.79	\$43.17
561442	Contact Center Quality Assurance Specialist	High School	1	Hour	N/A	N/A	N/A	\$38.90	\$40.18
561442	Contact Center Quality Assurance Analyst	High School	1	Hour	N/A	N/A	N/A	\$44.85	\$46.33
561442	Director, Workforce Management	Bachelors	7	Hour	N/A	N/A	N/A	\$196.22	\$202.70
561442	Senior Specialist, Workforce Management	High School	1	Hour	N/A	N/A	N/A	\$95.72	\$98.88
561442	Contact Center Training Lead	High School	1	Hour	N/A	N/A	N/A	\$67.14	\$69.36
561442	Manager, Project Management	Bachelors	5	Hour	N/A	N/A	N/A	\$183.72	\$189.78

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561442	Contact Center IT Supervisor	Bachelors	5	Hour	N/A	N/A	N/A	\$89.74	\$92.70
561442	Contact Center IT Manager	Bachelors	5	Hour	N/A	N/A	N/A	\$106.73	\$110.25
561442	Contact Center IT Specialist I	High School	1	Hour	N/A	N/A	N/A	\$54.65	\$56.46
561442	Contact Center IT Specialist IV	Bachelors	5	Hour	N/A	N/A	N/A	\$65.66	\$67.82
561442	Contact Center Supervisor - Data Entry	High School	3	Hour	N/A	N/A	N/A	\$63.01	\$65.08
561442	Contact Center Associate Specialist - Human Capital	Bachelors	1	Hour	N/A	N/A	N/A	\$37.31	\$38.54
561442	Contact Center Service Representative I**	High School	1 year of general experience or equivalent	Hour	N/A	N/A	N/A	\$47.69	\$49.26
561442	Contact Center Service Representative II**	High School	1 year of general experience or equivalent	Hour	N/A	N/A	N/A	\$50.58	\$52.25
561442	Contact Center Service Representative I Bilingual**	High School	1 year of general experience or equivalent	Hour	N/A	N/A	N/A	\$48.83	\$50.44
561442	Contact Center Service Representative II Bilingual**	High School	1 year of general experience or equivalent	Hour	N/A	N/A	N/A	\$52.98	\$54.73

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Cloud and Cloud-Related IT Offerings

SIN	MANUFACTURER NAME	MFR PART NO	SERVICE NAME	SERVICE DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF)
518210C	TTEC	TTGS_CLD_CO_001	eLoyalty Cloud Experience-G Bronze	<p>eLoyalty cloud-based Cisco solution* on a FedRamp platform to support 40,000 call center phone users (in a high availability model). Basic Call Center Phone System using call delivery with multiple office numbers &amp; call groups. No IVR menu. Includes:</p> <ul style="list-style-type: none"> <li>o Communications Manager (phone) – Up to 10,000 registrations per subscriber for total of 40,000 registrations-HA option</li> <li>o Unity Connection (voicemail) – Up to 20,000 mailboxes</li> <li>o Emergency Responder (e911) – Up to 30,000 endpoints</li> <li>o Cisco Expressway (mobile users) – Up to 20,000 users</li> <li>o Cisco Unified Intelligence Center Enterprise Reporting Platform</li> <li>o Cisco Unified Communication Domain Manager</li> <li>o icPortal Management Console</li> </ul> <p>*Please note that the Cloud Services are billed on a monthly basis.            The Cloud Services are priced with: (1) a flat monthly base charge (between 3%-10% of the anticipated monthly total Cloud Services charge); and (2) a variable monthly usage charge based on the actual monthly usage. In addition, GSA customers purchasing less than 10,000 users may, at TTEC Government Solutions, LLC's discretion, be provided a discount to the flat monthly base charge.</p>	Monthly	\$200,891.78
518210C	TTEC	TTGS_CLD_CO_002	eLoyalty Cloud Experience-G Silver	<p>eLoyalty cloud-based Cisco solution* on a FedRamp platform to support 40,000 call center phone users (in a high availability model). Basic Call Center Phone System using call delivery with multiple office numbers &amp; call groups. Includes:</p> <ul style="list-style-type: none"> <li>o Communications Manager (phone) – Up to 10,000 registrations per subscriber for total of 40,000 registrations-HA option</li> <li>o Unity Connection (voicemail) – Up to 20,000 mailboxes</li> <li>o Emergency Responder (e911) – Up to 30,000 endpoints</li> <li>o Cisco Unified Intelligence Center Enterprise Reporting Platform</li> <li>o Cisco Unified Communication Domain Manager</li> <li>o icPortal Management Console</li> <li>o Interactive Voice Response (Cisco Voice Portal) - Up to 3000 Ports</li> </ul> <p>*Please note that the Cloud Services are billed on a monthly basis.            The Cloud Services are priced with: (1) a flat monthly base charge (between 3%-10% of the anticipated monthly total Cloud Services charge); and (2) a variable monthly usage charge based on the actual monthly usage. In addition, GSA customers purchasing less than 10,000 users may, at TTEC Government Solutions, LLC's discretion, be provided a discount to the flat monthly base charge.</p>	Monthly	\$200,891.78
518210C	TTEC	TTGS_CLD_US_001	eLoyalty Cloud Experience-G UC Standard User	Unified Communication Standard User; monthly usage rate, per named user	Monthly	\$7.45
518210C	TTEC	TTGS_CLD_US_IVR_002	eLoyalty Cloud Experience-G UC IVR Usage	Touch Tone (DTMF - Dual Tone Multi Frequency) IVR Minute Usage Rate	Monthly	\$0.0520

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SIN	MANUFACTURER NAME	MFR PART NO	SERVICE NAME	SERVICE DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF)
561422	TTEC	TTGS_ACCS_US_ACD_001	Humanify Enterprise ACD	Humanify Enterprise delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multichannel contact management over an IP infrastructure. It combines multichannel automatic call distributor (ACD) functionality with IP telephony in a unified solution.  Requires FedRAMP platform for ACCS Services (TTGS_CLD_CO_001 or TTGS_CLD_CO_002).	Monthly	\$ 96.62
561422	TTEC	TTGS_ACCS_US_IVR_001	Speech IVR Minute Usage Rate	Interactive Voice Response (IVR) functions for the platform. IVR will be deployed using the "Comprehensive" functional deployment model. This deployment model facilitates routing and transfers across the VoIP network, and in the future will allow IVR to act as a queuing point for calls when no agents are available in the requested skill group, as well as skill based warm transfers between Contact Center agents.  Requires FedRAMP platform for ACCS Services (TTGS_CLD_CO_001 or TTGS_CLD_CO_002).	Monthly	\$ 0.05
561422	TTEC	TTGS_ACCS_US_QM_001	Humanify QM with WFM and Call Recording	The Humanify Enterprise for Government System records 100% of voice calls and 15% of contact center agent desktop screen recordings for compliance, transaction verification, and legal protection. Data is stored in a FedRAMP encrypted format and available for playback and analysis, and for agent performance scoring. Workforce Management Provides forecasting, multi-skill scheduling, and real-time adherence for contact center agents. Includes features for workflows, intra-day dynamic scheduling, audit trail reporting, and mentoring requests.  Requires FedRAMP platform for ACCS Services (TTGS_CLD_CO_001 or TTGS_CLD_CO_002).	Monthly	\$ 96.97
561422	TTEC	TTGS_ACCS_US_QM_002	Humanify QM Analytics	<u>Speech Analytics</u> Speech Analytics can help you reduce time to insights from recorded calls with precise, accurate, unbiased, and granular details. Realize ongoing business value, without costly setup overhead, lengthy consulting engagements, and data interpretation by experienced analysts. Optimize customer engagement and omnichannel service strategies across assisted and self-service channels by revealing trends, points of failure, new opportunities, and the root cause of customer perceptions so that you can take action quickly  <u>Desktop and Process Analytics</u> Desktop and Process Analytics (DPA) can be used to see what the agent was actually doing during the call – whether they are on Facebook, the CRM tool, or the knowledge management system, providing an overall picture. This power tool can be used to scan through rich interactions in a much more productive, and much faster way.  Requires FedRAMP platform for ACCS Services (TTGS_CLD_CO_001 or TTGS_CLD_CO_002).	Monthly	\$ 50.50

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SIN	MANUFACTURER NAME	MFR PART NO	SERVICE NAME	SERVICE DESCRIPTION	UOI	GSA OFFER PRICE (inclusive of the .75% IFF)
561422	TTEC	TTGS_ACCS_US_BS_001	Humanify Adapter	Humanify Adapter powered by Bucher + Suter's (B+S) Connects for Salesforce is an out of the box integration between the Cisco Contact Center and Salesforce that allow agents to handle multichannel interactions and manage their state within a gadget embedded in the Salesforce GUI. Placing interaction control inside of Salesforce where client data resides gives agents a 360° customer view. It also streamlines contact handling, provides quick access to agent tools, improves efficiency and means that agents won't constantly have to take time tab back and forth between applications when searching for information—time customers spend waiting. B+S Connects for Salesforce improves contact center efficiency by enabling Cisco Contact Center to act as the single routing engine for all interaction types (voice, email, case, chat and social media post). It allows Cisco Contact Center to track agent availability and multichannel interactions for Unified Queuing and reporting. This approach ensures that all interactions, regardless of type, are queued to the most appropriate agent. This increase in efficiency translates into savings and customer satisfaction. When it comes time to choose an integration technology for contact centers, management demands a solution that is feature rich, simple to use and cost effective. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. B+S Connects for Salesforce is a pre-integrated package that is easy to install and offers the functionality demanded by today's contact centers.  Requires FedRAMP platform for ACCS Services (TTGS_CLD_CO_001 or TTGS_CLD_CO_002).	Monthly	\$ 31.33