



U.S. General Services Administration

Federal Acquisition Service

Automated Contact Center Solutions SIN (ACCS) Overview

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Agenda

- Automated Contact Center Solutions SIN(ACCS)
- ACCS Technical Evaluation
- Why You Should Buy
- How to Order
- Resources
- Questions?

ACCS SIN/Drivers

There is a significant need for contact center solutions across the Federal government, including State, Local, Regional, and Tribal Governments:

- Approximately 25 percent of customer service operations will use Virtual Customer Assistants by 2020, reflecting a growing trend of contact center operations moving from human agents to self-service technologies, such as artificial intelligence agents and chatbot technology.
- The demand for Contact Center Solutions is large, and agencies such as Department of Health and Human Services (HHS), the Department of Defense (DoD), and the Department of Homeland Security (DHS) are part of this need.
- Roughly half of the interest received for contact center solutions was from small businesses. This SIN will be perfect way for both large and small businesses to utilize their Schedule 70 contract to provide automated contact center solutions.

Automated Contact Center Solutions SIN

ACCS SINS/Introduction

A “Special Item Number (SIN)” is a group of generically similar (but not identical) supplies or services that are intended to serve the same general purpose or function.

GSA will establish this SIN on IT Schedule 70 to include any combination of technologies, equipment, software and services needed to deliver high quality customer service interactions to agency constituents across multiple channels (including phone, email, SMS, social media, web chat, etc.).

The ACCS SIN is available through the IT Schedule 70, General Purpose Commercial Information Technology Equipment, Software and Services Solicitation. It is part of a multiple approach to satisfy contact center requirements.

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ACCS SINS/Introduction

ACCS services to include but are not limited to:

- Artificial Intelligence (AI)
- Chat Bots
- Robotic Process Automation
- Interactive Voice Response (IVR)
- Voice/Speech Recognition
- Text-to-Speech
- Voicemail
- Callback
- Web Callback
- Email Delivery
- Hosted Online Ordering
- Hosted Email Web Form
- Hosted FAQ Service

ACCS Technical Evaluations

ACCS Technical Evaluations/Overview

GSA's IT Schedule 70 has a standing solicitation, therefore evaluations will be conducted on a continuous basis.

Existing Schedule Holders:

Responsible for submitting a modification through eMod to add the Automated Contact Center Solutions SIN if they wish to offer services through the SIN

New Market Entrants:

Will have to submit through the eOffer system and include the Automated Contact Center Solutions SIN

FASt Lane/Startup Springboard

FAST Lane/ACCS SIN Solicitation Instructions

- With FAST Lane:
 - Offers submitted may be awarded a contract as quickly as 45 days
 - Modifications submitted may be issued within 2 days with approved Commercial Supplier Agreement Terms

- The assigned GSA Contracting Officer reviews and provides any necessary feedback (vendors should be prepared to respond quickly)

Startup Springboard Information

- We want to get the latest technologies to federal agencies faster, so we get innovative IT companies with fewer than two years of experience onto IT Schedule 70.
- You can now:
 - Use your executives and key professionals' professional experience to substitute for two years of corporate experience;
 - Use key personnel's project experience to substitute for relevant corporate past performance; and
 - Provide financial documentation that demonstrates your company's financial responsibility instead of submitting two years of financial statements.
- Learn how to apply at <https://www.gsa.gov/node/81824>
- Contact our Startup Springboard support team at S70Springboard@gsa.gov

Why You Should Offer Automated Contact Center Solutions

Why You Should Offer Automated Contact Center Solutions

- High turnover of human contact center agents increases costs and decreases service quality
- Security clearances for contact center agents can take up to six months after on-boarding
- Human-based operations are difficult to roll-out and surge during national emergencies

Why You Should Offer Automated Contact Center Solutions

- **New and emerging self-service technologies reduce costs**
- **Self-service and automated technologies can handle more contact volume than humans at lower costs**
- **Automated and self-service technologies can be rapidly deployed and scaled.**

Why You Should Offer/Benefits of Using GSA and the ACCS SIN

- **Time Savings**
- **Cost Savings**
- **Selection (flexibility and choice)**
- **Built in Value**

How to Order

How to Order/General Instructions

- FAR 8.405 Ordering Procedures for Schedules
- Customers may have a requirement with a Statement of Work or without, depending on requirement - total solutions using multiple SINs are also available

- FAR 8.405-3 Procedures for Establishing BPAs
- Ordering Agencies may add supplemental terms and clauses:
 - Ordering activity ensures agency statutory and regulatory requirements are met, e.g., agencies may add supplemental clauses such as DFARS for DoD
 - Ordering activity allows addition of any order options

How to Order/Further Guidance

Make purchases through GSA Advantage!®. Issue a Request for Information or Request for Quotation using GSA eBuy and allow vendors to respond to requirements. Federal, state, local, and tribal governments can purchase products, services, and solutions through IT Schedule 70.

- Learn more about how to order from IT Schedule 70:

<https://gsa.gov/portal/content/198589>

State and local governments can buy technology via IT Schedule 70 through the GSA Cooperative Purchasing Program.

- To find out if a government entity qualifies, refer to the Cooperative Purchasing FAQ: <http://www.gsa.gov/stateandlocal>
- Visit <http://www.gsa.gov/portal/content/141511> to learn more about ordering for state and local governments

Resources

Resources

- Contact the IT Schedule 70 team at fastlane@gsa.gov or visit www.gsa.gov/schedule70 to learn more
- Cooperative Purchasing Program Info at www.gsa.gov/stateandlocal
- For Monthly Customer Webinars, go to www.gsa.gov/masnews
- Experts are available to advise agencies on procurements

Resources

- IT Schedule 70 Interact
 - <https://interact.gsa.gov/group/it-schedule-70>
- New vendors
 - GSA S70 Road Map - Guide to Submitting an Offer
<http://www.gsa.gov/portal/category/100406>
- Existing Schedule 70 contract holders
 - eMod process -
http://eoffer.gsa.gov/eoffer_docs/eMod_process.htm

Resources

- Springboard
 - www.gsa.gov/springboard
- IT Schedule 70
 - www.gsa.gov/schedule70
 - POC: itschedule70@gsa.gov
 - Call (855) ITAID4U (482-4348)
- Vendor Support Center
 - <https://vsc.gsa.gov/>
 - <https://eoffer.gsa.gov/>

Customer Engagement & Solutions Development Division

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Questions?

