



FULL RANGE OF CONTACT CENTER SERVICES

USA CONTACT

USA Contact is a multiple award indefinite delivery, indefinite quantity (IDIQ) contract vehicle that provides a wide range of automated and manual customer support services for contact center solutions for any federal government agency. It includes answering telephone and email inquiries, order fulfillment, translation services, establishing automated responses, and enhancing Web capabilities.

How it works

- As the only government contract created exclusively for contact center solutions, USA Contact can be used to quickly procure contact center services
- Clients can retain Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR) functions on task orders
- Access to pre-qualified, state-of-the-art solution providers
- Sufficient competition to ensure good prices and performance
- Flexible pricing structure to meet diverse agency requirements
- No service fee
- Firm Fixed Price or Time and Materials

Business challenges

The USA Contact IDIQ provides the ability to manage and staff a call center for fluctuations in call volumes to handle your seasonal or predictable changes, your sudden or short-term surges, and your gradual long-term increases. Agencies that use the contract can:

- Position the government's public information services on par with or exceeding private industry standards by providing customers with easily accessible, accurate, timely and professional responses to their inquiries via their preferred method of communication
- Provide capability to respond quickly to provide fully managed multi-channel inquiry response and management solutions to meet the needs of federal agencies and programs in emergency and crisis situations
- Provide increased capability to measure and control the delivery of information services to meet the evolving needs of citizens
- Provide solutions that comply with federal information systems security requirements
- Gain and sustain access to commercial off-the-shelf, state-of-the-art technology that is secure and scalable to meet current and future requirements
- Control information dissemination costs
- Promote job opportunities for individuals with disabilities

How we can help

EDS, an HP company, brings best-in-class contact center services and the opportunity for agencies to increase customer satisfaction, reduce costs, mitigate risk and grow revenue.

EDS offers the following benefits:

- Experience in multi-channel contact centers – EDS currently delivers contact center managed services at 144 sites in 30 countries with 27,000 agents speaking 48 languages
- Existing facilities with capacity – Protected by the latest in physical and data security, our world-class contact center infrastructure is available 24x7 to support clients



TEAM EDS

EDS is the prime contractor and is partnering with Alta IT Services, DanSources Technical Services Inc., Focus Technology, Premier Technical Services, SOC Enterprises and Verigent.

SPONSOR:

U.S. General Services Administration

WEB SITE:

www.eds.com/usacontact

CONTRACT NUMBER:

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Contact

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- Ability to manage emergencies and complex demands – In 2004, in response to Hurricanes Frances and Ivan, EDS successfully provided the Federal Emergency Management Agency (FEMA) with turnkey call-handling services under extremely rapid ramp-up and ramp-down timelines. More than 200 workstations were fully staffed 24x7 with live agents working in multiple shifts to respond to disaster victims requiring assistance.
- Improving customer interactions – EDS uses customer interaction models, escalation procedures, service level agreements and customer satisfaction surveys to maintain customer focus and elevate the customer experience in an ongoing manner.
- Commitment to the small and disadvantaged business community – EDS has created a team featuring all classifications of small, minority and disadvantaged partners, including partnerships with NISH-approved non-profit agencies.

End-to-End Solutions

Automated Services

- Automated Voice Response Services
- Interactive Voice Response (IVR) Service
- Voice/Speech Recognition Service
- Text-to-Speech Service
- Facsimile Services
- Automatic Fax-Back Service
- Fax-On-Demand Service
- Voice Mail Service
- Automated Callback (Telephone)
- Web Callback
- Automated Outbound Dialing Campaign
- Automated Fax Delivery
- Automated E-Mail Delivery
- Hosted On-Line Ordering
- Hosted E-Mail Web Form
- Hosted FAQ Service

Attended Services

- Responding to Telephone Inquiries
- Outbound Calling Services
- Responding to Postal Mail Inquiries
- Responding to E-Mail Inquiries
- Responding to Facsimile Inquiries
- Interactive Web-Based Services

Other Services

- Fulfillment Services
- Transcription Service
- Language Translation Services
- Directory Listing Services
- Technical and Management

Call Processing Technology and Services

- E-Mail Routing and Management
- FAQ System
- Knowledge Management System
- Contact Management System
- Workforce Management System
- Customer Survey Automation
- Compliment and Complaint Management
- Service Monitoring and Quality Control
- Training
- Literature Fulfillment
- Voice Mail and Electronic Mail
- Online Ordering System
- Web Chat System
- Database Design
- Telecommunications Services