

**General Services Administration (GSA)  
Solicitation Number: GSV07PD0007**

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Revision 01

**USA Contact  
Multichannel Contact Center Services  
Technical Proposal**



**General Services Administration  
Operational Contracting Staff (VC)  
1800 F Street, NW, Room G127  
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December 12, 2007



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[REDACTED]

[REDACTED]

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## LIST OF ACRONYMS

Acronym	Definition
ABVI	Association for the Blind and Visually Impaired
ACD	Automatic Call Distributor
ACH	Automated Clearing House
ACO	Activity Contracting Officer
ACT	Accounting Control Transaction
ADA	Americans with Disabilities Act of 1990
AHT	Average Handling Time
	[REDACTED]
ANI	Automatic Numbering Identification
ASR	Automatic Speech Recognition
AT&T	American Telephone and Telegraph, Inc.
AVR	Automated Voice Response
BC/DR	Business Continuity/Disaster Recovery
BC/DRP	Business Continuity/Disaster Recovery Plan
BGP	Border Gateway Protocol
BIA	Business Impact Analysis
BPA	Blanket Purchasing Agreement
C&A	Certification and Accreditation
	[REDACTED]
CAF	Contract Access Fee
CBT	Computer Based Training
CCR	Central Contractor Registration
CCTV	Closed-Circuit Television
CDR	Contingency/Disaster Recovery
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
	[REDACTED]
CISSP	Certified Information Systems Security Professional
CLIN	Contract Line Item Number
CM	Configuration Manager
CMM	Capability Maturity Model
CMMI	Capability Maturity Model Integration
	[REDACTED]
CMT	Contingency Management Team
CO	Contracting Officer
COOP	Continuity Of Operations Plan
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off The Shelf

Acronym	Definition
CRR	Cost Recovery Report
CRM	Customer Relationship Management
CSLIC	Customer Services Level Committee
CSU/DSU	Channel Service Unit/Data Service Unit
CTI	Computer Telephony Integration
DAA	Designated Approving Authorities
D&B	Dunn and Bradstreet
DC	District of Columbia
	[REDACTED]
DMZ	Demilitarized Zone
DNIS	Dialed Number Identification Service
DoD	Department of Defense
	[REDACTED]
DTMF	Dual Tone Multi-Frequency
	[REDACTED]
EDI	Electronic Data Interchange
EFT	Electronic Funds Transfer
	[REDACTED]
EVM	Earned Value Management
FAQ	Frequently Asked Question
FAR	Federal Acquisition Regulation
FedCIRC	Federal Computer Incident Reporting Center
	[REDACTED]
FIPS	Federal Information Processing Standard
FISMA	Federal Information Security Management Act
	[REDACTED]
FSO	Facility Security Officer
FTE	Full Time Equivalent
FTP	File Transfer Protocol
FTR	Federal Travel Regulations
FSO	Facility Security Officer
FSS	Federal Supply Service
GAO	Government Accountability Office
	[REDACTED]

Acronym	Definition
GSA	General Services Administration
GED	General Education Development
	[REDACTED]
GWAC	Government-Wide Acquisition Contract
	[REDACTED]
HR	Human Resources
	[REDACTED]
HSRP	Hot Standby Router Protocol
HTTP	Hypertext Transfer Protocol
HUBZone	Historically Underutilized Business Zone
	[REDACTED]
IBM	International Business Machines, Inc.
ICD	Intelligent Call Delivery
ID	Identification
IDIQ	Indefinite Delivery Indefinite Quantity
	[REDACTED]
IOS	Internetwork Operating System
IPsec	Secure Internet Protocol
IRS	Internal Revenue Service
IS	Information Specialist
ISDBS	Independent Study Database System
ISO	International Organization for Standardization
ISP	Independent Study Program; Internet Service Provider
ISSM	Information Systems Security Manager
IT	Information Technology
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response
KB	Knowledge Base; KiloByte
KM	Knowledge Management
KPI	Key Performance Indicators
LAN	Local Area Network
LEC	Local Exchange Carrier
LLC	Limited Liability Company
MBA	Master of Business Administration
MPLS	Multi-Protocol Label Switch
MS	Microsoft®
MTD	Month-To-Date
MTTR	Mean Time to Resolution
NACI	National Agency Check and Inquiries



Acronym	Definition
NAICS	North American Industry Classifications System
NETC	National Emergency Training Center
NIB	National Industries for the Blind
NIH	National Institutes of Health
NISH	National Industries for the Severely Handicapped
NIST	National Institute of Standards and Technology
NISI	Network Information Services Infrastructure
	[REDACTED]
NOSC	Network Operations and Security Center
	[REDACTED]
OC	Optical Carrier
ODBC	Open Database Connectivity
ODC	Other Direct Cost
OF	Optional Form
OJT	On-the-Job Training
OMB	Office of Management and Budget
OSHA	Occupational Safety and Health Act of 1970
	[REDACTED]
PBX	Private Branch Exchange
PC	Personal Computer
PDA	Personal Digital Assistant
PIV	Personal Identity Verification
PMIS	Program Management Information System
PMP	Program Management Professional
POA&M	Plan of Action and Milestones
	[REDACTED]
PSTN	Public Switched Telephone Network
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QM	Queue Manager
QMP	Quality Management Plan
R&D	Research and Development
RAID	Redundant Array of Inexpensive Disks
RFP	Request for Proposals
RMS	Resource Matching Service
	[REDACTED]
SAN	Storage Area Network

Acronym	Definition
SBA	Small Business Administration
SDB	Small Disadvantaged Business
SDVO	Service-Disabled Veteran-Owned
SF	Standard Form
SCI	Sensitive Compartmented Information
	[REDACTED]
SF	Standard Form
SLA	Service Level Agreement
SONET	Synchronous Optical Network Technologies
SOP	Standard Operating Procedure
SOW	Statement of Work
SOX	Sarbanes-Oxley ((Public Company Accounting Reform and Investor Protection) Act of 2002
SPOC	Single Point of Contact
SSL	Secure Sockets Layer
SSML	Speech Synthesis Markup Language
T3	T-Carrier 3
	[REDACTED]
TIN	Taxpayer Identification Number
TO	Task Order
TO/CO	Task Order Contracting Officer
TDD	Telecommunication Device for the Deaf
	[REDACTED]
TTR	Time to Resolution
TTS	Text-to-Speech
TTY	Teletypewriter
	[REDACTED]
UPS	Uninterruptible Power Supply
URL	Uniform Resource Locator
	[REDACTED]
VOIP	Voice over Internet Protocol
VRRP	Virtual Router Redundancy Protocol
VTC	Video Teleconference
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
WFM	Workforce Management
	[REDACTED]
XML	Extensible Markup Language

## 1.0 TECHNICAL PROPOSAL INDEX

We have organized the proposal in accordance with RFP Sections L and M. Section C is folded into major headings of Section L as directed by Section L.

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C.6.10	Training	4.3.3	72
C.6.11	Literature Fulfillment	4.3.3	73
C.6.12	Voice Mail and Electronic	4.3.3	73

RFP Reference	Requirement	Contractor Proposal Reference	Page #
	Mail		
C.6.13	Online Ordering System	4.3.3	73
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C.6.15	Power Supply	4.3.3	73
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C.9.1	Service Monitoring and Calibration	5.4.1	117
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L.7.2.1.6.4	Performance Management Plan	5.3	110
C.10	Performance Management	5.3.	110



RFP Reference	Requirement	Contractor Proposal Reference	Page #
C.11	Management Reports	5.1.1.5 [REDACTED]	100
C.11.1	Weekly and Monthly Status Reports	5.1.1.5 [REDACTED]	100
C.11.2	Operational Reports	5.1.1.5 [REDACTED]	100
C.11.3	Problem Resolution Reports	5.1.1.5 [REDACTED]	100
C.11.4	Monitoring Reports	5.1.1.5 [REDACTED]	101
C.11.5	Compliment and Complaint Management Reports	5.1.1.5 [REDACTED]	101
C.11.6	Ad Hoc Reports	5.1.1.5 [REDACTED]	101
<b>L.7.2.1.7</b>	<b>Security Plan</b>	<b>6.0</b>	<b>122</b>
<b>L.7.2.1.8</b>	<b>Plan For Special Hiring</b>	<b>7.0</b>	<b>127</b>

## 2.0 EXECUTIVE SUMMARY

*Contact Center Support is TechTeam's core business. Our contact centers cover the US and Europe*

[REDACTED]

Our contact center information specialists (ISs),

[REDACTED]

Our ISs

respond to those questions

[REDACTED]

[REDACTED] is just one example of our contact center success stories. Our contact center methodology and approach have served our clients well as described below:

► *TechTeam has earned accolades such as:*

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

**► 20 years of Delivering Superior Contact Center Services.**

TechTeam is a \$175M public US corporation locally located in Chantilly, Virginia, and on the web at www.techteam.com.

[REDACTED]

GSA's single point of contact for operations is our designated Program Manager,

[REDACTED]

Supporting daily contract operations are [REDACTED]

[REDACTED]. These team members are assigned based on their ability to successfully meet/achieve task order requirements. Please refer to Appendix A for an organizational chart that illustrates their roles.

[REDACTED]

Drawing on 20 years

of experience touching every point of the IT process, we have

[REDACTED]

We tailor these solutions and services to the specific business environments of a broad range of vertical customers.

**► We scale our solutions to the technical needs of each GSA task.**

We propose using

[REDACTED] for GSA task orders

performance. Our

[REDACTED]

[REDACTED]



[REDACTED] of the contract. Our partners provide specialized skills and help us achieve small business goals.

Section 4 provides a description of our [REDACTED]

[REDACTED] TechTeam's [REDACTED]

[REDACTED] We match these technical features with [REDACTED]

[REDACTED] who can open a world of information at the click of a link or phone call.

[REDACTED]

[REDACTED]

**► *Delivering high levels of service continuity ensures your clients meet their mission-critical needs.***

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

***In summary, all TechTeam resources are at the ready — [REDACTED] to serve customers and achieve GSA [REDACTED]***

### 3.0 EXPERIENCE AND PAST PERFORMANCE (L.7.2.1.3)

Contact center support has been Tech Team's core business for more than 20 years.

[REDACTED]

[REDACTED]

TechTeam has earned many accolades for its service.

[REDACTED]

[REDACTED]

[REDACTED]

#### 3.1 Minimum Experience Qualifications Criteria (L.7.2.1.3.1)

[REDACTED]

RFP Requirement (During the past 5 years:)	TechTeam Contracts and Duration	Meets or Exceeds RFP Requirements
[REDACTED]		

RFP Requirement (During the past 5 years:)	TechTeam Contracts and Duration	Meets or Exceeds RFP Requirements
[REDACTED]		

[REDACTED]

### 3.2 Documentation of Experience (L.7.2.1.3.2)

Our proposal Sections 3.2.1 through 3.2.4 respond to the requirements defined in the four subsections of RFP Section L.7.2.1.3.2. Each section verifies the relevance of our experience assuring GSA that TechTeam will meet all expectations for a fully qualified and compliant multichannel contact center provider. These sections provide a narrative response:

**Section 3.2.1 Key Capabilities:** Discusses our contact center capabilities as required in the eight specific areas listed in the RFP

**Section 3.2.2 Experience in Key Disciplines:** Explains our contract ability as it pertains to the nine bulleted RFP areas

**Section 3.2.3 Operational and Management Programs and Processes:** Describes our experience and qualifications for providing service excellence and consistent and repeatable results

**Section 3.2.4 Specialized Expertise and/or Capabilities:** Illustrates how TechTeam and its teaming partners have the experience required to exceed the project requirements

#### 3.2.1 Key Capabilities

##### 3.2.1.1 Financial Strength

TechTeam Government Solutions, Inc. (TechTeam) is a wholly owned subsidiary of publicly traded, Southfield, MI-based TechTeam Global, Inc. (Nasdaq Global Market: TEAM). We have a current market capitalization of more than \$136.2 M, total assets of \$117.9 M, and reports 2006 annual revenue of \$167.4M with a \$175M run rate for 2007. Our financial information is publicly available through quarterly and annual SEC filings. Our company complies with the Sarbanes-Oxley Act of 2002 (also known as SOX), which ensures the integrity of our financial information. Our D&B Rating is 5A1, which is the highest rating a company can receive under the D&B rating system. The 5A1 rating indicates a financial strength of \$50,000,000 and over (5A), and a composite credit appraisal of 1, a "High" credit rating (1=High, 2=Good, 3=Fair, 4=Limited).



### 3.2.1.2 Core Business Lines

GSA requires an experienced contact center provider with exceptional, specialized capabilities for managing and operating contact centers. The objective is to ensure GSA's customers will receive consistent, timely, accurate, and professional responses to inquiries via multichannel venues.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

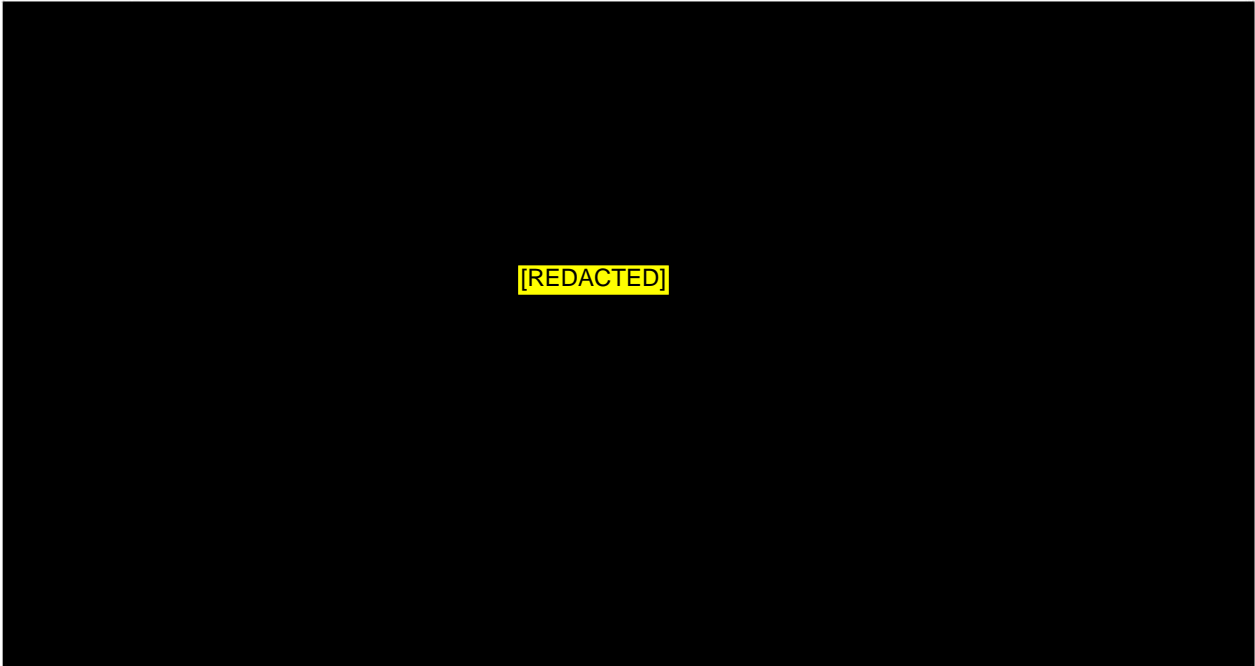
[REDACTED]

[REDACTED]

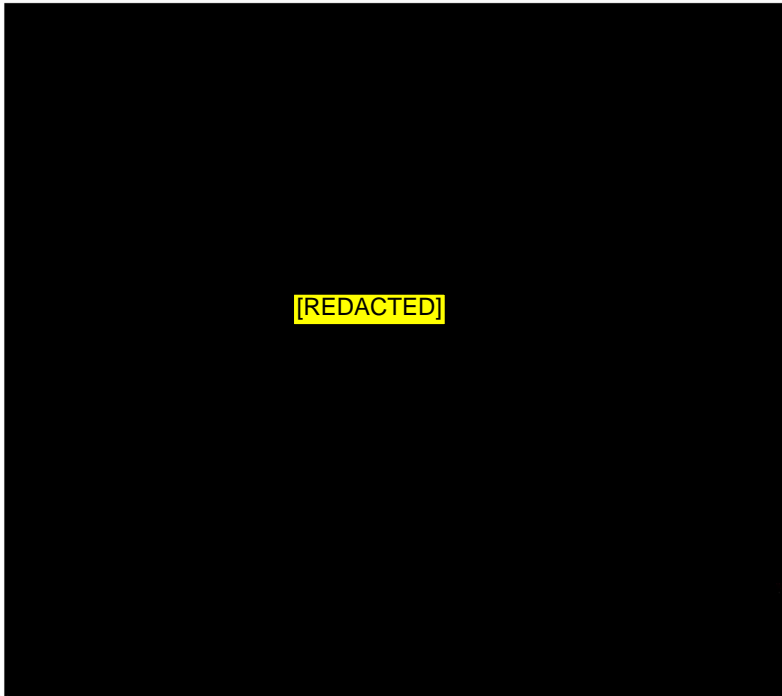
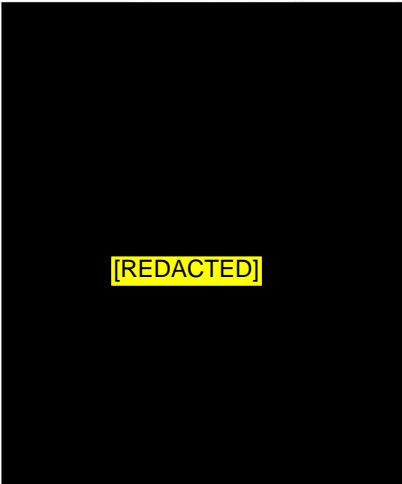
[REDACTED]	[REDACTED]
------------	------------



3.2.1.3 Years' Experience Designing, Implementing, Operating, and Managing Multichannel Contact Centers



3.2.1.4 Number and Locations(s) of Currently Operated Centers and Capacity for Expansion





[REDACTED]

[REDACTED]

[REDACTED]

### 3.2.1.5 Service Types and Business Sectors the Centers Support

In compliance with the GSA's requirements, [REDACTED] we provide all multichannel contact center service types [REDACTED] to cover the RFP-requested inquiries

[REDACTED]

[REDACTED]

**3.2.1.6 Total Number of Full-Time and Part-Time Employees in Those Centers**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 3.2.1.7 Size and Depth of Technical and Management Staff Dedicated to Contact Center Services

TechTeam and its teaming partners base staffing decisions on the size, scope, and complexity of the task order requirements and the designated location(s) of a project. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

### 3.2.1.8 Experience in Managing Teaming Partners and/or Subcontractors

TechTeam has 20 years' experience working in close relationship with its teaming partners. Our management values and promotes a close relationship with our partners at both the corporate and project levels. As prime contractor, TechTeam's responsibility is to ensure performance and task order compliance by all team members.

[REDACTED]

We establish and negotiate specific terms and conditions, as well as the partner PWS, delivery schedules, prices, and other provisions that may apply to the particulars of task order requirements.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] increasing customer satisfaction, decreasing costs or cycle times,

improving quality, and delivering work products ahead of schedule [REDACTED]  
[REDACTED]

### 3.2.2 Experience in Key Disciplines

#### 3.2.2.1 Recruiting, Training, and Retaining Contact Center Personnel

Using **proven proactive workforce planning techniques**, TechTeam recruits [REDACTED]  
[REDACTED]  
[REDACTED] where applicable. Our experienced [REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

Based on our experience, we are fully aware that contact centers consistently [REDACTED]  
[REDACTED] We offer competitive compensation packages with commensurate benefits [REDACTED]  
[REDACTED]

Our **experienced trainers develop/tailor training** to meet learning objectives required by a client [REDACTED]  
[REDACTED]

#### 3.2.2.2 Supporting Diverse Language and Skill Requirements

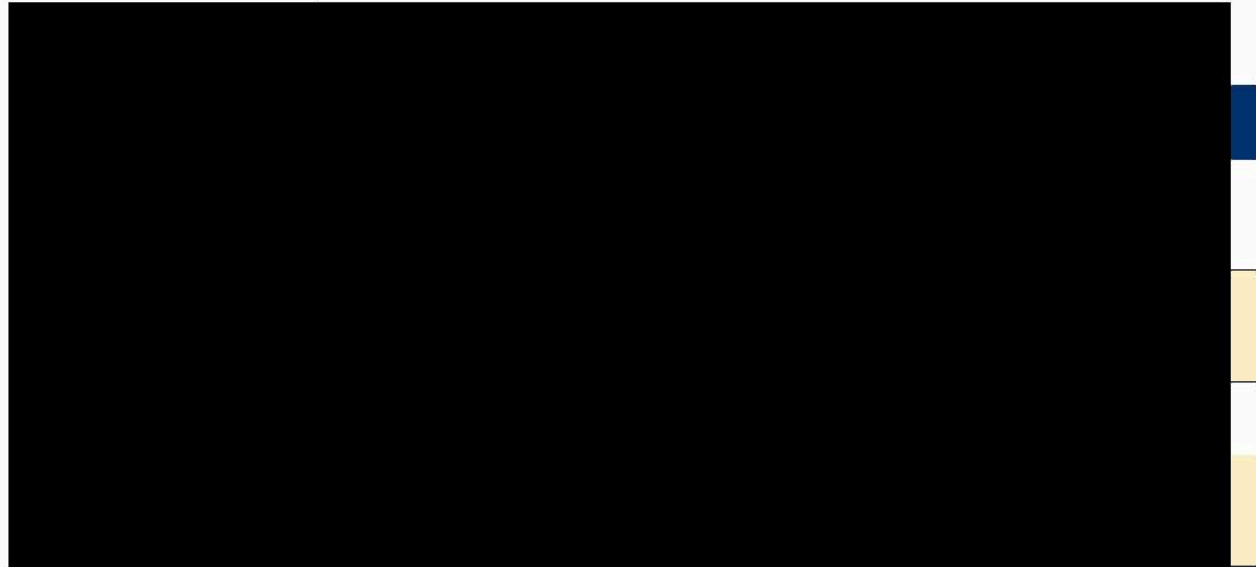
[REDACTED]

TechTeam provides contact center services in the nine languages listed in RFP Section C.4.3.4.

- English
- Cantonese
- French (plus Canadian French)
- German
- Korean
- Spanish
- Mandarin
- Japanese
- Vietnamese

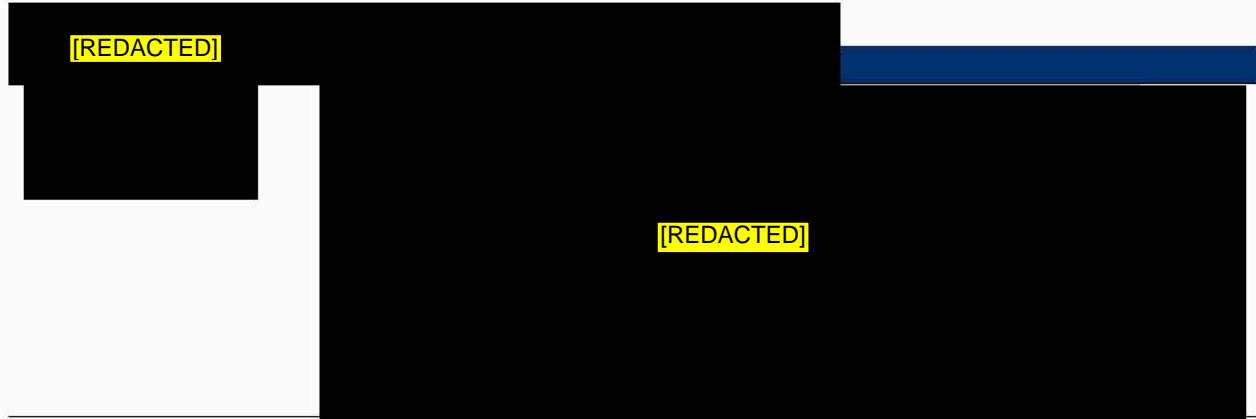
[REDACTED]  
[REDACTED]

To illustrate where multilingual capabilities are meeting existing client needs, [REDACTED]  
[REDACTED]



### 3.2.2.3 Evaluating and Implementing Integrated Knowledge and Case Management Solutions Supporting Multiple Access Channels

TechTeam has more than two decades of experience in mastering the challenges of [REDACTED]  
[REDACTED] contact center solutions. Our expertise in this area is not limited to serving our call center customers [REDACTED]  
[REDACTED].





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 3.2.2.4 Developing and Implementing Quality Assurance and Improvement Programs

For decades, TechTeam has provided quality contact center support services by performing at high levels of accuracy, timeliness, and customer satisfaction. We provide

[REDACTED] contact center performance.

[REDACTED]

[REDACTED]

TechTeam's clients are successful [REDACTED]  
[REDACTED]

we are adhering to quality policies and procedures. Our QMP determines those policies and procedures [REDACTED]  
[REDACTED]

[REDACTED]

1. [REDACTED]  
[REDACTED]

2. [REDACTED]  
[REDACTED]

3.

[REDACTED]

### 3.2.2.5 Supporting Project With Stringent Systems and Information Security Requirements Similar to Federal Information Systems

TechTeam's approach to security management is based on ensuring that the security [REDACTED] [REDACTED] We adhere to Federal and agency security standards and regulatory requirements including: FIPS Publication 199 & 200, NIST Special Publications 800-18, 800-30, 800-34, 800-37, 800-53/53A, 800-53, 53A, 800-30, HSPD-12, and OMB Circular 130.

[REDACTED]

[REDACTED]

We offer the [REDACTED]

[REDACTED]

### 3.2.2.6 Implementing Electronic Services to Support Automated Self-Help Application

TechTeam and its teaming partners excel in experience and success in this area.

[REDACTED]

### 3.2.2.7 Ramping up Short Notice Operations to Support Crisis and/or High Priority Situations

Projects of any size and complexity can experience variations in staffing demands throughout the day and week. To meet emergency needs to fill immediate and short-term needs, we

[REDACTED]

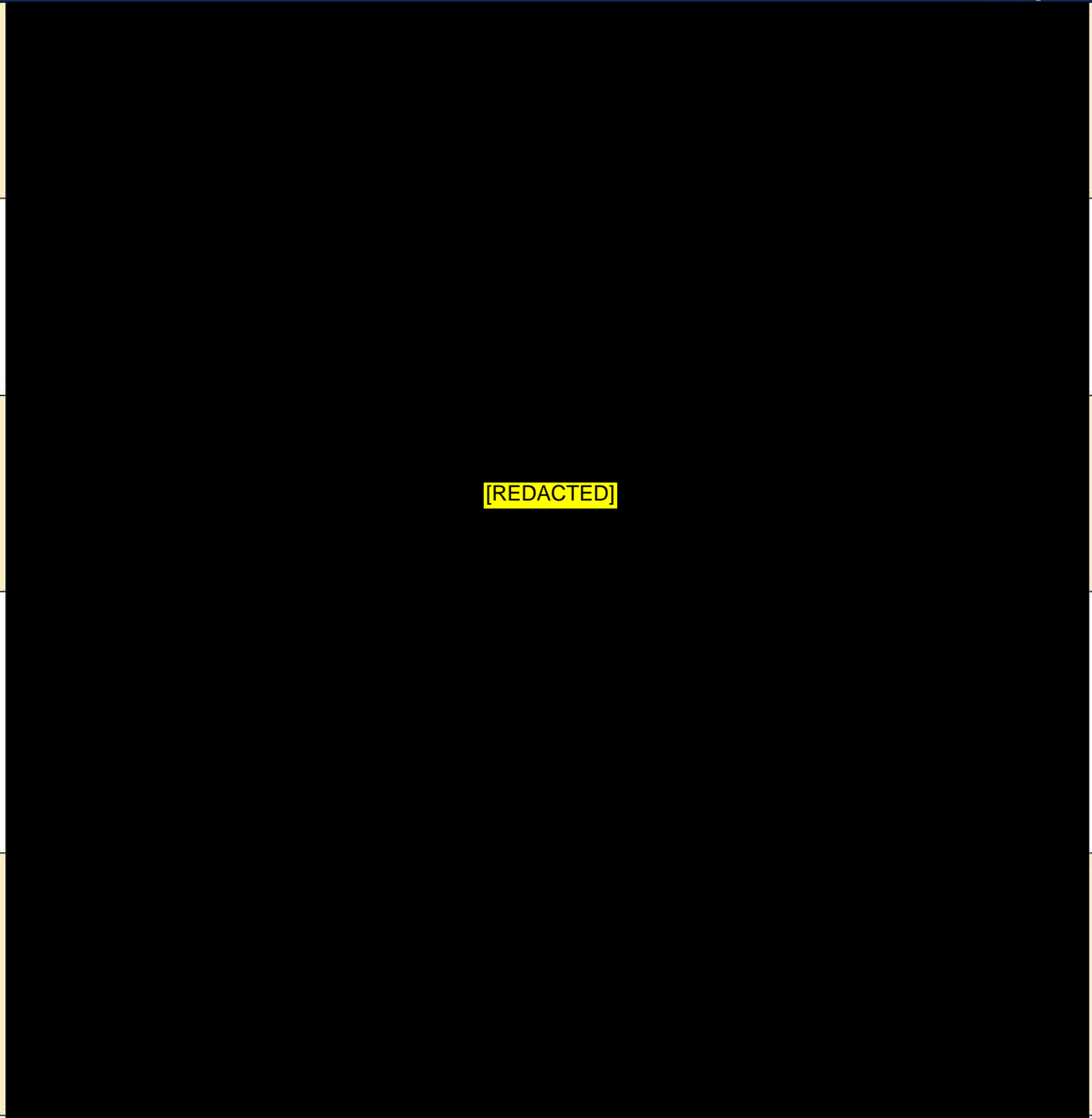
**Table 3-6. Ramping Up On Short Notice.** *We can ramp up quickly to meet staffing requirements for crisis and high priority situations.*

Ramp Up Capabilities	Crisis/High Priority
[REDACTED]	



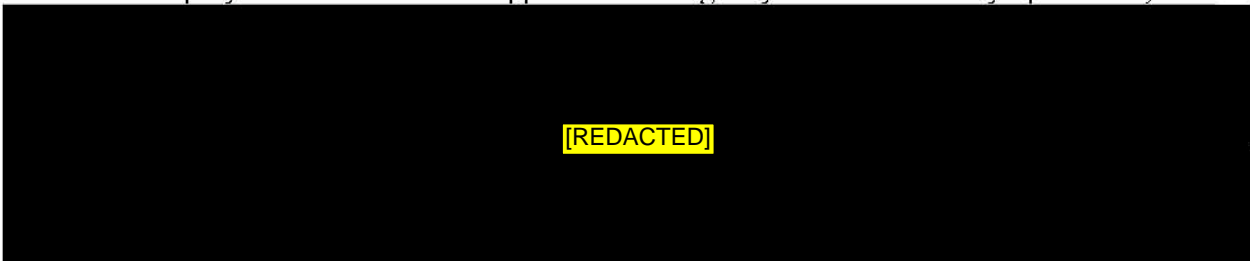
Ramp Up Capabilities

Crisis/High  
Priority



**3.2.2.8 Preparing for and Recovering From Disasters and/or Major Service Disruptions**

TechTeam employs full-time staff to support its contingency/disaster recovery operations,



[REDACTED]

### 3.2.2.9 Evaluating and Implementing New Technology

TechTeam recognizes that the Government and industry are in a constant quest for new technologies and methods that will improve their contact center operations

[REDACTED]

### 3.2.3 Operational and Management Programs and Processes

TechTeam has a superior track record of meeting/exceeding our customers' project requirements. We distinctly design our support services methodologies to [REDACTED] [REDACTED] ensure competitive and success-driven performance. For example—

#### QA and Quality Improvement – TechTeam's

[REDACTED]

key to

customer satisfaction is a focus on continual improvement activities

[REDACTED]

**Training** – Our experienced trainers develop and tailor training to meet contact center objectives

[REDACTED]

[REDACTED]

Please refer to Section 5.2.1.2 for detailed information about our training program.

**Disaster Recovery/Contingency Planning/Security** – TechTeam is keenly aware of how and the importance of why to ensure the availability and integrity of our clients’ systems must be maintained.

[REDACTED]

TechTeam offers clients

[REDACTED]

This achievable reliability rate becomes an average of

[REDACTED]

See Section 4.3 of the Technical Approach for more details of our capabilities.

**Information Systems Security** – TechTeam’s

[REDACTED] service support and delivery framework. This generates a performance-based plan for continually reducing risk and vulnerability. We are

[REDACTED] TechTeam and its partners strictly adhere to Federal and agency security standards and regulatory requirements including: FIPS Publication 199 & 200, NIST Special Publications 800-18, 800-30, 800- 34, 800-37, 800-53/53A, 800-53, 53A, 800-30, HSPD-12, and OMB Circular 130.

[REDACTED]

For personnel security, we screen candidates and new hires to conduct credit and criminal history inquiries, verify their claimed employment records, and screen them for illicit drug use in accordance with the appropriate Federal, State, and local laws and statures and specific and applicable Agency directives, such as HSPD-12. [REDACTED]

[REDACTED]

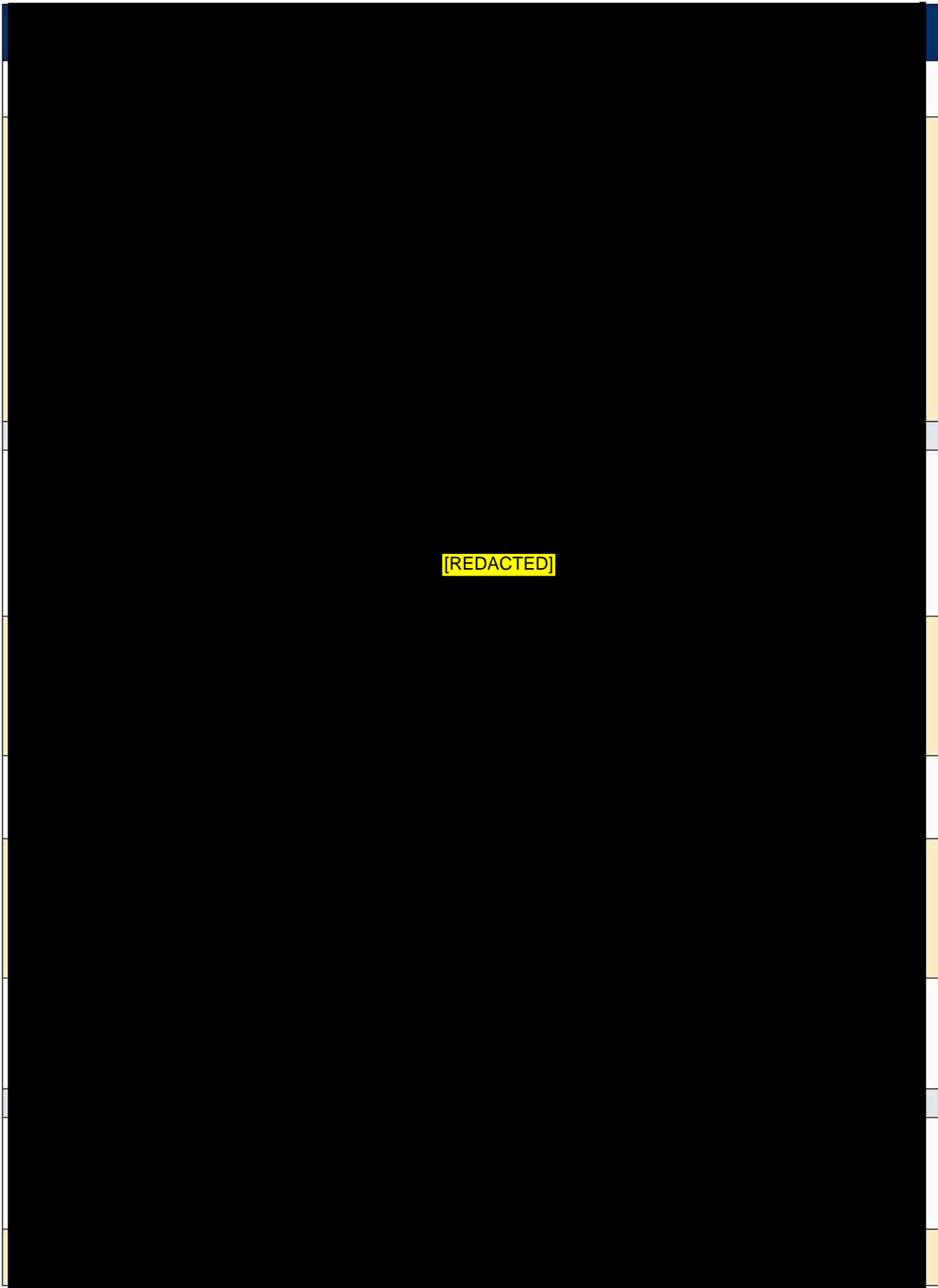
### 3.2.4 Specialized Expertise and/or Capabilities

TechTeam and its partners fit together synergistically to form a solid team. Already an industry-recognized multichannel contact center provider,

[REDACTED]

[REDACTED]







**Successful working relationship examples** between TechTeam and its team members include

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]

### 3.3 Past Performance

3.3.1 [REDACTED]

[REDACTED]

#### Scope and Complexity

3.3.1.1 Technical Objectives

[REDACTED]

[REDACTED]

**3.3.1.2 Relevancy to the GSA USA Contact Program**

Please see Figure 3-2 revised.

**3.3.1.3 Complexity and Phase-In (Start-Up) and Phase-Out (Transition) Processes**

[REDACTED]

[REDACTED]

[REDACTED]

**3.3.1.4 Contact Center Complexities**

[REDACTED]

**3.3.1.5 Complexity of Area Knowledge and Case Management Requirements**

[REDACTED]



[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

### 3.3.1.6 Complexity of Information Systems Security Requirements

[REDACTED]

### 3.3.1.7 Frequency and Complexity of Reporting Requirements

[REDACTED]

[REDACTED]

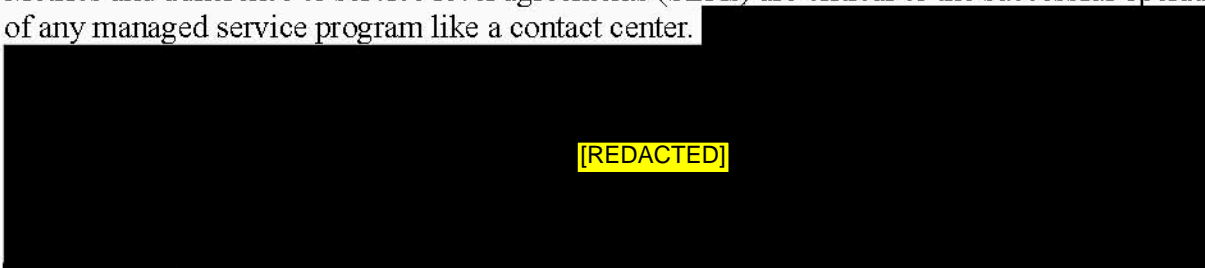


► See Appendix B for a sample report package as requested by the RFP.

### Overall Project Performance

#### 3.3.1.8 Achievement of Project Objectives and Performance Goals

Metrics and adherence to service level agreements (SLAs) are critical to the successful operation of any managed service program like a contact center.



### 3.3.1.9 Summary of Financial Benefits

Since the implementation of the [REDACTED]  
[REDACTED]  
[REDACTED]

### 3.3.1.10 Major Deliverables

[REDACTED] regularly scheduled reports on progress and performance, [REDACTED]  
[REDACTED]  
[REDACTED]

### 3.3.1.11 Management of Work Volume Variations

Effectively managing customer requests takes commitment, planning, [REDACTED]  
[REDACTED] to support the tasks.  
TechTeam uses industry standard modeling techniques and tools to determine the necessary staffing requirements [REDACTED]. TechTeam managerial and supervisory staff members remain aware of the behavior and dynamics that each team requires [REDACTED].

**Support Team:** TechTeam currently [REDACTED]  
[REDACTED]  
[REDACTED] patterns.

The first key component of the workflow management tool is the [REDACTED]  
[REDACTED]  
[REDACTED]

The second component is the [REDACTED]  
[REDACTED]  
[REDACTED]  
This enables TechTeam's Team Leaders to obtain an optimal schedule to achieve the required service levels [REDACTED]  
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**Deskside Team:** TechTeam uses [REDACTED] workload modeling [REDACTED]  
[REDACTED]

[REDACTED]

staff requirements for a workload that [REDACTED]  
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**3.3.1.12 Two Unanticipated Challenges and Corresponding Remedial Actions**

1. [REDACTED]



[REDACTED]

2.

[REDACTED]

**3.3.1.13 Innovative Technologies and/or Re-Engineered Business Processes**

[REDACTED]

[REDACTED]

**3.3.1.14 Performance Awards and/or Special Recognitions**

[REDACTED]

[REDACTED]

**3.3.1.15 Problems or Issues and Corrective Actions Taken**

Please refer to section 3.3.1.12 above.

3.3.2

[REDACTED]

Scope and Complexity

3.3.2.1 Technical Objectives

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### 3.3.2.2 Relevancy to the GSA USA Contact Program

Please see Table 3-2 revised. The

[REDACTED]

growth in customer support requirements.

### 3.3.2.3 Complexity and Phase-In (Start-Up) and Phase-Out (Transition) Processes

TechTeam has

[REDACTED]

### 3.3.2.4 Contact Center Complexities

[REDACTED]

### 3.3.2.5 Complexity of Area Knowledge and Case-Management Requirements

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### 3.3.2.6 Complexity of Information Systems Security Requirements

Entrances to working areas are [REDACTED]  
[REDACTED]  
[REDACTED]

TechTeam staff members have undergone a NACI check

[REDACTED]

[REDACTED]



### 3.3.2.7 Frequency and Complexity of Reporting Requirements

TechTeam produces weekly, monthly, quarterly, and annual reports for this client. Our [REDACTED]  
 [REDACTED]  
 [REDACTED] The monthly, quarterly,  
 and annual reports aggregate the data found in the weekly report,  
 [REDACTED]  
 [REDACTED]

► See Appendix B for a sample report package as requested by the RFP.

## Overall Project Performance

### 3.3.2.8 Achievement of Project Objectives and Performance Goals

We consistently exceed all SLAs as described below:

- [REDACTED]
  - [REDACTED]
  - [REDACTED]
- [REDACTED]
  - [REDACTED]
  - [REDACTED]
  - [REDACTED]

### 3.3.2.9 Summary of Financial Benefits

[REDACTED]  
 [REDACTED]

### 3.3.2.10 Major Deliverables Produced

- [REDACTED]
- [REDACTED]
- Weekly, Monthly, Quarterly, and Annual Reports [REDACTED]  
 [REDACTED]

### 3.3.2.11 Management of Work Volume Variations

TechTeam operates [REDACTED] Monday through  
 Friday. [REDACTED]

[REDACTED]

**3.3.2.12 Two Unanticipated Challenges and Corresponding Remedial Actions**

1. [REDACTED]

2. [REDACTED]

**3.3.2.13 Innovative Technologies and/or Re-Engineered Business Processes**

[REDACTED]

**3.3.2.14 Performance Awards and/or Special Recognitions**

[REDACTED]

**3.3.2.15 Problems or Issues and Corrective Actions Taken**

Please refer to the response in 3.3.1.12, “Two unanticipated challenges.” [REDACTED]

[REDACTED]

**3.3.3 [REDACTED]**

[REDACTED]	

[REDACTED]	[REDACTED]
Scope and Complexity	

### 3.3.3.1 Technical Objectives

[REDACTED]

### 3.3.3.2 Relevancy to the GSA USA Contact Program

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### 3.3.3.3 Contact Center Complexities

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

### 3.3.3.4 Complexity of Area Knowledge and Case-Management Requirement

[REDACTED]

[REDACTED]

[REDACTED]

### 3.3.3.5 Complexity of Information Systems Security Requirements

[REDACTED]

### 3.3.3.6 Frequency and Complexity of Reporting Requirement

TechTeam prepares and delivers daily and monthly reports. Examples of these documents include the following. [REDACTED]

- [REDACTED]
- [REDACTED]

- [REDACTED]
  - [REDACTED]
- The TechTeam Project Manager [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

▶ See Appendix B for a sample report package as requested by the RFP.

## Overall Project Performance

### 3.3.3.7 Achievement of Project Objectives and Performance Goals

[REDACTED]

[REDACTED]

### 3.3.3.8 Summary of Financial Benefits

[REDACTED]

### 3.3.3.9 Major Deliverables

[REDACTED] described in Paragraph 3.3.3.13 below.

### 3.3.3.10 Management of Work Volume Variations

[REDACTED]

### 3.3.3.11 Two Unanticipated Challenges and Corresponding Remedial Actions

- [REDACTED]



[REDACTED]

- 

[REDACTED]

### 3.3.3.12 Performance Awards and/or Special Recognitions

- 

- 

[REDACTED]

- 

### 3.3.3.13 Problems or Issues and Corrective Actions Taken

Please refer to Section 3.3.1.2 above.

## 3.4 Past Performance Survey Questionnaire (PPSQ)

Each past performance reference was requested to fill out the GSA PPSQ and provide it to Mr. Bob Corey.

## 4.0 TECHNICAL APPROACH (L.7.2.1.5)

*Contact center operations are TechTeam's core business and our technical approach reflects this intense focus. Our technical approach provides GSA clients with a*

[REDACTED]

[REDACTED]

*mission success.*

Section 4.0 is organized in compliance with RFP Section L.7.2.1.5

[REDACTED]

Highlights of our technical approach

described in Section 4 follow.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**Section 4.2 Services to Be Provided.** Describes the unattended, attended, support, directory listing, and technical management support services we provide customers. It demonstrates our:

- [REDACTED]
- [REDACTED]

- [REDACTED]

*Section 4.3 Facilities and Technology Infrastructure* provides a system architecture diagram of our technical infrastructure and explains how our hardware, application tools, facility infrastructure, and telecommunications perform together to deliver responsive and high-quality products. USA Contact clients will benefit

- [REDACTED]
- [REDACTED]
- [REDACTED]

*Section 4.4 Contingency/Disaster Recovery* describes how we minimize risk, continuously test, and restore services in the event of an emergency. We also discuss our:

- [REDACTED]
- [REDACTED]
- [REDACTED]

**4.1** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





[REDACTED]

## 4.2 Services to be Provided

Section 4.1 describes our technical approach to providing the services listed in RFP Section C.3. It is divided into four sections:

- **Automated Services** – (SOW C.3.1): Customer-facing services not requiring an interaction with an IS.
- **Attended Services** – (SOW C.3.2): Those services which, at caller’s discretion, or as a result of unsuccessful automated services, require IS online interaction.
- **Other Services** – (SOW C.3.3 and C.3.4): Those that are “off-line” generally requiring non-real time support, and generally provided by support personnel other than an IS.
- **Technical Management Services** (SOW C.3.5) : This includes site, program, technology, security, content, knowledge, contact/case, relationship, and customer satisfaction management.

[REDACTED]

#### 4.2.1 Automated Services (C.3.1)

##### 4.2.1.1 Automated Voice Response Service (AVR) (C.3.1.1)

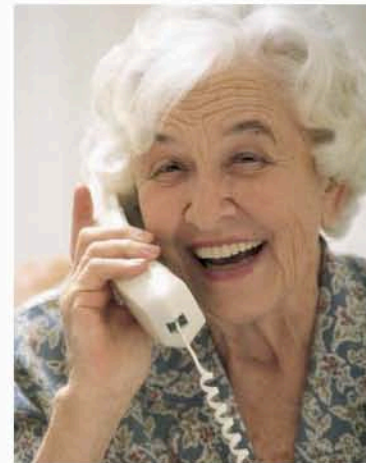
Customers want access to Government information 24x7. Our [REDACTED]

[REDACTED] service provides traditional interactive voice response from a [REDACTED]

[REDACTED]

All of these unattended IVR services are currently provided [REDACTED]

[REDACTED]



**Figure 4-3. Automated Voice Response System.**  
*Our IVR scripts provide customers with solutions via the shortest path.*

[REDACTED]

GSA clients can supply network-based IVR services [REDACTED] The Government may also supply IVR scripts that TechTeam develops and maintains.

[REDACTED]

*Operating Scenario:* A typical IVR scenario is described below.

- [REDACTED]
- [REDACTED]
- [REDACTED]

##### 4.2.1.2 Voice/Speech Recognition Service (C.3.1.1.2)

Please see Section 4.2.1.1.

##### 4.2.1.3 Text-to- Speech Service (C.3.1.1.3)

Please see Section 4.2.1.1.

#### 4.2.1.4 Facsimile (Fax) Services (C.3.1.2)

A percentage of clients requiring services from GSA may not yet be e-mail users or prefer to obtain their information via fax. We ensure our fax services are convenient and deliver quality products on-time and accurately.

**Infrastructure:** For a fax-back, IVR routing requests a specific item such as a form from the document database. The database access server obtains the item and initiates a fax-mode.

[REDACTED]

**Operation.** User fax inquiries are received by the IVR and [REDACTED]

[REDACTED]

assigned, tracked, and completed as with all other input channels

#### 4.2.1.5 Automatic Fax-back Services (C.3.1.2.1)

These services are integrated with IVR functionality, so a customer may request a product via any of the IVR input media and be routed to the fax-back option.

**Operating Scenario:** A typical fax-back request is described below

- A customer calls the 1-800 number and answers front-end prompts, selects fax-back as the preferred option for receiving the information.
- The customer is asked to key in his receiving fax number, and directed to a catalog of available documents for his selection.
- After the first selection, the customer returns to the main IVR menu for more choices.
- The selected document is posted in an outgoing fax queue and transmitted in order. The fax modem attempts to resend if line is busy.

#### 4.2.1.6 Fax-on-Demand Services (C.3.1.2.2)

Fax-on-Demand differs from fax-back in that it includes manual interaction between the customer and an IS. [REDACTED]

[REDACTED]

**Operating Scenario:** A typical Fax-back request is described below:

- A customer calls the contact center looking for a document.
- After responding to prompts in the IVR, the customer is unable to locate an applicable document, so the customer selects the “contact an agent” prompt from the menu.
- An IS responds, reviews the question and clarifies the request. The IS uses the information to find the appropriate document and asks how the customer prefers to receive the data.
- The customer decides on a fax and provides a fax number. The IS retrieves the document and issues a fax command from his console, putting the fax online to the customer.
- The fax modem makes several attempts to deliver; if unsuccessful, an alert flag is posted on an IS console, for manual intervention.

#### 4.2.1.7 Voice Mail Service (C.3.1.3)

The Voice Mail Service is an available prompt on our IVR system

[REDACTED]

**Preparatory Activities:** Working with the GSA customer, [REDACTED]  
[REDACTED]

**Infrastructure and Workflow:** Voice mail services are hosted on the [REDACTED]  
[REDACTED]

**Operating Scenario:** A typical scenario for voice mail service is described below.

- Customer selects the option to record a voice mail. [REDACTED]
- After telephone voice mail option is selected, IVR connects the customer to voice mail entry point, where a recording prompts them to leave a message.
- [REDACTED]
- [REDACTED]

#### 4.2.1.8 Automated Callback Telephone (C.3.1.4)

**Preparatory Activities:** An early-appearing option to the customer is to leave a call-back request for any unsuccessful attempt to immediately reach an IS. The customer is presented with a choice of being placed in a “wait queue” [REDACTED] or leaving a call-back request.

**Infrastructure and Workflow:** [REDACTED]  
[REDACTED]

The scheduled callback feature benefits customers by enabling them to select a callback time [REDACTED]

**Operating Scenario:** When a customer enters the enterprise, the [REDACTED]  
[REDACTED]

- [REDACTED]
- [REDACTED]



- 
- 

[REDACTED]

We can also use the

[REDACTED]

#### 4.2.1.9 Web Callback (C.3.1.5)

**Preparatory Activities:** TechTeam will host a website with URL addresses compatible with agency specifications. For example, an agency may indicate its preference for a URL such as: www.cdcfluinfo.gov. We then apply to the GSA office controlling .gov domains, and usually receive approval within 48 hours.

**Infrastructure and Workflow:** Once received, the

[REDACTED]

Once completed, the form will be routed

[REDACTED]

dials the customer back on the requested-number. Using the

[REDACTED]

As

described above, feature is also available.

#### 4.2.1.10 Automated Outbound Dialing Campaign (C.3.1.6)

Our fully-automated Outbound Dialing Campaigns are successful in delivering [REDACTED] [REDACTED] messages to a Government-supplied list of phone numbers. We can optimize the technology of the

We provide the opportunity to define and manage campaigns

[REDACTED]

[REDACTED]

. Also, our system capacity is completely scalable.

**Preparatory Activities:** The Government provides a list of targeted phone numbers for the

[REDACTED]

**Infrastructure and Workflow:** We configure [REDACTED] to call the targeted numbers within the specified timeframes across various time zones.

**Operating Scenario:**

- Our Outbound Dialing Campaign automatically dials the government-supplied number.

[REDACTED]



- [REDACTED]
- [REDACTED]

#### 4.2.1.11 Automated Fax Delivery (C.3.1.7)

This feature provides for a broad distribution of faxes transmitted in a very short time to multiple fax machines. Using [REDACTED], we follow the process listed below:

- At task order kickoff, the agency provides a fax distribution list which we [REDACTED] [REDACTED]
- The agency alerts us to transmit a document; we [REDACTED] [REDACTED] attach it to the address list.
- [REDACTED] dials all numbers in the distribution list, [REDACTED] [REDACTED] document is transmitted [REDACTED]
- [REDACTED] [REDACTED]

#### 4.2.1.12 Automated E-Mail Delivery (C.3.1.8)

Distribution of a broad number of e-mails in a very short time to lists of individuals or organizations is an important function of our contact centers. Our process is as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

#### 4.2.1.13 Hosted Online Ordering (C.3.1.9)

*Preparatory Activities:* TechTeam has a [REDACTED] requirement. The [REDACTED] complies with all minimum RFP requirements. We will use the agency-determined URL as the on-line ordering location [REDACTED].

##### *Infrastructure and Workflow:*

- Immediately after award, we coordinate with the agency to receive copies of all documentation they anticipate customers will request and put them on the online ordering web page.
- Once selected by a customer, a web form opens and prompts the customer to supply: 1) a customer identification (name, address, phone); 2) catalog item requested (if not known, prompts will provide access to complete catalog for searching according to document number, common name, or general subject); and 3) preferred receiving method (mail, e-mail, fax).
- After the item has been selected, the ordering program will confirm the order, provide an estimate of shipping date, and terminate the connection with the customer.

- [REDACTED]
- [REDACTED]

#### 4.2.1.14 Hosted E-Mail Web Form (C.3.1.10)

Many customers are comfortable accessing a web address to immediately complete a mail web form. Via the agency web page, a customer may

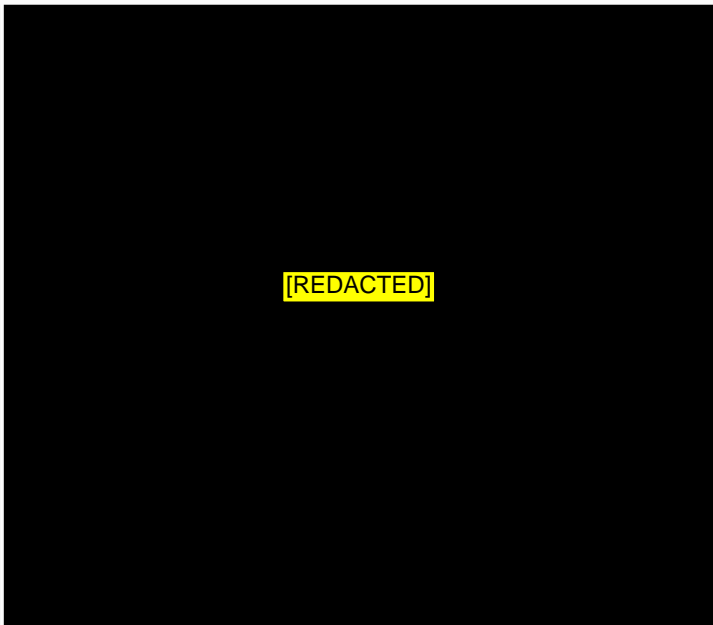
[REDACTED] define their request.

[REDACTED]

Working with us, GSA clients deliver effective hosted e-mail forms.

##### *Infrastructure and Workflow:*

- [REDACTED]
- The form on the customer's screen contains fields to complete as defined by the agency.
- After the customer completes and enters the form, [REDACTED]
- After all information is collected, the form is [REDACTED] sent to the intended recipient for processing.



#### 4.2.1.15 Hosted FAQ Service (C.3.1.11)

Our FAQ solution delivers information access for the general public [REDACTED] The primary features of our system are:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Our Hosted FAQ [REDACTED]

[REDACTED] is compatible with all the browsers listed in RFP Section C.3.1.11, Section 508-compliant, available 24x7, and is 100% browser-based [REDACTED]

**Preparatory Activities:** Our FAQ system will deliver all of the functionality stated in the SOW. However, its implementation is highly-dependent on specific requirements of each agency, and it

[REDACTED]

## 4.2.2 Attended Services (C.3.2)

### 4.2.2.1 Responding to Telephone Inquires (C.3.2.1)

As provider of one of the [REDACTED] centers, TechTeam ISs respond in a professional and courteous manner with the correct information. No matter in what media channel format we receive an inquiry - whether telephone, postal mail, an e-mail or a facsimile -

[REDACTED]

Every IS responds to the ticket inquiries using their extensive training. Hearing impaired inquirers use a specified 800 number when making TDD/TTY calls to our contact centers. We program our AVR to accommodate the TTD/TTY providing prompts back to the hearing impaired customers.

ISs can transfer or refer inquiries [REDACTED]

[REDACTED]

Our inquiry tracking, automatically [REDACTED]

[REDACTED]

Per this SOW, our ISs gather additional required customer information such as customer identity, information requested, disposition, response date and any fulfillment action for auditing/tracking and follow up action.

All information requested by the SLA is [REDACTED]

[REDACTED]

As per SLAs, real time information is refreshed at certain intervals to give our customers accurate and immediate information.

[REDACTED]

We treat all incoming media formats (phone, postal mail, e-mail and facsimile) in the similarly; we can send requested information to the channel the customer prefers.

**Preparatory Activities:** The Government provides SLAs guidelines for task order performance.

**Infrastructure and Workflow:** All forms of inquiry media (phone, postal mail, e-mail or facsimile) entering our contact center [REDACTED]

Responses, like inquires, are sent in any media form that customer prefers.

**Operating Scenario:** A phone inquiry enters [REDACTED]

[REDACTED]



[REDACTED] The customer requests two Federal forms be e-mailed. The IS takes this information plus additional data as per the SLA, and e-mails the forms to the customer.

#### 4.2.2.2 Outbound Calling Services (C.3.2.2)

[REDACTED]

Per the RFP Section

C.3.2.2, five functions are performed under this service:

- **Outbound calls in response to user requests for callback service:** User inquiries awaiting service are placed in a queue for the next qualified IS. Once accessed, the IS reviews the requirement, gathers information, and returns the call within customer supplied callback parameters. The customer is called at least six times and if busy or no response the IS leaves a message providing call-return information.
- **Callbacks to clarify or complete unresolved issues:** If the initial response does not satisfy the customer's concerns, our IS leaves the incident open, commits to follow up, gathers additional information, and calls the customer again. The goal is to provide the customer with complete satisfaction before terminating the incident.
- **Calls to Government Agencies to relay, obtain, or impart information:** At task order launch, we will obtain a list of supporting agencies, departments, etc. [REDACTED] from a customer. [REDACTED] until the problem is resolved to the satisfaction of the customer.
- **Outbound calls in support of customer surveys, promotions, etc.:** As directed by our agency contact, TechTeam develops plans in advance to support such special programs with minimum impact on ongoing customer inquiry response and services.
- **Responding to TTY/TDD inquiries:** We install and integrate the required Analog-to-Digital converters allowing hearing impaired customers to communicate with our IS staff.

#### 4.2.2.3 Responding to Postal Inquires (C.3.2.3.)

Since we follow a uniform process for all inquiries no matter the incoming and outgoing channels, please refer to Section 4.2.2.1 for details.

#### 4.2.2.4 Responding to E-mail Inquires (C.3.2.4.)

Since we follow a uniform process for all inquiries no matter the incoming and outgoing channels, please refer to Section 4.2.2.1 for details.

#### 4.2.2.5 Responding to Facsimile Inquires (C.3.2.5.)

Since we follow a uniform process for all inquiries no matter the incoming and outgoing channels, please refer to Section 4.2.2.1 for details.

#### 4.2.2.6 Interactive Web-Based Services (C.3.2.6)

TechTeam hosts a website with URL addresses compatible with agency specifications. To obtain the URL, we apply to the GSA office controlling .gov domains and can expect approval within 48 hours. Once received, the URL can be published to the general public as the agency directs, and the site is operational [REDACTED]





handling equipment. [REDACTED]

[REDACTED] check-in, processing, storage, and delivery of supplies and equipment. We warehouse, replenish and distribute printed materials and are capable of promptly responding to, and filling large volume orders.

#### 4.2.3.2 Transcription (C.3.3.2)

When speech-to-text conversion is not viable, our skilled staff members transcribe voice/recorded messages into text as required by task order in 33 languages. If a language is not one of the [REDACTED] we call upon our partner [REDACTED]

[REDACTED] All of our transcribers are screened and tested for advanced listening comprehension, spelling, grammar, and typing skills, as specified in Section 5.2. [REDACTED]

#### 4.2.3.3 Language Translation Services (C.3.3.3)

GSA clients will achieve higher customer satisfaction rating if their customers can communicate with ISs in their own language. TechTeam has [REDACTED] of experience providing highly skilled translators speaking the all languages specified in RFP Section C.4.3.4. Since TechTeam provides multilingual assistance [REDACTED], we have the capability to effectively screen candidate IS translation skills. We will provide language services via phone, e-mail, and fax and manage these resources using our [REDACTED]

#### 4.2.4 Directory Listing Services (C.3.4)

TechTeam will arrange for the listing and public contact numbers (both voice and TTY) and website URLs to appear in selected blue and white telephone directories as per the SLAs. Working with Government representatives, [REDACTED]. All costs associated with the task order incurred by TechTeam are reimbursed as other direct costs. TechTeam has experience working with more than 25 government agencies [REDACTED]

#### 4.2.5 Technical Management Services (C.3.5)

##### 4.2.5.1 Core Project Management Support (C.3.5.1)

TechTeam can provide-GSA with the program management and incremental support commensurate with task size and complexity as defined by Levels 1-5 in the FIPS Publications 800-199, Standards for Security Categorization. TechTeam has designated four key personnel (the Program Manager, Project Manager, Site Manager, and Information Systems Security Manager (ISSM)) to manage tasks. [REDACTED]

#### 4.2.5.2 Site Management (C.3.5.2)

To ensure our clients obtain the right mix of on-site staff, our Project Manager works with

[REDACTED]

Our on-site management personnel, practices, and tools yield lower client costs, higher customer satisfaction, and increased quality.

[REDACTED]

#### 4.2.5.3 Program Management (C.3.5.3)

[REDACTED] is GSA's single point of contact for program management. He draws the program management support services listed in RFP Section C.3.5.3

The information required by RFP Section C.3.5.3 is described in other proposal sections in detail so Table 4-1 provides a crosswalk indicating where these sections are found.

Several unique program management discriminators TechTeam brings include:

[REDACTED]

**The Table 4-1. Program Management Descriptions Crosswalk.**

Task	Document Location
Project Management	Section 5.1.1
Oversight	Section 5.1.1
Process Management	Section 5.1.1.5 [REDACTED]
Recruitment and Retention	5.2.1
Workforce Management	5.3.2
Performance Management	5.3
Training	5.2.1.2
Quality Assurance/Quality Improvement	5.4
Continuous Process Improvement	5.1.1.[REDACTED].1.3, 5.4.2
Information Systems Security	Section 6
Management Reports	Section 5.1.1.[REDACTED]
Value Engineering	5.3.1, see Section 3.3 [REDACTED]
Topic Trend and Reporting	Section 5.1.1.5 [REDACTED]

#### 4.2.5.4 Technology Management (C.3.5.4)

USA Contact has been assigned to [REDACTED] contact center. This center is a common support center

[REDACTED]

staff consists

of highly qualified professionals specializing in all RFP Section C.3.5.4 tasks. This includes

[REDACTED]

The following sections address specific elements of Technology Management issues listed in the RFP.

***Infrastructure and Network Management.*** The

[REDACTED]

***Coordination.*** Our

[REDACTED]

***Monitoring.*** Our

[REDACTED]

produces complete/detailed records of

***Traffic Analysis.*** We monitor all network traffic

[REDACTED]

***Optimization.*** We utilize [REDACTED] our common carriers to measure trends and are constantly looking for additional solutions.

[REDACTED]

***Contingency/Disaster Recovery.*** Our plan is supervised by

[REDACTED]

#### **4.2.5.5 Information Security Management (C.3.5.5)**

Please refer to Section 6 for a description of our Information Security Management Plan and Section 4.4 for a description of our Contingency/Disaster Recovery Program.

#### **4.2.5.6 Content and Knowledge Management (C.3.5.6)**

***Automated Voice Response Development and Maintenance:*** The technical infrastructure for IVR is at our [REDACTED] and is fully scalable to accommodate GSA task orders. At task order award, we will [REDACTED] that accommodates all of the SOW requirements as described below.



*Technology Baseline.*

[REDACTED]

*Project Initiation.* The Project Manager will obtain pre-recorded agency scripts and [REDACTED]

[REDACTED] . Once the client approves the scripts, we [REDACTED] [REDACTED] arrange a “go-live” date with the client.

*Ongoing Maintenance.* Our maintenance process ensures quick response to client requests for

[REDACTED]

*Knowledge Management:* TechTeam uses the [REDACTED]

[REDACTED] services. Benefits GSA clients will receive from these tools include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

• Once approved, we add the approved information to the Customer-Specific Database.

- [REDACTED]
- [REDACTED]

• All authored articles are filtered through the validation process for usefulness, content and pre-existing knowledge.

- [REDACTED]
- [REDACTED]

[REDACTED]



#### 4.2.5.7 Contact/Case Management (C.3.5.7)

We use [REDACTED] our Contact/Case Management System. The system captures, tracks, documents, assigns, and manages all inquires from initial contact through resolution, and identifies whether inquires are resolved by TechTeam or forwarded to Government personnel for resolution. The system retains the history of customer inquiries, interactions, and responses. It supports reporting [REDACTED]

[REDACTED]

With a powerful workflow engine at its core, our Contact/Case Management System automatically [REDACTED]

[REDACTED]

As described in Table 4-2, our Contact/Case Management System offers benefits:

**Table 4-2. Contact/Case Management System Benefits.** [REDACTED]

[REDACTED]

[REDACTED]
------------

#### 4.2.5.8 Relationship Management (C.3.5.8)

Effective relationship management is critical to achieving customer expectations. Therefore, we effectively communicate with stakeholders (Government agency representatives, business

partners, contractors, and other relevant individuals or organizations) to identify and resolve implementation, operational, and programmatic issues. TechTeam intends to provide all needed planning and coordination support to implement and manage the Directory Listing Service.

[REDACTED]

#### 4.2.5.9 Customer Satisfaction Assessments (C.3.5.9)

Please refer to Section 5.4.1 for a description of our Customer Satisfaction Assessment approach

[REDACTED]

#### 4.2.5.10 Special Projects Support (C.3.6)

Our Project Manager

[REDACTED]

### 4.3 Facilities and Technology Infrastructure (L.7.2.1.5.2)

[REDACTED]

All centers are fully self-contained

[REDACTED]

Section 4.2 describes how our infrastructure meets GSA contact center requirements. It is divided into six sections as per the six bullets in RFP Section L.7.2.1.5.2.

- **Section 4.2.1 Proposed Contact Center Site(s):** describes why we selected our sites, how we intend to scale our solution, and how our facilities meet RFP Section C.5 requirements.
- **Section 4.2.2 Proposed Systems Architecture:** provides a block diagram of our system architecture with an explanation of its contents.
- **Section 4.2.3 Technology Solution:** describes our technical and application solutions we use to address RFP Sections C.6 and C.7.
- **Section 4.2.4 Technology Solutions and Facilities for Training:** describes our training facilities.
- **Section 4.2.5 Technology Solutions Supporting the Quality Assurance Program:** describes our solutions supporting the quality assurance process.
- **Section 4.2.6 Section 508 Accessibility:** describes how our proposed solution meets Section 508 requirements.

### 4.3.1 Contact Center Selection Criteria and Solution (C.5)

#### 4.3.1.1 Proposed Contact Center Site (C.5.1-C.5.3)

Our [REDACTED] contact center will serve as the hub of operations for GSA customers. We selected this site from among several qualified candidates since it is a robust, safe, and highly-scalable facility [REDACTED]

[REDACTED] Table 4-3 compares GSA's criteria presented RFP Section C.5 with the features of our [REDACTED] facility provides — demonstrating full compliance with GSA's criteria.

**Table 4-3. Contact Center Selection Criteria.** [REDACTED]

Criteria	TechTeam Solution
Geographical location with low vulnerability to natural disasters	[REDACTED]
Fully self-sufficient to continue operations when local utilities fail	
Scalability	
Offering full physical and electronic security to ISs and client information.	
Sufficient area communications infrastructure	
OSHA and ADA compliant office and common area environment	
Sufficient local community infrastructure	
Convenient to public transportation, medical facilities and family support systems	

[REDACTED]

[REDACTED]

#### 4.3.1.2 Utilizing Scalable Solutions

We will use the selection criteria described above to form the baseline for scaling to additional work

[REDACTED]

Figure 4-6 illustrates.

[REDACTED]

[REDACTED]

**Figure 4-6 Scalable Solutions.**

#### 4.3.1.3 Project Housing (C.5.4, C.5.4.1)

TechTeam provides contiguous, secure or non-secure workspace for our entire complement of IS staff.

[REDACTED] Depending on a required security level, an area can be sectioned off and secured

TechTeam will provide government workspace as needed.

#### 4.3.1.4 Facility and Systems Access (C.5.5)

TechTeam facilities and systems are secured [REDACTED] authorized Government personnel to access our facilities at anytime during normal operations. Designated Government employees, and/or their authorized representatives may visit our facilities without prior notice to conduct on-site reviews, gather information, and observe operations. Government ID badges will be required.

#### 4.3.2 Proposed System Architecture

Our proposed system architecture is secure, scalable [REDACTED] [REDACTED] An overview of our central architecture and supporting utilities is shown in Figure 4-5. Our systems [REDACTED] compatible with the needs of GSA's diverse client base. Highlights of our application solution architecture include:

- [REDACTED]
- [REDACTED]



- [REDACTED]
- [REDACTED]

These tools will be augmented by [REDACTED] web portals, web forms, and a training database. Viewing Figure 4-6 from left to right, observe the connectivity flow described below:

**Telecom Carrier Networks:** [REDACTED]

**Datacom:** [REDACTED]

[REDACTED]

[REDACTED]

**Client Hosting Features.** Not visible on the infrastructure chart are the facilities designed to the detailed specifications of our many clients. Based on each client's cost/benefits decisions, [REDACTED]

[REDACTED]



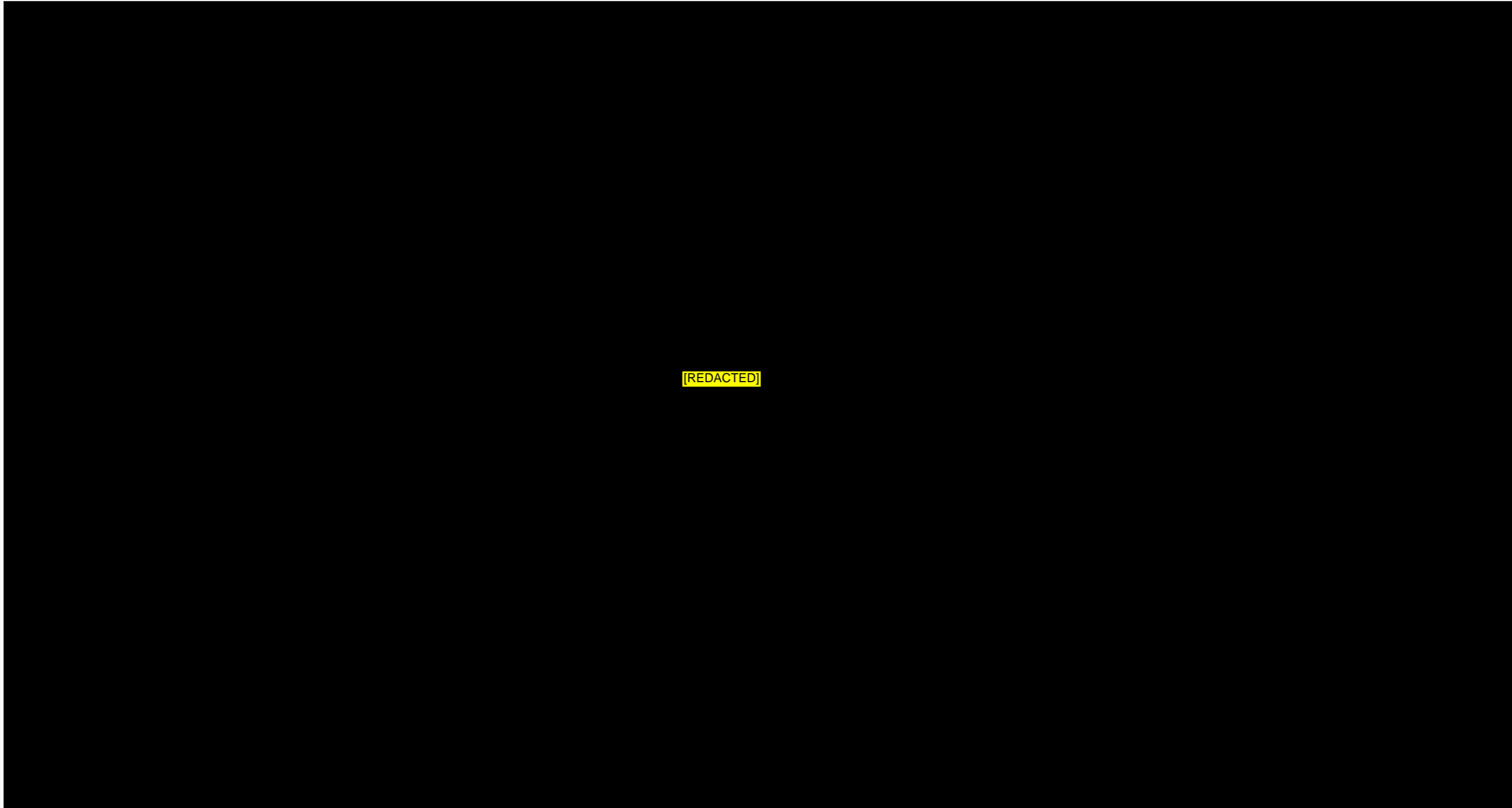


Figure 4-7. TechTeam's System Architecture. Secure scalable [REDACTED]

### 4.3.3 Proposed Technology Solution for SOW Section C.6 and C.7

All of the requirements delineated in C.6 and C.7 are supported at our prime contact center [REDACTED] [REDACTED] Table 4-4 describes our tool and solution for providing a technology infrastructure and telecommunications infrastructure required by Sections C.6 and C.7.

**Table 4-4. Proposed Technology Infrastructure and Telecommunications Solution.**

SOW #	SOW TITLE	TECH TEAM SOLUTION
C.6.1	Call Processing Technology and Service	[REDACTED]
C.6.1.1	Call Routing & Distribution	[REDACTED]

*C.6.1.1 Discussion:* TechTeam uses [REDACTED] to deliver each contact to the [REDACTED]

[REDACTED] It benefits GSA by providing [REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.6.1.1	Monitor /Display	[REDACTED]
C.6.1.1	Display Call-Handling Statistics	[REDACTED]
C.6.1.1	Hard-Copy Reports	[REDACTED]
C.6.1.1	DNIS Reporting	[REDACTED]
C.6.1.1	Least-Cost Outgoing Calls	[REDACTED]
C.6.1.1	Call-Transfer Internal/External	[REDACTED]
C.6.1.1	CTI	[REDACTED]
C.6.1.2	Auto Fax-Back/Fax On Demand	[REDACTED]
C.6.1.3	Automatic Numbering Identification	[REDACTED]
C.6.1.4	Accounting & Management	[REDACTED]

SOW #		SOW TITLE		TECH TEAM SOLUTION - Table 4-4 Continued	
C.6.1.5	Call Queuing	[REDACTED]			
C.6.1.6	Call Transfer				
C.6.1.7	Computer-Telephone Integration				
C.6.1.8	Dialed Number ID Service (DNIS)				
C.6.1.9	Automated Voice Response				
C.6.1.10	TDD/TTY Calls				
C.6.1.11	System Capacity				

SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.6.2	E-Mail Routing and Management	[REDACTED]

*C.6.2 Discussion:* Using dynamic logic within predefined [REDACTED], e-mails are delivered to ISs

[REDACTED]

For example:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION – Table 4-4 Continued
C.6.2.1	Time/Date Stamping	[REDACTED]
C.6.2.2	Auto Copy of Msg on Receipt	
C.6.2.3	Automated Inquiry Tracking # Assignment	
C.6.2.4	Auto Msg Processing	
C.6.2.5	Automated Response Aids	
C.6.2.6	Attachments/ Web Links	
C.6.2.7	Monitoring	
C.6.2.8	Mail Tracking	
C.6.2.9	Inquiry Tracking	
C.6.2.10	Management Reports	



SOW #	SOW TITLE	TECH TEAM SOLUTION – Table 4-4 Continued
C.6.2.11	Interoperability	[REDACTED]
C.6.2.12	Security	
C.6.2.13	Storage	
C.6.2.14	Mass Mailing	
C.6.2.15	Message Blocking	
C.6.2.16	Auto Copy of Responses	
C.6.3	FAQ System	

Several system features include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

These features contribute directly to many benefits:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION – Table 4-4 Continued
C.6.4	Knowledge Management System	[REDACTED]
C.6.5	Contact Management System	
C.6.6	Workforce Management System	

**C.6.6 Discussion:**

**Workforce Planning:** [REDACTED] enables us to plan our workforce needs from this week [REDACTED]  
 [REDACTED]

**Forecasting and Modeling:** We produce [REDACTED]  
 [REDACTED]

**Creating Schedules:** [REDACTED] enables TechTeam to [REDACTED]  
 [REDACTED]  
 [REDACTED] maximize efficiency, whether the work environment consists of one site or many.

**Scheduling Preferences:** ISS [REDACTED]  
 [REDACTED]

**Managing the Schedule:** We use [REDACTED]  
 [REDACTED]

**Performing Skills Based Routing:** We use [REDACTED]  
 [REDACTED]

[REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION – Table 4-4 Continued
C.6.7	Customer Survey Automation	[REDACTED]

**C.6.7 Discussion:**

**Customer Survey Development:** Our [REDACTED] surveys ensure our services meet customer standards

[REDACTED]  
We obtain client approvals prior to initiating survey activities  
[REDACTED]

**Customer Satisfaction Management:** TechTeam charges Project Managers with ensuring client satisfaction and handling any issues that arise. They perform quarterly in-depth reviews with the client

[REDACTED]  
The components of each survey are tailored to the specific project.  
[REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.6.8	Compliment and Complaint Management	[REDACTED]
C.6.9	Service Monitoring and Quality Control	[REDACTED]
C.6.10	Training	[REDACTED]

SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.6.11	Literature Fulfillment	[REDACTED]
C.6.12	Voice Mail and Electronic Mail	
C.6.12	Voice Mail and Electronic Mail	
C.6.13	Online Ordering System	
C.6.14	Web Chat System	
C.6.15	Power Supply	

SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.6.16	Database Design	[REDACTED]
C.7	Telecommunications Services To Be Provided	
C.7.1	Local Telecommunications Services and Internet Access	
C.7.2	Intercity Telecommunications Services	
C.7.3	Network Design	



SOW #	SOW TITLE	TECH TEAM SOLUTION - Table 4-4 Continued
C.7.4	Network Termination Equipment	[REDACTED]
C.7.5	Service Coordination	
C.7.6	Telephone Number Ownership	
C.7.7	Internet Domain Ownership	
		TechTeam is permanent owner of our own Home Website ( <a href="http://www.techteam.com">www.techteam.com</a> ). In addition, we have successful experience in quickly acquiring additional URL addresses as needed by new clients. We are able to apply for and obtain client-requested websites for the duration of their Task Orders, normally within 48 hours.

**4.3.4 Technology Solutions and Facilities for Training (C.8)**

Our training is designed to implement a technology solution most appropriate for student learning. Our contact center facilities are equipped

as described below.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Our Training Manager tracks training [REDACTED] Please refer to Section 5.2.1.2 for additional information about our training curriculum and program.

### 4.3.5 Technology Solutions Supporting the Quality Assurance

TechTeam uses a wide array of technology solutions to support its quality assurance program.

[REDACTED]

**Table 4-5 Technology Solutions for Quality Assurance.**

[REDACTED]

[REDACTED]
------------

### 4.3.6 Section 508 Accessibility

Our Section 508 Accessibility Plan is designed to eliminate barriers in information technology for people with disabilities and facilitate the use of our contact center services. We built our systems to be Section 508 compliant. Highlights of the ways in which we have made our software applications and operating systems, web-based information or applications, and telecommunication devices Section 508 accessible follow.

- Our software applications and operating system provide for alternative keyboard navigation essential for people with vision impairments and those cannot rely on pointing devices,
- Our web applications or portals use verbal tags or frame formats so that devices can "read" them for the user in a sensible way.

Our telecommunications systems [REDACTED] support the use of TTYs for customers who are deaf or hard of hearing. TTYs enable customers with hearing or speech impairments to communicate via the telephone [REDACTED] [REDACTED]

### 4.4 Contingency/Disaster Recovery Planning (C.3.5.5.4, C.3.5.5.4.1)

The availability and integrity of our clients systems is paramount. To reflect the depth of our concern,

[REDACTED]

[REDACTED]

This achievable reliability rate becomes an average of less than [REDACTED] per month. As in the text box above, [REDACTED] TechTeam has provided [REDACTED] for our clients.

*Our Contingency/Disaster Recovery Plan* was developed in accordance with Contingency/-Disaster Recovery requirement found in Security Policy and NIST Special Publication 800-34, *Contingency Planning Guide for Information Technology Systems*. An annotated outline of our plan is presented below. Our sample disaster recovery matrix follows in Figure 4-8 on page 79, below, and Appendix C contains a sample Contingency Test Plan, as requested by RFP Section L.7.2.1.5.3.

- **Section 1: Introduction:** [REDACTED]

- **Section 2: Background:** [REDACTED]

- **Section 3: IT Contingency Planning Process:**  
[REDACTED]

- **Section 4: IT Contingency Plan Development**  
[REDACTED]

- **Section 5: Technical Contingency Planning**  
[REDACTED]

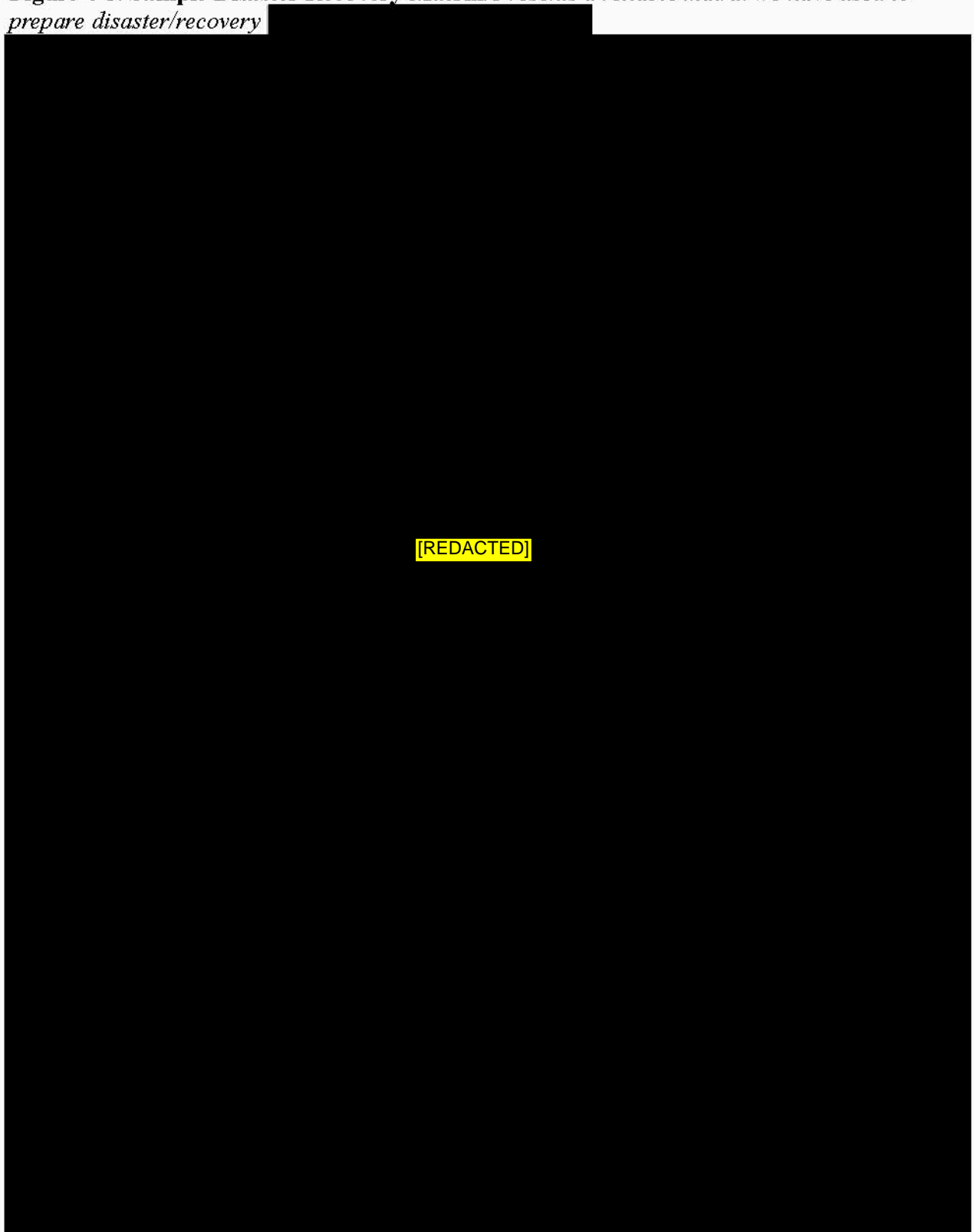
After a disaster (i.e., when a site “goes down” and is therefore unavailable to provide contact center services), one key requirement is the need to [REDACTED]

First, per TechTeam corporate policy, [REDACTED]

At the beginning of any task order period of performance (and, thus, prior to any disaster), we [REDACTED]

In the event of a disaster, our Task Order Project Manager will work with [REDACTED]

**Figure 4-8. Sample Disaster Recovery Matrix.** *Presents a reliable matrix we have used to prepare disaster/recovery*





#### 4.4.1 Alternative Sets of Steps to Minimize the Impact Should Risk Prevention Fail

Our [REDACTED] serves [REDACTED] our contact center operations. And at every critical point in its infrastructure:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Our Business Continuity/Disaster Recovery (BC/DR) Team provides alternative steps to minimize the impact of incidents. Table 4-6 highlights how we minimize the impact of a potential failure to one of these critical infrastructure points.

**Table 4-6 Steps to Minimize Impact Should Risk Prevention Fail.** *Minimizes the impact on client operations across all access channels as directed by RFP Section C.3.5.5.4.1 should any of our critical infrastructure points experience a failure — so we never miss a customer call.*

Risk	Steps to Minimize Impact Should Risk Prevention Fail
	[REDACTED]

Risk	Steps to Minimize Impact Should Risk Prevention Fail
[REDACTED]	[REDACTED]

Risk	Steps to Minimize Impact Should Risk Prevention Fail
<div style="background-color: black; color: yellow; padding: 5px; text-align: center;">[REDACTED]</div>	<div style="background-color: black; color: yellow; padding: 50px; text-align: center; font-size: 24px;">[REDACTED]</div>

### 4.5 Emergency Response Capability

TechTeam and its partners have developed an Emergency Response Capability [REDACTED]  
[REDACTED] GSA's requirement for short notice ramp up and ramp down in response to a crisis or priority situation. We define an emergency as per the RFP to become fully operational within 48 hours of notification. This includes providing the facilities, technology, and staff needed fill 250 seats 24 x 7, as well as automated and attended telephone service. We will partner with the agency to

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

We presented several examples of our experience in quickly ramping up operations in response to clients' urgent needs in Section 3.2.2.7, Ramping up Short Notice Operations to Support Crisis and/or High Priority Situations, on page 18, above. This section, below, describes our capacity, procedures, and resources for responding to emergencies.

#### 4.5.1 Use of Excess Capabilities versus our Requirements for Additional Infrastructure

TechTeam's facilities are designed to quickly ramp up or down to meet multiple client demands, [REDACTED], as defined above. Table 4-7 describes the infrastructure to accommodate 250 seats using the definition

provided above and how TechTeam and its partners can clearly exceed this capability without adding additional infrastructure.

**Table 4-7. Excess Capabilities versus Requirements for Additional Infrastructure.** *TechTeam and its Partners Clearly Exceed the Capability Requirement without Adding Any Infrastructure*

Requirement	Excess Capability	How TechTeam and its Partners Exceed the Required Capability Without Adding Infrastructure
250 Open Seats w/workstations, headsets, community printers		[REDACTED]
Sufficient Bandwidth		
Access to Attended Services (ISs Responding to Phone Inquiries)		

Requirement	Excess Capability	How TechTeam and its Partners Exceed the Required Capability Without Adding Infrastructure
Access to Unattended Services listed in the RFP		[REDACTED]

#### 4.5.2 Plans for Rapid Addition of Qualified ISs

Our Project Manager [REDACTED] drive the rapid ramp up or ramp down of operations.

Upon receipt of the task order request, our [REDACTED] Project Manager work [REDACTED] to meet initial surge requirements. TechTeam can bring [REDACTED] seats to meet emergency needs [REDACTED]

[REDACTED]

[REDACTED]

#### 4.5.3 Plans for Processing Security Clearances for and Training of Newly Hired IS Agents

##### 4.5.3.1 Security Clearances

Obtaining security clearances is a time consuming process, so in the event of an emergency, our first option is to use ISs who already possess security clearances.

[REDACTED]

- [REDACTED]
- [REDACTED]



- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

#### 4.5.3.2 Training

[REDACTED] GSA can be assured they have been carefully screened and passed basic training.

*Overview of our IS Screening Process:* Before hiring a candidate, our recruiters follow a checklist to determine if the candidate is likely to succeed. Candidates who pass the interview are

[REDACTED]

We also contact three references to verify employment information and work history.

*Overview of Basic Training Process:* Once hired, our ISs are required to take “basic training” which covers the following topics:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED] . At this point, GSA can be assured qualified ISs are responding to their customer calls.

*Curriculum Development – the First 24 Hours:* Our Training Manager spends the first 24 hours of a 48-hour timeframe obtaining reference materials from the GSA client

[REDACTED]

in preparation for the training.

*Training Classes Combined with On-the-Job Training – the Next 24 Hours:* Local agents are trained on our current contact center facilities

[REDACTED] Please note that TechTeam

Once the training is completed, small group leaders test our ISs in the production environment using ‘real world’ examples.

ISs who passed the test start taking live calls.

#### 4.5.4 Method of Accounting for all IS Hours in a Rapidly Changing, Volume Surge Environment

To account for IS hours in a rapidly changing volume and surge environment, TechTeam and its partners

[REDACTED]

#### 4.5.5 Definition of Backup and Restoration Processes

[REDACTED]

TechTeam performs daily incremental backups and full weekly backups. This schedule can be changed upon client request.

[REDACTED], all information is stored in a database on the backup server.

If any data is lost, the Network Administrator restores the data via tape backup. Tape backups are maintained

[REDACTED]

[REDACTED]

[REDACTED]

If a client requests a restore, the request is noted on the restore log and is counted as a test of our restore capability.

**4.5.6 Definition of Roles and Responsibilities of Contact and Government Personnel**

Table 4-8 defines the roles and responsibilities of the contact center and government personnel prior to, in the event of a disaster, and post disaster.

**Table 4-8 Roles and Responsibilities of the Contact and Government Personnel.** *In the event of a disaster, everyone understands their responsibilities, knows what to do, and the timeframes for escalation and resolution.*

Timeframe	Role	Responsibilities
Pre-disaster	Contact Center	Develop, maintain, and update the Contingency/Disaster Recovery C/DR Plan as scheduled Develop, maintain, and update C/DR training as scheduled Submit a CR/D testing and training schedule [REDACTED]
	Government	Approve the final Contingency/Disaster Recovery Plan Approve Contingency/Disaster Recovery Training Plan Approve disaster recovery testing and training schedule Authorize and review disaster recovery test with contractor
During the Disaster	Contact Center	Alerts Government of disaster immediately using preferred communications channel [REDACTED]
	Government	Provides input/decision on proposed solutions (for example, the relocate operations to another contact center) Approves notifications messages sent to customers
Post Disaster	Contact Center	[REDACTED] Reviews the report with stakeholders and adds their feedback into the Contingency/Disaster Recovery Plan

Timeframe	Role	Responsibilities
	Government	Provides feedback on impact statement and lessons learned report and approves updates to the Contingency/Disaster Recovery Plan

#### 4.5.7 Procedures to Test and Execute the Plan on a Regular Basis

The procedures our Contingency/Disaster Recovery Team follow to test of our Contingency/Disaster Recovery Plan, as identified in Table 4.3-2 yield GSA clients several benefits [REDACTED]

[REDACTED] We use the feedback taking from our tests to maintain and update our plan. Table 4-9 highlights the tests we perform [REDACTED]

**Table 4-9. Procedures to Test and Execute the Plan on a Regular Basis.** *Demonstrates all the critical components of our infrastructure are fully recovered and engineers correctly performed their duties.*

Risk	Test Procedure
	[REDACTED]

Risk	Test Procedure
[REDACTED]	



## 5.0 MANAGEMENT PLAN (L.7.2.1.6)

TechTeam offers GSA a proven management solution, using a performance-based task order management plan and qualified personnel with extensive contact center experience to implement it.

[REDACTED]

To promote USA Contact, TechTeam aims to achieve [REDACTED] GSA task orders.

Section 5.0 describes how we will apply this management approach to achieve success for GSA and is divided into four parts:

- Section 5.1 Program Management and Structure – How we are organized and mobilized to market, respond to, and manage GSA task orders.
- Section 5.2 Human Resources Management Plan – Our approach to recruiting, training and retaining the highest quality staff members
- Section 5.3 Performance Management – How we measure, monitor, report, and continually optimize performance.
- Section 5.4 Quality Control/Quality Improvement Program – How we monitor, report, and audit the quality of our products and services.

### 5.1 Program Management Plan (L.7.2.1.6.1)

Section 5.1.1 describes our program structure and support resources. It is organized to clearly explain TechTeam's plan for effectively accomplishing task requirements:

- Section 5.1.1 describes TechTeam's pro[REDACTED]tion and task order management. It provides an organizational chart showing the chain of command and describes our project management structure, key positions, delegations of authority, escalation procedures, and the role of all staff members/support resources listed in RFP Section C.4.
- Section 5.1.2 lists the experience and qualifications of our key personnel
- Section 5.1.3 describes how our operational and management processes benefit GSA clients, including our communications and subcontractor management processes.

#### 5.1.1 Program Management Structure and Support Resources

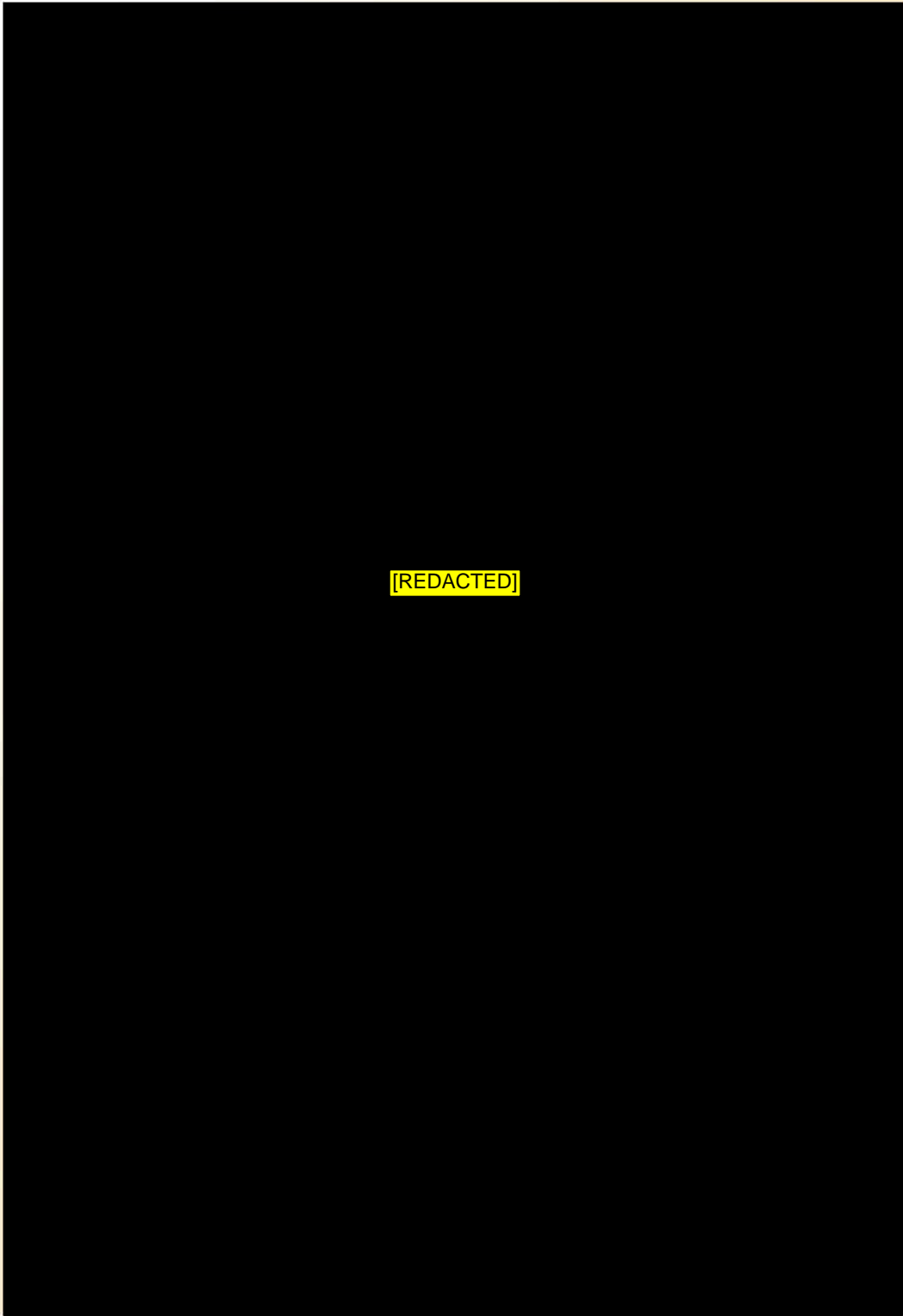
##### 5.1.1.1 Program Management and the Chain of Command (C.4.1)

GSA requires a variety of highly qualified contact center personnel with special skill sets who can respond in emergencies and routine timeframes. We have built our program management and support structure to specifically meet GSA's task requirements. Our organizational structure (Figure 5-1) benefits GSA

[REDACTED]

. Our project management support for Levels of Complexity 1-5 (RFP Section C.4.3.3) is derived from [REDACTED]

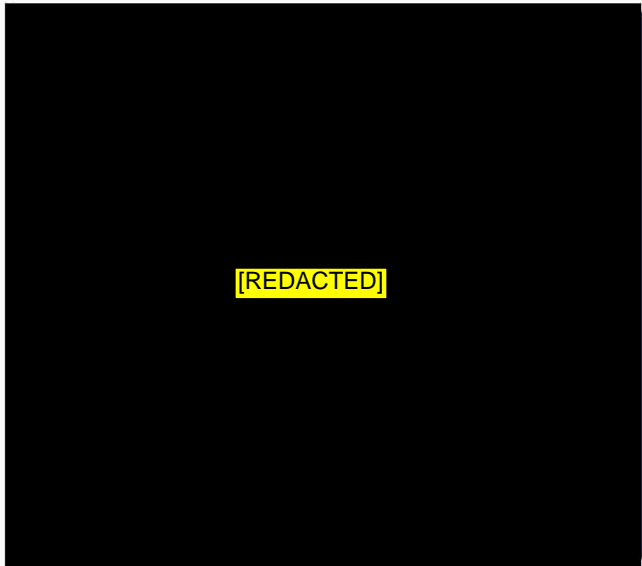
[REDACTED]. A summary of our roles, responsibilities, and delegations of authority follows.



**Figure 5-1. Organizational Chart.** *Our organizational structure provides the Program Manager*

[REDACTED]

Program Manager, [REDACTED], is your single point of contact for program management, coordination, and communications and is focused on the success of this contract. [REDACTED] manages all operational aspects of one or more GSA task orders— [REDACTED] [REDACTED] providing senior project management oversight, to ensuring our performance exceeds client expectations, and submitting task order deliverables on schedule.



[REDACTED] directly to TechTeam Government Solutions' [REDACTED]

[REDACTED] who has the authority to commit

company-wide resources to support this contract and negotiate binding contract terms. To facilitate smooth contract management, [REDACTED] makes corporate resources available, including contracts, finance, human resources, recruiting, quality assurance, training, small business support, and business development.

[REDACTED] supervises the remaining key personnel, the Program Manager, Site Manager, and Information Systems Security Manager (ISSM).



Project Manager, [REDACTED], reports [REDACTED], who gives him the authority to manage all operational aspects of a single GSA Task Order. [REDACTED] ensures all technical, schedule, cost, risk, reporting, and customer satisfaction functions to meet/exceed client performance expectations. He supervises [REDACTED] and ensures the high morale and productivity of our entire team. [REDACTED]



[REDACTED] manages [REDACTED] Site Manager; [REDACTED]

[REDACTED] gives Site Managers the authority to manage the schedules, performance, quality, customer satisfaction, risk, status reporting, and training at a given work site. The Site Manager has the authority to supervise our ISSs, Quality Monitors, Trainers, and other on-site personnel. The Site Managers ensure we are meeting client expectations and service level agreements (SLAs) daily [REDACTED]



Our ISSM, [REDACTED] reports directly to [REDACTED] and is responsible for ensuring security compliance. He ensures tasks are compliant with FIPS Publication 200 by using the security controls defined in NIST Special Publication 800-63, in addition to relevant agency-level security standards. During the launch process, he delivers draft and final versions of the Security Plan, Risk Assessment, Contingency Test Plans, Configuration Management Plan, and System Test, Evaluation Reports. He spearheads the preparation of C&A packages, ensures documents are updated and kept under configuration control, and apprises managers of security risks. [REDACTED]





[REDACTED]

*Small Business Advisor*, [REDACTED] ensures our small business goals are not only met but exceeded and serves as our liaison to small business partners, [REDACTED]

[REDACTED]

[REDACTED]

#### 5.1.1.2 Organizational Components Supporting this Contract (C.4.2)

TechTeam and its partners will provide the following support personnel commensurate with task size and complexity ranging from Skill Level 1-5, as defined in RFP Section C.4.3.3.

[REDACTED]

*Corporate Administrative Resources:* [REDACTED] also has direct access to multiple TechTeam resources—contract, finance, recruiting, administrative, business development, proposal, and graphics resources—in addition to all support staff listed in RFP Section C.4.2. He has access to similar resources from our partners. [REDACTED]

[REDACTED]

TechTeam's management and

[REDACTED]

Our Program Manager meets with the

[REDACTED]

**Technical Resources:** [REDACTED] draws technical resources to maintain the network, applications, security, portal, telecommunications, hardware and other technical infrastructure tasks [REDACTED], as defined in RFP Section C.3.5.4. [REDACTED]

[REDACTED]

### 5.1.1.3 Supervisory Information Specialists and Information Specialists (C.4.3)

The most important position of a contact center task is the IS and Supervisory IS because they represent the customers. TechTeam implemented rigorous procedures to qualify, screen, test, check the background, and train IS candidates before they ever respond to a customer question. Our Site Managers [REDACTED] supervise Supervisory IS and ISS [REDACTED]

[REDACTED]

### 5.1.1.4 Partners (C.4.2)

GSA requires a wide range of contact center services to meet the growing client demands. In response, TechTeam assembled a highly diverse team of large, small, 8(a), and woman-owned partners providing GSA with the flexibility it needs to meet client business needs. Table 5-1 categorizes our partners into the following three groups and specifies how they benefit GSA.

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Our partners will participate in technical solutions, perform work

[REDACTED]

**Table 5-1 TechTeam Partners Profile.** *Our partners help fulfill capabilities, provide specialized services, and help* [REDACTED]

Partner Name	Business Type	Contribution to the Team
[REDACTED]	[REDACTED]	[REDACTED]



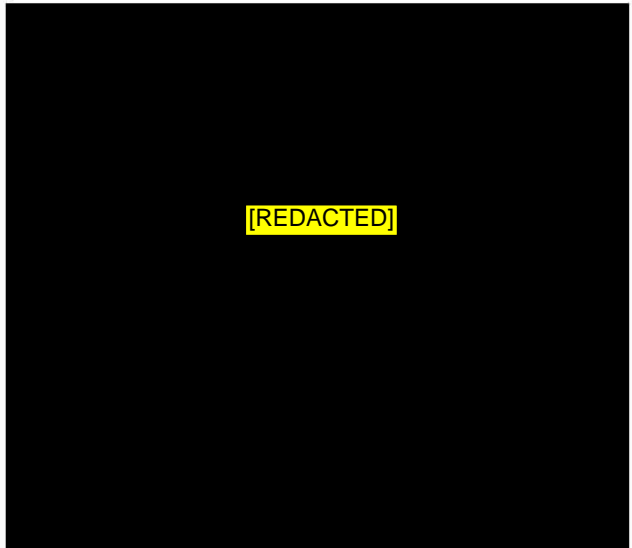
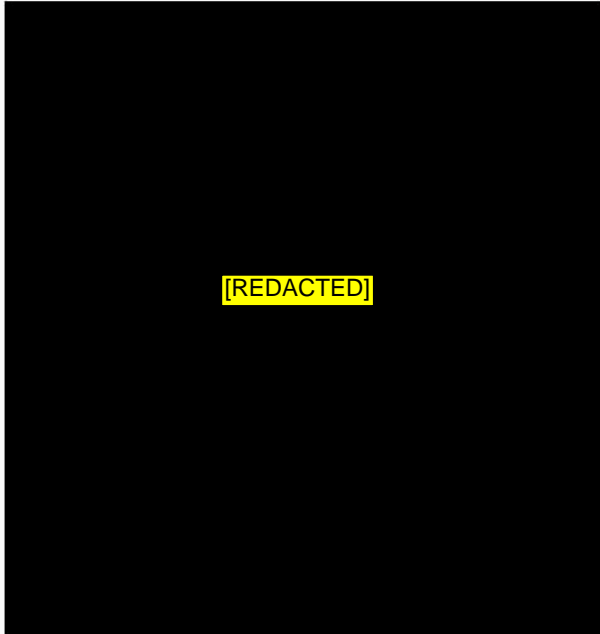
Partner Name	Business Type	Contribution to the Team
[REDACTED]		

Partner Name	Business Type	Contribution to the Team
[REDACTED]		[REDACTED]
[REDACTED]		

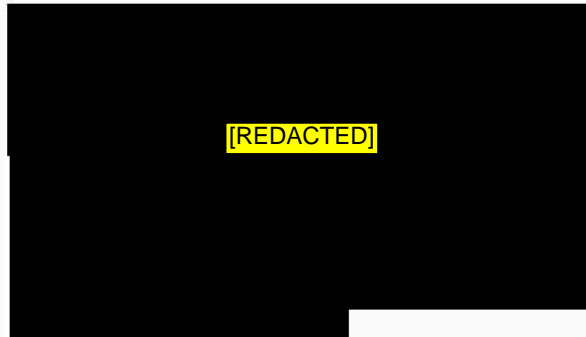
### 5.1.1.5 Task Order Management Approach

Using our [REDACTED] Task Order Management Plan (see Figure 5-2), TechTeam has successfully completed [REDACTED] Federal task orders.

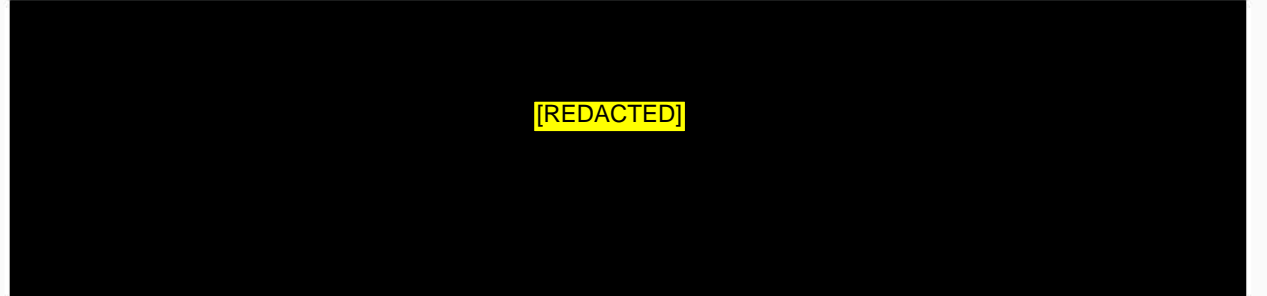
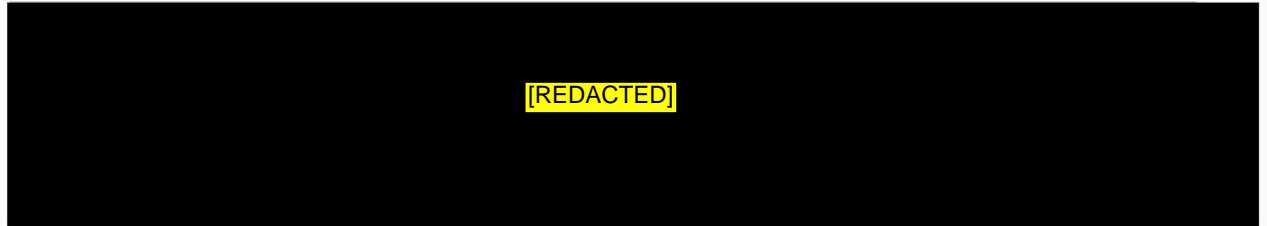
[REDACTED]



**Figure 5-2** [REDACTED] **Program Management**  
[REDACTED] [REDACTED]



[REDACTED] **Task Order Receipt and Proposal Development:** The Program Manager serves as the central point for proposal development and delivery. He ensures proposals provide exceptional technical solutions to meet clients' needs with the lowest risk and best value solution [REDACTED]



[REDACTED]

[REDACTED] **Task Order Award and Transition:** The award of an USA Contact task order represents a new day for the client

[REDACTED]

The Project Manager executes the Task Order Transition Plan

[REDACTED]

Concurrently, we schedule a kickoff meeting with the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR). The purposes of the meeting are to introduce the team; review client expectations; review the proposed transition and project plans; address business, security, and administration requirements; and identify risks or constraints. [REDACTED]

[REDACTED]

Our Project Manager finalizes the Transition and Task Order Management [REDACTED], reviews it with the client, and begins work with client approval.

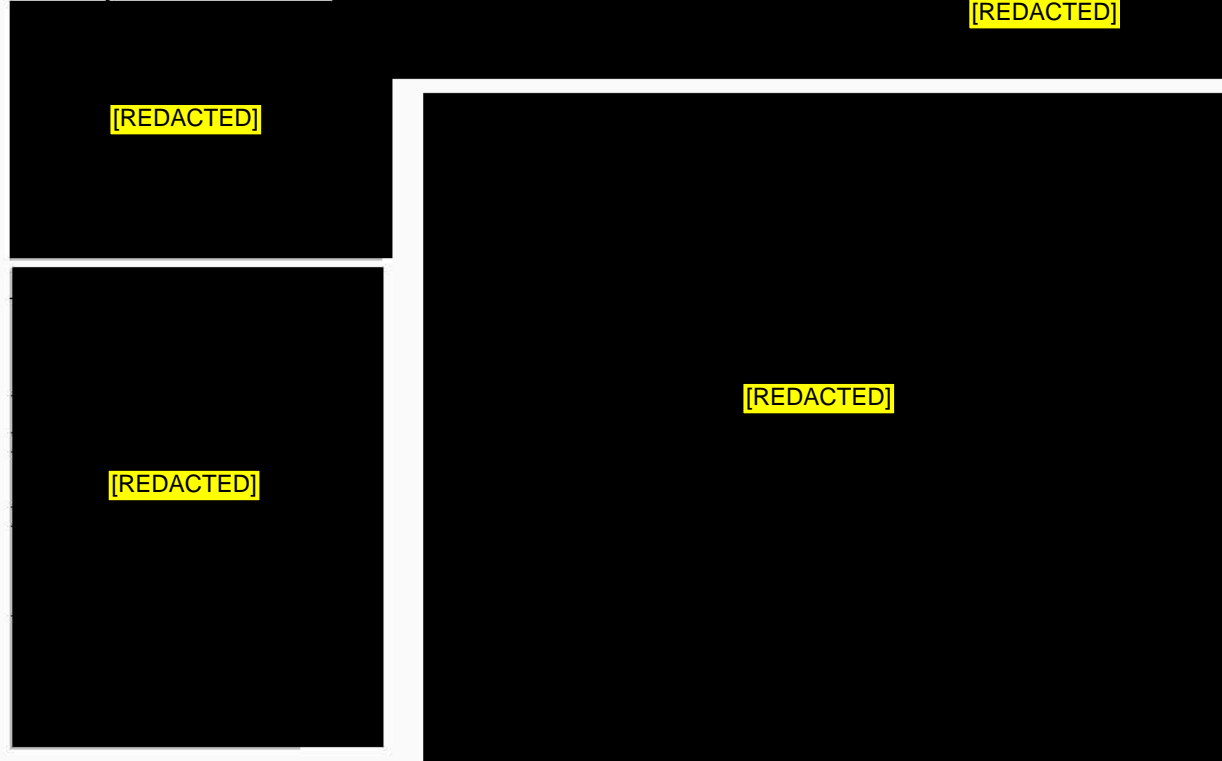
[REDACTED]

[REDACTED] **Task Order Management and Quality Control:** Our [REDACTED] management process incorporates four industry best practices to promote quality and reduce risk:

- 1) Task Order Management Plan in response to a PWS [REDACTED]  
[REDACTED]
- 2) Quality Management Plan [REDACTED]  
[REDACTED]
- 3) Performance metrics or SLAs approved by the client
- 4) Incentives and penalties (disincentives) negotiated in cooperation with the client

Figure 5-3 illustrates our task order management process. The Program Manager is ultimately responsible for managing task orders and coordinates contract level issues with the CO and COTR. The Project Manager manages daily task operations, reports status, and coordinates operations with the COTR. As needed, the Project Manager delegates authority to a Site Manager, who supervises on site staff members. A description of how this team implements best practices, communicates status, ensures quality, and manages risk follows.

*Industry Best Practices:*

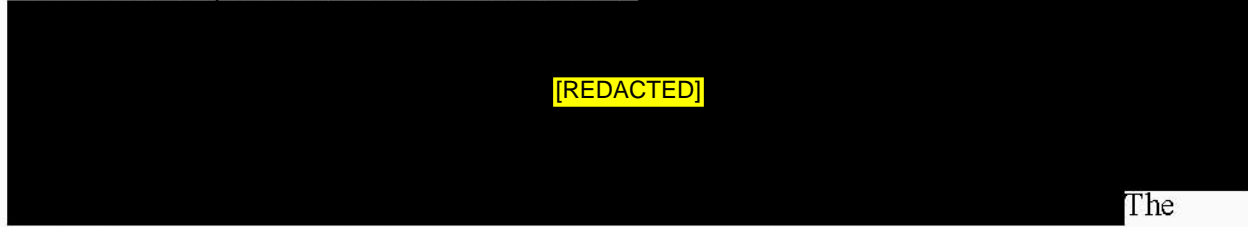


**Quality Assurance:** We developed a Contract Quality Management Plan (QMP) to present to the GSA USA

**Figure 5-3 Task Order Management Process.** *Optimizes task order management through clearly defined roles and escalation paths.*

Contact CO for inspection upon contract award. The Plan is based on industry best practices [REDACTED] for conducting QA and QC activities. Our Quality Manager implements the QMP and helps to develop quality management policies, procedures, and training. The Project Managers enforce project-level implementation of quality policies, plans, and training. They have the authority to tailor the QMP, direct all actions necessary to ensure quality performance, and serve as the point of contact with the COTR on all quality issues. We report our compliance with quality assurance metrics [REDACTED]

**Risk Management:** Our Project Manager proactively identifies technical, schedule, cost, SLA, human resource, and customer satisfaction risks. [REDACTED]

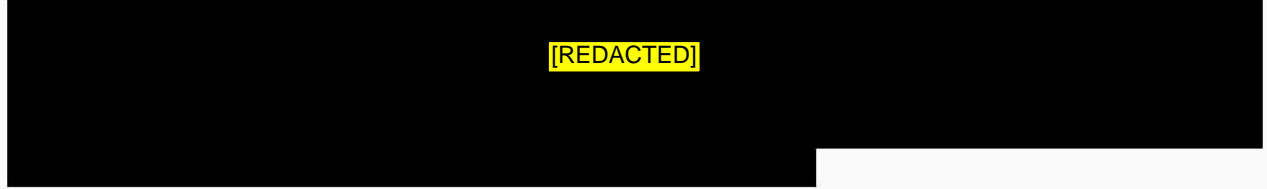


The Project Manager communicates the risk to the client and follows the approved task order process to implement a solution.

[REDACTED] **Contract and Financial Management Reporting:** Our Program Manager ensures small business participation meet/exceeds USA Contact goals, and we deliver complete and accurate reports in full compliance with all USA Contact terms and conditions. Providing professional ISS

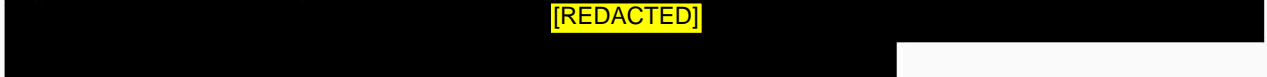


to respond to customer questions is a key criterion for success.



[REDACTED]

[REDACTED] **Task Status Reporting (C.11):** TechTeam provides management reports for GSA clients that clearly and concisely describe how we are achieving required business outcomes at a level most appropriate to the reader, as required in RFP Section C.11. TechTeam provides management reports to GSA clients

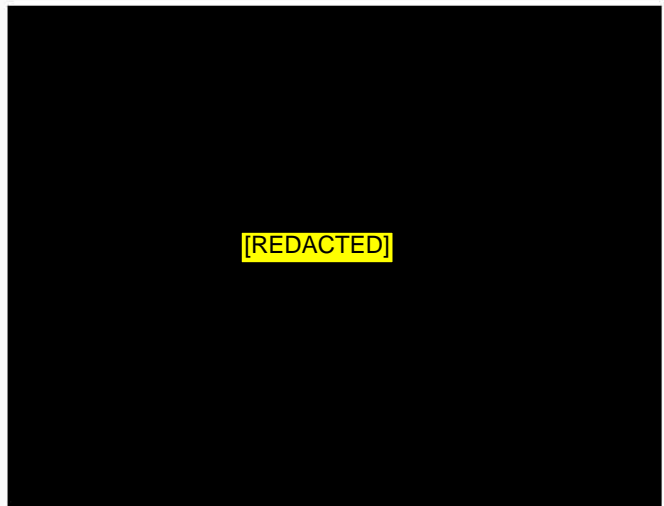


[REDACTED]

**Weekly and Monthly Status Report:** The Project Manager prepares weekly and monthly status reports to GSA clients using data taken from client interactions, staff member reports



[REDACTED]



[REDACTED]

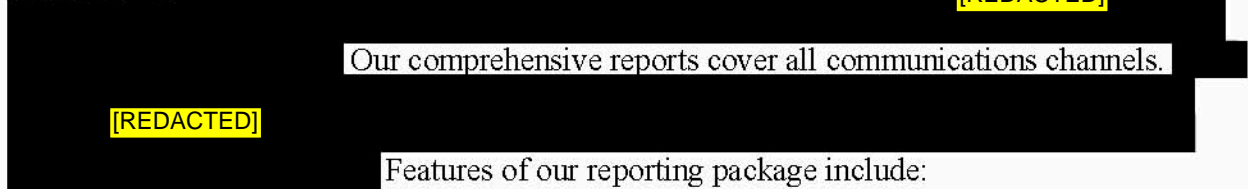
Our status reports provide management summaries, continual improvement opportunity recommendations, and narratives in compliance with solicitation requirements.

**Figure 5-4 Sample Operational Reports.** *We will update this graphic with a new one.*



[REDACTED]

**Operational Reports:** TechTeam provides GSA clients with customized operational reports (Figure 5-4).



[REDACTED]

Our comprehensive reports cover all communications channels.

[REDACTED]

Features of our reporting package include:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

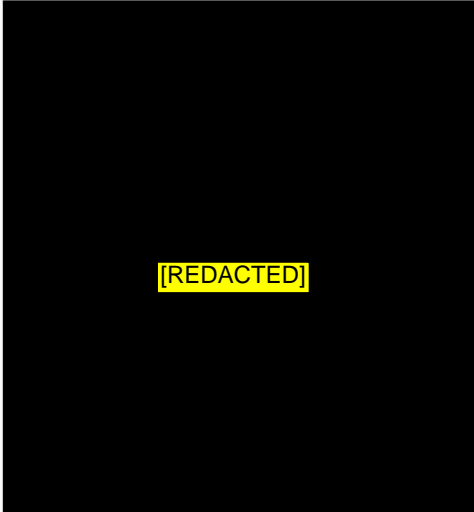
**Problem Resolution Reports:** TechTeam compiles a list of customer requests we were unable to answer and describes how the inquiries were handled and/or resolved.

**Monitoring Reports:** TechTeam customizes report packages depicting contact and work monitoring efforts for each GSA client, [REDACTED]

**Compliment and Complaint Management Reports:** We collect customer comments for the Government and report monthly. [REDACTED]

**Ad-Hoc Reports:** TechTeam is flexible and complies with ad-hoc report requests as long as the data is available [REDACTED]

[REDACTED] **Continual Process Improvement and Innovation:** Our strategy for continuous process improvement and innovation is multi-faceted and encompasses task order, subcontract, and review processes. [REDACTED]



**Figure 5-5.** [REDACTED]

## 5.1.2 Experience and Education Qualifications

### 5.1.2.1 Key Position Qualifications

Key positions essential to the successful execution of the project are the Program Manager and one or more Project and Site Managers and ISSMs. While our Program Manager, [REDACTED] is assigned to this contract, our Project and Site Managers, and ISSMs may vary depending on task order scope and complexity. The managers currently assigned will help respond to the first task order and will be replaced (as needed) by other key personnel whose skills are most

commensurate with task order requirements. Table 5-2 defines the minimum experience and educational background our key personnel must possess.

**Table 5-2. Experience and Educational Criteria Used to Qualify Key Personnel.** *GSA acquires professionals with relevant education, certifications, and experience, who have proven they can achieve business outcomes similar to those listed in a task order request.*

Role	Educational/ Certification Requirements	Experience Requirement
Program Manager		
Project Manager		[REDACTED]
Site Manager		[REDACTED]
Information Systems Security Manager		[REDACTED]

### 5.1.2.2 Supervisory IS and IS Position Qualifications (C.4.3)

**Qualifications:** To qualify for these positions, we require

[REDACTED]

A Supervisory IS must also possess all qualifications listed in RFP Section C.4.3.3.5.

**Competencies:** All candidates must graduate from our training program. The Initial Training Program includes [REDACTED] tools training. Our [REDACTED] training program is performed [REDACTED] and includes tools and technologies for processing calls.

Trainers must verify the students' ability to apply the skills learned, including all those skills listed in RFP Section C.4.3.2 at the 85% or higher.

**Skills Categories:** TechTeam and its partners currently empl [REDACTED], possessing skills ranging from Level 1-5 to ensure the right skill mix achieve the client's business objectives.

**Multi-language Support:** TechTeam has strategically acquired and built a multi-lingual workforce [REDACTED]

TechTeam provides the nine languages listed in RFP Section C.4.3.4.

- English
- Spanish
- Mandarin
- Cantonese
- French (plus Canadian French)
- German
- Japanese
- Korean
- Vietnamese

[REDACTED]

### 5.1.3 Operational and Management Processes and Programs

TechTeam processes and programs keep it in the top tier of contact center providers, as demonstrated by numerous certifications, awards, long-term client relationships, [REDACTED] [REDACTED]. Table 5-3 highlights those processes and programs

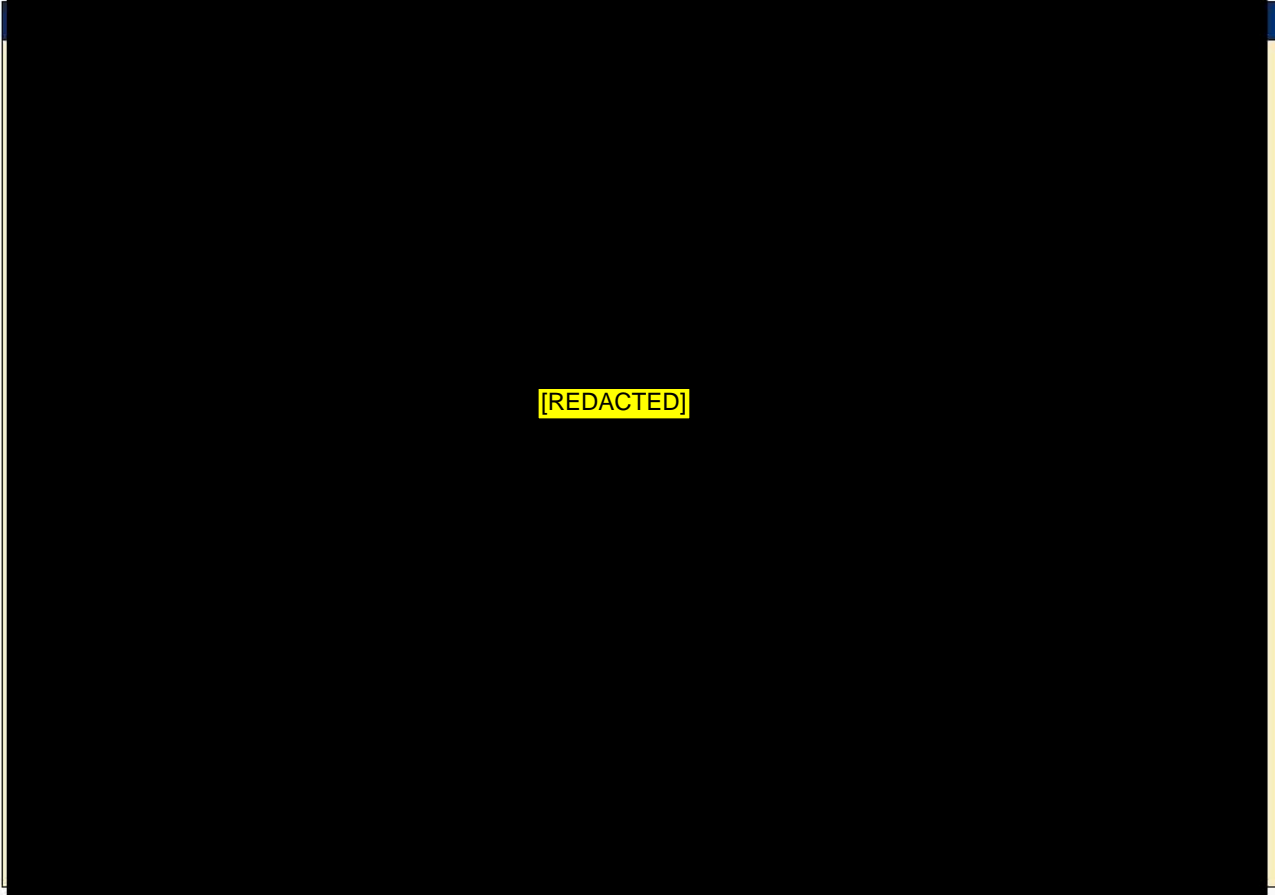
**Table 5-3 Operational and Management Processes and Programs.** [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]



## 5.2 Human Resources Management Plan (L.7.2.1.6.2.)

### 5.2.1 Human Resources Management Plan - Recruiting, Screening, and Training Methods

TechTeam provides GSA clients with an ample number of skilled staff to meet diverse business needs and ensure valued staff members are retained. Our procedures are recorded in our Human Resources Management Plan, and we organized the plan using the outline contained in RFP Section C.8. [REDACTED]

#### 5.2.1.1 Recruitment and Retention (C.8.1)

*Proactive Workforce Planning:* Recruiting and retaining the correct staff mix and level directly translates into increased productivity and cost savings, so our Recruitment Program begins with proactive workforce planning. [REDACTED]

[REDACTED]

**Results-Oriented Recruiting Sources and Methods:** We have [REDACTED] [REDACTED] allowing us to competitively source the staffing requirements and find the most qualified applicants.

[REDACTED]

[REDACTED]

To fill long-term positions, we follow a 21-day internal SLA for placing candidates.

[REDACTED]

[REDACTED]

**Rigorous Screening and Testing Techniques:** Even though a resume indicates the candidate has the right credentials and experience, deliver results are not ensured until the person is screened.

[REDACTED] (Please refer to Section 5.1.2. Supervisory IS and IS Position Qualifications (C.4.3).

[REDACTED]

**Retention Techniques, Incentives, and Employee Satisfaction:** TechTeam understands contact centers consistently demonstrate increased customer satisfaction and decreased costs when staff members are motivated to do their best work. We start

[REDACTED]

We also stress open communications and if an issues arises, we quickly address and resolve it.

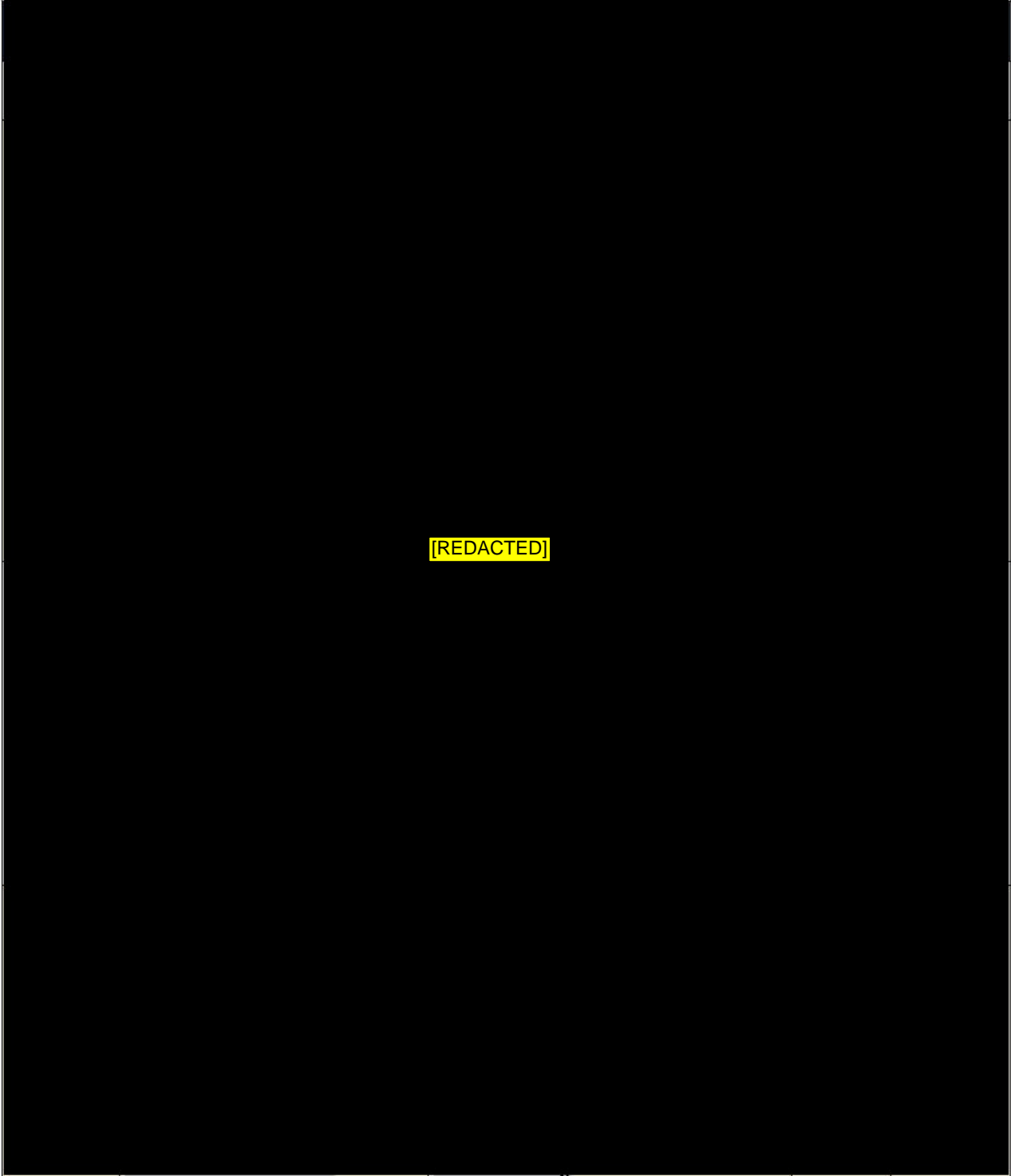
[REDACTED]

[REDACTED]

### 5.2.1.2 Training (C.8.2)

*Training Curriculum:* Our experience [REDACTED]ners develop/tailor training to meet client’s learning objectives. Our curriculum incorporates industry best practices [REDACTED] Table 5-4 lists our curriculum. [REDACTED]

**Table 5-4. Highlights of Training Curriculum.** *Demonstrated to improve SLA performance.*



[REDACTED]

**Training Facilities:** Our classroom environment is set up to duplicate the customer's environment as closely as possible. This includes approved access to the customer's network and proprietary applications to be supported. Classrooms are set up with appropriate audio and visual equipment, computer workstations, and in some instances, servers.

**Instructor and Classroom Criteria:** We use only experienced certified instructors to teach our classes.

[REDACTED]

**Course and Reference Materials:** TechTeam develops and/or tailors existing course and reference materials to meet specific task requirements. We use the client's source documents to develop the training

[REDACTED]

**Reporting and Record Keeping:** We maintain a database of contact center employees who have received and/or obtained certification, including the frequency of training, types of training, and training results in our Training Database.

[REDACTED]

**Training and Metrics Analysis:** Before a project launch, the Project Manager delivers a draft and final Training Plan to the COTR outlining specific learning objectives, curriculum, and testing methods for each labor category. During the launch process, ISs receive baseline training (see Table 5-4). The Training Manager assesses test results to ensure the students are on track and intervenes with remedial training, if needed. We encourage students to rate instructor effectiveness after completing a class.

[REDACTED]

### 5.2.1.3 Wage Rate Category for Used Compensations

[REDACTED] Information Specialist positions are covered under the Service Contract Act from the Department of Labor Wage Determination No. 2005 [REDACTED] Revision 3 dated 5/29/2007 [REDACTED]



[REDACTED]

Should tasks be conducted outside this area, TechTeam may adjust our labor rates to accommodate the Wage Determination for the place of performance. Any labor rate adjustment is based on the Wage Determination for the specific locality and shall include overhead, G&A and fee. The Wage Categories and rates are listed below.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

## 5.2.2 Processes for Ensuring Compliance with HSPD-12

Table 5-5 presents a brief overview of our process for ensuring compliance with HSPD-12.

**Table 5-5. Ensuring Compliance with HSPD-12.** *TechTeam understands and complies with HSPD-12 regulations for the issuance and protection of PIV cards.*

Step	Description
<b>1.</b>	<b>Recruit and screen applicant as described in Section 5.2.1 above</b>
<b>2</b>	<b>Hire Applicant</b>
2.1	Applicant completes a PIV package along with forms needed to obtain a NACI (or the agency equivalent), obtain a biometric sample, and a SF85.
2.2	TechTeam verifies the contents of the PIV package and sends it to the sponsor
<b>3</b>	<b>Create a PIV Request</b>
3.1	Sponsor completes a PIV request and notifies TechTeam
3.2	For successfully submitted PIV request, Enrollment Official authenticates credentials
3.3	For successful authentication, the Enrollment Official creates an appointment in the PIV System
<b>4</b>	<b>Authenticate Documents</b>
4.1	Applicant appears for enrollment
4.2	Applicant provides ID information and the Enrollment Official verifies it.
4.3	Applicant authenticates the information on the PIV Request
4.4	Enrollment official scans the documents inspects the results
<b>5</b>	<b>Collect Biometrics</b>
5.1	Enrollment Official scans the applicants fingerprints and takes a photo (or other biometric)
<b>6</b>	<b>Create PIV Enrollment Package</b>
6.1	Enrollment Official creates and signs the enrollment package
6.2	Enrollment Official is notified the package is accepted
<b>7</b>	<b>Initiate Background Check</b>
<b>8</b>	<b>Adjudicate Background Check</b>
<b>9</b>	<b>Issuing Authority notifies TechTeam the PIV Card is ready</b>
<b>10</b>	<b>Issue PIV Card</b>
10.1	Applicant enters a PIN on the card and the system updates the card with the new PIN
10.2	Issuing Authority verifies the applicants biometric
10.2	Issuing Authority trains the applicant in the use of the PIV card and tests the card
10.3	Applicant signs for the PIV Card

## 5.3 Performance Management Plan (L.7.2.1.6.3, C.10)

Section 5.3 describes our plan for measuring, monitoring, reporting, and optimizing task order performance and is divided into four sections.

- Section 5.3.1 Processes and methodologies for ensuring effective performance
- Section 5.3.2 Processes and methodologies for monitoring workload
- Section 5.3.3 Corrective actions and contingent plans for balancing the workload
- Section 5.3.4 Processes for developing and implementing performance standards

### 5.3.1 Processes and Methodologies for Effective Performance Management

TechTeam's performance management processes and methodologies, [REDACTED]  
[REDACTED]. To manage our performance on this contract, TechTeam implements a [REDACTED] performance management program [REDACTED]

[REDACTED]

#### 5.3.1.1 Define Performance Metrics

We work with our clients to identify a small but essential set of metrics that objectively indicate whether required business outcomes are achieved. To select the most essential metrics, our Project Manager [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

#### 5.3.1.2 Report Status

Our status reports provide clients with timely objective information to verify our meeting expected service levels [REDACTED]

[REDACTED]

#### 5.3.1.3 Monitor, Manage, and Control Performance

When the Project Manager receives performance data, he uses it to [REDACTED]  
[REDACTED] ensure service levels are met and exceeded. [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

*Service-Level Monitoring:* Our Site Managers use [REDACTED] monitor service levels:

[REDACTED]

Table 5-6 provides an example of the data we can extract to produce service-level monitoring reports.

**Table 5-6. Service Level Monitoring Reports** [REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]



*Workload Forecasting and Scheduling:*

[REDACTED] While our staff represents [REDACTED] [REDACTED] are also the most valuable. Our performance hinges on delivering the right people with the right skills in the right place at the right time.

[REDACTED] [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

*Service recovery and Contingency planning and Escalation:*

[REDACTED] [REDACTED] monitors our contact center infrastructure for availability, capacity, performance, and security 24x7.

[REDACTED] [REDACTED]



**Figure 5-6.**



[REDACTED]

***Problem identification, resolution, and notification:***

We track incidents using [REDACTED]

We ensure accurate, complete, and up-to-date information is recorded about the problem, and the problem is assigned to an appropriate resource for investigation and resolution. As soon as a problem is diagnosed, its solution is communicated. Our communication method is commensurate with the scope of the problem. If the problem is solved, we promptly communicate with the customer(s) over the desired communication channel(s).

[REDACTED]

In all cases, the problem is tracked to ensure it is resolved within SLAs.

**5.3.1.4 Phase 4: Improve Performance**

Using information gathered from a variety of sources (personal observation, tool data, and client/staff recommendations), the Project Manager formulates recommendations for improvements. The Project Manager delivers the recommendations to the COTR [REDACTED] [REDACTED] for approval. Upon approval, the Project Manager implements the update, monitors progress, reports status, and proactively corrects any performance variances.

- [REDACTED]
- [REDACTED]
- [REDACTED]

**5.3.2 Processes and Methodologies for Projecting and Monitoring Workload**

Effective workforce management starts with project staffing requirements. To respond to a GSA task order, [REDACTED] our Project and Site Managers project baseline staffing requirements and schedules.

[REDACTED]



[REDACTED]

This process continues through the life of the task.

### 5.3.3 Corrective Actions and Contingent Plans for Balancing the Workload

Even on stable long-term tasks, reality trumps forecasts and corrective actions must be taken to balance the workload immediately. To compensate, TechTeam mitigates or eliminates the risk, including those listed below:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### 5.3.4 Developing, Implementing, and Updating Performance Standards

As indicated in RFP Section C.10, GSA intends to consult the CSLIC report “*Proposed Performance Measures, Practices, and Approaches for Government-wide Customer Contact Activities*” when developing performance standards. TechTeam will use these standards as a baseline for working with clients to identify performance standards, and we work with the client to update them to meet evolving business needs.

[REDACTED]

## 5.4 Quality Control/Quality Improvement Plan (L.7.2.1.6.4, C.9, C.9.1)

The quality of information provided to customers is critical. A contractor’s success in meeting all SLAs in a contact center is meaningless if the information offered to customers is inaccurate, incomplete, or inappropriate.

[REDACTED]

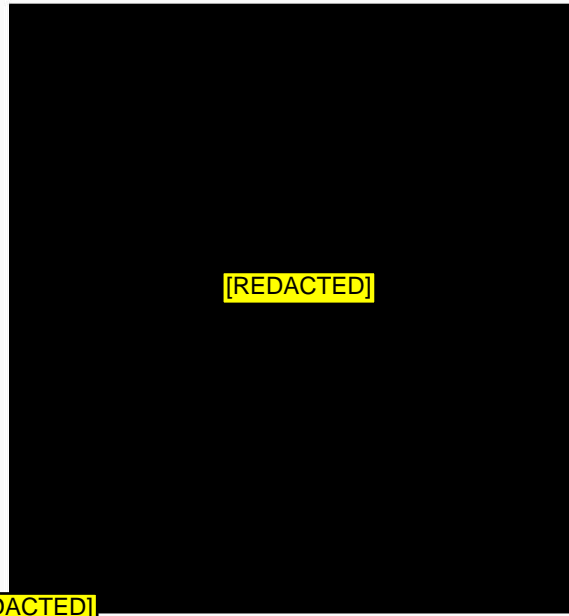
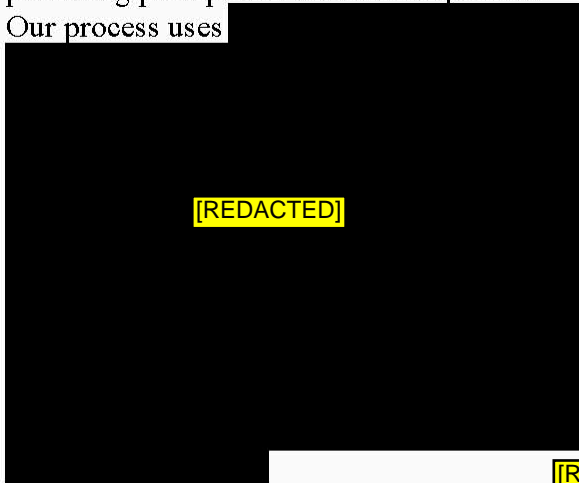
Together, we provide USA Contact with a vigorous, forward- looking Quality Assurance and Quality Improvement Program that looks at contact center quality through the eyes of customers

[REDACTED]

A summary of our quality process:

- Section 5.3.1 describes how we monitoring and calibrating service (see RFP Section C.9.1) and conduct performance assessments (see RFP Section L.7.2.1.6.4)
- Section 5.3.2 describes how we maintain effective service delivery (see RFP Section C.9.2) and maintain quality control over contact center functions (see RFP Section L.7.2.1.6.4)
- Section 5.3.3 describes how we improve our quality (see RFP Section C.9.3) Processes and Methodologies for Conducting Performance Assessment Evaluations

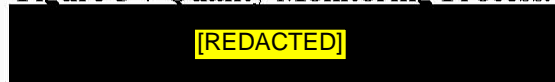
**Monitoring Process:** Our monitoring process focuses on improving the quality of our clients' customer experience, while providing prompt and accurate responses. Our process uses



[REDACTED]

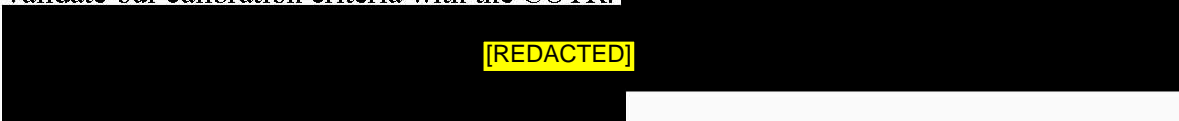
Figure 5-7 Quality Monitoring Process.

**Monitoring Systems:** TechTeam monitors the quality of voice and data interactions



- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**Calibration:** Our calibration techniques ensure uniform quality monitoring. Upon task award, we validate our calibration criteria with the COTR.



**Performance Evaluations:**

Our performance evaluations process assesses each point of the customer experience, so GSA clients are assured TechTeam is providing customers the timeliest most accurate information available in a courteous professional manner. To achieve operational excellence,

[REDACTED]



[REDACTED]

**Figure 5-8.** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Process Improvement:** TechTeam uses [REDACTED] to make monthly recommendations for performance improvement.

**5.4.1 Effectiveness of Service Delivery and Quality Control Functions (C.9.2)**

**5.4.1.1 Effectiveness of Service Delivery**

Effective service delivery is the primary metric for determining contact center success. We use the metrics described below to assess the effectiveness and quality of our service delivery [REDACTED]  
[REDACTED]

**Accuracy of Information Provided and Accuracy of Information Recorded:** QMs use a [REDACTED] information provided and recorded per IS monthly, [REDACTED]  
[REDACTED]  
[REDACTED] We report results according to task order specifications.

[REDACTED] All information delivered to the public from the Government comes from an original source (law, regulation, etc.). [REDACTED]

[REDACTED]  
Customer Satisfaction and Employee Satisfaction Assessments: The satisfaction of our clients, their customers/end users, and our employees is our most important metric, and we synergistically work toward maximum satisfaction. To ensure our surveys meet client standards for objectivity [REDACTED]

- Partner with our clients to design, develop, and implement surveys and provide “straw man samples” [REDACTED]
- Obtain client approvals before initiating survey activities
- Tailor each survey to meet specific client needs using web, mail, or phone surveys
- Aggregate and analyze results and deliver reports with improvement recommendations
- Use approved recommendations to implement a continuous process improvement program

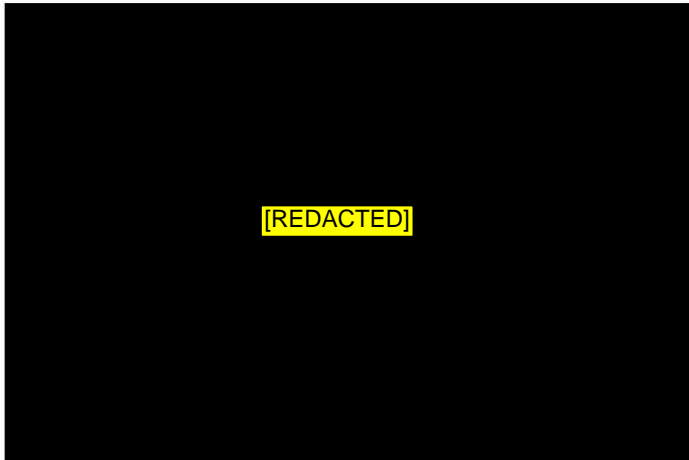


Figure 5-9. [REDACTED]

- [REDACTED]

**5.4.1.2 Quality Control Methods**

Our Quality Management Plan defines the specific methods and processes we use to maintain quality control over task orders. Table 5-7 provides an overview of the methods we implement to maintain quality control over the functional areas listed in RFP Section L.7.2.1.6.4.

**Table 5-7. Plan for Developing, Operating and Maintaining Quality Control.** *Every functional area defines quality and provides feedback for improving performance.*

Plan for Developing, Operating, and Maintaining Quality Control	
Functional Area	Responsibility
Staffing	[REDACTED]
Training	[REDACTED]



Plan for Developing, Operating, and Maintaining Quality Control	
Operations	[REDACTED]
Contract Deliverables	
Performance Management	
Process Engineering	
Service Delivery	
Service Improvements	
Customer Satisfaction	

## 5.4.2 Quality Improvement Program and Conducting Performance Evaluations (C.9.3)

### 5.4.2.1 Quality Improvement Program

TechTeam treats quality improvement as a [REDACTED] for contact center success. Our Quality Improvement Program implements the measures for gathering and assessing the quality of service for every level of task activity. We enter the results [REDACTED] and use the results to help prepare and maintain an Action Plan for continual quality improvement. We deliver recommendations and report the status of ongoing quality improvement activities in a Monthly Status Report.

**Compliment and Complaint Management:** We treat customer compliments and complaints as barometers for measuring the effectiveness of our service delivery. [REDACTED]



[REDACTED]

We will report the status monthly and recommend improvements.

#### 5.4.2.2 Performance Evaluations

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

## 6.0 SECURITY PLAN (L.7.2.1.7, C.3.5.5)

### 6.1 Information Systems Security Management (C.3.5.5)

Security is a continual priority to TechTeam. This section describes our methodology for complying with information systems security requirements and our compliance with federal system security controls as well as our certification and accreditation achievements.

[REDACTED]

Our Information Systems Security Management (ISSM) plan methodology is [REDACTED] to achieve specific

personnel, network, application, and facility security objectives described in Sections 6.1.1-6.1.3.

[REDACTED]

TechTeam and its partners strictly *adhere to Federal and agency security standards* and regulatory requirements —FIPS Publication 199 & 200, NIST Special Publications 800-18, 800-30, 800-34, 800-37, 800-53/53A, 800-53, 53A, 800-30, HSPD-12, and OMB Circular 130. By adhering to these standards, we comply with FISMA and the Department of Defense (DoD) Information Assurance Certification and Accreditation Process (DIACAP) standards, [REDACTED]

[REDACTED]

We achieve full *Certification and Accreditation (C&A) on our tools, processes, and infrastructure*, and as new task order requirements are implemented, we map and gap the new requirements, and conduct C&A on the new processes, tools, and infrastructure. We include C&A activities in each new task order project plan including certifying new components in response to updates. We maintain all C&A documentation on configuration control for ongoing inspection and provide a *Certifier's Statement* documenting security controls are correctly implemented and effective in their applications.

Our ISSM, [REDACTED] delivers a Security Plan, Security and Test Evaluation Reports, Risk Assessment

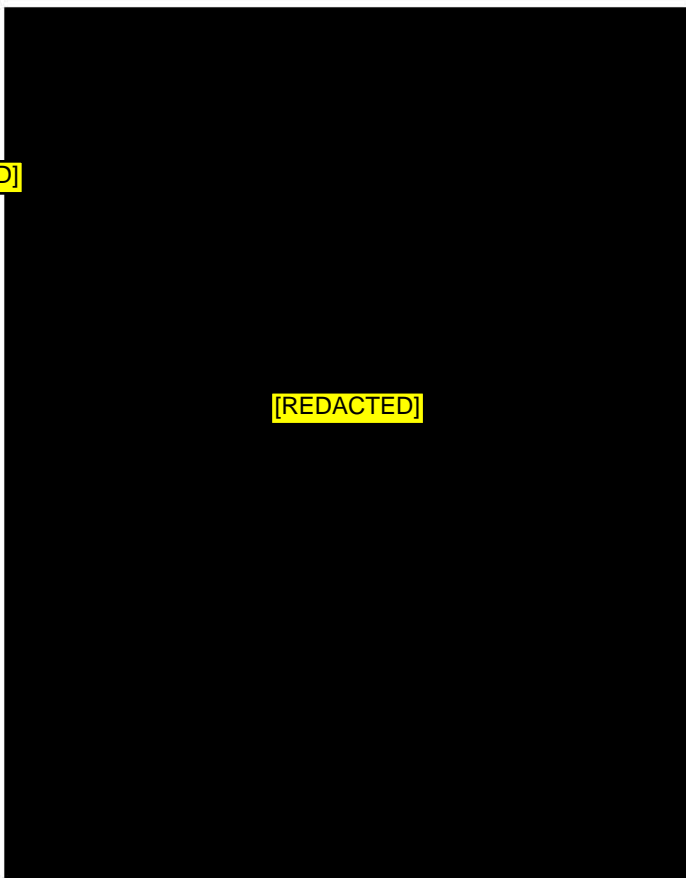


Figure 6-1. [REDACTED]

Reports, and Certifier's Statements in response to each task order. The *Security Plan* describes the security roles and responsibilities of all team members, as well as the specific technical, management, and operational controls we implement to secure contact center operations. In conjunction with FIPS 199 and NIST SP 800-60, we developed a *Security Characterization Assessment* to consistently map security impact levels to types of information such as privacy, medical, proprietary, financial, contractor sensitive, trade secret, investigation and information systems that are mission-critical, mission support, or administrative. We evaluate and report on these controls in our *Security Test and Evaluation Reports*, which includes all activities and results related to on-going risk assessments. Our policies and procedures comply with NIST and FISMA.

[REDACTED]

Our

*Risk Assessment Reports* deliver a "straight up" clear view of potential

[REDACTED]

is a Certified Information Security Systems Professional (CISSP)

[REDACTED]

works with our Key Managers and to build a security solution in Step 3 (see Section 5.1 for details). During this step, builds solutions compliant with Federal standards and imbued with the management, operational, and technical controls required to prevent, detect, and recover from security incidents.

Depending on task scope and complexity, designates a task-level Security Manager

[REDACTED]

As part of our *Security Improvement Program* (Figure 6-1), we continually, maintain, control, and evaluate our performance. We use these data to recommend security process and technology improvements at least monthly to the COTR. Part of this process involves continually collecting, managing, and reviewing security, audit, and compliance improvement initiatives. These include initiatives identified in place, completed, and not yet started, as well as the number of security incidents related to non-current security maintenance. Security vulnerability that is not mitigated through the patch management process requires a *Plan of Action and Milestones (POA&M)* to be created and tracked through the Change Management process.

[REDACTED]

The ISSM also ensures full participation by all business units

[REDACTED]



**Contingency Plans.** The Contingency Plans document the back-up procedures, the alternate storage facility, and the alternate processing site in case of service disruption. The plan details the steps required to restore service both locally and at an alternate site. A Contingency Test Plan is exercised periodically to train staff, test interoperability, and ensure data integrity.

Lastly, we update [REDACTED] the *E-Authentication Risk Assessment* that identifies the required

[REDACTED]  
[REDACTED]  
[REDACTED]

### 6.1.1 Personnel Security (C.3.5.5.1)

As per our HR policy, we screen candidates and new hires to conduct credit and criminal history inquiries, verify their claimed employment records, and screen them for illicit drug use according to appropriate Federal, State, and local laws and statures and specific and applicable Agency directives, such as HSPD-12. We have extensive experience supporting Government agencies with cleared personnel.

[REDACTED]  
[REDACTED]  
[REDACTED]

### 6.1.2 Information and Telecommunications Systems Security (C.3.5.5.2)

To protect your information, telecommunications, software application and databases, as well as Internet and e-mail as defined in Section C.3.5.5.2, we implement

[REDACTED]  
[REDACTED]  
[REDACTED]

As a CISSP [REDACTED] nsures the [REDACTED] security functions defined in RFP Section C.3.5.5.2

[REDACTED]  
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



As described above, we test, evaluate, and report on our security controls using *Security Test and Evaluation Reports*.

[REDACTED]

[REDACTED]

We report and maintain logs of such activities.

We are also knowledgeable of

[REDACTED]

### 6.1.3 Facilities Security (C.3.5.5.3)

Facility security is paramount. Loss of materials, misuse of physical assets, or unauthorized access can disrupt or even halt contact center operations. To prevent this, we strictly adhere to policies used to control access, protect physical assets, control confidential information, and notify clients in the event of an incident. Workplace security depends on active participation and cooperation of every employee. We train our employees in facility security procedures so they can efficiently respond to an incident and escalate the incident and notify clients within SLAs.

We *control access* with permanent ID badges issued to employees and visitors. Immediately upon termination, we collect badges and disable/delete access and information systems accounts, and document these actions. Building



Figure 6-2.

[REDACTED]

access is in strict control, as well as access computer and telecommunications rooms using smart cards programmed with appropriate security access. Within our facilities, we also provide locked storage rooms, lockable file cabinets, confidentiality stamping, restricting system access, data encryption, restricting print options, and shredding confidential materials ensures physical security of information in the contact center. In the case of our *data and telecommunications* centers, we control access through key-codes and limit entrance to those employees supporting the operation. Visitors are escorted by employees at all times.

We ensure all our employees and subcontractors understand how to handle *confidential information*. [REDACTED] works with clients to ensure all agency rules and regulations for the processing of confidential information are defined in our Security Plan. Using the plan, he works with the Project and Site Managers to develop standard operating procedures. He trains staff members in proper information handling techniques.

[REDACTED]

Our facility security policies will keep GSA clients aware of facility security posture at all times through *proper notification procedures*.

[REDACTED]

[REDACTED]

## 7.0 PLAN FOR SPECIAL HIRING (L.7.2.1.8)

TechTeam is committed to *meeting at least the 5% RFP staffing requirement* for using National Industries for the Blind (NIB) and National Industries for the Severely Handicapped (NISH).

### 7.1 Recruitment, Hiring, Training and Retention Processes

To recruit, hire, train, and retain blind and severely handicapped staff members, we have entered into partnership with NIB and NISH.



**Figure 7-1. NIB and NISH Service Offerings.**  
*Provide many benefits, including access to skilled ISs expert at supporting special needs customers.*

[REDACTED]

[REDACTED]

Our partnership with NIB and NISH provides GSA clients with the broadest access to NIB and NISH resources at the greatest benefits to their agencies and customers.

[REDACTED]

[REDACTED]



## 7.2 Roles and Responsibilities between TechTeam and its Partners

TechTeam has developed a plan to integrate NIB and NISH into [REDACTED] our [REDACTED] task order management life cycle (see Section 5.4 for a description of the entire process).

- [REDACTED]
- [REDACTED] response task orders, TechTeam, NIB, and NISH determine how to best integrate their services into the solution and help prepare our task order proposal.
- [REDACTED]
- [REDACTED] During the task management process, NIB and NISH operate [REDACTED] [REDACTED] their performance metrics, how they monitor their progress against the Task Order Management Plan, and report status. Our Project Management works closely with NIB and NISH agencies to proactively mitigate risks, maintain open communications, and facilitate their success. [REDACTED] NIB and NISH are given the opportunity to fill vacancies. NIB and NISH candidates undergo the same screening, testing, and background investigation procedures as described in Sections 5.2.1, 5.2.2, and 6.1.2 with accommodation for their particular handicap.
- [REDACTED] TechTeam delivers a report demonstrating we that are meeting the 5% minimum special hiring objective. We will deliver the report electronically following the format defined in RFP Section G.5.3 whether we used NIB and NISH services during the month or not.
- [REDACTED] and NISH Project Managers provide status reports to the TechTeam Project Manager so the Project Manager can aggregate this information in task order status reports.
- [REDACTED] and NISH are provided with defined criteria for performing their work, which they continually measure. NIB, NISH and TechTeam will analyze the results and recommend improvements. NIB and NISH will implement the improvements and assess their success at achieving continual gains in performance and quality.

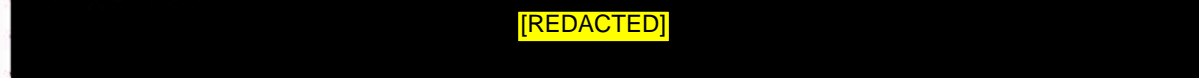
[REDACTED]



**7.3 History and Successes in Employing the Blind and/or Severely Handicapped**



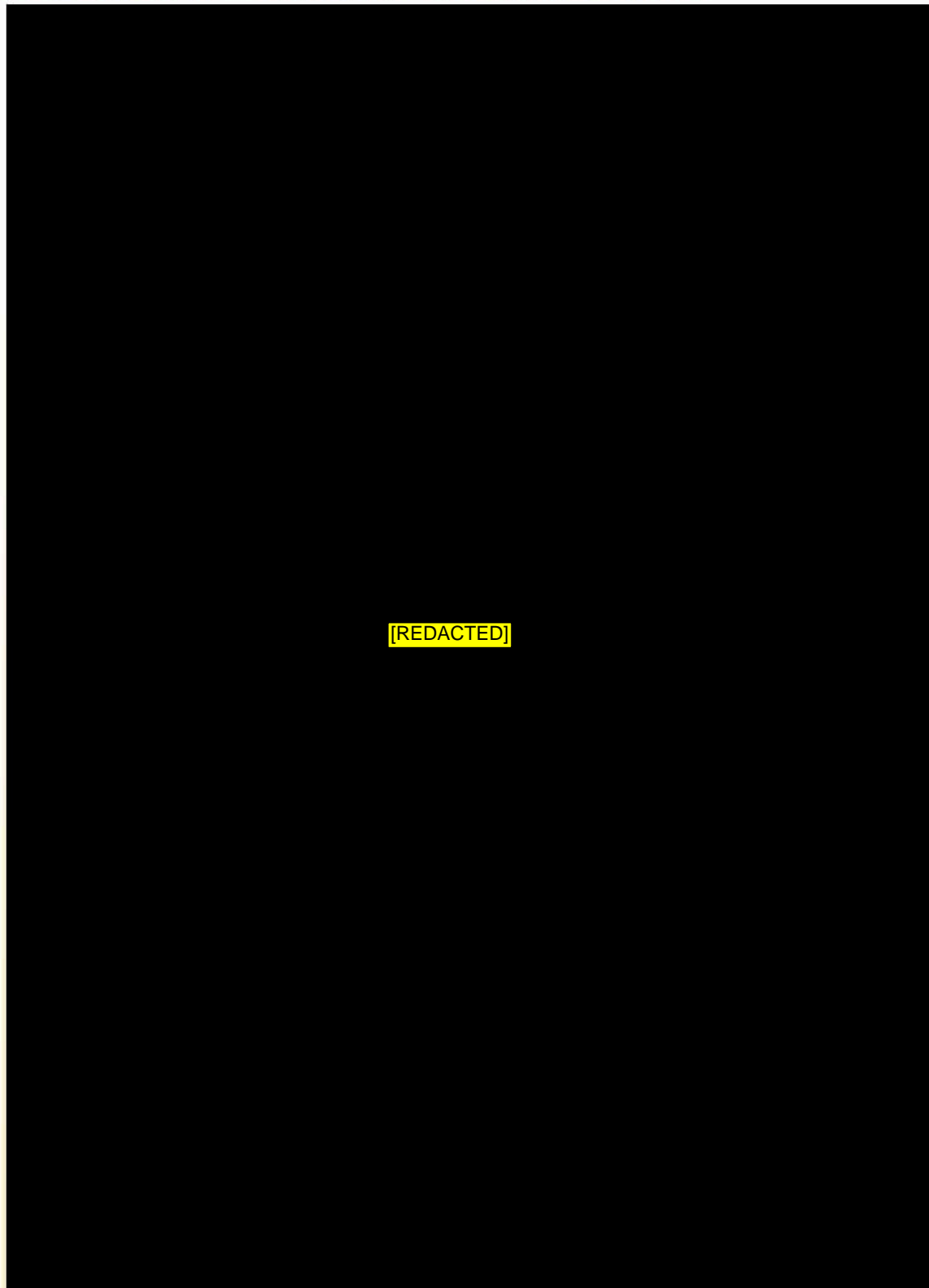
As we mention in Section 7.1, above, TechTeam has [REDACTED] with both NIB and NISH



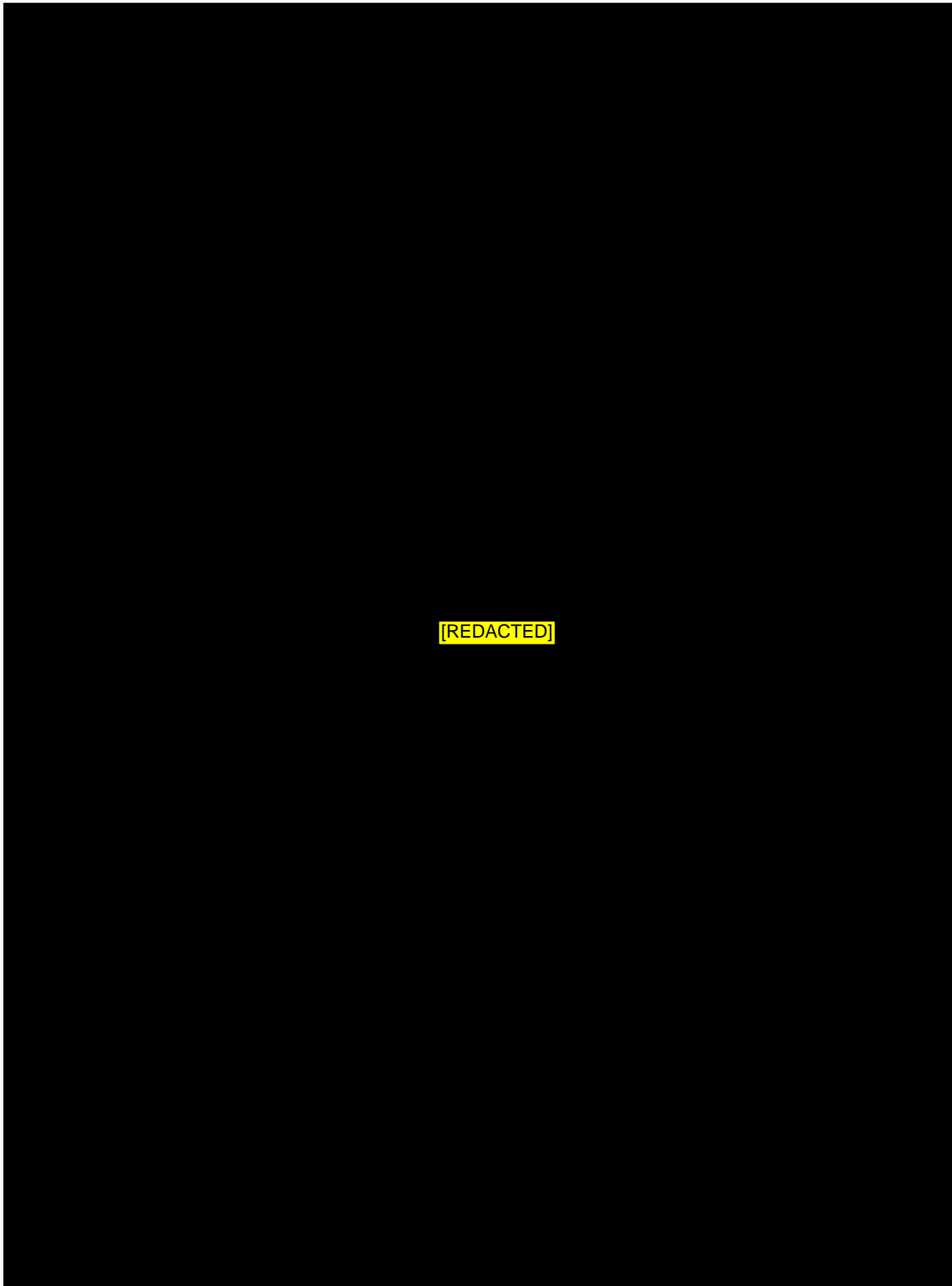
[REDACTED] TechTeam looks forward to the opportunity of hiring blind individuals and severely disabled individuals and incorporating them into our workforce on GSA USA Contact Task Orders and other work opportunities.



## APPENDIX A — ORGANIZATIONAL CHART

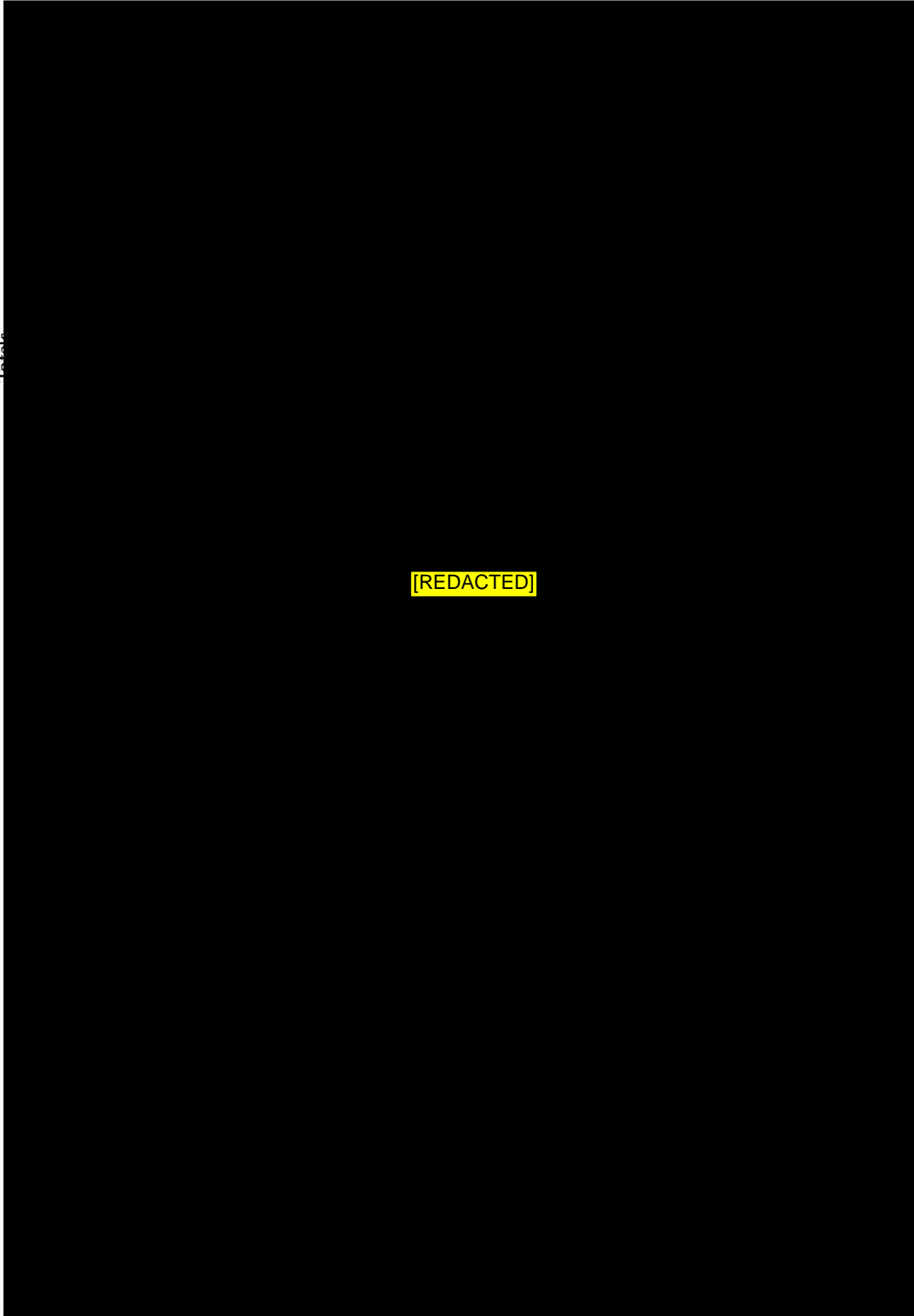


## APPENDIX B — SAMPLE REPORTS



[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]



## **APPENDIX C — SAMPLE CONTINGENCY TEST PLAN**

This Appendix C contains three sections. The first is our Sample Contingency Test Plan, which we present [REDACTED]

This sample Plan is consistent with our Contingency/Disaster Recovery Planning discussion in Section 4.4, starting on page 77, where we discuss our approach to planning, contingency response, disaster recovery, and risk mitigation.

The second section presents a [REDACTED] which starts by analyzing [REDACTED] the initial task orders and results in the creation of the compliant, relevant Plans that also are responsible for effective, low-risk, task order performance.

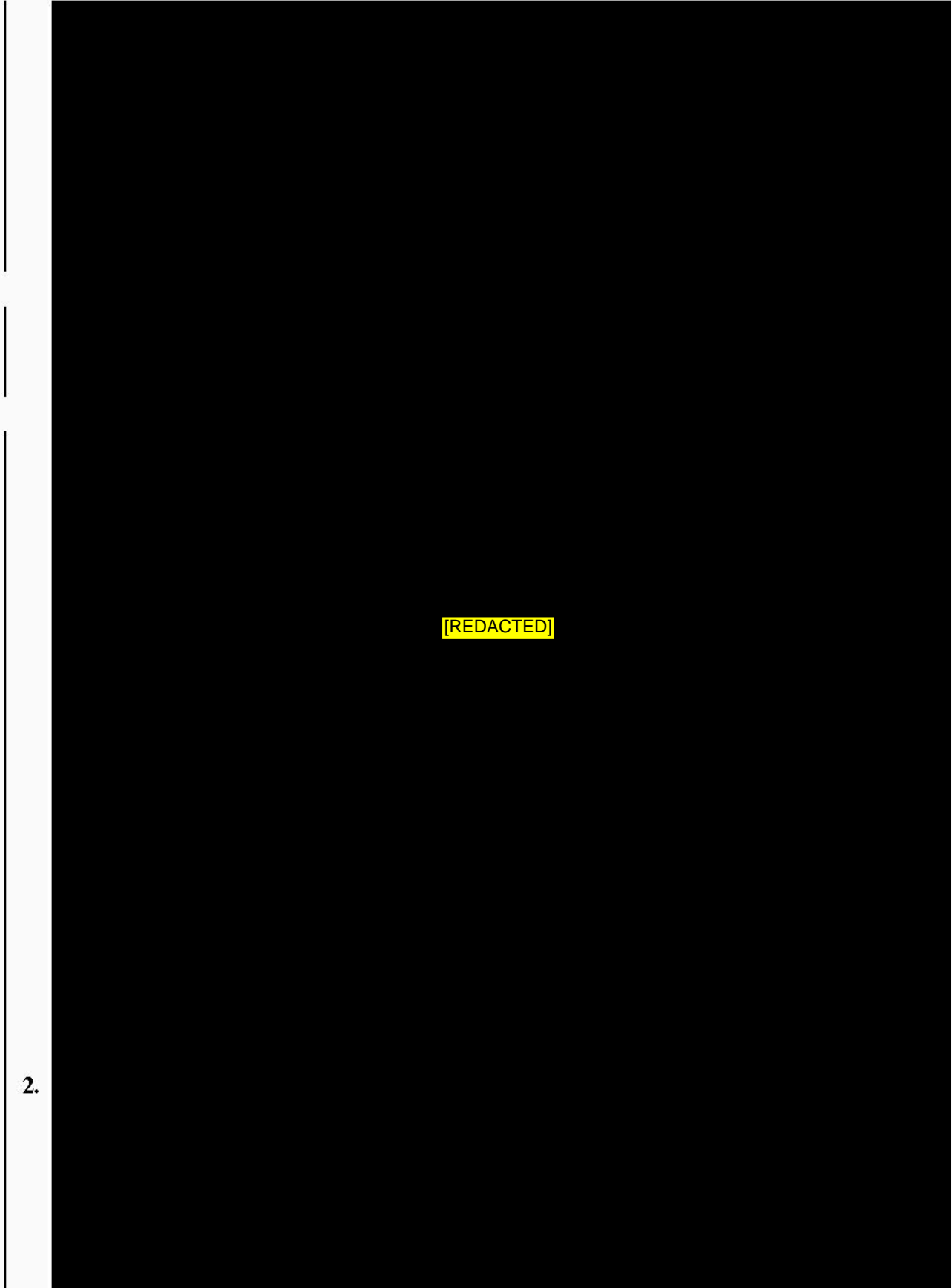
Finally, in the third section, we provide our Business Continuity Plan Template. [REDACTED]

[REDACTED]

### **I. Sample Contingency Test Plan**

1.

[REDACTED]



[REDACTED]

2.

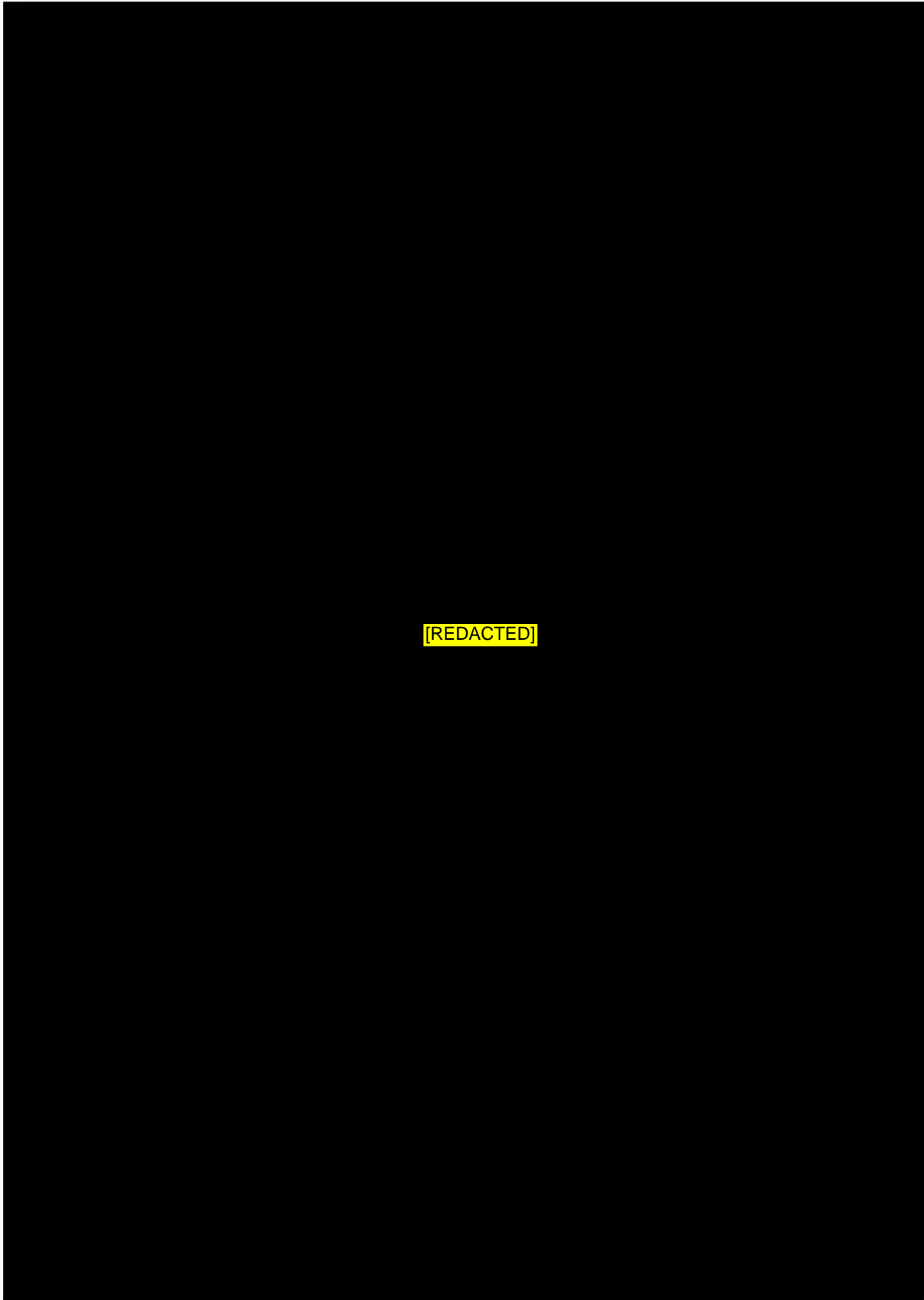
3.

[REDACTED]

4.

5.

[REDACTED]



[REDACTED]



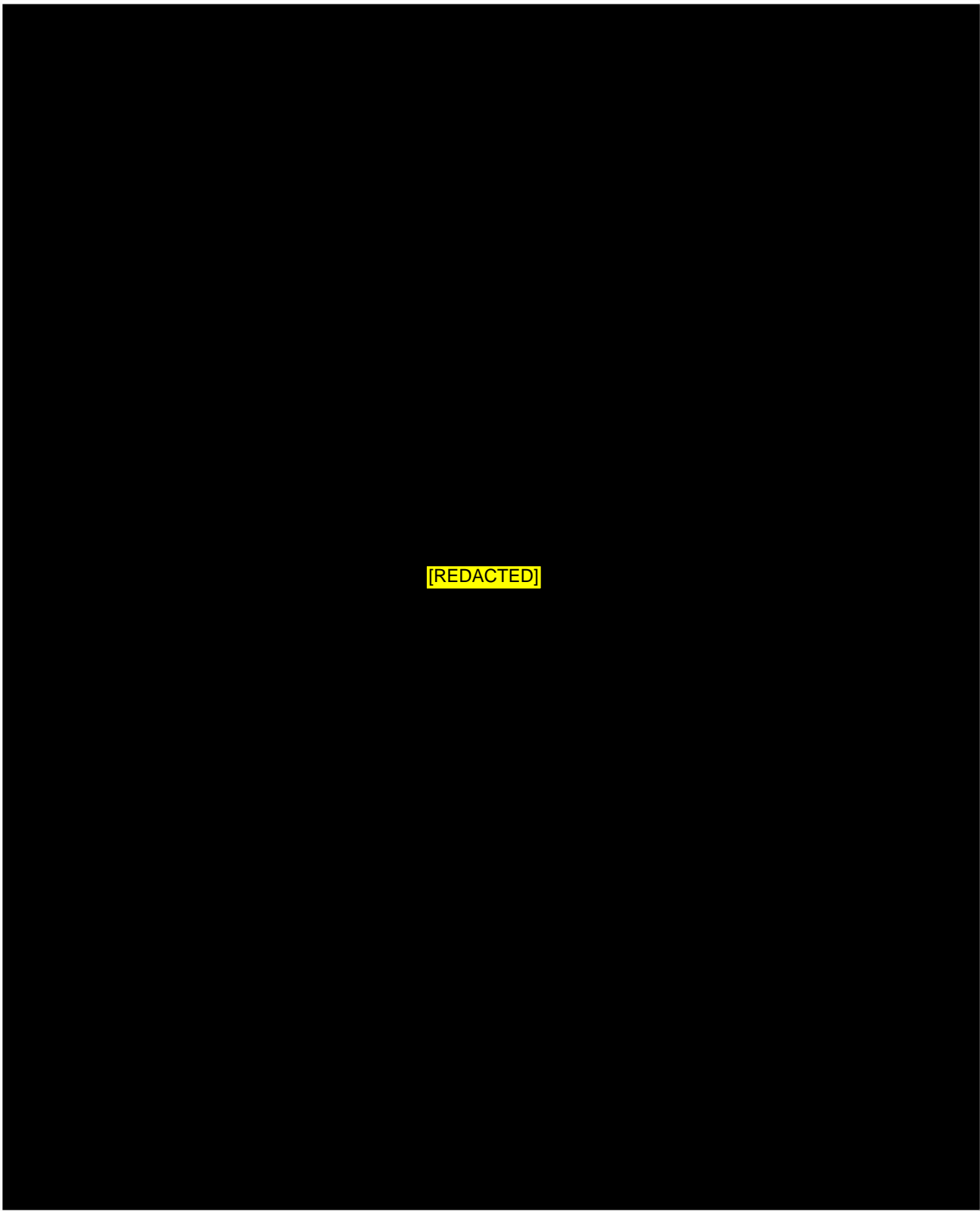
6.

[REDACTED]

## II. Business Continuity Plan Process

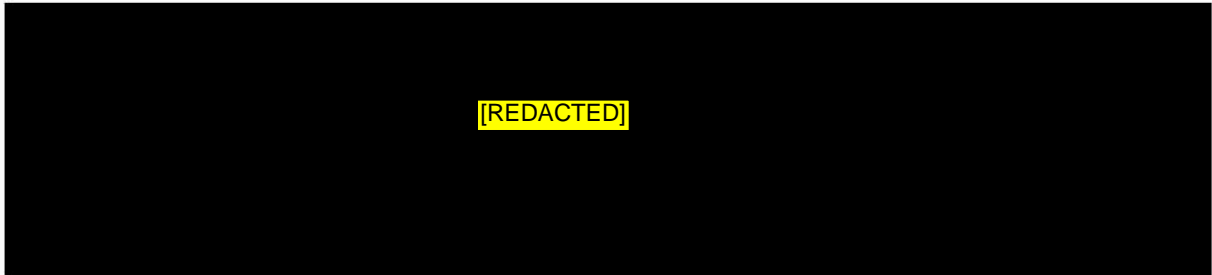
This Section presents an overview of TechTeam's Business Continuity Plan Process.

[REDACTED]



[REDACTED]

**III. Business Continuity Plan Template**



[REDACTED]

[REDACTED]

# Business Continuity Plan Template

*CONFIDENTIAL*



[REDACTED]

# Business Continuity Plan Template

*CONFIDENTIAL*



[REDACTED]



[REDACTED]

# Business Continuity Plan Template

*CONFIDENTIAL*



[REDACTED]

# Business Continuity Plan Template

*CONFIDENTIAL*



[REDACTED]