

What is

## USA Contact?

A General Services Administration (GSA) innovative contract for multi-channel contact center services. The first of its kind and the only government contract to offer a full range of contact center services, E-Gov solutions, and citizen relationship management strategies, tools, and applications.

Whether you want to establish a new contact center or enhance your current one, USA Contact is the contract for you!

USA Contact is managed by USA Services—a Presidential E-Gov initiative—and is located within GSA's Office of Citizen Services.

### Why is USA Services doing this?

Serving citizens is our business! We have been doing it for over 30 years through our various award-winning nationwide programs:

- **National Contact Center – 1 (800) FED INFO**
- **USA.gov** (formerly FirstGov.gov) – the government's official web portal
- **Pueblo, CO publication distribution facility**

USA Contact supports our vision of providing easy access to information and services and ensuring timely, consistent, and accurate responses to citizen inquiries.



**USA Services**

**U.S. General Services Administration**  
Office of Citizen Services  
1800 F Street, NW Room G142  
Washington, DC 20405  
[www.usaservices.gov](http://www.usaservices.gov)  
202-501-1612

## USA Contact

Contact Center Solutions to  
Help your Agency Respond  
to Citizens



**USA Services**

Why use

## USA Contact?

- NO FEE
- Proven track record of 15 task orders awarded
- 9 prequalified industry leading vendors
- Save time and up to \$250,000 in procurement costs by avoiding a full and open competition
- Rarely protested
- Turn your agency scorecard green!
- Contact center experts to help you with the process

## Services offered

*We provide the following turnkey solutions for your contact center needs:*

- Contact Centers and Call Centers
- Interactive Voice and Voice Recognition systems
- Web Chat/Collaboration
- Correspondence Management/Response
- Automated Frequently Asked Questions (FAQs)
- Multi-Language Support
- Emergency Response and 24 X 7 Support
- Assistance with Forms and Applications
- Order and Fulfillment Intake
- Customer Feedback and Satisfaction Surveys
- Routing Calls to Most Appropriate Destination
- Outbound Calls
- Telephone Services for Hearing Impaired (TDD/TTY)
- Transcription Services
- And more services to accommodate your customer's needs.

## USA Services provides support

We help you define requirements for your Statement of Work (SOW). Check out our USA Contact Procurement Tool Kit to view samples of documents you will need to initiate your task order .

[http://www.usaservices.gov/contactcenters/first/USAContact\\_Toolkit.php](http://www.usaservices.gov/contactcenters/first/USAContact_Toolkit.php)

## Suppliers

*We have 9 Solutions Partners who are leaders in the contact center industry! For more info visit:*

- Convergys Corporation <http://www.convergys.com/>
- CSC-Datatrak Information Services, Inc. <http://www.datatrak-dc.com>
- EDS <http://www.eds.com/>
- ICT Group <http://www.ictgroup.com>
- Lockheed Martin Corporation <http://www.lockheedmartin.com/bps/>
- L3 Communications <http://www.l-3com.com/>
- TechTeam Government Solutions <http://www.techteam.com/governmentsolutions/>
- TeleTech Government Solutions <http://www.teletech.com>
- Vangent, Inc. <http://www.vangent.com> (formerly Pearson Government Solutions)

## Costs

There is no fee for using the contract, and you can use our **Citizen Services Cost Calculator** to help you estimate the cost of starting a new call or contact center, as well as the cost of making enhancements to your current center.

We'll help you finalize the SOW (SOO) and issue it to our solutions partners for competition. The solution partners will come back with proposals that state how they would solve your problem(s), and at what price.



## How soon can I get my task order awarded?

Most task orders are awarded in 10-12 weeks. For more information contact:

USA Contact Project Manager @ **202-501-1612**  
or visit: [www.usaservices.gov](http://www.usaservices.gov)