

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 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!

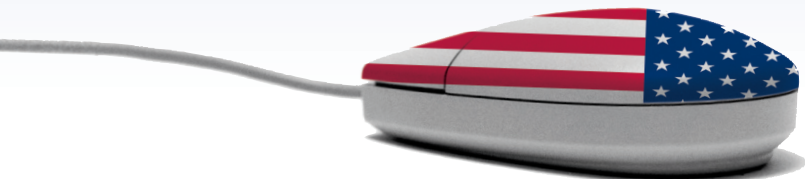
Visit our web site for more USA Contact details:
<http://www.gsa.gov/usacontact>

Why is the Office of Citizen Services doing this?

Serving citizens is our business! We have been doing it for over 40 years through our many award-winning nationwide programs:

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

USA Contact supports the President's Open Government directive for immediate, direct, and responsive interaction with citizens.



**USA Contact is managed by
GSA's Office of Citizen Services**

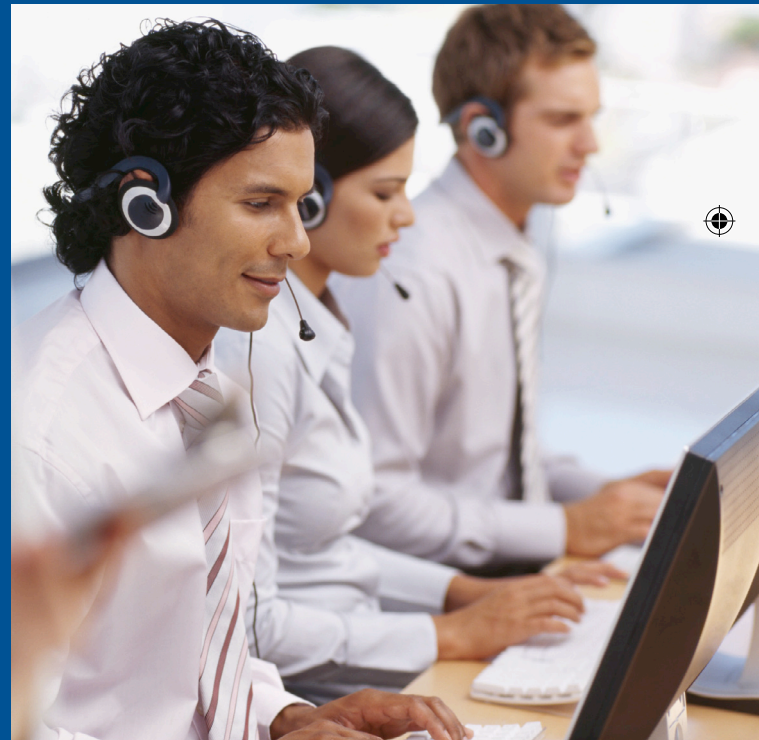
U.S. General Services Administration
Office of Citizen Services
1800 F Street, NW Room G142
Washington, DC 20405
www.citizenservices.gov
202-501-1612



GSA Office of Citizen Services

USA Contact

Contact Center Solutions to Help your Agency Engage Citizens



We Know Contact Centers

<http://www.gsa.gov/usacontact>

Why use

USA Contact?

- No contract administration fee
- Offers Delegation of Contracting Authority
- 9 Prequalified Solution Partners - Industry Leaders
- Save time and money using our streamlined competitive environment
- Never successfully protested
- Over 40 years of experience to help you with the process.

Solutions & Services Offered Through USA Contact

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

- Interactive and Voice Recognition Systems
- Web Chat/Collaboration
- Correspondence Management/Response
- Automated Frequently Asked Questions (FAQs)
- Multi-Language Support
- Order and Fulfillment Applications
- Customer Feedback and Satisfaction Surveys
- Skills Based Call Routing
- Screen Pops and CTI (Computer Telephony Integration)
- Outbound Calling Campaigns
- Telephone Services for Hearing Impaired (TDD/TTY)
- Transcription Services
- Emergency Response and 24 X 7 Support

We know the Government Contact Center Community!

In addition to USA Contact, The Office of Citizen Services also sponsors the Government Contact Center Council, which is a community of contact center leaders from over 35 Federal Offices. This group meets regularly to discuss challenges, opportunities, and information transparency.

Contact us today, and let's see how together, we can improve the way agencies engage citizens

For more information contact: USA Contact Project Manager
@ 202-501-1612 or visit: www.gsa.gov/usacontact

Solution Partners

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 will help you finalize the Statement Of Work. Once it's issued to our Solution Partners, they will provide competitive proposals that meet your contact center requirements.



How soon can I get my task order awarded?

- Your agency controls the timeline!
- Most task orders are awarded within weeks