

## Vangent

### Technical Proposal Discussion Issues

**Issue 1:** Offeror does not describe whether the primary and back-up data centers are co-located with contact centers, affording a less than complete understanding of their infrastructure.

**Question 1:** Will the offeror describe whether the primary and back-up data centers are co-located with contact centers.

**Vangent Response:** In the past, Vangent has co-located its contact center hardware including ACDs, IVRs, quality recording, workforce management, channel communication servers, etc with the contact center personnel. With the exception of the ACD, contact center systems were typically custom-built for each program and remained solely dedicated to their respective programs. Disaster recovery was accomplished by distributing contact centers across multiple centers, each with their own set of equipment and enough personnel and system capacity to handle the full call load if one center were to go down. Load balancing and failover between these multiple centers were handled through cloud-based or hosted [REDACTED] routing systems.

Starting in the fall of 2007, in addition to our traditional customized co-located model, Vangent in partnership with its IT services provider [REDACTED] began implementing a more cost-effective centralized and shared contact center system hosting approach. Under this approach, all contact center systems are consolidated into our Primary and Secondary Service Hosting Sites. [REDACTED] The contact center can be an existing Vangent facility, a future facility, or a third-party partner facility. Our centralized approach allows us to rapidly stand up new contact centers as demand warrants, re-route channel traffic around a system failure, or better utilize existing contact centers to their optimal capacity.

Because our [REDACTED] is robust enough to effectively transport all channel communications over long geographic distances, future contact center programs will not be co-located with the actual data centers. Along with the switch and call routing hardware, all associated contact center technologies such as IVRs, CRM, content management, data warehouse, workforce management, and channel communication servers (such as email, chat, and fax) are hosted within the Primary and/or Secondary Service Hosting Sites. These systems are shared by multiple programs and expanded as needed when new programs are stood-up or when existing programs need more capacity. For security reasons, program data on shared systems is segregated from other programs using industry-standard techniques such as separate physical SAN drives, WAN data transport separation, domain-level access controls to data, and application-level role and program-based access controls.

If the Government requires strict hardware-level separation of contact center systems, then Vangent is fully capable of accommodating this requirement by building dedicated systems that are hosted at one or both of the Primary Service Hosting Sites in separate hosting cage.

Disaster recovery for USA Contact task orders will be handled one of two ways depending on the requirements of the program. The most robust approach is full duplication of contact center systems, voice circuits, and data at the Primary and Secondary Service Hosting Sites. In the event of a complete or partial loss of one site, the other can take up the load in real time with no disruption of service. If disaster recovery requirements do not warrant real-time failover, or do not require full operation of all contact center systems, then calls can be bypassed around the Primary Service Hosting Site and directed directly to the remote contact center for processing. Pre-established Service Level Agreements and Disaster Recovery Plans would then determine the means and timeline for rebuilding the full contact center capability.

Vangent has updated Section 2.2.2.1 and Figure 2-21 of its technical proposal accordingly. Additionally, we have provided another diagram further illustrating our approach as Figure 2-22.

**Issue 2:** Offeror does not address the need for staff to handle development and maintenance of content/knowledge-base in its plans.

**Question 2:** Will the offeror address the need for employees who will handle content/knowledge-base development and maintenance?

**Vangent Response:** Vangent agrees with GSA and fully understands the need to provide staff to develop and maintain content for each task order issued under USA Contact. As such, we have modified our technical proposal to include a Content/Knowledge Management function in the organizational chart (Figure 3-1) and provided a narrative description of this functional support group in Table 3-1, Vangent Program Management Structure and Support Resources:

Content/ Knowledge Management	Responsible for working with task order project managers, GSA, and its customers to research, develop, and maintain customized content and knowledge bases for use by our contact center staff. Coordinates with partner agencies to define their knowledge management needs, sources of content, guidelines, policy, approval, and QA processes. Works extensively with our Site Managers and training teams to ensure the delivery of accurate and consistent information to the public. Develops the Knowledge/Case Management Plan, which is the governing document for our knowledge management effort. Serves as the "chief librarian" during knowledge and case database maintenance to validate and control the quality of the information, and to coordinate and communicate quickly and efficiently during major task order events.
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