

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



CONTRACTS AND PROCUREMENT ADMINISTRATION

**DETERMINATION AND FINDINGS FOR
A SOLE SOURCE CONTRACT**

CONTRACT NO.: DCRL-2014-R-0096
CAPTION: Child Abuse and Neglect Hotline Training
PROPOSED CONTRACTOR: The Call Center School (TCCS)
PROGRAM AGENCY: Child and Family Services Agency

FINDINGS

1. AUTHORIZATION:

D.C. Official Code § 2-354.04, 27 DCMR 1304 and 1702

2. MINIMUM NEED:

The Government of the District of Columbia, Child and Family Services Agency (CFSA), is seeking a contractor to provide the needs assessment, training development, and training delivery designed to support enhanced telephone communications, client engagement, writing skills, and Call Center Management for the CFSA Child Abuse and Neglect Hotline to help inform the CFSA Differential Response Model for children/families in crisis due to alleged maltreatment. The period of performance shall be from April 30, 2014 through September 30, 2014.

3. ESTIMATED REASONABLE PRICE:

\$32,500.00

4. FACTORS WHICH JUSTIFY SOLE SOURCE PROCUREMENT:

- (a) The contractor listed above, TCCS, was determined to provide the best combination of *qualified services, competitive rates and* experience when several providers were reviewed.

- (b) TCCS has the *experience and qualifications* to perform these services because:
The Call Center School was founded in 2001 and each partner contributes more than 20 years of experience in the call center industry. General “customer service skills” are critical components of the program with an increased focus on customer satisfaction and retention. Frontline training courses address spoken communication skills (“what you say” and “how you say it”) as well as techniques for turning around negative customer situations. The Call Center School consists of an expert team of linguists, video journalists, call center specialists and e-learning developers. A consistent, professional standard ensures all content is kept continually up-to-date and in context.

The Call Center School provides comprehensive training to help workers understand how to handle the call. The training expounds on monitoring and coaching as a requirement to ensure the quality of every single customer interaction. The Call Center School’s Quality Assurance program includes all topics related to customer surveying and feedback.

- (c) TCCS *prices are comparable with other agencies*, yet they offer superior quality and deliver more comprehensive services. They offer comprehensive Call Center Operations onsite training and e-learning opportunities conducive to self-paced *learning*.

They also offer supervisor training to assist managers and supervisors in understanding how to monitor staff performance, utilize call center reports and technologies, diagnose performance problems, coach for improved performance, and implement worker retention programs.

The most unique aspect of The Call Center School is that it offers post-training certification testing on the knowledge and skills learned in the Master Series Frontline Fundamentals, Supervision, Workforce Management and Quality Assurance courses provided. Students achieving a score of 80% or higher on the exam will receive a certificate of completion with annual recertification

- (d) TCCS is the only entity capable of meeting the District's minimum need during the proposed period of performance as the proposed contractor has experience providing said services on behalf of CFSA.

5. CERTIFICATION BY AGENCY HEAD:

I hereby certify that the above findings are true, correct and complete.

Date

Brenda Donald
Director

CERTIFICATION BY CONTRACTING OFFICER

6. I have reviewed the above findings and certify that they are sufficient to justify the use of the sole source method of procurement under the cited authority. I certify that the notice of intent to award a sole source contract was published in accordance with 27 DCMR 1304.

Date

Tara Sigamoni
Agency Chief Contracting Officer

DETERMINATION

Based on the above findings and in accordance with the cited authority, I hereby determine that it is not feasible or practical to invoke the competitive bidding process under either Section 402 or 403 of the District of Columbia Procurement Practice Reform Act of 2010 (D.C. Law 18-371; D.C. Official Code §2-354.02 or 2-354.03). Accordingly, I determine that the District is justified in using the sole source method of procurement.

Date

Tara Sigamoni
Chief Procurement Officer