

HUDCentral Contact Center

September 2019

The tables below map the Contact Center CoE HUDCentral Pricing Sheet CLINs to their respective sections in the HUDCentral RFQ.

Base Period	
Pricing Sheet	RFQ Section
CLIN 0001 (Key Personnel) (Firm Fixed Price)	5.3 Key Personnel
CLIN 0002 (Change Management Support) (Firm Fixed Price)	1.8 Project management and change management requirements
CLIN 0003 (Discovery & Design) (Firm Fixed Price)	1.7.4.1 Knowledge Management Development Phase I: Discovery and Design
CLIN 0004 (Build & Test) (Firm Fixed Price)	1.7.4.2 Knowledge Management Development Phase II: Build, Integrate, and Test
CLIN 0005 (Populate New Knowledge and Content Management System) (Firm Fixed Price)	1.7.4.3 Knowledge Management Development Phase III: Implement and Populate
CLIN 0006 (Technology Implementation) (Labor Hours) (NTE \$107,550)	1.7.1.1.1 Certification & Accreditation (C&A) and Authority to Operate (ATO)
	1.7.4 Knowledge Management Solution Requirements: Labor Hour CLINs outside of CLINs 0003-0005 (e.g. sandbox, developer licenses)
CLIN 0007 (Services: Operations Months 7-12) (Labor Hours) (NTE \$3,800,000.00)	1.7.7 Customer Service Representative staffing requirements
	1.7.8 Training requirements
	1.8.2 Governance, staffing, and workforce management
	1.8.4 Quality Control (QC)

	1.8.5 Data analysis and reporting
	1.8.6 Continuous improvement
	1.8.7 Risk management
CLIN 0008 (Services: Other Operational Costs Months 7-12) (T&M) (NTE \$530,000.00)	1.7.2 IT system and platform requirements (Maintenance)
	1.7.3.6 Self Service (IVR and Chatbot speech and text requests)
	1.7.5 Facilities Requirements
	1.7.6 Equipment Requirements
CLIN 0009 (Contact Center Technology as a Service) (T&M) (NTE \$819,500)	1.7.2.3 Consolidated desktop and computer telephony integration
	1.7.3 Contact channel requirements
CLIN 0010 (CRM/KM System) (T&M) (NTE \$972,720)	1.7.2.1 Customer Relationship Management (CRM)
	1.7.2.2 Knowledge Management Tool (KM Tool)
Optional T&M CLIN 0011 (Travel) (NTE \$10,000)	5.5 Travel and Per Diem
Optional T&M CLIN 0012 (Transition Out) (NTE \$1,400,000.00)	1.8.10 Transition-out

Option Year 1

Pricing Sheet	RFQ Section
CLIN 0001 (Key Personnel) (Firm Fixed Price)	5.3 Key Personnel
CLIN 0002 (Technology Implementation) (Labor Hours) (NTE \$395,000.00)	1.7.2.3 Consolidated desktop and computer telephony integration (Enablement cost)
	1.7.3.5 Live Chat (Enablement cost)
	1.7.3.6 Self Service (AI enablement cost)
CLIN 0003 (Services: Operations) (Labor Hours) (NTE \$13,500,000.00)	1.7.7 Customer Service Representative staffing requirements
	1.7.8 Training requirements
	1.8.2 Governance, staffing, and workforce management
	1.8.4 Quality Control (QC)
	1.8.5 Data analysis and reporting
	1.8.6 Continuous improvement
	1.8.7 Risk management
CLIN 0004 (Services: Other Operational Costs) (T&M) (NTE \$1,333,000.00)	1.7.2 IT system and platform requirements (Maintenance)
	1.7.3.6 Self Service (IVR and Chatbot speech and text requests)
	1.7.5 Facilities Requirements
	1.7.6 Equipment Requirements
CLIN 0005 (Contact Center Technology as a Service) (T&M) (NTE \$1,500,000.00)	1.7.2.3 Consolidated desktop and computer telephony integration
	1.7.3 Contact channel requirements
CLIN 0006 (CRM/KM System) (T&M) (NTE \$2,400,000.00)	1.7.2.1 Customer Relationship Management (CRM)
	1.7.2.2 Knowledge Management Tool (KM Tool)

Optional T&M CLIN 0007 (Weekend Operations) (NTE \$284,000.00)	1.6.6 HUDCentral operating hours (weekend hours)
Optional T&M CLIN 0008 (Spanish Knowledge Management) (NTE \$250,000.00)	1.6.5 Languages (Spanish knowledge articles)
Optional T&M CLIN 0009 (Test & Learn Pilot) (NTE \$500,000.00)	1.8.6.1 Test-and-learn
Optional T&M CLIN 0010 (Transition Out) (NTE \$3,800,000.00)	1.8.10 Transition-out

Pricing Sheet	RFQ Section
CLIN 0001 (Key Personnel) (Firm Fixed Price)	5.3 Key Personnel
CLIN 0002 (Services: Operations) (Labor Hours) (NTE \$12,246,000.00 - \$12,330,000.00)	1.7.7 Customer Service Representative staffing requirements
	1.7.8 Training requirements
	1.8.2 Governance, staffing, and workforce management
	1.8.4 Quality Control (QC)
	1.8.5 Data analysis and reporting
	1.8.6 Continuous improvement
	1.8.7 Risk management
CLIN 0003 (Services: Other Operational Costs) (T&M) (NTE \$1,255,000.00 - \$1,275,000.00)	1.7.2 IT system and platform requirements (Maintenance)
	1.7.3.6 Self Service (IVR and Chatbot speech and text requests)
	1.7.5 Facilities Requirements
	1.7.6 Equipment Requirements
CLIN 0004 (Contact Center Technology as a Service) (T&M) (NTE \$974,000.00 - \$1,000,000.00)	1.7.2.3 Consolidated desktop and computer telephony integration
	1.7.3 Contact channel requirements
CLIN 0005 (CRM/KM System) (T&M) (NTE \$1,679,339 - \$1,865,000.00)	1.7.2.1 Customer Relationship Management (CRM)
	1.7.2.2 Knowledge Management Tool (KM Tool)
Optional T&M CLIN 0006 (Weekend Operations) (NTE \$420,000.00 - \$490,000.00)	1.6.6 HUDCentral operating hours (weekend hour)
Optional T&M CLIN 0007 (Spanish Knowledge Management) (NTE \$255,000.00 - \$269,000.00)	1.6.5 Languages (Spanish knowledge articles)

Optional T&M CLIN 0008 (Test & Learn Pilot) (NTE \$500,000.00)	1.8.6.1 Test-and-learn
Optional T&M CLIN 0009 (Transition Out) (NTE \$3,385,000.00 - \$3,470,000.00)	1.8.10 Transition-out