

Draft SIN Description

SIN 132-20: Automated Contact Center Solutions (ACCS)

The intended scope of this SIN is to offer ACCS. ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain automated contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to:

- **Technology:** Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.)

NOTE:

- The anticipated Place of Performance required to meet the Government need shall be defined at the task order level, and contractors should anticipate contractor-site and Government-site requirements.
- Ancillary supplies and/or services shall neither be the primary purpose nor the preponderance of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of IT supplies and/or services purchased under the ACCS SIN.
- Ordering activities may request from Schedule contractors their awarded End User License Agreements (EULAs) or Terms of Service (TOS) Agreements, which will assist the ordering activities with reviewing the terms and conditions and additional products and services and prices which, may be included.
- The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the Federal Government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, except if a TDR-covered SIN(s) is proposed as part of a vendor's total offering to GSA (e.g. 132-8, 132-32, 132-33, 132-34, 132-54, 132-55). If both TDR and Non-TDR SINs are offered, the entire contract may be subject to TDR if so elected by the vendor. As such, the Price Reduction clause (PRC) and Commercial Sales Practice (CSP) requirements shall be removed from the terms and conditions of the entire contract. If Non- TDR SIN(s) are offered only, then the offering shall be subject to the PRC and CSP.