

SECOND AMENDED CRC SOW PERFORMANCE REQUIREMENTS SUMMARY

Required Task	Performance Standard	Performance Requirements (PR)	Surveillance Method	Maximum Payment Percentage for Meeting PR
TRANSITION				
1. Complete transition activities and deliverables in a timely and accurate manner.	All transition activities and deliverables must be completed in accordance with the schedule of transition activities and deliverables agreed to by the parties.	100%	Surveillance methods may include a mix of 1) FTC inspection (up to 100% inspection), 2) random sampling, and/or 3) FTC testing.	100% of the payment in Line Item CRC-1 of the Schedule of Line Items (SLI).
INTERNET SUB-TASK 1.1				
1. Respond accurately to qualified** contacts received via online/internet complaint forms.	(Online submissions responded to and/or closed within 2 business days)/Total online submissions received)	100% within end of 2 business days after receipt	Review operation logs, consumer complaints	20% of the payment in Line Item CRC-2 of the SLI.
2. Accurately record consumer contact information from qualified** online/internet contacts into database.	Records of internet inquiries with errors / Records of internet inquiries reviewed	93% or better	Review operations logs, direct review of inquiries	20% of the payment in Line Item CRC-2 of the SLI.
3. Maintain online/internet complaint form availability for customer use.	(Total time in the month (in minutes) – total time service is not available during that month (in minutes)) / (Total time in the month)	99.90%	Review operational logs	20% of the payment in Line Item CRC-2 of the SLI.
4. Update online/internet complaint forms to maintain accurate information.	Online complaint forms update completed from time of change request	Emergency – within 1 business day of request Routine - within 5 business days of request	Review operational logs, direct monitoring	10% of the payment in Line Item CRC-2 of the SLI.
5. Enter consumer online order request into the database	Internet inquiries recorded in database / internet inquiries submitted	95% or better	Review operations logs, direct review of inquiries	15% of the payment in Line Item CRC-2 of the SLI.
**Qualified - refers to ensuring no duplicate or nonsensical contact is processed.				

(OPTIONAL) FAQ/KNOWLEDGEBASE SUB-TASK 1.2				
1. Update FAQ to maintain accurate information.	FAQ update completed from time of change request	Emergency – within 1 business day of request Routine – within 5 business days of request	Review operational logs, direct monitoring	30% of the payment in Line Item CRC-3 of the SLI.
2. Create accurate and complete resource materials	(Number of resources audited evaluated to meet accuracy requirements / Total number of resources audited)	99% or better	Direct review of materials	25% of the payment in Line Item CRC-3 of the SLI.
3. Maintain on-line FAQ availability to consumers	(Total time in the month (in minutes) – total time service is not available during that month (in minutes)) / (Total time in the month)	99.9%	Review operational logs, complaints	30% of the payment in Line Item CRC-3 of the SLI.
TELEPHONE SUB-TASK 2				
1. Provide to incoming phone calls, information, automated response, and/or ability to reach a live operator during stated business hours, before call is dropped or caller hangs up.	(Number of hang ups and dropped calls / Total number of calls offered)	97% or better	Review phone logs, consumer complaints	5% of the payment in Line Item CRC-4 (A) of the SLI.
2. Enter all valid consumer calls into the database.	Call recorded in database / call handled by agent	90% or better	Review of database, review of phone logs	15% of the payment in Line Item CRC-4 (A) of the SLI.
3. Accurately record consumer phone contacts.	Records of telephone calls with errors / Records of telephone calls reviewed	93% or better	Review of phone logs, direct monitoring	15% of the payment in Line Item CRC-4 (A) of the SLI.
4. Provide correct and accurate information to consumers via phone.	Incorrect*** calls / Calls reviewed	95% or better	Review of phone logs, direct monitoring	10% of the payment in Line Item CRC-4 (A) of the SLI.
5. Live agents should provide prompt, professionally courteous, helpful and accurate information to callers.	Incorrect*** calls / Calls reviewed	98% or better	Review of phone logs, direct monitoring	10% of the payment in Line Item CRC-4 (A) of the SLI.

6. Maintain remote call monitoring software availability for at least 10 government agents.	(Total time in the month (in minutes) – total time service is not available during that month (in minutes)) / (Total time in the month)	99.90%	Review phone logs	10% of the payment in Line Item CRC-4 (A) of the SLI.
7. Answer incoming English language calls	(Total time from when caller opts to speak to an agent / total number of calls handled)	45 seconds or less	Review of phone logs	10% of the payment in Line Item CRC-4 (A) of the SLI.
8. Answer incoming Spanish language calls	(Total time from when caller opts to speak to an agent / total number of calls handled)	45 seconds or less	Review of phone logs	10% of the payment in Line Item CRC-4 (A) of the SLI.
*** Calls reviewed by the government where incorrect information or poor service is provided.				
AUTOMATED TELEPHONE SVC SUB-TASK 2				
1. Provide, to all calls received at the switch, information, automated response, and/or ability to reach a live operator during stated business hours with zero blocking or busy signal offered.	(Calls answered within 20 seconds + Calls abandoned within 20 seconds)/(Total calls answered + Total calls abandoned)	100% within 20 seconds answered at switch	Review of phone logs, direct monitoring, consumer complaints	10% of the payment in Line Item CRC-4 (B) of the SLI.
2. Route incoming calls from the network through the switch accounting for visited options.	(Total number of calls offered by the network - Total number of calls processed by switch) / (Total number of calls offered by network)	100%	Review phone logs, review operation logs	10% of the payment in Line Item CRC-4 (B) of the SLI.
3. Resolve most calls within the IVR	(Total number of calls offered to IVR – number of calls offered to Agent) / (Total number of calls offered to IVR)	50% or greater	Review phone logs	45% of the payment in Line Item CRC-4 (B) of the SLI.
4. Update IVR as required to maintain accurate information.	IVR update completed from time of change request	Emergency – within 1 business day of request Routine - within 5 business days of receipt	Review phone logs, direct monitoring	20% of the payment in Line Item CRC-4 (B) of the SLI.

MAIL - physical SUB-TASK 2				
1. Respond to incoming consumer mail	(Postal mail responded to and/or closed within 2 business days/Total postal mail received)	100% within end of 2 business days after receipt	Review operation logs, consumer complaints	25% of the payment in Line Item CRC-4 (C) of the SLI.
2. Enter consumer mail contacts into the database	Written inquiries recorded in database / written inquiries handled by agent	95% or better	Review operations logs, direct review of correspondence	30% of the payment in Line Item CRC-4 (C) of the SLI.
3. Accurately record written consumer contacts	Records of written inquiries with errors / Records of written inquiries reviewed	93% or better	Review operations logs, direct review of correspondence	30% of the payment in Line Item CRC-4 (C) of the SLI.
FULFILLMENT SUB-TASK 3.1				
1. Respond to incoming requests for educational materials.	(Orders and/or fulfillment requests processed/transcribed within 5 business days)/(Total number of orders and/or fulfillment requests received)	100% within end of 5 business days after receipt	Review operation logs, consumer complaints	55% of the payment in Line Item CRC-5 of the SLI.
2. Accurately process consumer requests.	Record of consumer requests with error / Record of consumer requests reviewed	95% or better	Review operation logs, consumer complaints	30% of the payment in Line Item CRC-5 of the SLI.
IMPROVEMENTS, COMPLIANCE, SECURITY, and REPORTING				
1. Provide FTC with timely and accurate reports (Task 5).	Provide accurate reports to FTC in a timely manner as specified in CRC SOW Task 5.	95%	Review of contractor reports and logs.	3% of the payment in Line Items CRC-2, CRC-3, CRC-4, CRC5, and CRC-6 of the SLI.
2. Compliance with all of the requirements, terms, and conditions of this contract.	Comply with all requirements, terms, and conditions in this contract.	100%	Continuous monitoring of the contractor's performance, system operations, reports, and complaints.	2% of the payment in Line Items CRC-2, CRC-3, CRC-4, CRC5, and CRC-6 of the SLI.

3. Compliance with information and physical security requirements (c.1.12) and the Privacy Act of 1974 (C.1.14).	Meet requisite NIST provisions, OMB Memorandum M-06-016, FTC guidelines pertaining to information systems security, and other discrete information and physical security requirements in sections C.1.12; meet provisions of Privacy Act as detailed in C.1.14.	100%	Review of contractor reports and, if applicable, inspections (as described in C.1.12 and C.1.14).	5% of the payment in Line Items CRC-2, CRC-3, CRC-4, CRC5, and CRC-6 of the SLI.
1. Meeting or exceeding the performance requirements in this PRS and the proposal and implementation of significant improvements and system enhancements that are approved by the FTC in advance.*	<p>* “Significant improvements” include either a single improvement, or group of improvements that results in 1) a dramatic improvement in the end-user experience, 2) a dramatic decrease in costs to the FTC, or 3) a dramatic increase in operational efficiency.</p> <p>* “Moderate improvements” include either a single improvement, or group of improvements that results in 1) a moderate improvement in the end-user experience, 2) a moderate decrease in costs to the FTC, or 3) a moderate increase in operational efficiency.</p> <p>* “Minor improvements” include either a single improvement, or group of improvements that results in 1) a minor improvement in the end-user experience, 2) a minor decrease in costs to the FTC, or 3) a minor increase in operational efficiency.</p>	100%	<p>Continuous surveillance</p> <p>Review of the improvement(s) and enhancement(s), along with such documentation and other items as the COTR may deem reasonably necessary to complete a thorough inspection of such improvement(s) and enhancement(s).</p>	<p>During any one month period,* the Contractor will be eligible for a maximum of 5% of the payment in each of Line Items CRC-2, CRC-3, CRC-4, CRC-5, and CRC-6 of the SLI, for all quality improvements and enhancement that have been implemented during that one month period:</p> <p>For significant improvements, the contractor will be eligible for 5% of the payment.</p> <p>For moderate improvements, the contractor will be eligible for 2.5% of the payment.</p> <p>For minor improvements, the contractor will be eligible for 1% of the payment.</p>

				For improvements/enhancements that take more than one month to complete, the COTR may authorize payment of previously unearned payments under this line item upon delivery of the enhancements, along with such documentation and other items as the COTR may deem reasonably necessary to complete a thorough inspection of such enhancements.
(OPTIONAL) ON-LINE PUBLICATION ORDERING SYSTEM SUB-TASK 3.2				
1. Update online order forms to maintain accurate information	Online order form update completed from time of change request	Emergency – within 1 hour of request Routine – within 4 hours of request	Review operational logs, direct monitoring	25% of the payment in Line Item CRC-6 of the SLI.
2. Maintain on-line order form availability to internet customers	(Total time in the month (in minutes) – total time service is not available during that month (in minutes)) / (Total time in the month)	99.9%	Review operational logs, complaints	60% of the payment in Line Item CRC-6 of the SLI.

GOVERNMENT QUALITY ASSURANCE: Contractor performance will be monitored to determine if it meets the contract standards as set forth above. A variety of methods may be used, including the following: (1) statistical random sampling of recurring service outputs using a statistically based sampling procedure; (2) one hundred percent inspection of the outcome; (3) periodic inspection of the processes or output; and (4) customer complaints.

PERFORMANCE EVALUATION: Performance of a service will be evaluated to determine whether or not it meets the performance requirements of the contract, as follows:

Satisfactory performance is defined as meeting the Performance Requirements for the tasks set forth above. If the contractor maintains a satisfactory performance in each of the tasks set forth above in a specific month, the FTC will pay the contractor 100 percent of the monthly contract maximum payment percentage for meeting the Performance Requirement for that particular service.

Excellent performance is defined as exceeding the Performance Requirements for the tasks set forth above.

Unsatisfactory performance is defined as failing to meet the Performance Requirements for the tasks set forth above. If the contractor engages in unsatisfactory performance in any of the tasks set forth above in any calendar month, a deduction shall be made from the contract payment for that month. The deduction shall be computed as follows: The appropriate contract payment for that month, based on workload, is multiplied by the maximum payment percentage for the specific service to determine the maximum payment for satisfactory performance. This payment is multiplied by the percentage of the sample found satisfactory to determine the percentage of the contract price that the contractor will be paid for the specific service.

When a performance requirement is not met, the contracting officer will issue a Contract Discrepancy Report ("CDR") to the contractor. Upon evaluation of the contractor's response to a CDR for tasks surveilled by random sampling or 100 percent inspection, the contractor's payment for the month in which the performance in question occurred will be calculated as stated above. The contractor must respond to the CDR and return it to the contracting officer within five business days of receipt. Any deductions from payment shall be taken from the payment for the month in which the contracting officer makes the determination that the deduction is appropriate, regardless of the period in which the performance occurred.

The dispute mechanism for the contractor in those cases where there is disagreement between the parties as to the measurement or the penalty shall be the following: If the Contractor does not agree with the results of the FTC's performance metrics computation for any period, a meeting will be held with all appropriate/necessary Contractor personnel, the FTC's Contracting Officer and the FTC's COTR and other necessary FTC personnel. At this meeting, the Contractor may provide data that supports its position for consideration by the Contracting Officer. The FTC's Contracting Officer is the deciding official for the resolution of all disputes/disagreements with respect to the performance metrics computation for any performance period. Additionally, if the Contracting Officer believes that the data provided by both the COTR and the Contractor cannot be reconciled as needed to determine the amount of an incentive or disincentive, the FTC Contracting Officer may determine that no incentive or disincentive will apply for the period under dispute.

The decision of the FTC Contracting Officer is final and may not be appealed by the Contractor through the use of an equitable adjustment request, a claim, or any other means of appeal or dispute.