**PWS PART 5: SPECIFIC TASKS**

**5.1. GENERAL:** The Contractor shall provide all resources, except GFP, necessary to provide labor,

maintenance, transportation, and equipment necessary to perform all work in connection with telephone

answering services after normal business hours for the DPW emergency work line on Fort Drum, New

York.

**5.2. LOG IN–OUT:** The Contractor shall contact the COR prior to commencing work on this contract.

The COR for this contract is BLANK at XXX-XXX-XXXX.

**5.3. GOVERNMENT FURNISHED INFORMATION:**

5.3.1. Priority classifications will be supplied by the DPW.

5.3.2. Service Order Task Codes will be supplied by DPW.

5.3.3. The Government will provide emergency contact information (see attachment 1-Contact List).

**5.4. TELELPHONE ANSWERING SERVICE TASKS:**

5.4.1. The Contractor shall provide 24 hour call center service to include no less than two

persons available to answer in-coming calls, and one direct inward call line for call forwarding.

5.4.1.1. The Contractor shall provide a shift supervisor for each scheduled shift in

order to provide guidance and resolve problems as required.

5.4.1.2. The Contractor is not responsible for non-emergency calls.

5.4.2. The Contractor shall answer phone with "Public Works Emergency Work Line",

give name, and identify themselves as a Contractor.

5.4.3. The Contractor shall answer at least 75% of all phone calls within four rings. If unable to

answer within four rings, the Contractor shall place the call into a queue with message that

explains that their call will be answered by the next available operator.

5.4.4. The Contractor shall refer all calls from Army Community Sites (on-post housing)

to Fort Drum Community Homes at 315-955-6650, 24 hours a day, 7 days a week.

5.4.5. The Contractor shall utilize an automated recording system to record all

pertinent information about each call.

5.4.5.1. The Contractor shall record the time the call was received, name the caller, phone

number, location and type of problem including length of time the problem has existed, and

remarks or comments as appropriate.

5.4.5.2. The Contractor shall maintain the automated recording system, and make

available electronically to DPW Employee on a daily basis.

5.4.6. The Contractor shall maintain a log of all calls received to include the time the call

was taken, noting if the call was forwarded and to whom it was forwarded, and noting if the

call was received between 0600 and 0700 and requires action by the day shops.

5.4.6.1. The Contractor shall fax or email all log sheets for the previous 24 hour

period to the COR or Designated Government Representative NLT 0700 every day,

including holidays and weekends. The COR for this contract is Mr. David Nelson at 315-772-

9758.

5.4.7. The Contractor shall prioritize service order task orders based on priority

classifications provided by DPW IAW paragraph 5.3.

**5.5. QUALITY CONTROL:** The Contractor shall furnish monthly reports to the COR to include:

Total number of calls received

Total number of messages taken

Total number of outgoing calls placed

Total number of transactions completed

Average ring count

Total number of calls that exceeded the ring limit in paragraph 5.4.3.

Average hold time

Total of operator time

Total number of times personnel checked for messages

**PWS PART 6: APPLICABLE PUBLICATIONS**

**6.1. GENERAL:** The following regulations/documents are applicable to this contract. The documents

are Mandatory and shall be complied with. Supplements or amendments to these mandatory publications

may be issued during the life of the contract. Supplements and amendments to mandatory publications

shall be considered to be in full force and effective immediately upon publication. Publications are coded

as Advisory (A) or Mandatory (M).

PUBLICATION TITLE/SUBJECT A/M

AR 190-40 Serious Accident Report M

AR 190-13 The Army Physical Security Program A

FD Reg 190-2 Fort Drum Traffic Code M

FD Reg 385-3 Fort Drum Safety M

FORMS

DA Form 285 United States Army Accident Investigation Report M

**End of Performance Work Statement**