

GENERAL SERVICES ADMINISTRATION SERVICES

**FEDERAL SUPPLY SERVICE AUTHORIZED
FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>

Schedule Title: Multiple Award Schedule (MAS)

Large Category	Subcategory	PSC
Information Technology	Electronic Commerce	DG10
Miscellaneous	Complementary Special Item Numbers (SINs)	0000

For more information on ordering from Federal Supply Schedules click on the [GSA Schedules link at www.gsa.gov](http://www.gsa.gov)

Contract Number: 47QTCA21D00FQ

Contract Period: September 29, 2021 to September 28, 2026

Contractor: Voicecast Systems, Inc.
730 W Randolph St Ste 400
Chicago, IL 60661

www.intouchconnections.com

Contractor's Administration Source:

Kevin Saedi
Office: (312) 476-8802
Cell: (312) 399-7022
Fax: (312) 775-9045
Email: ksaedi@intouchconnections.com

Additional POC for Orders:

Serena Conrad
Office: (312) 476-8812
Cell: (630) 864-2732
Fax: (312) 775-9045
Email: sconrad@intouchconnections.com

Business Size: Small Business

Prices shown herein are Net (Discount deducted)

FEDERAL SUPPLY SERVICE

CUSTOMER INFORMATION:

1a. Awarded Special Item Numbers (SINs)

Large Category	Subcategory	SINs	SIN Title
Information Technology	Electronic Commerce	54151ECOM	Electronic Commerce and Subscription Services
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	Order Level Materials

1b. Lowest Priced Model Number and Price For Each SIN: N/A

1c. Hourly & Service Rates: See price list on page 5

2. MAXIMUM ORDER:

Large Category	Subcategory	SINs	Maximum Order
Information Technology	Electronic Commerce	54151ECOM	\$500,000
Miscellaneous	Complementary Special Item Numbers (SINs)	OLM	\$250,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: Same as contractor

6. DISCOUNT FROM LIST PRICES: Prices shown are GSA Net, discount deducted.

7. QUANTITY DISCOUNT(S): Spending over \$10,000 a month will result in an additional 6% discount.

8. PROMPT PAYMENT TERMS: Net 30 Days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: Not Applicable

10a. TIME OF DELIVERY: Determined on the Task Order Level

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- 10b. **EXPEDITED DELIVERY:** Contact contractor
 - 10c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact contractor
 - 10d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
 - 11. **FOB POINT:** Destination
 - 12a. **ORDERING ADDRESS:** Same as contractor
 - 12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
 - 13. **PAYMENT ADDRESS:** Same as contractor
 - 14. **WARRANTY PROVISION:** Not Applicable
 - 15. **EXPORT PACKING CHARGES:** N/A
 - 16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
 - 17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
 - 18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
 - 18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
 - 19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
 - 20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
 - 21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
 - 22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
 - 22b. **Section 508 Compliance for EIT:** N/A
 - 23. **Unique Entity Identifier (UEI) Number:** 119021553
 - 24. **Contractor has an active registration in the SAM database.**

PROFESSIONAL SERVICES WORK SCOPE

SIN	SIN Title	Subcategory
54151ECOM	Electronic Commerce and Subscription Services	Electronic Commerce
<p>DESCRIPTION: Includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.</p> <p>NOTE: Subject to Cooperative Purchasing</p>		
SIN	SIN Title	Subcategory
OLM	Order-Level Materials (OLM)	Complementary Special Item Numbers (SINs)
<p>DESCRIPTION: OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.</p> <p>OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.</p> <p>OLM SIN-Level Requirements/Ordering Instructions: OLMs are: - Purchased under the authority of the FSS Program - Unknown until an order is placed - Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs) - Only authorized for use in direct support of another awarded SIN. - Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) - Subject to a Not To Exceed (NTE) ceiling price OLMs are not: - Open Market Items. - Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)</p> <p>OLM Pricing: - Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). - The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.</p> <p>NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.</p>		

PROFESSIONAL SERVICES AWARDED PRICES & LABOR CATEGORIES

SIN	SIN Title	Subcategory	
54151ECOM	Electronic Commerce and Subscription Services	Electronic Commerce	
Service Category	GSA Price w/ IFF	Unit of Issue	
Short Code Fee	\$856.42	MO	
Call & SMS Package - Up to 35,000 messages/month	\$2,141.06	MO	
Call Records - 50,001-200,000 Per Month	\$0.0685	Per Call	
Call Repeats/Transfers - for Call Records Tier 50,001-200,000 Per Month	\$0.0685	Per Call	
SMS Records - 50,001-200,000 Per Month	\$0.0514	Per Message	
SMS Responses	\$0.0343	EA	
SMS Elongated - Over 160 Standard Characters	\$0.0343	EA	
SMS Records - 0-50,000 Per Month	\$0.0599	Per Message	
SMS Dynamic Landing Pages	\$0.0343	EA	
Call Records - 0-50,000 Per Month	\$0.0856	Per Call	
Call Repeats/Transfers - for Call Records Tier 0-50,000 Per Month	\$0.0856	Per Call	
Cell Phone Scrub / Identification	\$171.28	MO	
Outbound & Inbound Call Surveys - Records	\$0.1028	EA	
Transcription Minutes	\$0.2141	EA	
SMS Surveys - Records	\$0.0514	EA	
Email Surveys - Records	\$0.0343	EA	
Short Code Setup Fee	\$1,284.63	EA	
SMS Texts - 200,001-500,000 Per Month	\$0.0322	Per Message	
SMS Texts - 500,001-1,000,000 Per Month	\$0.0282	Per Message	
SMS Texts - 1,000,001 + Per Month	\$0.0242	Per Message	
SMS One Time Setup	\$403.02	EA	
Call Records - 200,001+ Per Month	\$0.0403	Per Call	
Call One Time Setup	\$403.02	EA	
Professional Voice Talent Session	\$241.81	EA	

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Service Category	Service Description
Short Code Fee	Monthly fee for a dedicated short code. A short code is a 5 digit code that describes the originator of the text message for clients needing their own dedicated short code.
Call & SMS Package - Up to 35,000 messages/month	Predefined tier for a mix of calls or SMS based on records sent per month. Low volume tier. Up to 35,000 messages/month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, text messages up to 160 standard characters per message. Call platform capabilities include: Customized messages up to 60 seconds for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.
Call Records - 50,001-200,000 Per Month	InTouch Pay Per Call phone call plan per record. Messages up to 60 seconds. Volume 50,001-200,000 per month. Call platform capabilities include: Customized messages for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.
Call Repeats/Transfers - for Call Records Tier 50,001-200,000 Per Month	Option on Live Answer for calls to repeat message or transfer to a call center. Rates are per 60 second increments. Mid volume tier. Matches Call Records Tier 50,001-200,000. Call platform capabilities include: Customized messages for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.
SMS Records - 50,001-200,000 Per Month	InTouch SMS (Short Messaging Service) texting price per text. Text messages up to 160 standard characters. Volume 50,001-200,000 per month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, and the text messages can be any length.
SMS Responses	SMS responses received from end-user. These are the responses that are received back after the initial message is sent. For example, if you send an appointment reminder and the recipient responds with "Cancel" or "Confirm".
SMS Elongated - Over 160 Standard Characters	Multiple messages sent as a single message. Rate may be lower as a second message. Standard SMS message is 160 characters. For messages requiring more characters, elongated will allow multiple messages appear as a single message for the end user.

SMS Records - 0-50,000 Per Month	InTouch SMS (Short Messaging Service) texting price per text. Text messages up to 160 standard characters. Volume 0-50,000 per month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, and the text messages can be any length.
SMS Dynamic Landing Pages	Dynamic and unique landing page created on the fly as needed to capture multiple responses to a single text. Ideal for multi-appointment applications, surveys or forms. For example, if a recipient has more than two appointments in one day, instead of sending 2 texts, we will send one with a link that will open a page and list both appointments for them to see. Dynamic landing pages are also used when you need to send a lot of information to someone and do not want to incur fees for a long text message, but instead send a link that may include unique/personal information.
Call Records - 0-50,000 Per Month	InTouch Pay Per Call phone call plan per recording. Messages up to 60 seconds. Volume 0-50,000 per month. Call platform capabilities include: Customized messages for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.
Call Repeats/Transfers - for Call Records Tier 0-50,000 Per Month	Option on Live Answer for calls to repeat message or transfer to a call center. Rates are per 60 second increments. Low volume tier. Matches Call Records Tier 0-50,000. Call platform capabilities include: Customized messages for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.
Cell Phone Scrub / Identification	Identify Mobile vs. landline numbers from a list to identify whether to send SMS or an automated phone call to a phone number.
Outbound & Inbound Call Surveys - Records	Phone call surveys including skip logic and dynamic branching. Surveys could be about anything the client would like to message i.e.; customer satisfaction, COVID symptoms, product experience, etc. All responses can be captured through the phone whether is be an outbound call to the recipient or the recipient calling an inbound number to complete the survey.
Transcription Minutes	Transcription service for open-ended survey answers captured during a survey delivered via phone call. Recordings of answers available via MP3 or wav files free of charge. Transcription services are provided via an automated process and not by a person.
SMS Surveys - Records	SMS surveys including skip logic and dynamic branching delivered via hyperlink in a text message. Customized portal reporting included. Surveys could be about anything the client would like gather feedback for such as customer satisfaction, COVID symptoms, product experience, etc.
Email Surveys - Records	Email survey including skip logic and dynamic branching delivered via a hyperlink in an email message. Customized portal reporting included. Surveys could be about anything the client would like gather feedback for such as customer satisfaction, COVID symptoms, product experience, etc.
Short Code Setup Fee	One-Time short code setup for registering with all carriers. Short codes are needed to register intended traffic for text messages with all carriers. This setup fee is a one time fee that is incurred when applying for the short code.

<p>SMS Texts - 200,001-500,000 Per Month</p>	<p>InTouch SMS (Short Messaging Service) texting price per text. Messages up to 160 standard characters. Volume 200,001-500,000 per month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, and the text messages can be any length.</p>
<p>SMS Texts - 500,001-1,000,000 Per Month</p>	<p>InTouch SMS (Short Messaging Service) texting price per text. Messages up to 160 standard characters. Volume 500,001-1,000,000 per month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, and the text messages can be any length.</p>
<p>SMS Texts - 1,000,001 + Per Month</p>	<p>InTouch SMS (Short Messaging Service) texting price per text. Messages up to 160 standard characters. Volume 1,000,001 and over per month. Text platform capabilities include: Customized message flows, End-users can be segmented and sent customized messages, Customers can access FAQs, authorize payments, and confirm transactions conveniently from their mobile phone and without the assistance of an agent, Fully-automated, interactive text messaging conversations using custom business logic, Messages can link to mobile website or phone number, Permission based, real-time reporting, SMS delivery in multiple languages and dialects, and the text messages can be any length.</p>
<p>SMS One Time Setup</p>	<p>One-time fee for setting up unique SMS campaigns, includes setting up dynamic data elements, key word process flow for responses, auto responders and reporting portal.</p>
<p>Call Records - 200,001+ Per Month</p>	<p>InTouch Pay Per Call phone call plan per recording. Messages up to 60 seconds. Volume 200,000 and over per month. Call platform capabilities include: Customized messages for live answers vs. answering machine messages, Customers can easily transfer to a live agent or IVR to purchase or ask questions, Message delivery via outbound calls OR customers can call-in to receive messages and input information, Real-time reports accessible on the web, Customized Caller ID display number, Capture recordings from your customers with voice capture capabilities, Virtual Recording Studio can record voice talent anywhere in the world, and Customized delivery time of messages in different geographic areas.</p>
<p>Call One Time Setup</p>	<p>One-time fee for setting up unique calling campaigns, includes setting up dynamic data elements, call flow based on interactive options such as confirm, cancel, repeat or transfer and reporting portal.</p>
<p>Professional Voice Talent Session</p>	<p>Professional voice talent used for recording phone scripts for Live & Answering Machine calls as needed.</p>