

# Executive Summary

Consumer Services Committee Meeting, March 2, 2022

**Board of Governors Meeting, March 23, 2022**

## Call Center Services - Catastrophe Only

### Topic

This Action Item seeks Board approval to enter into contracts with ten (10) Business Process Outsourcing (BPO) vendors to provide catastrophe (CAT) response call center services. The vendors will be added to the current panel of six (6) vendors to help meet surges in call volume following CAT events.

### History

Citizens uses a business process outsourcing model to augment its contact center staff and enable scalability for CAT responses. Citizens currently has six (6) vendors (one primary and five contingents) to provide daily first notice of loss Call Center support and on-demand call center services during CAT events.

CAT response call center services typically involve assisting customers with filing a first notice of loss or assisting with basic claim inquiries. As time is of the essence in a CAT response, vendor support needs to be prepositioned, with vendor staff ready to begin taking inbound calls within 72-hours of a declared CAT event.

Current labor market conditions are impacting the ability of call center vendors to recruit and retain talent. This could limit the ability of the current "CAT Only" BPO vendors to adequately staff inbound calls during a CAT event. To proactively mitigate this risk, Citizens released a request for proposal to obtain additional contingent vendors to expand market access. Fifteen (15) vendors submitted responses and (10) were deemed qualified to receive a contingent contract award. Activation of services occurs in preparation for a CAT response, at which time vendors are selected from the panel of vendors based on capacity, speed to scale, and pricing considerations.

Due to the variability with catastrophe response efforts, all pricing offers serve as maximum market rates which can be negotiated downward prior to any activation. Call center services are considered on-demand support; no payments are due to any vendor until Citizens authorizes a formal activation to support a catastrophic event. Citizens cannot guarantee how many assignments or volume of work, if any, will be made to a vendor.

The awarded vendors are (in ranked order):

1. Deloitte Consulting LLP
2. Innovative Emergency Management, Inc
3. Inktel Government BPO Services
4. Direct Interactions, Inc
5. Tele Network dba OneSupport
6. Tyme Global Technologies LLC
7. Activus Connect
8. Cortex Health Inc
9. UniFi Management, LLC
10. Crawford and Company

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No additional spend authority is being requested at this time. If approved by the Board, these contracts will be managed within the previously established spend authority of \$6,951,826 approved at the December 16, 2020 Board of Governors Meeting under the Action Item for Business Process Outsourcing (BPO) – Call Center Services. Of the initial contract authority, \$6,650,583.25 remains.

## Recommendation

If approved at its March 2, 2022 meeting, the Consumer Services Committee recommends that the Board of Governors:

- a) Authorize the Call Center Services – Catastrophe Only contracts with ten (10) vendors for an initial term of one (1) year and three (3), one (1) year renewal periods, for an amount not to exceed the previously approved amount of \$6,951,826 and with no additional funding requested at this time and,
- b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.

## Call Center Services – Catastrophe Only

**ACTION ITEM**

**New Contract**

**Contract Amendment**

**Other: Adding Vendors to Existing Panel**

**CONSENT ITEM**

**Contract Amendment**

**Existing Contract Extension**

**Existing Contract Additional Spend**

**Previous Board Approval \_\_\_\_\_**

**Other**

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

**Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

<b>Purpose/Scope</b>	<p>This Action Item seeks Board approval to enter into contracts with ten (10) Business Process Outsourcing (BPO) vendors to provide catastrophe (CAT) response call center services. These vendors will be added to the current panel of CAT response call center vendors to help meet surges in call volume following CAT events.</p> <p>The vendors are listed in the “Contract ID” section below, in the order they were ranked by the Citizens evaluation team.</p> <p>If approved by the Board, these contracts will be managed within the previously established spend authority of \$6,951,826 approved at the December 16, 2020 Board of Governors Meeting under the Action Item for Business Process Outsourcing (BPO) – Call Center Services. No additional spend authority is being requested at this time.</p>
<b>Contract ID</b>	<p><b>Call Center Services – Catastrophe Only</b></p> <p><b>Request for Proposals No.: 22-0005</b></p> <p><b>Vendors:</b></p> <p>Deloitte Consulting LLP</p> <p>Innovative Emergency Management, Inc.</p> <p>Inktel Government BPO Services, LLC</p> <p>Direct Interactions, Inc</p> <p>Tele Network, Inc. dba OneSupport</p>

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	Tyme Global Technologies LLC Activus Connect LLC Cortex Health Inc UniFi Management, LLC Crawford & Company
<b>Budgeted Item</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  CAT Call Center Services are not included as a planned budget activity.
<b>Procurement Method</b>	On January 31 <sup>st</sup> , 2022, Citizens issued Request for Proposals No.: 22-0005 for Call Center Services - Catastrophe Only. Fifteen (15) proposals were timely submitted. On March 1, 2022, the proposals were reviewed and scored by an Evaluation Committee that recommended to award contracts to the top ten ranked respondents ten (10).
<b>Contract Amount</b>	The Board previously approved \$6,951,826 for the CAT Response Call Type under Invitation to Negotiate No.: 20-0035 at the December 16, 2020 Board of Governors meeting. No additional spend authority is being requested at this time.
<b>Contract Terms</b>	Contracts have a one (1) year initial term with three (3), one (1) year renewal options

<b>Committee Recommendation</b>	Staff proposes that the Consumer Services Committee review, and if approved recommend the Board of Governors:  a) Authorize the Call Center Services – Catastrophe Only contracts with ten (10) vendors for an initial term of one (1) year and three (3), one (1) year renewal periods for an amount not to exceed the previously approved amount of \$6,951,826 and with no additional funding requested at this time and,  b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
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## Call Center Services – Catastrophe Only

<b>Board Recommendation from Committee</b>	If approved at its March 2, 2022 meeting, the Consumer Services Committee recommends that the Board of Governors: <ul style="list-style-type: none"><li>a) Authorize the Call Center Services – Catastrophe Only contracts with ten (10) vendors for an initial term of one (1) year and three (3), one (1) year renewal periods for an amount not to exceed the previously approved amount of \$6,951,826 and with no additional funding requested at this time and,</li><li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li></ul>
<b>Contacts</b>	Jeremy Pope, Vice President of Customer Experience