

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.

Purpose/Scope

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.

The vendors are listed in the “Contract ID” section below, in the order they were ranked by the Citizens evaluation team.

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.

Contract ID

Call Center Services – Catastrophe Only

Request for Proposals No.: 22-0005

Vendors:

Deloitte Consulting LLP

Innovative Emergency Management, Inc.

Inktel Government BPO Services, LLC

Direct Interactions, Inc

Tele Network, Inc. dba OneSupport

Call Center Services – Catastrophe Only

	Tyme Global Technologies LLC Activus Connect LLC Cortex Health Inc UniFi Management, LLC Crawford & Company
Budgeted Item	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No CAT Call Center Services are not included as a planned budget activity.
Procurement Method	On January 31 st , 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).
Contract Amount	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.
Contract Terms	Contracts have a one (1) year initial term with three (3), one (1) year renewal options

Committee Recommendation	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

Board Recommendation from Committee	If approved at its March 2, 2022 meeting, the Consumer Services Committee recommends that the Board of Governors: <ul style="list-style-type: none">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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