

Executive Summary

Consumer Services Committee, June 11, 2025

Board of Governors Meeting, June 25, 2025

Business Process Outsourcing (BPO) - Call Center Services

Topic

This Consent Item requests approval to enter into contracts with fifteen (15) vendors, identified below, for Business Process Outsourcing (BPO) Call Center Services. The initial contract base term is for five (5) years, with one (1) optional two (2) year renewal term. Citizens does not guarantee any volume of work, and pricing is transaction-based. Based on current projections, the estimated spend for the contract's base and renewal terms is \$54,566,373. Market fluctuations and the need to scale services in response to catastrophic events could impact the need for on-demand services from Citizens.

History

Citizens partners with vendors for Call Center Services to augment internal capacity and scale operations efficiently. Calls may include inbound or outbound calls with policyholders, agents, or third parties. Call Center Services include:

- First Notice of Loss (FNOL)/Claims Inquiry calls are handled 24x7x365 days per year and may include (i) filing an FNOL on behalf of a policyholder, agent or third party, and (ii) handling basic follow-up questions regarding an existing claim.
- Tier I calls consist of basic incoming calls from either policyholders, agents, or third parties regarding policy-specific information or billing questions.
- Tier II calls are comprised of more technical and specialized information, including risk-based underwriting decisions.
- CAT Response calls consist of filing an FNOL or assisting with basic Claim Status calls during a declared catastrophe event. Volumes are expected to be elevated at this time, with the vendor being able to provide support within 72 hours of a formal notification by Citizens.

Citizens released an Invitation to Negotiate due to the approaching expiration of current contracts in early 2026. Awarded vendors were recommended based on best value, which includes price, call center capacity, technology offerings, prior relevant experience, quality of personnel and resources, and methods of delivering the services. The new contracts are estimated to lower the cost of the above call types between 17-29% (depending on type) compared to the current contracts.

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The following vendors were recommended for award:

Tier I and Tier II:

- Peak6 Insurtech Holdings LLC dba Focus Insurance Services
- Qualfon Data Services Group, LLC
- Xceedance Inc.
- Everise, Inc. (**Contingent**)

First Notice of Loss (FNOL) / Claim Inquiry:

- Direct Interactions, Inc.
- Everise Inc.
- Qualfon Data Services Group, LLC
- Peak6 Insurtech Holdings LLC dba Focus Insurance Services (**Contingent**)

Catastrophe (CAT) Response:

- 22nd Century Technologies, Inc.
- Activus Connect LLC
- AnswerNet
- Computer Generated Solutions, Inc.
- Direct Interactions, Inc.
- Etech Global Services LLC
- Everise Inc.
- Inktel Government BPO Services, LLC
- One Touch Direct LLC
- Peak6 Insurtech Holdings LLC dba Focus Insurance Services
- Qualfon Data Services Group, LLC
- Telenetwork, Inc. dba Onesupport
- Telesolv
- Tmone LLC dba

Recommendation

The recommendation is listed in the attached Consent Item.

Business Process Outsourcing (BPO) Call Center Services

ACTION ITEM

New Contract

Contract Amendment

Other _____

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 Consent Item seeks Board approval to enter into contracts with fifteen (15) vendors for Business Process Outsourcing (BPO) Call Center Services. The initial contract base term is five (5) years with one (1) optional two (2) year renewal. Based on current projections, the estimated transactional spend for the contract's base and renewal terms is \$54,566,373. This will replace the current contracts expiring in early 2026.

Citizens partners with vendors for Call Center Services to augment internal capacity and scale operations efficiently. Calls may include inbound or outbound calls with policyholders, agents, or third parties.

Contract ID

Business Process Outsourcing (BPO) Call Center Services No: 25-0015

Awarded Vendors by Call Type

- Tier I and Tier II:
 - Peak6 Insurtech Holdings LLC dba Focus Insurance Services
 - Qualfon Data Services Group, LLC
 - Xceedance Inc.
 - Everise, Inc. (**Contingent**)

- First Notice of Loss (FNOL) / Claim Inquiry:
 - Direct Interactions, Inc.
 - Everise Inc.
 - Qualfon Data Services Group, LLC
 - Peak6 Insurtech Holdings LLC dba Focus Insurance Services (**Contingent**)

Business Process Outsourcing (BPO) Call Center Services

	<ul style="list-style-type: none"> • Catastrophe (CAT) Response: <ul style="list-style-type: none"> ○ 22nd Century Technologies, Inc. ○ Activus Connect LLC ○ AnswerNet ○ Computer Generated Solutions, Inc. ○ Direct Interactions, Inc. ○ Etech Global Services LLC ○ Everise Inc. ○ Inktel Government BPO Services, LLC ○ One Touch Direct LLC ○ Peak6 Insurtech Holdings LLC dba Focus Insurance Services ○ Qualfon Data Services Group, LLC ○ Telenetwork, Inc. dba Onesupport ○ TeleSolv ○ Tmone LLC dba MCI BPO
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Funding included in the 2025 Annual Operating Budget.
Procurement Method	On January 14 th , 2025, Citizens issued ITN No.: 25-0015 for BPO-Call Center Services. Sixty-eight (68) responses were reviewed and scored by a Citizens Evaluation Committee. On May 27, 2025, the Citizens Negotiation Team recommended an award of contracts to the fifteen (15) vendors listed above.
Contract Amount	Based on current projections, the estimated spend for the contract's base and renewal terms is \$54,566,373. Market fluctuations and the need to scale services in response to catastrophic events could impact the need for on-demand services from Citizens.
Contract Terms	Five (5) year term, with one (1) two (2) year optional renewal.
Committee Recommendation	Citizens' staff proposes that Consumer Services Committee review, and if approved recommend the Board of Governors: <ol style="list-style-type: none"> a) Approve the BPO Call Center Services contracts for a five (5) year term and one (1) two (2) year optional renewal term, as set forth in this Consent Item; and b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.

Business Process Outsourcing (BPO) Call Center Services

Board Recommendation from Committee	If approved at the June 11, 2025 meeting, the Consumer Services Committee recommends that the Board of Governors: <ul style="list-style-type: none">a) Approve the BPO Call Center Services contracts for a five (5) year term and one (1) two (2) year optional renewal term, as set forth in this Consent Item; andb) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
Contacts	Jeremy Pope, Chief Administrative Officer