Board Decision
Authorizing Amended Call Center Contract

May 4, 2011

Summary

Authorize the executive director to amend a contract to add $15,000 to the Active TeleSource call center contract, bringing the contract total to more than $500,000, which exceeds the executive director's signing authority.

Background

- In the spring of 2008, Energy Trust issued a request for proposals (RFP) to provide call center services for incoming calls for up to three years. Active TeleSource was selected.
- Active TeleSource's contract expiration date was April 30, 2011.
- An RFP for incoming call services was issued and the RFP committee selected Conservation Services Group (CSG) to provide these services. Call answering transferred to CSG on April 29, 2011.
- Under the expired contract, Active TeleSource had been providing outbound calling to conduct fast-feedback surveys. This service is not part of the scope of work under the CSG contract for incoming calls.
- The planning and evaluation department will identify a new vendor for the fast-feedback surveys but would like to continue to utilize Active TeleSource to conduct these surveys in the month of May.
- Training of the new CSG representatives will occur over several months, but will be most intensive in April and May. We would like to have Active TeleSource answer incoming calls at scheduled times during the month of May to allow quicker and deeper absorption of the training materials.

Discussion

- A one-month extension of the ActiveSource contract will keep fast feedback surveys on schedule and facilitate new representative training.
- The cost of these services is expected to be no more than $15,000, possibly less.

Recommendation

Authorize the executive director to amend the contract with Active TeleSource in the amount of $15,000.

RESOLUTION 596

AMEND A CONTRACT WITH ACTIVE TELESOURCE.

WHEREAS:

1. **In May 2008, Energy Trust selected Active TeleSource to provide call center services.**

2. **The contract provides for inbound and outbound calling services.**

3. **Effective April 29, 2011, inbound call services are being provided by a new contractor. In May, Energy Trust expects to identify a new contractor to provide outbound, fast-feedback call services. Extending the Active TeleSource contract for an additional month, through May, will facilitate training for the new inbound call services contractor and allow selection of a new contractor for outbound calling.**

4. **The cost of an additional month of service would be no more than $15,000, which would bring the Active TeleSource contract to more than $500,000.**

It is therefore RESOLVED:

1. **That the Board of Directors of Energy Trust of Oregon, Inc., hereby authorizes the executive director to amend the Active TeleSource contract by adding up to $15,000 to the contract amount and extending the contract term through May, 2011.**

Moved by: Seconded by:

Vote: In favor: Abstained:

Opposed: [list name(s) and, if requested, reason for "no" vote]