

Policy 26 Call Center Services

June 26, 2007

TO: State Agencies

FROM: Kent Allin, Director

SUBJECT: Procurement of Call Center Services

During the 2007 legislative session, Minn. Stat. §16C.086 relating to procurement of call center services was enacted into law. Minn. Stat. §16C.086 states:

An agency may not enter into a contract for operation of a call-center, or a contract whose primary purpose is to provide similar services answering or responding to telephone calls on behalf of an agency without determining if the service can be provided by state employees, and the services must be provided at offices located in the United States. For purposes of this section, "agency" includes the Minnesota State Colleges and Universities.

Prior to contracting for call center services, the state agency is responsible for the following:

- determining and documenting that the contracted services cannot be provided by state employees, and
- confirming that services will be provided at offices located in the United States.

If the purchase is for professional/technical services, the state agency shall complete the Professional/ Technical Contract Certification Form certifying no state employee is available.

If the purchase is for non-PIT services, the state agency shall complete the Service Contract Certification Form certifying no state employee is available.

Copies of both certification forms are available on Office of State Procurement's web site <https://mn.gov/admin/osp/>.

c: ALP Certified Buyers