FINANCE AND OPERATIONS COMMITTEE MEETING DATE: 11/23/2020

SUBJECT: REQUEST FOR PROCUREMENT APPROVAL BOARD RECOMMENDATION – PREFERRED STAFF AUGMENTATION VENDOR CONTRACTING FOR COVID CALL CENTER

PREPARED BY: JUSTIN BRANDON, DIRECTOR OF MEMBER SERVICES AND SUPPORT OPERATIONS, BRIAN BRAUN, CFO

Proposed Action:
Board Approval to enter into a statement of work with Hire Connections for service center staff augmentation services for the COVID call center.

Summary:
C4HCO has been asked to address the urgent need by the Colorado Department of Public Health and Environment (CDPHE) to provide COVID related call center services. Given the accelerated nature of this request C4HCO will be using Hire Connections to provide call center personnel. It is expected up to 165 staff will be needed to support the service center operations. The positions to be provided by Hire Connections include call center representatives, leads, supervisors and analysts. The term of the services is expected to go through March 31, 2021. Total commitment to Hire Connections for these services shall not exceed $2,280,000. If the contract is extended or further resources are needed additional approval will be requested from the Board.

Staff Recommendation:
Staff recommends Board approval of this request.

Procurement Compliance:
Procurement Exceeds $250,000 threshold: This SOW will exceed $250,000 and as a result under the terms of the original preferred vendor approval we are seeking Board approval for this specific work.

Procurement/Business Initiative is necessary or advisable: Yes – necessary in order to quickly respond to the need of establishing the service center operations.

Type of procurement vehicle: Statement of work issued under a master service agreement with the vendor.

Need for RFP, RFI, RFS or similar: Already procured as a preferred vendor through an RFP process.

Funding Source:

Funding will be provided via a contract with the Colorado Department of Public Health and Environment.