



## GOVERNMENT OF PUERTO RICO

Puerto Rico Electric Power Authority  
Governing Board

### RESOLUTION 4774 AMENDMENT- CALL CENTERS CONTRACTS

- WHEREAS:** The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act 83 of May 2, 1941, as amended (Act 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and non-discriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.
- WHEREAS:** Act 83 authorizes PREPA to grant contracts and formalize all the instruments that are necessary or convenient in the exercise of any of its powers.
- WHEREAS:** Section 15(1)(a) of Act 83 states that all purchases made and contracts for supplies or services, except professional services, entered into by PREPA, including its capital construction contracts, shall follow a bid process.
- WHEREAS:** According to Section 15(2)(f) of Act 83, a competitive bidding process shall not be necessary when in the judgment of the Governing Board, a competitive request for proposals (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater saving and reduction of costs and operational expenses of PREPA.
- WHEREAS:** On January 30, 2019, PREPA's Governing Board, through Resolution 4667, authorized, as requested by the Customer Service Directorate, an RFP process to contract the services of a Call Center that included location, communication and information systems.
- WHEREAS:** An Evaluation Committee analyzed the proposals and selected the best alternatives and the results were informed to the Governing Board.
- WHEREAS:** On June 10, 2019, the Contracts between PREPA and each one of the companies selected as a result of the RFP, Insight Communications, Corp. (Insight) (2019-P00118) and Telecontacto-



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Telecontact, Inc. (Telecontact) (Contract 2019-P00117), were executed. Each one of the Contracts had a maximum amount of \$2,925,500, until June 30, 2020.

WHEREAS: In accordance with Article 6 of the Contract, each Contract may be extended up to four additional periods of one fiscal year each, subject to availability of funds and at PREPA's sole discretion.

WHEREAS: Mrs. Noriette Figueroa-Meléndez, Customer Service Director, requests an extension for Contract, for Fiscal Year 2020-2021, each for a maximum contract amount of \$2,925,500.

WHEREAS: Due to the variety of services provided by the external call centers, the process training their personnel took several months. Also, the training required the collaboration of personnel from the Customer Service Directorate and the Information & Technology Office.

WHEREAS: The contracting of Insight and Telecontact has allowed PREPA to reduce the waiting time from approximately one hour to five minutes or less. Also, in terms of payment transactions by phone and emergency calls, the waiting time has been significantly reduced, from forty-five minutes to an average of two minutes.

WHEREAS: As a result of the services provided by both companies, the Customer Service Directorate indicates that the percentage of attended calls in the external call centers for the past three months (November 2019 to January 2020) were 94% for Insight and 92% for Telecontact. Also, the average waiting time was 49 and 60 seconds, respectively, for Insight and Telecontact. The attended calls through the months of November 2019 to January 2020, were 124,245 and 138,229, for Insight and Telecontact, respectively.

WHEREAS: Some benefits of extending the Contracts would be the following:

- Savings in the investment cost of internal resource training.
- The services will not be interrupted.
- For the extensions of the Contracts, PREPA will benefit from a discount in the rate per hour for the services provided by Telecontact from the second year, and from Insight, for the third year.

WHEREAS: In order for PREPA to continue receiving the services from Insight and Telecontact, for next Fiscal Year 2020-2021, Mrs. Figueroa-Meléndez requests an extension of Contracts 2019-P00117 and 2019-P00118.

WHEREAS: On March 10, 2020, PREPA's Chief Financial Officer, Mr. Nelson Morales-Rivera, certified the availability of \$5,851,000 in the budget

for Fiscal Year 2020-2021, for the extensions of Contracts 2019-P00117 and 2019-P00118.

WHEREAS: PREPA's General Counsel considered Mrs. Figueroa-Meléndez's memorandum and concluded that the extensions of Contracts 2019-P00117 and 2019-P00118 are subject to the approval of PREPA's Governing Board.

THEREFORE: In accordance, with Act 83, PREPA's Governing Board has determined to:

1. Authorize PREPA's Chief Executive Officer to execute the extension of Contract 2019-P00117, between PREPA and Telecontacto-Telecontact, Inc., for Fiscal Year 2020-2021, for a maximum amount of \$2,925,500.
2. Authorize PREPA's Chief Executive Officer to execute the extension of Contract 2019-P00118, between PREPA and Insight Communications, Corp., for Fiscal Year 2020-2021, for a maximum amount of \$2,925,500.

Approved in San Juan, Puerto Rico, on the twenty-fifth day of March, two thousand twenty.



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Eduardo Arosemena-Muñoz  
Secretary of the Board