

FAQs

Q: What is Public Contract Code 10299.5?

A: 10299.5 was added to the Public Contract Code to read:

(a) (1) On and after January 1, 2025, subject to limited exceptions as set forth in subdivision (d), each state agency that enters into a contract with a private entity solely for call center work to provide public or customer service for that state agency or another state agency shall provide a report to the department that contains all of the information set forth in paragraph (2).

(2) The number of total jobs and the overall percentage that shall be located within the state, as well as the number and percentage of jobs that shall be located in any other state or states as well as identifying the state and type of jobs located in those states.

(b) If the contract is solely for overflow, emergency, or other contingency, the information described in paragraph (2) of subdivision (a) shall be provided in addition to the terms of contingency.

(c) The department shall maintain a master list of contracts pursuant to this section and an aggregate number of jobs, including how many are located in another state. This list shall be made available, upon request, to any member of the public.

(d) This section shall not apply to a contract or any subcontract reached between a private entity and the State of California or other authority of the State of California where call center services are secondary and the services to be provided are related to state employee benefits.

(e) For purposes of this section, “state agency” means any agency, department, division, commission, board, bureau, officer, or other authority of the State of California.

Q: Does this reporting requirement apply to my department or agency?

A: The requirement applies to California state agencies that enter a contract with a private entity solely for call center work. If you are uncertain, please check with your legal office.

Q: What is a “call center”?

A: The definition of a call center from the legislative analysis is: “Defines a “call center” to mean a facility or other operations where employees, as their primary function, receive telephone calls or other electronic communication for the purpose of providing customer service or other related functions.”

Q: Who within my agency should complete the submission?

A: The person responsible for submitting the reporting is up to each individual agency.

Q: What format or method should agencies use to provide the required information to DGS?

A: DGS is currently developing a formal process for submission. Until a formal submission process is created, agencies may submit their reports in Excel or Word to CallCenterContracts@dgs.ca.gov

Q: Would the report only encompass one fiscal year at a time?

A: Yes, the reporting should cover a fiscal year at a time.

Q: Should the reporting information be provided after contract execution or expiration?

A: OLS would like the information reported after contract execution. Please include the start date and end date for each contract.