

# House Bill 2846

Sponsored by Representatives DOHERTY, HUNT; Representative DEMBROW (Pre-session filed.)

## SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure **as introduced**.

Prohibits contracting agency from entering into public contract for services with contractor that uses contact center located outside United States to perform all or part of services that are basis of public contract.

## A BILL FOR AN ACT

1  
2 Relating to the use of contact centers in public contracts.

3 **Be It Enacted by the People of the State of Oregon:**

4 **SECTION 1. Section 2 of this 2011 Act is added to and made a part of ORS chapter 279B.**

5 **SECTION 2. (1)(a) As used in this section, "contact center" means an organization or**  
6 **part of an organization, the purpose of which is to receive, process and respond to inquiries**  
7 **or requests for goods, services, information or assistance that members of the public com-**  
8 **municate personally to the organization by telephone, electronic or postal mail, facsimile or**  
9 **other means.**

10 **(b) "Contact center" does not include a warehouse, distribution center, factory, shipment**  
11 **center or other facility or location, the purpose of which is to provide services other than**  
12 **the services described in paragraph (a) of this subsection or to design, manufacture, process,**  
13 **assemble, package, distribute or ship goods or to receive goods that members of the public**  
14 **return to the organization.**

15 **(2) A contracting agency may not enter into a public contract for services with a con-**  
16 **tractor that uses a contact center located outside the United States to perform all or part**  
17 **of the services that are the basis of the public contract.**

18 **SECTION 3. Section 2 of this 2011 Act applies to procurements that a contracting agency**  
19 **advertises or solicits on or after the effective date of this 2011 Act or, if the contracting**  
20 **agency does not advertise or solicit the procurement, to public contracts that the contract-**  
21 **ing agency declares an intention to award or renew on or after the effective date of this 2011**  
22 **Act.**

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**NOTE:** Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.