



## **Board of Directors Meeting**

Wednesday, November 1, 2017

6:00 pm

City of Hayward Council Chambers

777 B Street, Hayward, CA

*Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials, should contact the Clerk of the Board at least 2 working days before the meeting at (510) 670-5936 or [Scabrera@ebce.org](mailto:Scabrera@ebce.org).*

*If you have anything that you wish to be distributed to the Board please hand it to the clerk who will distribute the information to the Board members and other staff*

### **1. Welcome & Roll Call**

### **2. Pledge of Allegiance**

### **3. Public Comment**

*This item is reserved for persons wishing to address the Board on any EBCE-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Board are customarily limited to three minutes per speaker.*

## **CONSENT AGENDA**

### **4. Approval of Minutes from October 18, 2017**

## **REGULAR AGENDA**

### **5. CEO Report**

**6. Reject all bids for Billing/Data Management/Call Center RFP-1 and Authorize Execution of Agreement with SMUD (Action Item)**

Recommendation:

Adopt a Resolution authorizing the Chief Executive Officer to execute a letter of intent and a final contract with the Sacramento Municipal Utility District (SMUD) for Data Management, Billing and Call Center Services for a term of two years that may include options for extension that EBCE has sole discretion to exercise.

Additionally, the Chief Executive Officer will work with SMUD to develop a set of task orders above the base cost in SMUD's bid, to support EBCE's set up of its in-house call center in two phases. Phase one will be the set-up of a customer service center focused on escalated calls and other customer service and outreach tasks. Phase two will be the set-up of a full service call center to handle all front line calls. The target roll-out for Phase One will be one year from the execution of the contract, the target roll-out for Phase Two will be by the end of the two year contract term.

**7. Board Member and Staff Announcements**

**8. Adjournment** – to Wednesday, November 15, 2017