

2020 SESSION

HOUSE SUBSTITUTE

20106620D

HOUSE BILL NO. 439

AMENDMENT IN THE NATURE OF A SUBSTITUTE
(Proposed by the House Committee on Labor and Commerce
on January 23, 2020)

(Patron Prior to Substitute—Delegate Heretick)

A BILL to amend the Code of Virginia by adding in Title 40.1 a chapter numbered 10, consisting of a section numbered 40.1-143, relating to the procurement of state business-related call center and customer service work.

Be it enacted by the General Assembly of Virginia:

1. That the Code of Virginia is amended by adding in Title 40.1 a chapter numbered 10, consisting of a section numbered 40.1-143, as follows:

*CHAPTER 10.
CALL CENTERS.*

§ 40.1-143. Procurement of state business-related call center and customer service work.

To the extent permitted under the Commerce Clause and Equal Protection Clause of the United States Constitution and other applicable jurisprudential doctrines, the director of each agency shall ensure that all contracts entered into on and after July 1, 2020, for the performance by a contractor of state business-related call center and customer service work provide that such work shall be performed by the contractor or its agents or subcontractors entirely within the Commonwealth for the contractor's primary call center and customer service workplace.

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