

1                   A bill to be entitled  
2           An act relating to call center jobs; creating s.  
3           559.952, F.S.; providing a short title; creating s.  
4           559.9521, F.S.; providing definitions; creating s.  
5           559.9522, F.S.; requiring certain call centers that  
6           intend to relocate out of state, in whole or in part,  
7           to notify the Department of Business and Professional  
8           Regulation before a specified date; providing a  
9           penalty for failing to provide such notice; requiring  
10          the department to compile a semiannual list of  
11          employers that relocate call centers out of state;  
12          creating s. 559.9523, F.S.; providing that employers  
13          named on the list are ineligible for certain state  
14          grants, loans, or tax benefits for 5 years; requiring  
15          such employers to remit the remaining prorated value  
16          of any state grant, loan, or tax benefit to the  
17          department under certain circumstances; providing  
18          exceptions; creating s. 559.9524, F.S.; requiring the  
19          head of each state agency to ensure that certain  
20          services are performed in-state by state contractors  
21          or their agents or subcontractors; providing a  
22          timeframe by which certain contractors or their agents  
23          or subcontractors must comply with the act; requiring  
24          grandfathered contractors to comply with the act under  
25          certain circumstances; creating s. 559.9525, F.S.;

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26 specifying that this act may not be construed to allow  
27 the withholding or denial of certain payments,  
28 compensation, or benefits; providing a directive to  
29 the Division of Law Revision and Information;  
30 providing an effective date.  
31

32 Be It Enacted by the Legislature of the State of Florida:  
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34 Section 1. Section 559.952, Florida Statutes, is created  
35 to read:

36 559.952 Short title.—This act may be cited as the "Save  
37 Florida Call Center Jobs Act of 2017."

38 Section 2. Section 559.9521, Florida Statutes, is created  
39 to read:

40 559.9521 Definitions.—As used in this act, the term:

41 (1) "Call center or employer" means any business  
42 enterprise that employs 50 or more individuals who, in the  
43 aggregate, work at least 1,500 hours per week, not including  
44 hours of overtime, for the purpose of providing customer service  
45 or conducting back-office operations.

46 (2) "Department" means the Department of Business and  
47 Professional Regulation.

48 Section 3. Section 559.9522, Florida Statutes, is created  
49 to read:

50 559.9522 Call centers intending to move out of state.—

51        (1) NOTICE REQUIREMENT.—An employer that intends to  
52 relocate a Florida call center out of state, or one or more  
53 facilities or operating units within a call center comprising at  
54 least 30 percent of the call center's, or operating unit's,  
55 total volume when measured against the previous 12-month average  
56 call volume of operations or substantially similar operations,  
57 must notify the department at least 120 days before such  
58 relocation.

59        (2) PENALTY.—An employer that violates subsection (1) is  
60 subject to a civil penalty of up to \$10,000 per day for each day  
61 the violation continues; however, the department may reduce the  
62 penalty amount if just cause is shown.

63        (3) LIST COMPILATION.—The department shall compile a  
64 semiannual list of all employers that relocate a Florida call  
65 center, or one or more facilities or operating units within a  
66 call center comprising at least 30 percent of the call center's  
67 or operating unit's total volume of operations, out of the  
68 state.

69        Section 4. Section 559.9523, Florida Statutes, is created  
70 to read:

71        559.9523 Grants and guaranteed loans.—

72        (1) INELIGIBILITY.—Except as provided in subsection (3)  
73 and notwithstanding any other law, an employer named on the list  
74 described in s. 559.9522 is ineligible for any direct or  
75 indirect state grants, state-guaranteed loans, or tax benefits

76 for 5 years after the date such list is published.

77 (2) REVERSION.—Except as provided in subsection (3) and  
78 notwithstanding any other law, an employer named on the list  
79 described in s. 559.9522 shall remit to the department the  
80 remaining prorated value of any state grant, state-guaranteed  
81 loan, tax benefit, or any other state governmental support it  
82 has received on or after the effective date of this act.

83 (3) EXCEPTIONS.—The department, in consultation with the  
84 appropriate state agency providing a loan or grant, may waive  
85 the ineligibility requirement in subsection (1) if the employer  
86 applying for such loan, grant, or benefit demonstrates that  
87 returning such loan, grant, or benefit would result in:

88 (a) Substantial job loss in this state; or

89 (b) Harm to the environment.

90 Section 5. Section 559.9524, Florida Statutes, is created  
91 to read:

92 559.9524 In-state procurement.—The head of each state  
93 agency shall ensure that all state-business-related call center  
94 and customer service work is performed by state contractors or  
95 their agents or subcontractors entirely within the state. State  
96 contractors who currently perform state-business-related call  
97 center and customer service work outside the state have 2 years  
98 after the effective date of this act to comply with this act,  
99 provided that if any such grandfathered contractors add customer  
100 service employees who will perform work on state agency

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101 contracts, those new employees must immediately be employed  
102 within the state.

103 Section 6. Section 559.9525, Florida Statutes, is created  
104 to read:

105 559.9525 State benefits for workers.—This act may not be  
106 construed to allow withholding or denial of payments,  
107 compensation, or benefits under any other state law, including  
108 state unemployment compensation, disability payments, or worker  
109 retraining or readjustment funds, to workers employed by  
110 employers that relocate out of this state.

111 Section 7. The Division of Law Revision and Information is  
112 directed to replace the phrase "the effective date of this act"  
113 wherever it occurs in this act with the date the act becomes  
114 effective.

115 Section 8. This act shall take effect 180 days after  
116 becoming a law.