

Agenda #<u>11</u>

Commission Meeting Date: September 20, 2016

# CITY OF GREAT FALLS

**COMMISSION AGENDA REPORT** 

**Item:** Resolution 10160 – A Resolution to Submit First Call Resolution (FCR)

Application to the Big Sky Economic Development Trust Fund Program

**From:** Greg Doyon, City Manager

**Presented By:** Melissa Kinzler – Fiscal Services Director

**Action Requested:** Adopt Resolution 10160 to Submit First Call Resolution's Application to

the Big Sky Economic Development Trust Fund Program administered by the Department of Commerce, and designate the Great Falls

Development Authority to manage all aspects of the grant.

# **Suggested Motion:**

1. Commissioner moves:

"I move that the City Commission (adopt/deny) Resolution 10160."

2. Mayor calls for a second to the motion, discussion, public comment, and calls for the vote.

**Staff Recommendation:** City Commission adopt Resolution 10160 and submit an application, through the Great Falls Development Authority, to the Big Sky Economic Development Trust Fund (BSTF) Program, administered by the Department of Commerce.

**BSTF Program Background:** The BSTF program is designed to aid in the development of good paying jobs for residents and promote long-term, stable economic growth in Montana. It has two distinct methods for achieving this goal. The first is through job creation funding (Category I) which receives 75% of the program funding and the second is through planning projects (Category II) which receives 25% of the funding.

First Call Resolution (FCR) is eligible for Category I funding. Category I includes grants or loans to assist businesses in creating net new eligible jobs that pays an average weekly wage that meets or exceeds the lesser of 170% of Montana's current minimum wage or the current average weekly wage of the county in which the employees are to be principally employed, including the value of employee benefits.

In order to apply for funding through the BSTF, one of the following entities must apply for the grant or loan (as well as administer awarded funds) on behalf of an eligible business:

- Incorporated city or town
- County
- Consolidated government
- Tribal government
- Public districts or local public entities with the authority to spend or receive public funds

In order for a business to be eligible to receive funding they must meet the following requirements:

- Create at least one (1) net new eligible job in Montana
- New job(s) must pay an average weekly wage that meets or exceeds the lesser of 170% of Montana's current minimum wage or the current average weekly wage of the county in which the employees are to be principally employed, including the value of employee benefits. If employee benefits are to be included in the calculation for the BSTF required wage rate, the assisted business will be required to certify that the benefits meet the requirements of the Employee Retirement Income Security Act of 1974.
- Demonstrate that the business expansion is financially feasible

The maximum grant or loan award is \$5,000 for each eligible new job created or \$7,500 for each eligible new job created in a high-poverty county. \$1 for every \$1 awarded (1:1); or \$1 for every \$2 awarded (1:2) match requirement for program awards in a high-poverty county.

Funds received through the Big Sky Trust Fund can be used for the reimbursement of expenses such as:

- Purchase of land, building or equipment for the direct use of the assisted business
- Lease rate reduction for lease of public or privately owned real property for the direct use of the assisted business
- Relocation costs incurred with moving the assisted business's physical assets to Montana
- Employee training

Biannual reports are due for each year the contract is open (2 year grant or loan awards), or with a request for reimbursement of grant or loan funds including certified payroll information documenting eligible job creation.

Applications are accepted throughout the year until all available funds are committed.

# **Applicant Background:**

First Call Resolution (FCR) is the premier provider of outsourced live agent call center and business process solutions. FCR is based in Oregon with facilities in Roseburg, Veneta, Grants Pass, Coos Bay, Eugene, and Independence. The company provides a wide range of call center services to high tech startups, mobile commerce, wireless telecom, finance, insurance, health care, retail travel and hospitality. FCR supports over 60 clients and employs over 1600 employees.

First Call Resolution is expanding to Montana by opening a 300-seat contact call center in Great Falls that will employ approximately 325-400 people at full capacity. FCR has leased the Strain

Building located at 410 Central Avenue. Renovation will begin on the 35,000 square foot building in September 2016. FCR anticipates beginning the hiring process in late 2016 or early 2017. FCR is making a significant investment in renovation, furniture, computer equipment, telecom, and networking infrastructure.

The jobs created will include: Center Director, IT Director, HR Manager, Recruiter, IT Technicians, Program Managers, Supervisors, Leads, and Customer Service and Technical Service Representatives. A majority of the positions will be Customer Service and Technical Service Representatives. Approximately 25 of the positions meet the BSTF eligibility for wages (\$17.60 for Cascade County).

# **Grant Request:**

FCR is submitting a BSTF application for \$195,000. With these grant funds, \$185,250 will be used to reimburse FCR for Construction, furniture, IT equipment, and lease rate reduction; \$9,750 will be reimbursed to Great Falls Development Authority for grant administration. FCR is proposing a match amount of \$1,273,000. The match funds are designated for purposes shown below:

Source	Amount
Building Upgrades	\$300,000
Cubicles and Computers	\$405,000*
Training Costs	\$173,000
Office and Security Equipment	\$ 20,000
Office Furniture and Décor	\$ 60,000
Servers and Networking Equipment	\$ 75,000
Rent for 1 Year	\$240,000
Total	\$1,273,000

<sup>\*</sup> On the BSTF application, the amount for *Cubicles and Computers* (\$405,000) on Page 7 is the total designated BSTF match amount. The amount shown on page 8 (\$600,000) is the total cost.

This project will have a positive impact to the local, regional and state economy. When companies have the opportunity to expand, purchase new equipment and hire additional employees the local economy benefits and is diversified. Projects like this also can positively impact and benefit support industries and companies.

**Fiscal Impact:** Funding for the BSTF is provided through (MCA 90-1-2) House Bill 249, which was passed by the 59<sup>th</sup> Legislature, and on July 1, 2005, \$20 million was transferred from the Coal Severance Tax Permanent Fund to the Big Sky Economic Development Trust Fund. In addition, a portion of the total coal severance taxes is collected annually and deposited into the BSTF. Interest earnings only, not principal, from the BSTF are available for financial assistance to local governments and economic development organizations through application to the Department of Commerce. There is no fiscal impact to the City of Great Falls.

**Alternatives:** The Commission could choose not to adopt Resolution 10160.

**Attachments/Exhibits:** 1) Resolution 10160

2) First Call Resolution's BSTF Grant Application

#### **RESOLUTION NO. 10160**

A RESOLUTION BY THE CITY COMMISSION OF THE CITY OF GREAT FALLS, MONTANA, RELATING TO FIRST CALL RESOLUTION DBA FCR, APPLICATION TO THE BIG SKY ECONOMIC DEVELOPMENT TRUST FUND PROGRAM ADMINISTERED BY THE STATE OF MONTANA DEPARTMENT OF COMMERCE, ON BEHALF OF THE GREAT FALLS DEVELOPMENT AUTHORITY

**WHEREAS**, the Great Falls Development Authority is committed to facilitating economic diversification in the City and the region; and

**WHEREAS**, the City Commission is committed to facilitating job creation and expansion, thus positively impacting the economy of the entire region; and

**WHEREAS,** First Call Resolution desires to expand its business, improve the building being leased, purchase furniture and office equipment, purchase computers and IT equipment and create additional jobs in Great Falls; and

**WHEREAS**, the City Commission has determined that First Call Resolution has growth potential and supports economic diversity; and

WHEREAS, the Montana Department of Commerce administers the Big Sky Economic Development Trust Fund Category I job creation program, which is a state-funded program to create good paying jobs for Montana residents, promote long-term, stable economic growth in Montana, create partnerships, expand existing businesses and provide a better life for future generations through greater economic growth and prosperity in Montana; and

**WHEREAS,** the City Commission hereby authorizes and appoints the Great Falls Development Authority to administer, on behalf of the City of Great Falls in all aspects of the Economic Development Grant, and provide administrative support and other responsibility for the management and appropriate reporting to the Montana Department of Commerce.

**NOW, THEREFORE, BE IT RESOLVED** by the City Commission of the City of Great Falls, Montana, that the City submit an application, on behalf of the Great Falls Development Authority, to the Big Sky Economic Development Trust Fund Program to assist First Call Resolution in its expansion project and that Great Falls Development Authority manage all aspects of the grant.

PASSED AND ADOPTED by the City Commission of the City of Great Falls, Montana, September 20, 2016.

Bob Kelly, Mayor	

ATTEST:
Lisa Kunz, City Clerk
(CITY SEAL)
APPROVED FOR LEGAL CONTENT:
Sara R. Sexe, City Attorney



# **Application**

46678 - DOC - Big Sky Economic Development Trust Fund (BSTF) - Job Creation Projects -FY 17-01 - Final Application

48482 - FCR 300-seat Contact Center in Great Falls. **DOC MTBD BSTF Job Creation** 

Status:

Submitted

Submitted Date:

08/31/2016 6:51 PM

Applicant Information

**Primary Contact:** 

Name:\*

Ms.

Lillian

Middle Name

Sunwall

Title:

Email:\*

Isunwall@gfdevelopment.org

Alternate Email

Address:

300 Central Ave Ste 406

P.O. Box 949

**Great Falls** 

Montana

59403-0949 Postal Code/Zip

Phone:\*

406-771-9024

Phone ###-#####

Alternate Phone

Fax:

**Authorized Official** 

Name:

Ms.

Jennifer

Middle Name

Reichelt Last Name

Ext.

Title:

Email:\*

jreichelt@greatfallsmt.net

Alternate Email

Address:\*

PO Box 5021

**Great Falls** 

Montana

59403 Postal Code/Zip

Est.

Phone:\*

406-455-8417 Phone ###-###+####

Alternate Phone

Fax:

Organization Information

Name:

Great Falls, City of

Organization Type:

City Government

Organization Website:

Address:\*

PO Box 5021

Great Falls

Montana

59403 Postal Code/Zip

Phone:\*

406-455-8417

Ext.

Alternate Phone

Fax:

Email address

Alternate Email

# Application - Applicant Eligibility

To be eligible, the listed organization (applicant) must be a local or tribal government.

If you are a grant writer preparing an application on behalf of a local or tribal government, then you must be associated with that governmental entity. Once you are associated with the governmental entity, then you would select the governmental entity as the "Organization" under the "General Information" section.

As per Section 90-1-201 MCA, Local Government means a county, consolidated government, city, town or district or local public entity with the authority to spend or receive public funds. Tribal Government means any one of the seven federally recognized tribal governments of Montana and the Little Shell band of Chippewa Indians.

Please identify what type of a governmental entity that you are?\*

Local Government

If your Organization does not qualify as a Local or Tribal Government, please withdraw the application and contact the BSTF Program to discuss other options.

### Application - Local Government Information

### APPLICANT INFORMATION - LOCAL/TRIBAL GOVERNMENT

Federal Tax ID Number

81-6001269

Chief Elected Official\*

Bob First Name

Kelly

Last Name

Mayor

Phone (Use xxx-xxx-xxxx format)

bkelly@greatfallsmt.net

Email Address

What county is the project

located in?\*

Cascade

### Application - Assisted Business Information

Legal Name\*

First Call Resolution dba FCR

List the complete business name was registered with the Secretary of State's office.

**Physical Address of Project** 

Location\*

410 Central Ave, Suite 100, Great Falls, MT 59401

**Business Contact Person** 

Name\*

Katheryn

Carnahan

First Name

Last Name

COO Title **Mailing Address** 

406 NE Winchester St

Roseburg

Oregon State

City

97470-3256

Zip (Use xxxxx-xxxx format) To look up your 4 digit extension, click here USPS Zip Code Look Up

Phone Number\*

541-643-0384

Email Address\*

katheryn@gofcr.com

**Business Information** 

North American Industrial

561422

Classification System (NAICS)

Enter the most appropriate NAICS Code that matches the Assisted Business. To look-up your NAICS code, click on: NAICS Look Up

Federal Employer

Identification Number (FEIN)\*

86-1060494

**Business Project Status\*** 

Expansion

Startup, Expansion, Relocation, etc.

# Application - Assisted Business Qualifying Criteria

#### Eligibility Criteria\*

Based on the definition for an Eligible Assisted Business, please describe in detail how the proposed assisted business will meet the eligibility

FCR is a primary sector business with more than 50% of their business's sales from outside of Montana.

# Application - Project Summary Information

Type of Assistance

Requesting\*

**GRANT** 

Proposed Use of BSTF Funds\*

We intend to use the funds for as much of the following as funds allow:

- Physical improvement of the site (approx. 35,000 square feet): construction materials, cosmetic upgrades (paint, flooring, etc.)
- Fumiture & Equipment (cubicles, desks, chairs, tables)
- Computers for the contact center and IT equipment (servers, networking)
- Rent or lease buy-down on building

Eligible Activities Listed in Section D.1, of the Application Guidelines.

Total Number of New Jobs to

be created\*

326

Total Number of New BSTF Eligible Jobs to be created.\*

26

What is the estimated hourly rate of the BSTF Jobs

17.66 - 52.12

Provide the hourly wage range for the BSTF eligible jobs

**Total Project Cost** 

\$1,468,000.00

This amount will be automatically updated from the Sources and Uses form.

**Amount of BSTF Funds** 

Requested

\$195,000.00

This amount will be automatically updated from the Sources and Uses form.

Amount designated as BSTF

\$1,273,000.00

This amount will be automatically updated from the Sources and Uses form.

**Total Other Funding Amount** 

\$0.00

This amount will be automatically updated from the Sources and Uses form

### Application - Partner Organization (If Applicable)

**Organization Name** 

Great Falls Development Authority, Inc.

**Contact Person Information** 

Name

Lillian

Sunwall

First Name

Last Name

Vice President

Title

Address

300 Central Ave, Ste 406., PO Box 949

Street

Great Falls

MT

City

State

59403-0949

Zip (Use xxxxx-xxxx format) To look up your 4 digit extension, click here USPS Zip Code Look Up

Phone Number

406-771-9024

Use xxx-xxx-xxxx format only

**Email Address** 

Isunwall@gfdevelopment.org

What is the partner organizations responsibilities relative to completing the proposed project?

Site Development/Financing/Incentives

# Project Information - Overview

### Proposed Project\*

Please describe the proposed project.

FCR is expanding into Montana by opening a 300-seat contact center in Great Falls. It is our anticipation that this will be one of several contact centers FCR opens in the state of Montana over the next 5 years.

We expect to create approximately 325 jobs in Great Falls over a 1-3 year time period depending on company growth and our success with the workforce in Great Falls. The majority of the positions will be customer service and technical support positions in which individuals help customers over the phone, email, and chat. Approximately 20-25 of the positions will be salaried, managerial positions. We anticipate 2-4 skilled IT positions in addition to those just mentioned.

A location has been selected and leased. Starting in August 2016, FCR will begin renovating the space. We anticipate that hiring for the Site Director and a few support positions (IT and HR) will begin in the Fall of 2016. The first new-hire training class for the majority of the positions is anticipated to start in December 2016. These timeframes are subject to change depending on client needs.

### Assisted Business\*

Please describe the assisted business

FCR is a privately-held, Business Process Outsourcer (BPO) headquartered in Oregon operating 5 contact centers in Oregon. We have approximately 60 clients in the technology and startup industries. Many of our clients have international brand recognition and are headquartered in San Francisco, the Silicon Valley and New York City.

FCR's strategy is to bring interesting, well-paying job with benefits to rural communities in Oregon and Montana. Our employees (we call them 'colleagues') have an opportunity to find rewarding careers at FCR through the nature of the work and ability to move up in the organization. We believe in hiring from within whenever possible; 98% of our supervisory staff

started in a frontline position and half of our managers came up through the ranks.

We differentiate ourselves from other call centers by fostering a vibrant culture founded on our core values of fairness, integrity, and respect. We are deeply committed to the communities we do business in and participate in many activities such as blood drives, Habitat for Humanity, environmental projects, food drives, etc.

#### From our website www.gofcr.com

FCR has built a new class of high-quality, domestic-based contact center and business process outsourcing solutions. Our mission is to be the most respected and disruptive outsourcing provider in the industry.

Based in Oregon, with facilities in Roseburg, Veneta, Grants Pass, Coos Bay, Eugene, and Independence, we provide a wide range of call center and business process solutions to industries that include high tech, startups, mobile commerce, wireless, telecom, finance, insurance, e-commerce, healthcare, retail, travel and hospitality, and various sectors of the new economy. FCR currently supports more than 60 clients and employs over 1,600 colleagues. We are changing the face of the outsourcing industry – one call, email, instant message, text, and video conference at a time.

#### Usage of BSTF funds\*

Please describe what the BSTF financial assistance would be used (examples: equipment purchase, lease rate reductions etc).

We intend to use the funds for as much of the following as funds allow:

- Physical improvement of the site (approx. 35,000 square feet): construction materials, cosmetic upgrades (paint, flooring, etc.)
- Furniture & Equipment (cubicles, desks, chairs, tables)
- · Computers for the contact center and IT equipment (servers, networking)
- Rent or lease buy-down on building

#### Involved Entities\*

Please identify the entities involved in completing the proposed project, including management of the project/staffing plan.

FCR will manage the project from our Oregon location. Katheryn Carnahan, COO, will be responsible for oversite of the project along with Ken Averett, Director of IT.

L'Heureux Page Werner is the Architecture firm that will be doing the designs.

In August 2016, we will select the General Contractor to oversee the site improvements.

#### Implementation Plan/Timeline\*

Please provide an implementation plan or timeline for project activities from start-up through closeout.

#### July 2016

· Lease signed

# August 2016

- Architect selected
- Plans completed
- · Project out to bid with Contractors
- Contractor Selected
- Construction phase of Project Starts

#### October 2016

· Key positions hired (Site Director, IT, HR Manager)

#### November 2016

- Recruiting & Hiring begins for initial wave of hiring
- December
- · Physical site completed

· Hiring continues

#### 2017

· Hiring continues to 325 employees

#### Historic Information\*

Please provide any relevant historical information on the project or the region it would support.

In December 2015, a 500 person Call Center, Assurion, closed. This project is necessary to backfill these jobs.

# Project Information - Economic Impact Statement

#### Overall Impact\*

Please provide a summary of the impacts (both positive and negative) that the project would have on the state, regional and community economy.

The positive impact to Great Falls and Montana are twofold: 1) the initial project investment (construction, furniture, etc.) and 2) ongoing payroll. All of the revenue earned from our Great Falls site comes from outside of the state.

Utilization of local contractors	\$ 300,000
Purchase of furniture through Montana-based distributor	\$ 345,700
Annual Wages into local economy from outside the state (year 1)	\$ 3,083,750
Annual wages into local economy at full capacity	\$ 6,675,500

#### **Business Impact\***

Please provide a summary of any services or functions that the business provides to the community, region or state,

FCR is the premier provider of outsourced live agent call center and business process solutions. We provide a wide range of outsourced contact center, business process and social networking solutions to industries that include the high tech, internet, e-retail services, telecom, healthcare, finance, travel, transportation, insurance and various sectors of the new economy. The company is privately held and majority-owned by founding partners John Stadter and Matthew Achak. FCR was ranked #2,059 in the Inc. 5000 Fastest Growing Private companies in the US in 2016. This was up from #2.041 in 2015 and #2.906 in 2014. In 2016, FCR was named the 48th Fastest Growing Private Company in Oregon by Portland Business Journal. In addition to our steady growth, we were named one of the ten best employers in Oregon for 4 consecutive years by The Oregonian, 2011 - 2015. Our mission is to be the most respected outsourcing partner in the industry. We strive to provide the highest possible quality at the lowest cost to our clients. To accomplish that we are building a new class of high quality, domestic based contact and business process outsourcing centers right here in the United States. With 6 contact centers across the state of Oregon, and plans for a center in Montana. FCR operates facilities in the communities of Roseburg, Grants Pass, Coos Bay, Veneta, Eugene, and Independence, Oregon. Our Montana location will be in Great Falls. Our centers are filled with the most dedicated and creative colleagues who help take our client's business to the next level. FCR currently supports more than 60 clients and employs over 1,500 colleagues. We are changing the face of the outsourcing industry, one call, email, instant message, text, and video conference at a time. Our Core Values are the heart of FCR's success. They define us for who we are as a company and help determine the direction and decisions we make for our clients, our colleagues, and our vendors. For our clients those values ensure that we deliver what we promise to them. Treating our colleagues with honesty and fairness earns us the respect required to execute our operations with the highest quality and efficiency. Our values are the reason why we have been named a Top Workplace in Oregon by our own colleagues for 4 consecutive years. Our collaborative and transparent approach to vendor relations makes doing business with FCR a smooth and easy process.

#### Competion\*

Please identify if the business associated with the project is competing with any local or regional existing business.

There are no call centers in our local community or region that would directly compete with the services of FCR.

### Project Information - Assisted Business Current Employment Information

#### **Current Employment Information**

What is the Business' current employment level in Montana?

Employment in MT\*

What is the Business' current employment level at the project site?

Employment at site\*

0

#### Sources and Uses

BSTF Request	Designated as BSTF Match	Other Funding Amount	Total Project Cost
\$185,250.00	\$0.00	\$0.00	\$185,250.00
\$9,750.00	\$0.00	\$0.00	\$9,750.00
\$0.00	\$1,273,000 00	\$0.00	\$1,273,000.00
\$195,000.00	\$1,273,000.00	\$0.00	\$1,468,000.00
	\$185,250,00 \$9,750,00 \$0,00	Request         Match           \$185,250,00         \$0.00           \$9,750,00         \$0.00           \$0.00         \$1,273,000,00	Request         Match         Amount           \$185,250,00         \$0.00         \$0.00           \$9,750,00         \$0.00         \$0.00           \$0.00         \$1,273,000,00         \$0.00

# Sources and Uses Summary

**Total Number of New BSTF** 

Eligible Jobs to be created:

This number was taken from the Application form

**BSTF Request** 

\$195,000.00

Cost Per Job

\$7,500.00

**Match Amount** 

\$1,273,000.00

Match as a percentage of proposed BSTF request

652.82%

# **Budget Narrative - Designated BSTF Match**

Source	Amount	Status	Use
Building Upgrade	\$300,000 00	Committed	
Cubicles & Computers	\$405,000 00	Committed	
Training Costs	\$173,000 00	Committed	
Office & Security Equipment	\$20,000 00	Committed	
Office Furniture & Decor	\$60,000 00	Committed	
Servers & Networking Equipment	\$75,000 00		
Rent for 1 year	\$240,000.00	Committed	
	\$1,273,000.00		

# Budget Narrative - Checkpoint - Designated BSTF Match

If the amount listed in the budget does not match the total of the Designated BSTF Match, then correct the information above

Total BSTF match from

\$1,273,000.00

Sources and Uses form

This information will be automatically taken from the Sources and Uses Information

Total BSTF Match from the

\$1,273,000.00

above section

This information will be automatically taken from the section above

Difference

If this amount is NOT \$0.00, then please recheck your numbers

# **Budget Narrative - Other Funding Sources**

Other Funding	Source	Amount	Status	Use
Funding Source		\$0.00		
Funding Source		\$0.00		
Funding Source		\$0.00		-
Funding Source		\$0.00		
Funding Source		\$0.00		
Funding Source		\$0.00		
Funding Source		\$0.00		7
Funding Source		\$0.00		
Funding Source		\$0.00		
Funding Source		\$0.00		-
Funding Source		\$0.00		
Tot	als	\$0.00		

# Budget Narrative - Checkpoint - Other Funding Source

**Total from Budget** 

0.00 If the amount listed in the budget does not match the total of the other funding sources, then please correct

**Total Other Funding Source** 

\$0.00

Difference

\$0.00

If this amount is NOT \$0.00, then please recheck your numbers

# **Budget Narrative - All Funds**

### Provide a total project cost breakdown.

Building Upgrade	\$ 300,000
Cubicles & Computers	\$ 600,000
Training Costs	\$ 173,000
Office & Security equipment	\$ 20,000
Office Furniture & Décor	\$ 60,000
Servers & Networking Equipment	\$ 75,000
Rent - 1 year	\$ 240,000
Total	\$ 1,468,000

FCR self-funds these projects.

### Explain how costs were derived.

Please provide a detailed narrative describing how all project costs were verified, specifying how and by whom they were determined (such as who prepared the cost estimates, equipment lists) and describe the reasonableness and completeness of the cost estimates.

Attach copies of the cost estimates, equipment lists, lease information, etc., in the section below.

FCR provided the cost estimates based on previous buildouts in other rural communities (we have done 5 such projects in Oregon). Bids on construction are pending.

#### **Additional Information**

If there is any other pertinent information about the budget that you would like to share with the Program, please describe below:

# **Budget Narrative - Letters of Commitment**

Please attach any written commitments to the project.

WebGrants - State of Montana
Commitments
Commitments
Commitments
Commitments
Budget Narrative - Cost Estimates
Cost Estimates
Equipment Lists
Lease Information
Other
Budget Narrative - Other Supporting Documentation
Other Supporting Documentation
Business Plan
Company Description
Provide us an overview of your company.
See attached business plan
Products or services offered
Please provide information on the products or services that you offer.
See attached business plan

### Estimated market potential

Please provide information on your market potential.

See attached business plan

# Management Experience

Please provide information on the management experience of principals. Resumes can be attached below.

See attached business plan

# **Current financial position**

Provide information on your current financial position.

FCR current position is strong as reflected in the attached financials.

Describe the proposed project.

Describe how the project fits into your Business Plan

Our mission is to be the most respected outsourcing partner in the industry. We strive to provide the highest possible quality at the lowest cost to our clients. To accomplish that we are building a new class of high quality, domestic based contact and business process outsourcing centers right here in the United States. With 6 contact centers across the state of Oregon, and plans for a center in Montana. FCR operates facilities in the communities of Roseburg, Grants Pass, Coos Bay, Veneta, Eugene, and Independence, Oregon. Our Montana location will be in Great Falls. Our centers are filled with the most dedicated and creative colleagues who help take our client's business to the next level. FCR currently supports more than 60 clients and employs over 1,500 colleagues. We are changing the face of the outsourcing industry, one call, email, instant message, text, and video conference at a time. Our Core Values are the heart of FCR's success. They define us for who we are as a company and help determine the direction and decisions we make for our clients, our colleagues, and our vendors. For our clients those values ensure that we deliver what we promise to them. Treating our colleagues with honesty and fairness earns us the respect required to execute our operations with the highest quality and efficiency. Our values are the reason why we have been named a Top Workplace in Oregon by our own colleagues for 4 consecutive years. Our collaborative and transparent approach to vendor relations makes doing business with FCR a smooth and easy process.

#### Resumes

Please insert your resumes here

To insert a document, first save the information. Once you save the document, the icon will appear. If you need to attach additional documents, please insert the remaining documents in the "Supporting Documentation" component.

FCR EXECUTIVE STAFF RESUMES.pdf

#### **Loan Application**

In lieu of a business plan, the Department's Grant Review Committee may consider a complete copy of the current loan application to entities such as the MT Board of Investments, the federal Business and Industry Guarantee program, or the Small Business Administration. Insert those documents here.

Loan Application

#### **Business Plan**

If you have a written Business Plan that you would like to submit as part of this application, please insert the document here

**Business Plan** 

FCR Business Plan for 300- seat call center in Great Falls MT v1 1025.pdf

#### Financial Statements

Attachment	Description	File Name	Туре	File
HISTORICAL FINANCIAL INFORMATION				
Historical - Balance Sheet - Reporting Period 1	Balance Sheet Period 1 & 2	FCR Balance Sheet Period 1 and 2 pdf	pdf	244 KB
Historical - Balance Sheet - Reporting Period 2	Balance Sheet Period 1 & 2	FCR Balance Sheet Period 1 and 2.pdf	pdf	244 KB
Historical - Profit and Loss Statement - Reporting Period 1	Statement of Income and Equity Period 1 and 2	Statement of Income and Equity Period 1 and 2 pdf	pdf	289 KB
Historical - Profit and Loss Statement - Reporting Period 2	Statement of Income and Equity Period 1 and 2	Statement of Income and Equity Period 1 and 2 pdf	pdf	289 KB
Historical - Cash Flow Statement - Reporting Period 1	FCR Cash Flow Period 1 and 2	FCR Cash Flow Period 1 and 2 pdf	pdf	307 KB
Historical - Cash Flow Statement - Reporting Period 2	FCR Cash Flow Period 1 and 2	FCR Cash Flow Period 1 and 2.pdf	pdf	307 KB
PROJECTIONS				
Projections - Balance Sheet - Reporting Period 1	Unaudited Balance Sheet	FCR Balance Sheet Period 1 and 2.pdf	pdf	244 KB
Projections - Balance Sheet - Reporting Period 2				
Projections - Profit and Loss Statement - Reporting Period 1	Unaudited Profit and Loss	FCR Financial Statements Profit & Loss 2Q16 (2) pdf	pdf	37 KB
Projections - Profit and Loss Statement - Reporting Period 2	*			
Projections - Cash Flow Statement - Reporting Period 1	Unaudited Cash Flow	FCR Financial Statement of Cash Flow 2Q16 (2).pdf	pdf	37 KB
Projections - Cash Flow Statement - Reporting Period 2				
NTERIM FINANCIAL STATEMENTS		3.9/4		
Interim Financial Statements	FCR Financial Statement of Cash Flow, Profit &	FCR Financial Statements 2Q16	pdf	190

	Loss, Balance Sheet 2Q16	(2).pdf	1	KB
OTHER				
Other Supporting Documentation	Statement of Income and Equity Period 1 and 2	Statement of Income and Equity Period 1 and 2.pdf	pdf	289 KB
Other				1 11111

#### Benefits

Benefit	Describe benefit	Estimated HOURLY value of benefit.
Basic Life/AD&D	\$0.85 ER cost per month	\$0.01
Dental	We pay 100% of premium cost for EE Total cost of \$37 22/month after 60 day waiting period	\$0 21
Holiday	Colleagues receive 6 paid holidays per year (using 2080 hrs @ 10 25)	\$0 24
LT Disability	\$2.67 ER cost per month (Average of center based colleagues)	\$0.02
Medical	We pay 80% of the premium cost for EE (Total cost of \$387 30/month) for EE first 2 years 100% thereafter 60 day waiting period	\$1.77
РТО	Accrues at 03325 per hour. Max of 40 hours for years 1 and 2 Used 40 hours @ \$10 25	\$0.20
1		\$2 45

### **Benefit Certification**

Certification

FCR Application BSTF Job Creation Grant BenefitCalculation Montana 8 18 16\_1025.pdf

# Hiring Plan (Appendix C)

Appendix C for the 1st twelve

month period\*

BSTF Job Creation Grant Hiring Plan Montana First 12 mo period.pdf

Appendix C for the 2nd twelve month period, if needed

BSTF Job Creation Grant Hiring Plan Montana 2nd 12 month Period.pdf

### Hiring Plan Summary

### **Current Annual Payroll**

What is the Assisted Business' current annual payroll -

At the site:\*

n

At any other operations within

U

the State of Montana:

Only applicable if the business has multiply sites throughout Montana

**Projected Annual Payroll** 

At the site:\*

\$6,675,500.00

At any other operations within

the State of Montana:

Only applicable if the business has multiply sites throughout Montana

**Employment Levels** 

Current at site:

0

Information automatically updated from Project Information form

Proposed Employment Level:

Information automatically updated from Hiring Plan form

As per the BSTF guidelines, the Assisted Business <u>must</u> provide a written commitment that they will comply with the Hiring Plan. Insert that commitment here.

Written Commitment\*

Signed Commitment,pdf

# Training Plan - Overview of Training

Training	Description	# of Participants per training	Duration	Туре	Location	Trainer	Goal	Class Information

# Training Plan - Cost per Training

Training	Class Fees	Travel/Meals	Consultant Fees	Training materials	Instructor wages	Other	Cost base	Cost per job	Price Quotes
	\$0.00	\$0 00	\$0.00	\$0.00	\$0.00	\$0.00			

# Training Plan - Summary

Job Title	# of Jobs	Training	Cost per Job	Total Cost	BSTF requested amount per job
	0		\$0,00	\$0.00	

# Supporting Documentation

# Certification

Attachment	Description	File Name	Туре	File Size
Certification Form	Application Certification Form	Application Certification Form pdf	pdf	23 KB
Resolution (Local or Tribal Government)	Place Holder as per Annmarie Robinson	Application Certification Form pdf	pdf	23 KB
OPTIONAL				
Confidentiality Agreement	Confidentiality Agreement	FCR Confidentiality Agreement BSTF grant application.pdf	pdf	2 2 MB
Other		7		•