
DECEMBER 19, 2023

**AGENDA ITEM 7
ACTION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Resolution to Approve Amendment to Agreement No. SIB 08-21 with Foundation for California Community Colleges for Call Center Services for the California Kids Investment and Development Savings Program

Recommendation

ScholarShare Investment Board (SIB or Board) staff recommend that the Board adopt Resolution No. 2023-10, approving an amendment to Agreement No. SIB 08-21 with the Foundation for California Community Colleges (Foundation) for call center services for the California Kids Investment and Development Savings Program (CalKIDS or Program).

Background

In June 2022, the Board executed an agreement with the Foundation for call center services for CalKIDS. The contract, Agreement No. SIB 08-21 (Agreement), with the Foundation is set to expire in May 2024 and includes an option to extend for one (1) year.

Pursuant to the Agreement, the Foundation provides call center services for CalKIDS, which include, but are not limited to, procuring a toll-free number, hosting a multilingual call center to respond to Program inquiries, and monitoring and reporting key customer services metrics.

After further review of the Agreement and the activity and operations of the call center utilized since the Program launched in August 2022, SIB staff has determined that a one-year extension to the Agreement is warranted. In addition, upon further evaluation of the Program's operations, a modification to the scope of work is necessary to expand the services to also include customer email support, which may entail shifting a portion of the Foundation's existing resources, which would not impact the costs outlined in the Agreement.

Therefore, SIB staff recommends that the Board adopt Resolution No. 2023-10, which authorizes the Executive Director to approve an amendment with the Foundation to extend the Agreement for one additional year, expiring on May 31, 2025, to increase the maximum amount of the Agreement to ensure sufficient funds are available, and to expand the scope of services to include customer email support. All rates for the extension period shall not exceed the rates as stated in the Agreement with the total Agreement amount not to exceed \$3,732,040.00.

Presenters

Stanley Zeto, Deputy Executive Director, ScholarShare Investment Board
Noah Lightman, Manager, CSA Initiatives, ScholarShare Investment Board

**SCHOLARSHARE INVESTMENT BOARD
RESOLUTION NO. 2023-10**

**RESOLUTION OF THE SCHOLARSHARE INVESTMENT BOARD RELATING
TO THE APPROVAL OF AN AMENDMENT TO AGREEMENT NO. SIB 08-21
WITH THE FOUNDATION FOR CALIFORNIA COMMUNITY COLLEGES
FOR CALL CENTER SERVICES FOR THE CALIFORNIA KIDS
INVESTMENT AND DEVELOPMENT SAVINGS PROGRAM**

WHEREAS, the ScholarShare Investment Board (“SIB” or the “Board”) was created under Education Code section 69980 et seq. (the “Golden State ScholarShare Trust Act” or “Act”);

WHEREAS, the Board, pursuant to Education Code section 69996.4 (j), has authority to contract for goods and services as necessary for the purpose of rendering professional and technical assistance for the administration of the California Kids Investment and Development Savings Program (“CalKIDS” or “Program”);

WHEREAS, the Board, pursuant to Education Code section 69981(c)(10), may authorize the Executive Director to enter into contracts on behalf of the Board or conduct any business necessary for the efficient operations of the Board;

WHEREAS, a contractor is necessary to provide call centers services the Program;

WHEREAS, the term of the Board’s existing contract, Agreement No. SIB 08-21 (the “Agreement”) with the Foundation for California Community Colleges (“Foundation”) for call center services for the Program, was authorized in the amount of \$2,480,290.00, and expires on May 31, 2024;

WHEREAS, the Agreement provides for one (1) optional one-year extension to the term of the Agreement;

WHEREAS, following a review of the Agreement and the call center services performed by the Foundation since the launch of the Program in summer 2022, SIB staff has determined that a one-year extension term to the Agreement is warranted; and

WHEREAS, in administering the Program, SIB has determined that a modification to expand the scope of services of the Agreement to include customer email support is needed.

NOW, THEREFORE, BE IT RESOLVED, that the Executive Director is hereby authorized to negotiate, execute necessary documents, and take whatever steps necessary to obtain all required approvals for an amendment to the Agreement with the Foundation to extend the term of the Agreement for one additional year, expiring on May 31, 2025, to increase the maximum amount of the Agreement to an amount not to exceed \$3,732,040.00 to ensure sufficient funds are available, and to expand the scope of services to include customer email support.

Attest: _____
Chairperson

Date of Adoption: _____