
DECEMBER 16, 2024

**AGENDA ITEM 7
ACTION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Resolution to Approve Agreement with the 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. 2024-12, authorizing the Executive Director to enter into Agreement No. SIB 06-24 (Agreement) with the Foundation for California Community Colleges (FCCC) for call center services for the California Kids Investment and Development Savings Program (CalKIDS or Program).

Background

In 2022, the Board executed an agreement with the Foundation for California Community Colleges (Foundation or FCCC) for call center services for CalKIDS. The contract, Agreement No. SIB 08-21, is set to expire in late-May 2025. Pursuant to Agreement No. SIB 08-21, the Foundation has successfully provided 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. In addition, FCCC is the official foundation to the California Community Colleges' Board of Governors and Chancellor's Office and provides similar call center services to various State of California agencies.

Following a review of the existing agreement and the activity and operations of the call center utilized since Program launch in 2022, SIB staff has determined that the services continue to be necessary to support the requirements and needs of SIB in administering the Program. Therefore, SIB staff has determined that executing a new agreement, Agreement No. SIB 06-24 (Agreement), with FCCC is warranted, and recommends the Board adopt Resolution No. 2024-12, which authorizes the Executive Director to enter in the Agreement with FCCC for call center services for CalKIDS.

The term of the Agreement will be for two (2) years, expiring on May 31, 2027, with one (1) option to extend for a one year period, therefore not exceeding a total three (3) year term. The maximum amount of the initial two-year term of the Agreement will not exceed \$2,810,000. In addition, with FCCC being a foundation organized to support the Board of Governors of the California Community Colleges, this contract is exempt from competitive bid pursuant to the California State Contracting Manual, Volume 1, Section 3.06.A.4.

Presenters

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

This page is intentionally left blank.

**SCHOLARSHARE INVESTMENT BOARD
RESOLUTION NO. 2024-12**

**RESOLUTION OF THE SCHOLARSHARE INVESTMENT BOARD
RELATING TO THE APPROVAL TO ENTER INTO AGREEMENT NO.
SIB 06-24 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 of the Board (“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 center services for the Program;

WHEREAS, the Foundation for California Community Colleges (“FCCC” or “Foundation”) offers complete services for state agencies, including the call center services necessary to support the Program;

WHEREAS, the term of the Board’s existing contract, Agreement No. SIB 08-21, with the Foundation for call center services for the Program expires on May 31, 2025, and with FCCC being a foundation organized to support the Board of Governors of the California Community Colleges, this contract is exempt from competitive bid pursuant to the California State Contracting Manual, Volume 1, Section 3.06.A.4; and

WHEREAS, following a review of the existing agreement and the call center services performed by the Foundation since the Program launch in 2022, SIB staff has determined that call center services continue to be necessary to support the requirements and needs of SIB in administering the Program, and executing Agreement No. SIB 06-24 with FCCC is in the Program’s best interest.

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 to enter into Agreement No. SIB 06-24, in an amount not to exceed \$2,810,000, with the FCCC for call center services for CalKIDS.

Attest: _____
Chairperson

Date of Adoption: _____