
MARCH 23, 2022

**AGENDA ITEM 9
ACTION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Resolution to Approve Agreement 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. 2022-10, authorizing the Executive Director to enter into an 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

CalKIDS, California's statewide children's savings account (CSA) program, was established pursuant to Senate Bill 77 in July 2019 and further expanded in July 2021 pursuant to Assembly Bill 132. Given the scale and scope of the Program, including a significant participant population, and anticipated inquiries about the Program on a number of important items, such as eligibility, online access, distributions, and details related to ScholarShare 529, it is necessary that SIB procure a third party contractor to provide call center services for the Program.

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. The services 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.

Therefore, SIB staff recommend the Board approve an agreement with FCCC for call center services for the Program. The term of the contract with FCCC is for two years, with an option to extend for one year, and is anticipated to begin after April 1, 2022. The maximum amount for the two-year contract will not exceed \$3,000,000.

Presenters

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

RESOLUTION NO. 2022-10

**RESOLUTION OF THE SCHOLARSHARE INVESTMENT BOARD
RELATING TO THE APPROVAL TO ENTER INTO AN AGREEMENT
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; and

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

NOW, THEREFORE, BE IT RESOLVED, that the Executive Director is hereby authorized to negotiate, execute necessary documents, and take whatever steps are necessary to obtain all required approvals to enter into an agreement, in an amount not to exceed \$3,000,000.00, with the FCCC for call center services for CalKIDS.

Attest: _____
Chairperson

Date of Adoption: _____