



# The State Bar of California

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## **OPEN SESSION AGENDA ITEM 50-1 DECEMBER 2022**

**DATE:** December 3, 2022

**TO:** Members, Board of Trustees

**FROM:** Steve Mazer, Chief Administrative Officer

**SUBJECT:** Approval of Specified Contracts Pursuant to Business and Professions Code Section 6008.6

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### **EXECUTIVE SUMMARY**

This item requests approval to execute contracts for goods or services with a value in excess of \$50,000 or, for information technology (IT) goods and services, in excess of \$100,000.

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### **BACKGROUND**

Pursuant to Business and Professions Code section 6008.6, the State Bar shall award no contract for goods, services, or both, for an aggregate amount in excess of \$50,000, or for information technology (IT) goods, services, or both, for an aggregate amount in excess of \$100,000, except pursuant to the standards established in Article 4 (commencing with section 10335) of Chapter 2 of Part 2 of Division 2 of the Public Contract Code and approval of the Board of Trustees.

### **DISCUSSION**

The contract listed below is in excess of \$50,000, and has met the standards established by Article 4 of the Public Contract Code, as implemented through the State Bar's Procurement Policy. The contract requires approval by the Board of Trustees in order to be executed.

Ref #	Office	Cost Center	Fund	Vendor	Contract Amount	Goods or Services
1	Regulation	9110	General Fund	Epiq Corporate Services, Inc.	\$153,000	Call Center services related to Client Trust Account Protection Program (CTAPP)

**1. Epiq Corporate Services, Inc.**

Vendor will provide a dedicated third-party Call Center for approximately four months, for resolving issues related to the implementation of the new Client Trust Account Protection Program (CTAPP). The Call Center services will include an interactive voice response phone tree to address common issues, and in-person call response to address more complex issues. The State Bar's existing Call Center is already at maximum capacity and cannot absorb the additional calls anticipated as a result of the roll out of the CTAPP. The cost of this contract will be included in the 2023 budget for the Regulation Division.

**FISCAL/PERSONNEL IMPACT**

Unless a different funding source is specified, the expenses above are included in the 2022 budget for the cost centers noted, or will be included in the budget for future years, per the normal budget planning process.

**AMENDMENTS TO RULES**

None

**AMENDMENTS TO BOARD OF TRUSTEES POLICY MANUAL**

None

**STRATEGIC PLAN GOALS & IMPLEMENTATION STEPS**

Goal: None – core business operations

**RECOMMENDATIONS**

**Should the Board of Trustees concur in the proposed action, passage of the following resolution is recommended:**

**RESOLVED**, that the Board of Trustees approves execution of the contract listed herein.

**ATTACHMENT LIST**

None

