

**OFFICE OF CHIEF ACCOUNTABILITY OFFICER**  
**Summary of State Board of Education Agenda Items**  
**December 16, 2021**

**OFFICE OF TEACHING AND LEADING**

04.B. Action: Contract with TempStaff, Inc. for providing Temporary Staffing Services for a Call Center [Goal 4 – MBE Strategic Plan]

Awarded Vendor: TempStaff, Inc.  
Jackson, MS

Scope of Project: The Educator Licensure - Call Center will support high volumes of inquiries via calls and electronic from both prospective educators who are interested in initial licensure and current educators who are seeking changes to an existing license.

The contractor will provide but not limited to the following:

- The Staffing Agency will provide hiring of staff for Customer Service Professionals in a Call Center for the Division of Educator Licensure;
- The contractor will evaluate applicants based on established criteria of the Call Center Project description including qualifications/educational/ special and general experience;
- Obtain required background checks and incur cost of fees. Ensure drug screening of staffing employee(s), if requested and incur cost of fee(s);
- Administer and maintain all employment and payroll records, payroll processing and payment of payroll checks and taxes, including the deductions required by State, Federal and local laws such as social security and withholding taxes.

Renewal of contract for year two (2) through (5) shall be determined annually and shall be contingent upon successful completion of the services in the preceding year's contract and a performance evaluation, and availability of funds.

Personnel associated with this contract are not former Department employees or related to any Department employees.

Scope of Contract:

- Term of Contract: December 29, 2021 – September 30, 2024
- Amount to be Awarded: \$1,847,785
- Method of Award: Request for Proposals/Emergency Procurement

Funding Source: ESSER II/ARP ESSER

Summary of Selection Process:

A competitive selection process was utilized to award the contract.

Scoring Criteria:

- A. Technical
- B. Management
- C. Cost/Price

This item references Goal 4 of the *Mississippi Board of Education 2018 – 2022 Strategic Plan*.

Recommendation: Approval

Back-up material: None