



**DEPARTMENT OF GENERAL SERVICES**  
**OFFICE OF STATE PROCUREMENT**  
**ACTION AGENDA**  
**December 1, 2021**



**REVISED**

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**46-IT OPT. INFORMATION TECHNOLOGY OPTION**  
*Department of Information Technology*

**Contract ID:** Call/Contact Center Services 2015; 060B5400014  
ADPICS No.: COJ40591

**Contract Approved:** DoIT 2-IT, 12/02/2015

**Contractor:** CMD Investment Group, Inc.; Baltimore, MD (SBE)

**Contract Description:** General call center/contact services for various State agencies.

**Option Description:** Exercise the second 1-year renewal option.

**Original Contract Term:** 01/01/2016 - 12/31/2020 (w/two 1-year renewal options and one 6-month renewal option)

**Option Term:** 01/01/2022 -12/31/2022

**Original Contract Amount:** \$3,500,000.00

**Option Amount:** \$1,000,000.00

**Prior Mods/Options:**

- \$ 0 (Mod. #1: Add two elements for SHA's Task Order, DoIT, 01/29/2018)
- \$ 0 (Mod. #2: Novation filed, DoIT, 03/05/2018)
- \$ 0 (Mod. #3: Updated contractor information, DoIT, 06/12/2018)
- \$ 0 (Mod. #4, Transfer of email inquiries, DoIT, 08/27/2020)
- \$ 909,948 (Mod. #5: Increase NTE amount, DGS 29-IT-OPT/MOD, 11/18/2020)
- \$1,000,000 (Renewal Option #1, DGS 29-IT-OPT/MOD, 11/18/2020)
- \$1,093,444.48 (Mod. #6: Increase NTE amount; DGS 36-IT-MOD, 04/07/2021)

**Total Contract Amount:** \$7,503,392.48



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**46-IT-OPT. INFORMATION TECHNOLOGY OPTION (cont'd)**

**Percent +/- (This Item):** 28%

**Total Percent Change:** 114.38%

**Original Procurement Method:** Competitive Sealed Proposals

**MBE/VSBE Participation:** 10% / NA

**MBE/VSBE Compliance:** 21.87% / NA

**Requesting Agency Remarks:** Call-center services are established by formal task order based on the individual needs of each agency; the Contractor provides general program support and fulfillment services as they are related to the Call/Contact Center in various agencies. Services include distributing information packets to individuals who have contacted the Call Center. These call-center services allow agencies to enhance customer service to citizens through a toll-free number, and in some cases sending emails to a general email account. Under the call-center arrangement, citizens reach an answering point located in Maryland that is staffed between 8:00 AM and 8:00 PM Monday through Friday, except for State holidays. In addition, citizens are provided some information 24 hours per day, 7 days per week. Services provided under this contract vary by Task Order and are used by several agencies including DBM, DHCD, MDH, MDOT, SBE, SRA, and the Governor's Office, etc. and each agency maintains their toll-free call center number independently based on the scope of the task order.

It is in the State's best interest to approve this renewal option as it provides the Department of Information Technology (DoIT) with time to complete the procurement process for a new contract to provide these services. DoIT anticipates advertising the replacement for these services in July 2022. Approximately \$5,808,036.16 has been as of publication and \$1,000,000 will be sufficient for this renewal. As of publication approximately 608,011 operator calls have been handled, 699,243 senior check in calls, 361,268 511 Calls, and 19,618 mailers have been sent.

**Fund Source:** Various (Using Agencies)

**Approp. Code:** Various (Using Agencies)

**Resident Business:** Yes

**BOARD OF PUBLIC WORKS**

**THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**