

**SUPPLEMENTAL D
DEPARTMENT OF INFORMATION TECHNOLOGY
ACTION AGENDA**

ITEM: 6-IT Option (Cont.)

OVERALL PERCENT (+/-): 0%

ORIGINAL PROCUREMENT METHOD: Competitive Sealed Proposals

MBE PARTICIPATION: 25%

ITEM: 1-IT Option (Cont.)

REMARKS: Call center services allow agencies to enhance services to Maryland citizens by dialing a toll-free number to reach an answering point located in Maryland that is staffed between 8:00 AM and 8:00 PM Monday through Friday, excluding State holidays. In addition, citizens are provided certain information on a 24/365/7 basis. Call center/contact center services have become an essential partner of many agencies that currently use them, especially for the Department of Human Resources' (DHR) Child Support Enforcement Administration which represents approximately 90% of the volume and application of this contract. Other participating agencies include Health and Mental Hygiene, Housing and Community Development, Budget and Management, Information Technology and the Public Defender's Office.

The current contract will expire April 30, 2010. The re-solicitation planning process had been delayed while a determination was made if DHR would continue to participate in the state-wide contract. DHR in consultation with DoIT has decided to procure their own contract to support a varying number of participating child support service offices throughout the State.

The purpose of this extension option request is to complete the procurement process for two replacement contracts and transition services to the new contracts. One contract will be for general call center services other than DHR, and recommendation for award is scheduled to be presented to the BPW in May. The second contract will support DHR's unique needs, and the RFP is scheduled to be released in April. Should the procurement and transition process complete sooner than expected, the modification allows for early termination.

Although the amount of the modification is zero due to unused funding authorization, based on the historical spend rate, the actual amount estimated to be obligated during the period of the six month modification will not exceed \$1,200,000.

FUND SOURCE: Various

APPROP. CODE: Various

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ITEM: 6-IT-Option (Cont.)

ATTACHMENT 1

PRIOR MODIFICATIONS/OPTIONS

Opt. #1	\$4,500,000 Est.	Exercised renewal option for the period 11/01/2007 - 10/31/2008, approved by DBM 9/10/2008*
Opt. #2	\$4,500,000 Est.	Exercised renewal option for the period 11/01/2008 - 10/31/2009, approved by DoIT 9/23/2009*
MOD	0	Modification to extend the contract for six months, with one 6 month renewal option. Approved by the BPW on 10-21-09 DoIT Item 1-IT MOD.
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	\$9,000,000 Est.	Grand Total

*Because the contract was originally approved by the BPW between 5/1/2003 and 10/20/2004 and this approval included the projected value of all options, BPW approval was not required to approve exercising the options, regardless of the value.