



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
May 15, 2024**



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**27-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION  
*Department of Information Technology***

**Contract ID:** Call/Contact Center Services 2015; 060B5400014  
ADPICS No.: COK33609

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

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

**Modification Description:** Extend the contract to allow time to complete the new procurement and increase the not to exceed the amount for the current term.

**Award:** CMD Investment Group, Inc.; Baltimore, MD  
(Certified Small Business)

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

**Modification Term:** 07/01/2024 - 12/31/2024

**Original Contract Amount:** \$3,500,000

**Modification Amount:** \$1,000,000

**Prior Options/Mods:** \$ 0 (Mod. #1: Add two elements for SHA work order, Delegated Authority - DoIT, 01/29/2018) \$ 0 (Mod. #2: Changed vendor name to CMD Investment Group Inc. that purchased CR Dynamics & Associates, Delegated Authority - DoIT, 03/05/2018) \$ 0 (Mod. #3: Updated contractor information, Delegated Authority - DoIT, 06/12/2018) \$ 0 (Mod. #4, Transfer email inquiries, Delegated Authority - DoIT, 08/27/2020) \$ 909,948 (Mod. #5: Increase NTE amount, DGS 29-IT-OPT/MOD, 11/18/2020) \$1,000,000.00 (Renewal Option #1 01/01/2021 - 12/31/2021 DGS 29-IT-OPT/MOD, 11/18/2020) \$1,093,444.48 (Mod. #6: Increase NTE amount, DGS 36-IT-MOD, 04/07/2021)



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**27-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION (cont'd)**

\$1,000,000 (Renewal Option #2, 01/01/2022 -12/31/2022 DGS 46-IT-OPT, 12/1/2021)

\$500,000 (Renewal Option #3 01/01/2023 - 06/30/2023 DGS 60-IT-OPT/MOD, 10/12/2022)

\$3,240,350.90 (Mod. #7 Add additional funding for work order renewals and new work orders issued under the contract. DGS 60-IT-OPT/MOD, 10/12/2022)

\$0.00 (Mod. #8, Extension 07/01/2023 - 06/30/2024. Delegated Authority - DGS 06/30/2024)

**Total Contract Amount:** \$12,243,743.38

**Percent +/- (This Item):** 28.57%

**Total Percent Change:** 369.28%

**Original Procurement Method:** Competitive Sealed Proposals

**MBE/VSBE Participation:** 10% / 0%

**MBE/VSBE Compliance:** 18.283% / 0%

**Performance Security:** No

**Requesting Agency Remarks:** Call center services are established 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. Election years present a high call volume to the State Board of Elections, and these services enhance customer service to citizens through a toll-free number and, in some cases, sending emails to a general email account. Services include distributing information packets to individuals who have contacted the Call Center. Citizens reach an answering point located in Maryland that is staffed between 8:00 AM and 8:00 PM Monday through Friday, except for the State holidays. In addition, citizens are provided some information 24 hours per day, seven days per week.

DGS is presently engaged in the new Request for Proposals (RFP) for Call/Contact Center Services. The extension will allow sufficient time for the completion of the new procurement, as proposal evaluations, clarifications, and comparison of vendor proposals have taken longer than anticipated. OSP plans to present a new award to BPW by the end of 2024.



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**27-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION (cont'd)**

***Agency Remarks (cont'd):***

The increase in funds is for the 2024 Maryland Elections Call Center Services. It is in the State's best interest to approve this modification as it allows the State Board of Elections to utilize the same Call Center resources during the upcoming 2024 Maryland Presidential Primary and Maryland State Primary elections.

***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**