

Supplement D
Department of Information Technology
ACTION AGENDA
December 2, 2015

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2-IT. DEPARTMENT OF INFORMATION TECHNOLOGY

Contract ID: Call/Contact Center Services 2015
ADPICS BPO No.: 060B5400014

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

Awards: CR Dynamics & Associates, Inc., Baltimore, MD

Term: 1/1/2016 – 12/31/2020 (5-year base)
1/1/2021 – 12/31/2021 (Option 1)
1/1/2022 – 12/31/2022 (Option 2)
1/1/2023 – 6/30/2024 (Option 3: six months only)

Amount: \$3,500,000 (5-year base)
\$1,000,000 (Option 1)
\$1,000,000 (Option 2)
\$ 500,000 (Option 3)
\$6,000,000 Total

Procurement Method: Competitive Sealed Proposals
Small Business Reserve

Proposals:

<i>Offeror</i>	<i>Technical</i>	<i>Financial</i>	<i>Overall</i>	<i>Evaluated Price</i>
CR Dynamics & Associates, Inc.	1	1	1	\$4,537,186
CMD Investment Group, Inc.	2	2	2	\$5,286,298

MBE Participation: 10%

Incumbents: CR Dynamics & Associates, Inc.

Remarks: DoIT issued a Request for Proposals to procure long-term Call/Contact Center services for participating State agencies. A multi-year Statewide contract will serve the best interests of the State by promoting economies in State procurement.

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2-IT. DEPARTMENT OF INFORMATION TECHNOLOGY (cont'd)

Remarks: (cont'd)

This solicitation was designated a small business reserve only procurement. Notice of availability was posted on *eMarylandMarketplace* and sent to the Governor’s Office of Minority Affairs. Six proposals were received; four were found to be not susceptible for award.

DoIT is recommending award of the contract to CR Dynamics & Associates, Inc. because they presented the most advantageous offer to the State. CR Dynamics & Associates proposal was ranked number one technically and financially.

The award amount and the evaluated price are different. The evaluated price was based upon a model in the RFP for evaluation purposes only. It included a per-minute and per unit basis times a reasonable estimated number of calls based on usage of the current call center contract use. The award amount is an estimate of the actual amount to be paid to the contractor which may be more or less depending on the use of the contract by State agencies.

Fund Source: Various

Approp. Code: Various

Resident Business: Yes

MD Tax Clearance: 15-2720-1111

BOARD OF PUBLIC WORKS

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION