



**DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
December 18, 2024**



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**22-IT. INFORMATION TECHNOLOGY
*Department of General Services, Office of State Procurement***

Contract ID: Call Center, Contact Center Services; 001B3600088
ADPICS No.: 001B3600088

Contract Description: Call center, contact center services.

Award: CMD Investment Group, Inc.; Hunt Valley, MD
(Certified Small Business)

Contract Term: 01/01/2025 - 12/31/2030 (w/two 1-year renewal options)

Amount: \$ 73,253.50 (Base Term)
\$ 32,667.25 (Renewal Option #1)
\$105,920.75 (Renewal Option #2)
\$211,841.50 Total

Procurement Method: Competitive Sealed Proposals

Proposals:

<i>Offerors</i>	<i>Technical Rankings</i>	<i>Financial Offers (Rankings)</i>	<i>Overall Rankings</i>
CMD Investment Group, Inc. Hunt Valley, MD	1	\$ 211,841.50 (1)	1
22 nd Century Technologies, Inc, McClean, VA	2	\$1,381,010.20 (2)	2

**Technical rankings were weighted greater than financial rankings.*

MBE/VSBE Participation: 25% / 5%

Performance Security: No

Incumbent: Same



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22-IT. INFORMATION TECHNOLOGY (cont'd)

Requesting Agency Remarks: A notice of the availability of the Request for Proposals (RFP) was advertised on eMaryland Marketplace Advantage (eMMA) on April 19, 2024. Seven proposals were received and opened on July 15, 2024 and two were determined to be reasonably susceptible of being selected for award. Five were determined to be not reasonably susceptible for award because offerors failed to include the required D-1A MBE Utilization and Fair Solicitation Affidavit, the MBE Participation Schedule, and the E-1A VSBE Utilization Affidavit and Prime/Subcontractor Participation Schedules. The recommended offeror CMD Investment Group, Inc. was determined to be most advantageous to the State as its proposal was both ranked highest technically and was lowest in price.

The Contract provides state agencies with a vehicle to provide call center services to State agencies to assist in the ever-evolving needs of the State.

Fund Source: Various
Approp. Code: Various
Resident Business: Yes
MD Tax Clearance: 24-4891-1100

BOARD OF PUBLIC WORKS

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION