



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
November 18, 2020**



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**29-IT-OPT/MOD. INFORMATION TECHNOLOGY OPTION/MODIFICATION  
*Department of Information Technology***

**Contract ID:** Call/Contact Center Services 2015; 060B5400014  
ADPICS No.: COJ01206

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

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

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

**Option/Modification Description:** Increase the NTE ceiling to cover expenditures under the contract and exercise the first renewal option.

**Original Contract Term:** 01/01/2016 - 12/31/2020

**Option Term:** 01/01/2021 - 12/31/2021

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

**Option/Mod. Amount:** \$1,000,000 (Renewal Option. 1)  
\$ 799,948 (Mod. No. 1, *Retroactive*)  
\$ 110,000 (Mod. No. 1, *Proactive*)  
\$1,909,948 Total

**Total Contract Amount:** \$5,409,948

**Percent +/- (This Item):** 54.57%

**Total Percent Change:** 54.57%

**Prior Mods/Options:** \$0 (M 1, Add two elements (Service Cost Expense and Programming Changes/Updates to RFP Section 16.5 of Attachment F Price Proposal Form to allow services charges and monthly programming charges for SHA's Task Order issued under the associated contract 01/29/2018))



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*(cont'd)*

***Prior Mods/Options (cont'd):***

\$0 (DoIT, MOD 2, Changed vendor name to CMD Investment Group Inc who purchased CR Dynamics & Associates, the original awardee 03/05/2018)

\$0 (DoIT, MOD 3, Updated tax payer identification number for new owner 06/12/2018)

\$0 (DoIT, MOD 4, Email rate services - review, response, acknowledgement, and transfer of email inquiries 08/27/2020)

***Original Procurement Method:*** Competitive Sealed Proposals

***MBE/VSBE Participation:*** 10% / N/A

***MBE/VSBE Compliance:*** 21.87% / N/A

***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 (the Call Center Customer). 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.

This modification increases the NTE by \$909,948 (including \$110,000 - proactive and \$799,948-retroactive) amounts. The retroactive funding cover expenditures under the current contract placed during the time period of July through November. The contract ceiling through renewal option no. 1 is also being increased to support the anticipated expenditures.

The State's financial system contained a routing error which sent some purchase orders that would claim expenditures against the master contract were mistakenly posted without review and authority. The system issue has been noted and is being addressed to avoid such instances in the future.



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*(cont'd)*

**DGS OSP Remarks:** **RETROACTIVE** approval requested pursuant to §11-204(c) State Finance & Procurement Article. DGS OSP has determined that this contract should be treated as voidable rather than void because: (1) all parties have acted in good faith; (2) ratification for the procurement contract would not undermine the purposes of the Procurement Law; and (3) the violation, or series of violations, was insignificant or otherwise did not prevent substantial compliance with the Procurement Law.

**Fund Source:** Various

**Approp. Code:** Various

**Resident Business:** Yes

**BOARD OF PUBLIC WORKS ACTION**

**THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**