



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
October 12, 2022**



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

**Contract ID:** Call/Contact Center Services 2015; 060B5400014  
ADPICS No.: COJ76390

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

**Contractor:** CMD Investment Group, Inc.; Baltimore, MD (SBE)

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

**Option Description:** Exercise the final six-month renewal option.

**Modification Description:** *RETROACTIVE* approval to add additional funding for work order renewals and new work orders issued under the contract.

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

**Option Term:** 01/01/2023 - 06/30/2023

**Modification Term:** 08/01/2022 - 10/12/2022 (**Retroactive**)  
10/13/2022 - 12/31/2022 (Proactive)

**Original Amount:** \$3,500,000.00

**Option Amounts:** \$ 500,000.00

**Modification Amount:** \$ 968,655.96 (**Retroactive**)  
\$2,271,694.94 (Proactive)  
\$3,240,350.90 Total

**Total This Action:** \$3,740,350.90

**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)



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(cont'd)

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

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

***Total Contract Amount:*** \$11,243,743.38

***Percent +/- (This Item):*** 106.87%

***Total Percent Change:*** 192.68%

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

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

***MBE/VSBE Compliance:*** 14.081% / N/A

***Requesting Agency Remarks:*** Call-center services are established by formal work 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. 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 work 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 work order.



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

It is in the State's best interest to approve this modification as it provides the Department of General Services (DGS) time to complete the procurement process for a new contract. DGS anticipates advertising the replacement for these services by October 2022.

The following is a list of work orders that CMD is expecting to renew at the start of the new fiscal year for the DGS Statewide Call Center contract:

1. Central Collections Information Line
2. DHCD Energy Program
3. DHCD ER Rent Program
4. DHCD HAF Assistance Program
5. DHCD HAF Repairs Program
6. DHCD Housing Reconnect Program
7. DHCD MD Mortgage Program
8. DHCD NBW Program
9. DHCD SSBCI Program
10. LBE Balt City Election Judge Scheduling
11. SBE Maryland State Board of Elections
12. MD General Information Line
13. MD Medical Cannabis Commission
14. MD Office of Public Defender
15. MD Office of WIC
16. MDH Autism Registry
17. MDH Employed Individuals w/Disabilities Program
18. MSDE Child Care Stabilization Program

The retroactive amount covers expenditures under the current contract placed during the time period of August 2022, and the proactive amount covers orders anticipated to be placed during the remaining term of the contract. DGS has identified an issue in ADPICS where releases issued against this statewide contract were not routing properly for approval. This issue caused the contract to become overspent. DGS is in the process of making the changes necessary to ensure the contract will route for correct approvals.

Please be assured that DGS recognizes that retroactive contracts are not desirable. The Department works diligently to avoid retroactive activities and will continue to be proactive in its procurement practices moving forward.



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***Agency Remarks (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 (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**