



**DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
April 2, 2025**



SUPPLEMENTAL

*Contact: Raelene Glasgow 410-767-7050
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33-S-MOD. SERVICES MODIFICATION
Department of Labor, Unemployment Insurance

Contract ID: Virtual Call Center Agent for Unemployment Insurance Division;
LABOR-FY2020-023
ADPICS No.: COK85794

Contract Approved: Secretary's Agenda A-6, 08/12/2020

Contract Description: Virtual call agents to assist the Unemployment Insurance Division during the COVID-19 pandemic.

Modification Description: Extend the contract to surge call center capacity for the Unemployment Insurance Division in anticipation of increased unemployment insurance claims from Marylanders impacted by federal budget reductions and layoffs.

Awards: Accenture; Austin, TX

Original Contract Term: 04/15/2020 - 12/31/2020

Modification Term: 04/24/2025 – 9/30/2025

Original Contract Amount: \$19,557,000

Modification Amount: \$3,859,570

Prior Options/Mods: \$ 2,802,500 (Mod. #1: Increase number of virtual call agents; Secretary's Agenda A6, 08/12/2020)
\$ 79,795,200 (Mod. #2 and #3: Increase number of virtual call agents and extend the contract 12/18/2020 - 08/31/2021; Secretary's Agenda A6, 02/24/2021)
\$ 6,826,254 (Mod. #4: Increase number of virtual call agents; Secretary's Agenda A3, 08/11/2021)
\$ 50,998,687 (Mod. #5: Extend contract 07/15/2021 - 12/31/2021; Secretary's Agenda A3, 08/11/2021)
\$98,298,750 MOD #6 (Extension 01/01/2022 - 06/30/2022)
DGS 52-IT-MOD, 12/15/2021)
\$97,759,100 (Renewal Option #1 07/01/2022 - 12/31/2022)
DGS 60-IT-OPT, 06/08/2022)



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-\$64,730,000 (Mod #8: Extension 01/01/2023 - 12/31/2023; DGS 38-S-MOD 12/07/2022)

\$0 (Mod. #9: Extension 01/01/2024 - 06/30/2024

Delegated Authority - LABOR, 11/08/2023)

\$13,103,000 (Mod #10: Extension 07/01/2024 - 12/31/2024 DGS 45-S-MOD, 06/05/2024)

\$0 (Mod #11; Extension 01/01/2025 - 01/14/2025 Delegated Authority - LABOR, 11/22/2024)

\$4,081,990 (Mod #12: Extension 01/15/2025 - 03/15/2025; DGS 18-S-MOD, 01/08/2025)

\$0 (Mod #13: Extension 03/16/2025 - 04/02/2025 Delegated Authority - LABOR, 03/07/2025)

\$0 (Mod # 14: Extension 04/3/2025 - 04/23/2025 Delegated Authority - LABOR, 03/18/2025)

Total Contract Amount: \$312,352,051

Percent +/- (This Item): 19.73%

Total Percent Change: 1,497.14%

Original Procurement Method: Emergency Procurement

MBE/VSBE Participation: 0% / 0%

MBE/VSBE Compliance: 0% / 0%

Performance Security: No

Requesting Agency Remarks: The contractor uses a conversational, self-service virtual agent to interface via the State's website. Ongoing support is still needed to handle the high volume of calls as well as assist with new claims that are being processed daily.

Since January 2025, the federal government has implemented a number of measures that have resulted in significant layoffs from federal agencies, as well as non-governmental entities to include nonprofit organizations, higher education institutions, and private sector businesses that received federal funding. Since January 21, 2025, MDL has received over 1,000 unemployment insurance claims related to federal government actions, a significant increase compared to just 129 claims in December 2024.



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33-S-MOD. SERVICES MODIFICATION (cont'd)

Agency Remarks (cont'd):

The Unemployment Insurance Division is receiving higher volumes of unemployment insurance claims, resulting in higher call traffic to the Division's call center. In anticipation of continued increase in unemployment insurance claims being filed related to federal actions, this extension is necessary to ensure that MDL and the Unemployment Insurance Division are equipped with the appropriate level of call center agents to provide responsive assistance to Marylanders. Extending this contract will provide up to 75 agents to supplement existing in-house call center staff through the new Omni Channel Contact Call Center System (LOCCS).

This contract was originally entered into during the COVID-19 pandemic, when MDL experienced a historic increase in unemployment claims. In an effort to serve Maryland citizens effectively and quickly; MDL contracted with Accenture on April 13, 2020, under the emergency procurement process to serve Maryland citizens effectively and quickly. No MBE or VSBE participation was established at the time of the emergency contract award.

Fund Source: 100% Federal Funds

Approp. Code: P008Z801

Resident Business: No

BOARD OF PUBLIC WORKS

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION