



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
May 21, 2025**

**SUPPLEMENTAL**



*Contact: Kareen Davis 410-260-4084  
kareen.davis@maryland.gov*

**53-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION**  
*Department of General Services, Office of State Procurement*

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

**Contract Approved:** DGS, 22-IT, 12/18/2024

**Contract Description:** Call center, contact center services.

**Modification Description:** Correct the contract amount on the original item DGS, 22-IT, 12/18/2024. The original item listed the amount as \$ 73,253.50. The correct amount is \$1,573,253.50.

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

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

**Modification Term:** 06/12/2025 - 12/31/2030

**Original Contract Amount:** \$ 73,253.50

**Modification Amount:** \$ 1,500,000 (NTE)

**Prior Options/Mods:** N/A

**Total Contract Amount:** \$1,573,253.50

**Original Procurement Method:** Competitive Sealed Proposals

**MBE/VSBE Participation:** 25% / 5%

**MBE/VSBE Compliance:** 0% / 0%

**Performance Security:** No



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
May 21, 2025**



**SUPPLEMENTAL**

### **53-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION** (cont'd)

**Requesting Agency Remarks:** The original agenda item approved on 12/18/2024 inadvertently listed the awardee's one-year price instead of the Statewide Contract's Not-to-Exceed (NTE) amount. Additionally, while the RFP noted the contract would be available for statewide use, the scope and pricing documents did not adequately reflect projected demand. As a result, the procurement will be re-solicited to include historical usage and clarity around scope and pricing. In the interim, the NTE amount of \$1.5 million is necessary to maintain continuity of services while DGS conducts the new procurement.

The award amount differs from the evaluated price because the evaluated price is based on a model in the RFP solely for evaluation purposes. The call center contract financial page included per-minute and per-unit costs multiplied by an estimated number of calls. The award amount represents an estimate of the amount to be paid to the contractor, which may vary depending on the actual usage of the contract by State agencies. However, the per-minute and per-unit prices remain fixed for the duration of the contract.

Call center services are established by work orders based on the individual needs of each agency. The Contractor provides various agencies with general program support and fulfillment services related to the Call/Contact Center. 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, by 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. This contract is used by several agencies, including DBM, DHCD, MDH, MDOT, SBE, SRA, and the Governor's Office, and each agency maintains its toll-free call center number independently. MBE compliance is not yet available as this contract was approved on 12/18/2024 with the incorrect contract value. Therefore, no work has been approved.

MBE compliance is not yet available as this contract was approved on 12/18/2024.

**Fund Source:** Various

**Approp. Code:** Various

---

#### **BOARD OF PUBLIC WORKS**

#### **THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**