

PROCUREMENT OFFICER'S DETERMINATION  
Intergovernmental Cooperative Agreement  
COMAR 21.05.09.04

Department/Agency: Department of Human Services, Office of Technology for Human Services

Contract Term: 04/12/2023 -08/01/2026

Amount: Estimating \$1,000,000

Category: Information Technology

Contract Type: Fixed Price

Name and Address of Selected Contractor: To be determined by issuing an Invitation for Bids (IFB) to the National Cooperative Purchasing Alliance (or NCPA) contract resellers identified with by NEC for Unaverage Blue Contract Center and IVR solution.

File or ID No.: SSA/HELPL-23-001 Adult Protective Services/Child Protective Services  
(APS/CPS) Helpline:

The Department of Human Services ("DHS") seeks to participate in an Intergovernmental Cooperative Purchasing Agreement (ICPA) utilizing National Cooperative Purchasing Alliance (NCPA) a cooperative purchasing contract vehicle as the administrative agency for the procurement of an Adult Protective Services/Child Protective Services (APS/CPS) Helpline.

DHS is seeking to continue the implementation of a hosted NEC Univerge Blue Contact Center and IVR Solution to provide a centralized call center with a single 800 number to provide services for the APS/CPS to report suspected abuse or neglect and access to other Adult and Child Welfare Services and delivery of these calls to DHS case workers. The Solution provides the following capabilities:

- Speech enabled menus.
- Select either CPS or APS
- Select the county of the suspected incident
- Route calls to the appropriate Case Worker based upon county location, CPS or APS, the time of day, and other conditions as set forth by DHS.
- Be compatible with both VoIP and legacy PBX systems.
- Be able to deliver calls to Cell or Smartphones.
- The Case Workers must be able to log on/login through a browser on their computer, iOS or Android device.
- In addition to the 800 number, be able to use the existing numbers that each of the 30 jurisdictions/offices have currently published.
- DHS will be able to control who is available to take calls and to track the calls into the Call Center.
- DHS will be able to see who called, when they called, and what case worker received the call.
- In the event that a case worker is logged in and misses the call, the Solution will take the call back and send it to another case worker.
- The supervisor will have visibility to see which case workers are logged in and available.



