



Wes Moore, Governor · Aruna Miller, Lt. Governor · Atif Chaudhry, Acting Secretary

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**Intergovernmental Cooperative Purchasing Agreement Procurement Officer  
Determination**

COMAR 21.05.09.04

Per COMAR 21.05.09.02, as a Primary Procurement Unit, the DGS Office of State Procurement (OSP) may initially sponsor or participate in, renew, modify, or administer an Intergovernmental Cooperative Purchasing Agreement (ICPA) on its own behalf or on behalf of another agency when a determination is made under SFP §13-110 and COMAR 21.05.09.04.

In accordance with State Procurement Regulations, COMAR 21.05.09.05, the Maryland Department of Public Safety and Correctional Services (“DPSCS” or “Department”) would like to contract with Verizon Communications, Inc. (“Verizon”) via the Master Service Agreement 191AN-MTTISAFBOS2022-0827 between Verizon and Michigan Collegiate Telecommunications Association (“MiCTA”) for Verizon to provide a 12-month license and support services, which include installation and software integration of the Verizon Virtual Contact Center (VCC). The Verizon VCC will improve the ability of the ITCD Help Desk, CJIS, DPP and DOCi to answer phone calls and communicate with constituents. The virtual call center workers are connected via VCC software and provide both outbound and inbound calls. The virtual contact center only needs an internet connection and telecommunication services. The VCC will be powered by cloud based software or voice over IP (VoIP).

In accordance with COMAR 21.05.09.04, the benefit for using the Verizon VCC pricing model, which charges for services when agents are signed in. When integrated into the network, Verizon VCC provides a single-rate voice transport cost per minute with no access charges. For instance, this contract charges \$123.84 per user each month, whereas, some of the popular competitors charge higher rates per month for each user; Five9 Cloud Contact Center Software \$149 - \$229 per month/per user and 3CX \$175-180 per month/per user. The competitor’s plans are not as inclusive in terms of cost value compared to the MiCTA Master Service Agreement. Verizon is uniquely qualified to implement a cost-effective Virtual Contact Center integration under the existing MiCTA Master Service Agreement 191AN-MTTISAFBOS2022-0827. Under the MiCTA Master Service agreement, Verizon is both the supplier and service provider; thus, there is a significant cost savings. To reiterate, communication application and installation cannot be done without Verizon because it is the service provider. Therefore, it is in the best interest of the State, and not intended as a means to evade the purposes set forth under COMAR 21.01.01.03 to have Verizon provide license and support for a Virtual Contact Center. The MiCTA Master Service Agreement provides the State of Maryland with a favorable pre-determined price structure that is fiscally advantageous for DPSCS.

I have conducted an independent analysis and determined that it is in the best interest of the State to participate in this intergovernmental cooperative purchasing agreement, that doing so will provide cost benefits to the State, promote administrative efficiencies, or promote intergovernmental cooperation, and is not intended as a means to evade the purposes set forth under COMAR

Approved By:

*Luz Morales*

06/07/2024

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Luz Morales, Procurement Officer, DGS OSP

Date

*Yasin Mohammed*

06/07/2024

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Yasin Mohammed, Acting Deputy Chief Procurement Officer, DGS

Date

*Atif Chaudhry*

06/11/2024

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Atif Chaudhry, Secretary, DGS

Date



## Department of Public Safety and Correctional Services

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### Office of the Secretary

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### PROCUREMENT OFFICER'S DETERMINATION ICPA PROCUREMENT COMAR 21.05.09.04

STATE OF MARYLAND

WES MOORE  
GOVERNOR

ARUNA MILLER  
LT. GOVERNOR

CAROLYN J. SCRUGGS  
SECRETARY

ANTHONY A. GASKINS  
CHIEF OF STAFF

JOSEPH SEDTAL  
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DEPUTY SECRETARY  
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ANGELINA GUARINO  
ASSISTANT SECRETARY  
DATA, POLICY AND GRANTS

RENARD E. BROOKS  
ASSISTANT SECRETARY  
PROGRAMS, TREATMENT &  
RE-ENTRY SERVICES

**Contract Title:** Verizon Virtual Contact Center License & Support

**Contract No.:** ITFY240080

**Contractor Name:** Verizon Communications, Inc.

**Contract Amount:** \$155,008.20

**Date:** April 29, 2024

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#### **I. BACKGROUND**

The Department of Public Safety and Correctional Services (“DPSCS” or “Department”) would like to contract with Verizon Communications, Inc. (“Verizon”) via the Master Service Agreement 191AN-MTTISAFBOS2022-0827 between Verizon and Michigan Collegiate Telecommunications Association (“MiCTA”) for Verizon to provide a 12-month license and support services, which include installation and software integration of the Verizon Virtual Contact Center (VCC). The Verizon VCC will improve the ability of the ITCD Help Desk, CJIS, DPP and DOC<sup>i</sup> to answer phone calls and communicate with constituents. The virtual call center workers are connected via VCC software and provide both outbound and inbound calls. The virtual contact center only needs an internet connection and telecommunication services. The VCC will be powered by cloud-based software or voice over IP (VoIP).

#### **II. FINDING OF FACTS/ COST ANALYSIS**

Virtual call centers are similar to physical call centers but online. Virtual call center representatives provide customer service or technical support via the phone, email, or online chat. There are many benefits for the license and installation of the Verizon VCC software, such as:

- **Reduced cost and smaller office space requirements.** Decreased expenses result from not needing as much office space and lower operating costs. Cloud-based software can also reduce the need for servers to be hosted on premises.
- **No geographic limitations.** Employees can work from home.
- **Around-the-clock support.** VCCs provide customers with 24/7 support 365 days a year, allowing customers to get support outside of the 9-5 business day.
- **Call monitoring.** Managers can still monitor calls between customers and call center agents when employees are working from home.

- **Increase productivity.** Most physical call centers are overcrowded and loud, which can significantly increase an agent's stress and decrease their job satisfaction. By allowing employees to work from home, they're more relaxed and happy, which results in higher productivity and efficiency.
- **Lower employee turnover.** A VCC eliminates the common headaches of a physical office. No commute, flexible hours, and lower stress levels all help employees get more satisfaction from their job. As a result, there's less employee turnover and your company benefits from happier, more experienced agents.

One of the most essential benefits to utilizing the Verizon Virtual Contact Center compared to most VCC providers is the security of the Verizon VCC. The Verizon VCC is designed for government; its dedicated infrastructure is designed for US agencies and standardized FedRAMP security parameters. FedRAMP authorization means regular third party audits, continuous scanning for vulnerabilities, and monthly security reviews.

In addition, another added benefit is the Verizon VCC pricing model, which charges for services when agents are signed in. When integrated into the network, Verizon VCC provides a single-rate voice transport cost per minute with no access charges. For instance, this contract charges \$123.84 per user each month, whereas, some of the popular competitors charge higher rates per month for each user; Five9 Cloud Contact Center Software \$149 - \$229 per month/per user and 3CX \$175-180 per month/per user. The competitor's plans<sup>ii</sup> are not as inclusive for cost value compared to the MiCTA Master Service Agreement. Verizon is uniquely qualified to implement a cost-effective Virtual Contact Center integration under the existing MiCTA Master Service Agreement 191AN-MTTISAFBOS2022-0827. Under the MiCTA Master Service agreement, Verizon is both the supplier and service provider; thus, there is a significant cost savings. To reiterate, communication application and installation cannot be done without Verizon because it is the service provider. Therefore, it is in the best interest of the State, and not intended as a means to evade the purposes set forth under COMAR 21.01.01.03 to have Verizon provide license and support for a Virtual Contact Center. The MiCTA Master Service Agreement provides the State of Maryland with a favorable pre-determined price structure that is fiscally advantageous for DPSCS.

### **III. RECOMMENDATION**

Based on the facts presented above, the Procurement Officer has determined that utilizing a contract by another governmental entity due to the favorable terms of that contract is necessary and in accordance with COMAR 21.05.09.04 and represents a good value to the Department in particular and the State of Maryland in general. Therefore, award with the approval of the Secretary of the Department or her designee and that final approval will be contingent on the decision of the Department of General Services Office of State Procurement ("DGS OSP") due to the dollar value of the procurement and procurement method (intergovernmental cooperative purchasing).

**Determination:**

Krystal White  
Procurement Officer

April 29, 2024  
Date

**Concur:**

Amanda Hendrix  
Director of Procurement

5/8/2024  
Date

**For Legal Form and Sufficiency:**

Manj Path Gill  
Assistant Attorney General

5/8/2024  
Date

**Approve:**

Joh Sedtal  
Secretary or Designee

5.8.24  
Date

<sup>i</sup> *Definitions of Abbreviations:*

CJIS – Criminal Justice Information System

DOC - Division of Correction

DPP – Division of Parole and Probation

ITCD – Information Technology and Communications Division

<sup>ii</sup> While some features come included with basic VCC plans, providers may adopt a tiered structure for premium features, offering them at different price points. At the most basic level (for most VCC software), you can expect features such as inbound calling, call routing, IVR, and standard customer support. Move up the tiers for additional features like call recording, advanced analytics, CRM integrations, omnichannel support, etc. – these are included in the customized contract with Verizon at no additional charge, which creates significant cost savings.


# DGS OSP ICPA POD for DPSCS Verizon


Final Audit Report


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