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GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 8, 2021

His Excellency, Governor Christopher T. Sununu
State House
Concord, New Hampshire 03301

REQUESTED ACTION UNDER RSA 21-P:43; RSA 4:45; RSA 4:47; AND EXECUTIVE ORDER
2020-04, AS EXTENDED BY EXECUTIVE ORDERS 2020-05, 2020-08, 2020-09, 2020-10, 2020-14,
2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02,
2021-04, 2021-05, 2021-06, 2021-08 AND 2021-09.

Authorize the Department of Employment Security to enter into a **Sole Source** contract with Maximus US Services, Inc., with a price limitation not to exceed \$4,113,105, for the vendor to provide Call Center support services for individuals calling the Unemployment Compensation Hotline, effective July 1, 2021 through December 31, 2021. 100% Federal Funds.

Funds are available in the following account for State Fiscal Year 2022 with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2022</u>
10-02700-80400000-102-500731	Contracts for Program Services	\$4,113,105

EXPLANATION

The Department continues to experience very high volumes of calls each week in connection with both new and ongoing unemployment claims and related appeals. Although we continue to see significant reductions in the number of people filing for unemployment benefits as more and more people head back to work following the reintroduction of the work search requirement, we still see high call volume on the Hotline given the complexity of all of the state and federal programs. Over the course of the pandemic we have received over 1.1 million calls. We expect call volume to continue to drop following the trend in claims and as it does we will be able to reduce our need for call center staff provided by the vendor. This contract allows the Department to decrease the number of vendor staff that we use which will in turn allow us to tailor our obligations under this contract to make sure we are best positioned to meet the needs of the public.

This is a **sole source** request because of the time and expense of switching providers at this point in the pandemic. NHES initially chose to contract with Maximus US Services, Inc. ("Maximus") for several compelling reasons. Maximus was uniquely positioned to immediately start providing Call Center services for impacted workers here in New Hampshire. Maximus had prior experience providing unemployment Call Center support for the states of Vermont and Rhode Island. Additionally, NH DHHS

utilized Maximus for call support services associated with its various programs. Now that Maximus has been providing NHES unemployment call center services, they have specific knowledge and experience and are the best available resource to continue to provide these services to NHES.

The total not to exceed cost of this contract is \$4,113,105 for Call Center support through December 31, 2021. The vendor will continue to provide the telecommunications infrastructure and up to 80 customer service agents to be the first line of communication for calls received on the Unemployment Hotline. As stated above, the staffing numbers can be adjusted downward if the need for services decreases over time.

The Department is confident based upon the past record demonstrated by Maximus that we will continue to be able to provide exceptional customer service support to the people of New Hampshire in need of services through the Unemployment Hotline.

Sincerely,



George N. Copadis
Commissioner

I hereby approve this request pursuant to RSA 21-P:43; RSA 4:45; RSA 4:47; and Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, 2021-05, 2021-06, 2021-08 and 2021-09, and suspend the Manual of Procedures 150, V., A., 3., requirement.

6.9.21

Date



Governor Christopher T. Sununu