



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

December 24, 2020

His Excellency, Governor Christopher T. Sununu
State House
Concord, NH 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, AND 2020-24.

Authorize New Hampshire Employment Security ("NHES") to enter into a **Sole Source Contract** Amendment with Maximus US Services, Inc. of Reston, VA ("Maximus" or "Vendor"), increasing the contract amount by \$2,054,484 from \$4,347,395 to \$6,401,879 and extend the current completion date of December 31, 2020 to March 31, 2021. 100% Other funds.

The original contract was approved by the Governor on July 1, 2020 pursuant to RSA 21-P:43; RSA 4:45; and RSA 4:47; and subsequently presented to the Governor and Executive Council as Informational Item #Q on August 5, 2020. Amendment #1 was approved by the Governor on September 20, 2020 pursuant to RSA 21-P:43; RSA 4:45; and RSA 4:47; and subsequently presented to the Governor and Executive Council as Informational Item #W on November 18, 2020.

Funds are available in the following account for State Fiscal Year 2021 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.

02-27-27-270010-8041	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2021</u>
10-02700-80410000-102-500731	Contracts for Program Services	\$2,054,484

EXPLANATION

This is a Sole Source contract amendment with Maximus to allow continued delivery of Call Center services to individuals utilizing the unemployment compensation system. Maximus is the vendor currently responsible for providing Call Center support and services to individuals utilizing the unemployment hotline.

As we continue to plan ahead and be prepared for whatever the pandemic might bring in terms of impact on the unemployment compensation system, we need to continue to ensure that we have a telephone system that is best equipped to handle a potential increase in claims volume and appropriate for the continued high volume of calls. Thus far during the pandemic, the unemployment hotline has received nearly 830,000 calls. This amendment allows for an additional three months of Call Center services, which results in less of a burden on staffing resources and on the telephony infrastructure for the state.

In the event Other funds become no longer available, General funds will not be requested to support this contract.

Respectfully submitted,



George N. Copadis
Commissioner

Attachments

I hereby approve this request pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of 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, and 2020-24, and suspend the Manual of Procedures 150 V. B. 1. requirement.

Dec. 30, 2020
Date

Christopher T. Sununu
Name: Governor Christopher T. Sununu