



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Silbinette
 Commissioner

Lisa M. Morris
 Director

29 HAZEN DRIVE, CONCORD, NH 03301
 603-271-4501 1-900-852-3345 Ext. 4501
 Fax: 603-271-4827 TDD Access: 1-800-735-2964
 www.dhhs.nh.gov

April 1, 2021

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services and the Department of Safety, to enter into a **Retroactive, Sole Source** contract with Maximus US Services, Inc., (VC#175787), Reston, VA, in the amount of \$3,955,466 for the provision of COVID-19 call center support, with the option to renew in three one-month increments, effective retroactive to March 29, 2021, upon Governor approval, through September 30, 2021. 100% Other Funds (FEMA Public Assistance).

Funds are available in the following account for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022, upon the availability and continued appropriation of funds in the future operating budget, 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.

05-95-095-950010-1919 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES, HHS: OFFICE OF THE COMMISSIONER, COMMISSIONERS OFFICE, COVID19 FEMA DHHS

| State Fiscal Year | Class / Account | Class Title | Job Number | Total Amount |
|-------------------|-----------------|------------------------|--------------|--------------------|
| 2021 | 103-502664 | Contracts for Oper Svc | 95010690 | \$2,039,366 |
| 2022 | 103-502664 | Contracts for Oper Svc | 95010690 | \$1,916,100 |
| | | | Total | \$3,955,466 |

EXPLANATION

This request is **Retroactive** because the Department of Health and Human Services and the Department of Safety needed to immediately stand up call center services to support the State's COVID-19 vaccination efforts. This request is **Sole Source** because the Departments identified the Contractor as having both the resources and experience to stand up call center functions in a short timeframe.

The purpose of this request is to enter into a contract with the Contractor to provide call center support to the State's vaccination programs implemented in response to the COVID-19 pandemic. The Departments of Health and Human Services and Safety will work collaboratively to oversee and manage the work performed by the Contractor. Per the terms of the contract, the Contractor will provide an operational call center by March 29, 2021. The Contractor will provide up to 75 call-center staff to receive incoming calls and respond to questions concerning COVID-19 vaccination scheduling and other related topics between the hours of 8:00 AM and 8:00 PM, seven days per week.

The Departments will assist with training the Contractor's call-center staff in the State's immunization scheduling application, Vaccine and Immunization Network Interface (VINI). The Department of Health and Human Services will pay the Contractor one payment of \$123,266 for costs incurred resulting from standing-up call center operations. The Department of Health and Human Services shall pay the Contractor a maximum monthly rate of \$638,700, which equates to \$8,516 per month for each full-time equivalent (FTE) call center employee ($\$8,516 * 75 \text{ FTE} = \$638,700$).

As referenced in Exhibit A, of the attached contract, the parties have the option to extend the contract for up to three one-month extensions, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and appropriate State approval.

Area served: Statewide

Source of Funds: CFDA # 97.036; FAIN #4516DRNH00000001

Respectfully submitted,



Lori A. Shibinette
Commissioner
Department of Health and Human Services



Robert L. Quinn
Commissioner
Department of Safety

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, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, and 2021-05, and suspend the Manual of Procedures 150, V., A., 3 requirement.

4-2-21

Date



Name: Governor Christopher T. Sununu