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MAXIMUS Federal Awarded GSA's Contact Center SIN

- Company is First Awardee for Follow-on of GSA USA Contact Contract Vehicle -

RESTON, Va., Nov. 5, 2018 /PRNewswire/ -- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that MAXIMUS Federal has been named the first awardee of the General Services Administration (GSA) IT 70 Automated Contact Center Solutions (ACCS) IM 132-20 contract vehicle. Known as the "Contact Center SIN", this contract will serve as a future acquisition vehicle to enable federal agencies to procure citizen engagement center technology and operational requirements.

Established by the GSA, the Contact Center SIN provides agencies with a diverse set of pre-vetted citizen engagement center solutions through a single contract. The Contact Center SIN is focused on a wide range of technologies that support citizen engagement, including artificial intelligence (AI), chat bots, robotic process automation (RPA) and voice/speech recognition. It was developed to align with the *President's Management Agenda*, which calls for federal agencies to adopt customer service approaches that have been successful in the commercial sector.

"As the first Contact Center SIN awardee, we are both honored and excited to bring our proven expertise and next-generation technology to help agencies with their citizen engagement and contact center services," said Bruce L. Caswell, President and Chief Executive Officer of MAXIMUS. "Over the last two years, MAXIMUS Federal has participated in market research, industry days and requests for information to support the GSA's plans to establish this innovative contract vehicle."

As a leader in business process management and the delivery of citizen engagement solutions at scale, the new Contact Center SIN will present opportunities to meet the evolving demands of critical government programs while advancing the MAXIMUS digital modernization strategy.

About MAXIMUS
Since 1975, MAXIMUS has operated under its founding mission of*Helping Government Serve the People*®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of health and human services programs. MAXIMUS delivers innovative business process management and technology solutions that

contribute to improved outcomes for citizens and higher levels of productivity, accuracy, accountability and efficiency of government-sponsored programs. With more than 20,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia, Singapore and the United Kingdom. For more information, visit maximus.com.

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