
June 3, 2026

I. **SUMMARY**

1. The University System of Maryland (USM) is contracting with Veritext, LLC, a highly qualified contractor to provide Ombuds services and support, to organization employees, management, and graduate assistants (visitors) including but not limited to the following services:
 - Provide Ombuds services to employees and management.
 - Act as informal communication resource without replacing formal channels.
 - Serve as early warning system by sharing trends while maintaining confidentiality.
 - Facilitate communication between disputing parties when requested.
 - Conduct outreach and education about Ombuds services.
 - Develop and maintain administrative procedures for efficient Ombuds operations.
 - Comply with this solicitation and the International Ombuds Association (IOA) Code of Ethics and Standards of Practice
 - Use professional judgment and respond promptly in a courteous manner.
 - Ensure qualified personnel and avoid conflicts of interest.
 - Maintain strict confidentiality with exceptions for consent or imminent harm.
 - Notify executive if confidentiality is breached due to imminent harm.
 - Protect organization's proprietary information from disclosure.
 - Resist subpoenas or document requests for confidential communications.
 - Report systemic issues or trends to leadership using nonconfidential data.
2. This contract can be used in two ways:
 - a. **Long-Term Use**: For organizations that do not maintain an internal Ombudsman position. To be used for ongoing services billed on a monthly basis.
 - b. **Ad-hoc (as needed)**: To be used by organizations that do have internal Ombudsman but require additional support to address overflow or supplemental service requirements as needed.

Nothing in this solicitation shall be construed as the provision of legal services by Ombuds to the Organization or to any inquirer, and nothing in this solicitation will create a counselor or attorney-client relationship between Ombuds and the Organization or between Ombuds and any inquirer.

II. INTERGOVERNMENTAL COOPERATIVE PURCHASING

USM reserves the right to extend the terms, conditions, and prices of the contract awarded pursuant to this solicitation to USM institutions and to other State of Maryland higher educational institutions (St. Mary's College of Maryland, Morgan State University, and Baltimore City Community College) and public agencies with similar requirements. Each such entity will issue its own purchasing documents; USM assumes no contractual obligations on behalf of other users of its contracts. The foregoing applicability of terms, covenants, and conditions to future contracts is intended to provide consistency in contracts among contractors. It is not intended to preclude an institution from negotiating terms unique to its specific needs or circumstances.

III. MASTER CONTRACT AWARD/CONTRACT USE:

1. USM's Strategic Sourcing and Procurement Center (SSPC) will manage the resulting master contract; however, resulting task orders will be managed by the appropriate institution.
2. Institutions interested in utilizing this contract must contact USM to obtain the awarded contractor's information for distribution to employees.
3. Because ombuds services are confidential and anonymous, institutions electing to use this contract are required to make the awarded contractor's contact information accessible to employees. This may be accomplished by posting the information on the institution's website or through other communication channels deemed appropriate by the institution.
4. Institutions will issue purchase orders (or any other mechanism the institution utilizes) to authorize the commencement of services. A Contractor may not proceed with services until formal authorization is received from the institution.
5. Once a purchase order is issued, the Contractor will deal directly with the Institution regarding specific Ombuds service needs in accordance with the resulting contract. By utilizing the Master Contract, the Contractor accepts the terms and conditions of the Master Contract.

IV. CONTRACT TERM

1. The term of the contract is **June 18, 2026 to June 17, 2029** with one (1) two-year renewal option. Said option to be exercised at the sole discretion of the University. Should the University elect to renew the contract, all prices, terms and conditions will remain in effect.
2. Any purchase order issued before, but completed after, the effective termination date of the Contract is to be honored with all terms, conditions, specifications and costs of the Contract until the work is completed and accepted by the Institution.

V. AWARDED CONTRACTORS CONTACT INFORMATION

Account Representative(s): Responsible for handling the USM institutions' Task Order Requests. This is the person (or persons) that the USM institutions will directly contact for Task Order Requests for Proposals and utilization of the contract.

- **Dave Moora** Title: Vice President, Ombuds and Early Dispute Resolution Services Email: dmoora@mccammongroup.com | Phone: 202 870 1787

Executive Manager: This is the primary point of contact for the USM SSPC Procurement Officer or his/her representative. This is the person to whom the Account Representative reports and is the executive responsible for ensuring that sufficient resources are provided to USM and USM institutions during the Term or Terms of the Contract. This person would be the first point of escalation to resolve issues between USM and the Contractor(s).

- **Matthew P. York** Title: Senior Vice President, ADR Email: myork@veritext.com | Phone: 215 717 7800

VI. MINORITY BUSINESS ENTERPRISE UTILIZATION

There is no MBE goal.

VII. PRICING

Refer to “Attachment A - USM-2605 Systemwide Ombuds Services Contract Rates”

VIII. CONTRACT QUESTIONS

For contractual questions, please reach out to Wendy Childs, USMO Sr. Buyer at wchilds@usmd.edu or (301) 445-2776 or Joselyn M. Johnson, USMO SSPC Procurement Director at jmjohnson@usmd.edu or sspc@usmd.edu.

Contract information can also be obtained from the Strategic Sourcing Procurement Center (SSPC) [Webpage](#).

Attached as referenced:

“Attachment A - USM-2605 Systemwide Ombuds Services Contract Rates” -
CONFIDENTIAL