



ICF International Awarded \$20 Million Contract by State of Maryland

July 28, 2015

ICF to Manage Customer Service Center to Support State Children and Families Services

FAIRFAX, Va.--(BUSINESS WIRE)--Jul. 28, 2015-- ICF International (NASDAQ:ICFI), a leading provider of consulting services and technology solutions to government and commercial clients, was recently awarded a new contract by the State of Maryland, Department of Human Resources (DHR). The contract has a value of up to \$19.9 million and a term of five years and six months, which includes a six-month transition period.

Under the agreement, ICF will implement, manage and operate DHR's customer service center using the firm's proprietary customer relationship management tool, ICF Connect. To this work, ICF brings a winning combination of powerful technology skills and platforms and a committed and knowledgeable team backed by 20 years of continuous support for state and federal agencies and organizations in Maryland in the areas of children and family services.

"ICF brings to the State of Maryland our subject matter expertise in strengthening families and supporting vulnerable populations and our experience in providing state-of-the-art customer engagement," said [Jeanette Hercik](#), senior vice president for ICF International. "With the ICF team in place, Maryland and DHR will have an opportunity to enhance the customer experience for its citizens and, at the same time, improve the efficiency of customer service center management, operations and services. We look forward to partnering with DHR to support families in Maryland."

"ICF Connect uses the latest in contact center advancements, including live voice and interactive voice response (IVR) technology," said [Karim Shihata](#), vice president for ICF International. "By using this system, DHR will decrease the time its case managers will need to spend on mundane tasks, thus increasing the time available for case resolution. We are eager to deploy this technology to support one of the largest customer service centers in ICF's portfolio and look forward to replicating its success in future endeavors."

DHR administers child support, child welfare and public welfare services to more than 1 million people annually across all 24 Maryland jurisdictions. The DHR customer service center was created to serve as the public face of Maryland's DHR, providing citizens with the information, assistance and social services needed to improve and protect their health, living conditions and overall welfare.

For More Information

- [ICF International](#)

About ICF International

ICF International (NASDAQ:ICFI) provides professional services and technology solutions that deliver beneficial impact in areas critical to the world's future. ICF is fluent in the language of change, whether driven by markets, technology, or policy. Since 1969, we have combined a passion for our work with deep industry expertise to tackle our clients' most important challenges. We partner with clients around the globe—advising, executing, innovating—to help them define and achieve success. Our more than 5,000 employees serve government and commercial clients from more than 70 offices worldwide. ICF's website is www.icfi.com.

Caution Concerning Forward-looking Statements

Statements that are not historical facts and involve known and unknown risks and uncertainties are "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. Such statements may concern our current expectations about our future results, plans, operations and prospects and involve certain risks, including those related to the government contracting industry generally; our particular business, including our dependence on contracts with U.S. federal government agencies; and our ability to acquire and successfully integrate businesses. These and other factors that could cause our actual results to differ from those indicated in forward-looking statements are included in the "Risk Factors" section of our securities filings with the Securities and Exchange Commission. The forward-looking statements included herein are only made as of the date hereof, and we specifically disclaim any obligation to update these statements in the future.

View source version on businesswire.com: <http://www.businesswire.com/news/home/20150728006730/en/>

Source: ICF International

ICF International
Steve Anderson, +1-703-934-3847
steve.anderson@icfi.com