



State of Maryland  
Department of Information Technology

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Lieutenant Governor

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PROCUREMENT OFFICER'S DETERMINATION  
Intergovernmental Cooperative Purchasing  
COMAR 21.05.09.04

Department/Procurement Agency: Department of General Services

Contract Term: One year from the date of execution by the Participating Entity

Category: Information Technology

Contract Type: Firm Fixed Price

Contract Term: 10/8/2022 – 10/7/2023

Amount: \$186,548.00

Fund Source: B0403-Application Systems Management

Name and address of selected contractor: Carahsoft Technology Corporation  
11493 Sunset Hills Road  
Suite 100  
Reston, VA 21019

**Scope Description:**

The Department of Information Technology (DoIT), through the Department of General Services (“DGS”), seeks to execute a second Participating Addendum for a dedicated Tier 3 Google GSuite Premium Support (“Participating Addendum”) from Carahsoft Technology Corporation (“Carahsoft”) under the National Association of State Procurement Officials Cloud Solutions 2016-2026 (“NASPO Contract”). The Premium Support provides a Technical Account Manager (TAM) who is the liaison between the State of Maryland and Google product engineers insuring proper implementation and support. The prior one-year Participating Addendum term was July 7, 2021 to July 6, 2022.

The Premiere Support Contract was initiated in response to several issues DoIT had with Google changes to the Google Enterprise Workspace Platform. In the past two years Google changes have caused service disruptions impacting the Workspace Platform performance and end users. In 2020 Google changed the Android Mobile Device policy resulting in service disruption to over 1800 Android devices enrolled in Google Mobile App including Lt. Governor Rutherford. The TAM provided onsite support to resolve the disruption and persuade Google to roll back the deployment, allowing DoIT time to manage, update, upgrade or replace the affected Android devices.

Some of the Google changes caused security issues. DoIT’s contract required the data region to be changed to the United States. The data migration took several weeks due to the data size. The migration encountered problems requiring the TAM to escalate the issues to Google product engineers to resolve Security alert issues. The resolution for the phishing alert center notifications are still ongoing.



Premium support continues to be integral to DoIT ongoing and future Google Enterprise Workspace projects. Some of the projects are:

- Domain-Based Message Authentication Reporting & Conformance (DMARC) is an email security protocol that verifies email senders. The protocol needs to be updated to include quarantining messages.
- Data Loss Preventing implementation to secure PII data being stored and shared via Google Drive application.
- Beta testing of Google Trust setting that allows DoIT to precisely control internal and external file sharing; helping to secure sensitive information and maintain compliance with industry standards and regulations.
- Upcoming new Google Meet changes that need to be reviewed for proper configuration, monitoring and implementation.

Continuing Premium Support under a new Participating Agreement will also be beneficial for two major projects started under the prior agreement:

- Discussion with Google to garner an agreement for DoIT to review and accept major platform changes prior to production implementation.
- Archive User Licensing and cost. DoIT was engaging the TAM to document and be the liaison between the State and Google to obtain an extension for the license cost and to allow additional licenses needed until to export the system data to the Department of Archives. Google's Vault environment limits the amount of data that can be exported at one-time and offer only two data types for data transfer. DoIT has over 30,000 accounts to be exported before the data can be purged from the system, thus freeing up licenses resulting in cost savings.

Without Premiere Support DoIT will not have the expertise necessary to assist with the management and implementation of new and ongoing Enterprise Workspace projects.

**Basis for Selection:**

Carahsoft was selected as it is Google's only public sector distributor on the NASPO Contract. The use of this procurement method will reduce the time-period between need determination and delivery of the solution; will ensure expeditious transparency to the citizens of Maryland and reduce the administrative burden on DGS. In accordance with COMAR 21.05.09.04, it is determined that this Participating Addendum will provide cost benefits to the State, will promote administration efficiencies, and promote intergovernmental cooperation. The Participation Addendum is in the best interest of the State and is not intended to evade the purpose of Division II of the State Finance Procurement Article.



Determination By:

*Merchelle Halsley*

DoIT, Contract Management

Date: October 4, 2022

Approved by:

*Michael Leahy*

Michael Leahy (Oct 4, 2022 13:58 EDT)

DoIT, Secretary (or designee)

Date: Oct 4, 2022

Approved by:

*A. L. Zeman*

DGS, Chief Procurement Officer

Date: \_\_\_\_\_

Approved for Legal Form and Sufficiency by:

*Howard Barr*

Assistant Attorney General

Date: Oct 4, 2022









# POD Google GSuite Premium Support 10\_03\_2022

Final Audit Report

2022-10-04

Created:	2022-10-04
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# Signed DoIT POD

Final Audit Report

2022-10-06

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