

Procurement Officer's Determination  
Intergovernmental Cooperative Purchasing Agreement  
GSA Multiple Award Schedule No. 47QSWA18D008F  
Salesforce Licenses

**Procurement Method:**

In accordance with State Procurement Regulations COMAR 21.05.09.04, the Procurement Officer for the Office of State Procurement (OSP) on behalf of the Department of Information Technology (DoIT) has determined that it would be in the best interest of the State to procure a new contract for Salesforce Licenses from the General Services Administration (GSA) Multiple Award Schedule (MAS) No. 47QSWA18D008F, via the Intergovernmental Cooperative Purchase Agreement (ICPA) method.

GSA's MAS is an Information Technology (IT) procurement contract vehicle that provides government customers' state-of-the-art IT products, solutions, and services needed to serve the public. GSA supports the procurement process for all government agencies to ensure compliance, competitive prices, and short obtainment cycles on over 7 million IT products and services. This contract is also available to state and local agencies and municipalities nationwide, and institutions of higher education. This contract has been awarded by a public competitive procurement process that is compliant with Maryland statutes.

**Background:**

The existing contract for Salesforce licenses is set to expire on February 28, 2023. This Statewide contract for Salesforce Software-as-a-Service (SaaS) product allows State agencies to automate business processes and workflow, facilitate the management of information across State agencies and improve communication with the public. Salesforce also makes sure that service upgrades, new system features, enhancements including mobile and social technologies are made available to the State.

Carahsoft Technology Corporation is the exclusive reseller of Salesforce licenses. Carahsoft sells Salesforce through the GSA contract and through National Association of State Procurement Officials (NASPO) ValuePoint website. OSP compared the pricing for Salesforce products between GSA and NASPO and found that GSA's pricing was consistently lower than NASPO by approximately 12%.

**Conclusion:**

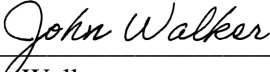
Since Carahsoft Technology Corporation is the exclusive reseller for Salesforce licenses, there would be no competitive advantage for the State to conduct their own procurement for Salesforce licenses. In addition, by comparing the Carahsoft pricing for Salesforce between the NASPO and GSA contracts, the State would receive the best pricing obtaining Salesforce from the GAS MAS No. 47QSWA18D008F.

**Recommendation:**

The use of the ICPA method will greatly reduce the time-period between purchase and delivery of the solution, will ensure transparency to the citizens of Maryland, and reduce the administrative burden on the State. The use of the ICPA method is not intended to evade the purposes set forth under COMAR 21.01.01.03 or State Finance and Procurement, Section 13-110.

COMAR 21.05.09.05 requires approval of the primary procurement unit head, and any other approvals required under this title.

**Recommended by:**

  
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John Walker  
Procurement Officer

1/09/2023  
Date

**Approved:**

  
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Mike Haifley (Jan 9, 2023 10:13 EST)  
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Chief Procurement Officer

\_\_\_\_\_  
Date

# Salesforce POD ICPA revised1.6.23

Final Audit Report

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