



Wes Moore, Governor · Aruna Miller, Lt. Governor · Atif Chaudhry, Secretary

PROCUREMENT OFFICER'S DETERMINATION
Intergovernmental Cooperative Purchasing
COMAR 21.05.09.04

Scope Description

The Maryland Department of Information Technology (DoIT) is requesting the use of the Michigan Collegiate Telecommunications Association (MiCTA) Master Service Agreement 195AN-MT-TISA FBOS 2022 to obtain Session Initiation Protocol (SIP) Trunking and Voice over Internet Protocol (VoIP) through a Participating Addendum (PA) with CenturyLink Communications, LLC (CenturyLink) DBA Lumen Technologies Group.

DoIT presently utilizes a PA with CenturyLink under MiCTA Master Service Agreement 178AN-TISA2018-0820, valid through December 3, 2023. However, a new contract must be established for the State to continue receiving services and ensure ongoing support beyond that date.

The new MiCTA agreement includes all the required services, support, infrastructure, and additional services such as call center services, and is valid until August 18, 2027.

When the Voice over IP (VoIP) project began, two VoIP carriers that offered the desired type of connection (SIP trunks) to the Public Switched Telephone Network (PSTN) were engaged using an intergovernmental agreement via MiCTA (Michigan Collegiate Telecommunication Association). The two carriers were Verizon Business and CenturyLink Communications, LLC.

Ultimately, CenturyLink was the carrier selected to provide the SIP trunks for DoIT's VoIP network and has provided two diversely routed circuit connections to our network. Over the past four and a half years, CenturyLink has made modifications that allow no single point of failure for our SIP trunks. The failure of the SIP trunks would cause all agencies that utilize SIP trunks to lose access to outbound and inbound calls. Changing vendors at this time would require a lengthy process that would include establishing new infrastructure, testing the infrastructure, and migrating all numbers and services, causing increased costs to the State.

Overall Summary and Recommendation

In accordance with COMAR 21.05.09.04, the Procurement Officer has determined that it is in the best interest of the State to continue its participation in the MiCTA Master Service Agreement. This purchasing agreement provides the State of Maryland with favorable contract terms and a variety of technology solutions. This ICPA is in the best interest of the State, and it is not intended as a means to evade the purposes set forth under COMAR 21.01.01.03.

Pursuant to COMAR 21.05.09.04, I have determined that it is in the State's best interest to enter into a Purchasing Addendum with CenturyLink Communications, LLC DBA Lumen Technologies Group.

Determined By:

John Walker

Sep 19, 2023

John Walker, Procurement Officer, DGS OSP / Date

Approved By:

Mike Haifley

[Mike Haifley \(Sep 19, 2023 08:37 EDT\)](#)

Sep 19, 2023

Mike Haifley, Acting Chief Procurement Officer / Date

Atif Chaudhry

Sep 21, 2023

Atif Chaudhry, Secretary, DGS / Date


Final ICPA POD - VoIP Lumen GH 9.11.23


Final Audit Report


2023-09-21


Created:	2023-09-19
By:	JAMIE TOMASZEWSK (JAMIE.TOMASZEWSKI@MARYLAND.GOV)
Status:	Signed
Transaction ID:	CBJCHBCAABAknfLTHmlK-vSILFYuPErUYwy0CadB4D8


"Final ICPA POD - VoIP Lumen GH 9.11.23" History


 Document created by JAMIE TOMASZEWSK (JAMIE.TOMASZEWSKI@MARYLAND.GOV)
2023-09-19 - 1:34:41 AM GMT- IP address: 174.249.181.255


 Document emailed to John Walker (john.walker1@maryland.gov) for signature
2023-09-19 - 1:37:29 AM GMT


 Email viewed by John Walker (john.walker1@maryland.gov)
2023-09-19 - 9:44:17 AM GMT- IP address: 66.102.8.74


 Document e-signed by John Walker (john.walker1@maryland.gov)
Signature Date: 2023-09-19 - 9:44:33 AM GMT - Time Source: server- IP address: 167.102.225.96


 Document emailed to Mike Haifley (mike.haifley@maryland.gov) for signature
2023-09-19 - 9:49:27 AM GMT


 Email viewed by Mike Haifley (mike.haifley@maryland.gov)
2023-09-19 - 12:35:06 PM GMT- IP address: 66.249.88.3

 Document e-signed by Mike Haifley (mike.haifley@maryland.gov)
Signature Date: 2023-09-19 - 12:37:34 PM GMT - Time Source: server- IP address: 174.209.69.35

 Document emailed to Atif Chaudhry (atif.chaudhry@maryland.gov) for signature
2023-09-19 - 12:37:36 PM GMT

 Email viewed by Atif Chaudhry (atif.chaudhry@maryland.gov)
2023-09-19 - 12:37:42 PM GMT- IP address: 66.249.83.99

 Document e-signed by Atif Chaudhry (atif.chaudhry@maryland.gov)
Signature Date: 2023-09-21 - 10:55:13 PM GMT - Time Source: server- IP address: 107.115.48.59

 Agreement completed.
2023-09-21 - 10:55:13 PM GMT