



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

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**Intergovernmental Cooperative Purchasing Agreement  
Procurement Officer Determination  
COMAR 21.05.09.04**

Per COMAR 21.05.09.02, as a Primary Procurement Unit, the DGS Office of State Procurement (OSP) may initially sponsor or participate in, renew, modify, or administer an Intergovernmental Cooperative Purchasing Agreement (ICPA) on its own behalf or on behalf of another agency when a determination is made under SFP §13-110 and COMAR 21.05.09.04.

Based upon the analysis and market research conducted as identified in the attached Procurement Officer's Determination from the Department of Information Technology to develop cost and value-based MFR (Managing for Results) Indicators per the requirements of the Joint Chairmen's Report, I have conducted an independent analysis and determined that it is in the best interest of the State to participate in this intergovernmental cooperative purchasing agreement, that doing so will provide cost benefits to the State, promote administrative efficiencies or promote intergovernmental cooperation, and is not intended as a means to evade the purposes set forth under COMAR 21.01.01.03.

*Kristina Libby-Hinton*

Oct 13, 2023

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Kristina Libby, Procurement Officer, DGS OSP / Date

*Mike Haifley*

[Mike Haifley \(Oct 13, 2023 15:02 EDT\)](#)

Oct 13, 2023

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Mike Haifley, Acting Chief Procurement Officer / Date

*Atif Chaudhry*

Oct 13, 2023

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Atif Chaudhry, Secretary, DGS / Date

Attachment



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Katie Savage | Secretary  
Melissa Leaman | Deputy Secretary

PROCUREMENT OFFICER'S DETERMINATION  
Intergovernmental Cooperative Purchasing  
COMAR 21.05.09.04

Department/Procurement Agency: Department of General Services

Contract Term: (Eight-weeks)

Amount: \$170,000

Category: Information Technology

Contract Type: Fixed Price

Name and address of selected Contractor: Gartner, Inc.  
1201 Wilson Blvd.  
Arlington, VA 22209  
NASPO ValuePoint Master Agreement #19-19-06

**Background:**

The State of Maryland, Department of Information Technology through the Department of General Services ("DGS") seeks to execute a participating addendum ("Participating Addendum") with Gartner, Inc. under the National Association of State Procurement Officials ("NASPO") ValuePoint Procurement of Acquisition Support Services (PASS) Contract ("NASPO Contract"). NASPO strives to make the governmental procurement process more efficient by establishing competitively priced contracts. This NASPO Contract is available to State agencies nationwide, institutions of higher education, cities, and counties. It has been awarded by a public competitive procurement process that is compliant with Maryland statutes.

The Department of Information Technology's (DoIT) fourth MFR goal is to provide efficient and high-quality information technology services to State agencies. DoIT also has indicators that measure workload and efficiency. However, the goal does not address value, and there are no indicators for costs. Many of the services that DoIT provides are comparable to services provided by the private sector and other organizations. DoIT has been requested to expand its MFR goals to include value and add indicators that measure costs and value and to report these indicators with the fiscal 2025 budget.

**Scope Description:**

Under the Participating Addendum, and in response to the requirements of the Joint Chairmen's Report, Gartner, Inc. has provided a comprehensive proposal that will provide an independent, structured, and research-based approach to assist the State with the following:

- Align and select the peer rates with DoIT-defined services and rates. This will require:
  - Identifying specific peer services that are aligned with DoIT services.

- Aligning some peer costs to rolled-up DoIT services and allocating peer costs based on DoIT distributions back to those offerings where the benchmark database does not allow a one-to-one match to DoIT service offerings.
- Adjusting the peer service rates for in- or out-of-scope service elements to match the service rates of DoIT.
- Conduct an internal quality assurance review of peer groups and rates.
- Meet with the DoIT Core Team to review the process/approach and outcomes.
- Develop cost and value-based MFRs for DoIT to report with the next budget cycle.
- Create a final report with coordination and input from DoIT. The report will include:
  - Benchmark results comparing DoIT rates with that of other internal service providers and finalize cost and value-based MFRs for DoIT to report.

Gartner has proposed an eight-week timeline to complete the study and provide the requirements in the Joint Chairmen's report to meet the fiscal 2025 budget submission deadline.

**Basis for Selection:**

Gartner is the world's leading independent IT Research and Advisory firm. Gartner will leverage its expertise and proven benchmarking approach to assist DoIT to compare the cost and value of services that are like services offered by peer, public sector organizations.

Gartner was selected because of its experience with and understanding and experience with the operations of the State of Maryland. In addition, Gartner's proposal provides a detailed approach for assisting DoIT benchmarking/comparing the cost of infrastructure services/support that is provided today to state-level and industry peers. Gartner proposes to review existing services and chargeback methods and benchmark service rates to highlight DoIT service delivery efficiencies and potential cost savings opportunities and risks of under-investment. Gartner's approach will provide DoIT detailed insight into how its service rates compare to peers providing similar services, cost savings opportunities, and MFRs to assess the value of services provided to agencies within the State.

The use of this procurement method will reduce the time between need determination and delivery of the services; will ensure expeditious transparency to the citizens of Maryland and reduce the administrative burden on DoIT. 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.

SIGNATURE PAGE FOLLOWS



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Katie Savage | Secretary  
Melissa Leaman | Deputy Secretary

Determination By:

Carla Thompson  
DoIT, Procurement Officer

Date: 7/10/2023

Approved by:

Melissa Leaman  
DoIT, Secretary (or designee)

Date: Jul 10, 2023

# DGS OSP ICPA POD Develop Cost and Value-Based MFR Indicators

Final Audit Report


2023-10-13

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