



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

**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 Dept of Information Technology for Google GSuite Premium Support, 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.

A handwritten signature in black ink, appearing to read "Glen Hubbard".

9/18/2023

Glen Hubbard, Procurement Officer, DGS OSP / Date

A handwritten signature in black ink, appearing to read "Mike Haifley".

[Mike Haifley \(Sep 18, 2023 15:43 EDT\)](#)

Mike Haifley, Acting Chief Procurement Officer / Date

Sep 18, 2023

Sep 18, 2023

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

Category: Information Technology

Contract Type: Firm Fixed Price

Contract Term: 10/8/2023 – 03/01/2025

Amount: \$272,256.80

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 third 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”). Premium Support provides a Technical Account Manager (TAM) who is the liaison between the State of Maryland and Google product engineers ensuring proper implementation, support, and service disruption resolution. There have been two (2) prior one-year Participating Addendums: terms July 7, 2021 to July 6, 2022 and October 8, 2022 to October 7, 2023.

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 several years Google changes have caused service disruptions impacting the Workspace Platform performance and end users.

Some of the Google changes cause 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 is still ongoing.

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

- Assistance with Application Program Interface (API) connection syncs for Okta migration implementation.
- Assistance with an impending move to Proofpoint, a security awareness training tool and phishing preventions application that will need to be implemented with Gmail.
- Assistance with finding a data warehouse solution to address Archive User (AU) license issues, data retention, and the ability to query that data once it is moved to the data warehouse.
- Ongoing Compliance rule and security setting configurations as they pertain to API and Marketplace extensions default settings, approvals, and blocking. Google Workspace Marketplace makes it easy for end users and administrators to find and install third-party applications that are integrated with Google Workspace. This allows users to publish Google Workspace add-ons, Editor add-ons, Google Chat apps, Classroom add-ons, Drive apps and Web apps.

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

- 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 offers 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 Google's sole 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.



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

Determination By:

Merchelle Halsey
Contract Management
Department of Information Technology

Date: September 14, 2023

Approved by:

Melissa S. Leaman
Secretary (or Designee)
Department of Information Technology

Date: 09/15/2023

Approved by:

Chief Procurement Officer
Department of General Services

Date: _____

Approved for Legal Form and Sufficiency by:

Howard J. Barr
Assistant Attorney General
Department of Information Technology

Date: Sep 15, 2023

Signature: *Howard Barr*

Email: howard.barr@maryland.gov

Signature: *Melissa Leaman*

Email: melissa.leaman@maryland.gov

Secretary, DGS / Date









POD Google Premium Support 2023-2025

Final Audit Report

2023-09-15

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Signature: 

Email: atif.chaudhry@maryland.gov

DoIT ICPA approval

Final Audit Report

2023-09-18

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