



**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF STATE PROCUREMENT  
ACTION AGENDA  
September 20, 2023**



**HAND CARRIED**

*Contact: Katie Savage 410-697-9401  
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**51-IT.      INFORMATION TECHNOLOGY**

**Contract ID:** ICPA Google GSuite Premium Support  
ADPICS No.: F50B4600013

**Contract Description:** Approval for purchase of Google GSuite Premium Support for a dedicated Tier 3 Technical Account Manager (TAM) to act as a liaison between the State of Maryland and Google.

**Award:** Carahsoft Technology Corporation; Reston, VA

**Term:** 10/08/2023 – 03/01/2025

**Amount:** \$ 272,256.80

**Procurement Method:** ICPA (Proprietary, Continuity of Service)

**MBE/VSBE Participation:** 0% /0%

**Performance Security:** N/A

**Incumbents:** Same

**Requesting Agency Remarks:** 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”). 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, 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.



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**51-IT.      INFORMATION TECHNOLOGY (cont'd)**

***Remarks (cont'd):***

Premium support continues to be integral to DoIT ongoing and future Google Enterprise Workspace projects. Without Premiere Support DoIT will not have the expertise necessary to assist with the management and implementation of new and ongoing Enterprise Workspace projects.

MBE participation was not established for this contract because there are no subcontracting opportunities available.

DoIT apologizes for the lateness of this submission for the September 20, 2023 Board of Public Works agenda. This item was intended to be submitted for the 10/4/2023 BPW agenda, however Google notified the department that they require a purchase order by Sept 29th in order to keep this critical resource on the Google Premium Support contract, necessitating this hand carried item.

***Fund Source:***                      100% Reimbursable (by Using Agency)

***Approp. Code:***                      B0403

***Resident Business:***              No

***MD Tax Clearance:***              23-3669-1111

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**BOARD OF PUBLIC WORKS**

**THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**