



**DEPARTMENT OF GENERAL SERVICES**  
**OFFICE OF STATE PROCUREMENT**  
**ACTION AGENDA**  
**July 16, 2025**



**SUPPLEMENTAL**

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**34-IT.            INFORMATION TECHNOLOGY**  
***Department of Information Technology***

**Contract ID:**            Agile Digital Experience Product Transformation; BPM044685  
ADPICS No.: F50B6600002

**Contract Description:** Multiple-award contract to provide digital services and agile development support to modernize Maryland's digital infrastructure. Services will assist State agencies in enhancing digital experiences for Maryland residents through the Maryland Digital Service and the Department of Information Technology (DoIT) on an as-needed basis. Work will be assigned through a rotational work order process and may include one or more of the following service areas:

- **Web Experience Services:** Services to support user-centered content strategy, user research, UX/UI design, information architecture, content design, and digital accessibility improvements.
- **Application Systems and Software Development:** Services to provide agile full-stack development, software engineering, modernization of legacy systems, cloud-based solutions, and digital service delivery platforms, executed through collaborative, iterative methodologies.
- **Digital Service Management:** Services to plan, manage, and oversee digital service delivery, including project management, agile coaching, product management, service design, and performance analytics to enhance government service accessibility and user experience.

**Awards:**                            See Attachment I

**Contract Term:**                08/06/2025\* - 07/11/2034 (\*Or earlier upon BPW approval)

**Amount:**                            \$300,000,000 NTE

**Procurement Method:**        Competitive Sealed Proposals

**Proposals:**                        See Attachment II



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***Living Wage Eligible:***      Yes

***MBE/VSBE Participation:***    25% / 5%  
    Fearless, 25.5% / 5%

***Performance Security:***      No

***Incumbents:***                      N/A

***Requesting Agency Remarks:*** On June 6, 2024, Department of General Services (DGS), on behalf of the Department of Information Technology (DoIT), advertised a notice of the availability of the Request for Proposals (RFP) on eMaryland Marketplace Advantage (eMMA). Additionally, DGS sent automated notifications to 3,623 vendors through eMMA, and direct solicited 1,641 vendors, (with 1,530 certified minority-owned businesses from the MDOT MBE Directory included among these figures). Ultimately, DGS received a total of 72 proposals. Forty-two (36) proposals were not reasonably susceptible for award for various deficiencies, including failure to complete and submit with their proposals the required MBE and VSBE forms. Thirty-six (36) proposals were deemed reasonably susceptible of being selected for award.

The RFP stated that up to eight (8) awards would be made. The eight (8) highest-ranked offerors are recommended for award because their proposals were determined to be the most advantageous to the State. The pool of eight (8) contractors may all perform the full suite of services. This is a Fixed Price / Indefinite Delivery Indefinite Quantity (IDIQ) contract, pursuant to COMAR 21.06.03.02 and 21.06.03.06, with labor-hour-based Work Orders. Work will be assigned on a rotational basis and priced in accordance with pre-approved labor categories using fully loaded rates proposed by the Contractors.

These offerors submitted proposals that fully addressed the RFP's evaluation criteria, contained little or no material weaknesses, and offered prices DoIT deemed reasonable.



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### **34-IT. INFORMATION TECHNOLOGY (cont'd)**

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

Throughout the term of the Contract, each request for IT resources will be governed by a work order process in accordance with pre-approved Labor Categories with the fully loaded rates contained in the offerors' financial proposals or financial best and final offers. The State will rotate work assignments among the awarded contractors by issuing work order requests in the order of highest to lowest overall ranked Contractor. This sequence will repeat as necessary throughout the life of the Contract.

This procurement is designed to provide State agencies with Contractors who offer a broad range of digital services, including content strategy, web experience, and application system and software development. As a result of the awards from this solicitation, State agencies will obtain digital solutions that meet their specific needs, streamline procurement, and enhance government service delivery. This contracting vehicle is also available to Maryland local and county government jurisdictions and not-for-profit entities within the State of Maryland, as defined in State Finance and Procurement §13-110(a)(5) - (7). These non-State users may procure goods and services under the same terms, conditions, and pricing as State agencies.

An overall MBE subcontracting goal of 25% applies to all areas with the exception of Fearless, who has committed to exceeding the goal by .5% for an overall 25.5% MBE goal. An overall 5% VSBE participation goal was established. All awardees have committed to meeting the VSBE goal.

As the solicitation progressed, eight (8) protests and three (3) appeals were received. As noted below, one protestor also contacted the MBSCA and was advised to seek a final response from DGS-OSP, which subsequently reaffirmed its denial. Below is a summary of the protests:

Eight (8) protests were received in total. Of these, six (6) were denied and two (2) were sustained. (See Attachment III). The protests raised concerns about alleged flaws in the evaluation process, including improper application of evaluation criteria, misinterpretation of proposal content, unequal treatment of offerors, and procedural inconsistencies such as mid-evaluation changes and unclear oral presentation procedures. Some vendors also alleged bias in favor of small businesses and challenged the responsiveness and responsibility determinations of selected awardees. Two appeals were filed with the Maryland State Board of Contract Appeals (MSBCA). The first appeal was dismissed on February 25, 2025, upon MSBCA's grant of the State's motion for summary decision.





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**ATTACHMENT I**  
**Awards**

<b>No.</b>	<b>Awardee Name</b>	<b>Resident Business</b>	<b>MD Tax Clearance</b>	<b>MBE</b>	<b>Certified Small Business</b>
1	22nd Century Inc., McLean, VA	No	25-1310-1110	No	No
2	Nava, Washington, DC	No	25-1311-0110	No	No
3	Navitas Business Consulting Inc., Columbia, MD	Yes	25-1312-0110	Yes	Yes
4	vTech Solutions Inc., Washington, DC	No	25-1313-0111	No	No
5	Fearless, Baltimore, MD	Yes	25-1314-1110	Yes	No
6	ICF Incorporated LLC, Reston, VA	No	25-1315-0110	No	No
7	Bloom Works, Narberth, PA	No	25-1316-0100	No	No
8	Forum One Communication Corporation, Arlington, VA	No	25-1317-0100	No	No



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**ATTACHMENT II**  
**Proposals**

<b>Offerors</b>	<b>Technical Rankings</b>	<b>Financial BAFO Rankings</b>	<b>Overall Ranking</b>
22nd Century Inc., McLean, VA	1	\$4,721,189.05 (9)	1
Vtech Solutions Inc., Washington, DC	2	\$4,335,493.68 (3)	2
Navitas Business Consulting Inc., Columbia, MD	2	\$4,653,509.69 (7)	3
Nava, Washington, DC	2	\$8,054,966.41 (28)	4
Fearless, Baltimore, MD	5	\$5,529,394.32 (18)	5
ICF Incorporated LLC, Reston, VA	6	\$5,311,799.48 (16)	6
Bloom Works, Narberth, PA	6	\$8,381,946.41 (29)	7
Forum One Communication Corporation, Arlington, VA	6	\$8,668,260.25 (31)	8
Innosoft Corporation, Windsor Mill, MD	9	\$4,613,949.35 (6)	9
Flexion Inc., Madison, WI	9	\$7,054,396.90 (25)	10
Accenture, Washington, DC	9	\$8,695,710.59 (32)	11
Turning Point Global Solutions LLC, Rockville, MD	12	\$5,923,112.14 (22)	12
Serigor Inc., Baltimore, MD	13	\$5,151,459.74 (13)	13
NICUSA Inc., Annapolis, MD	13	\$9,742,231.59 (35)	14
FEI.COM Inc., Columbia, MD	15	\$4,799,689.92 (10)	15
Digital Mobile Innovations LLC, McLean, VA	15	\$5,157,861.50 (14)	16
Infojini Inc., Columbia, MD	15	\$5,390,327.76 (17)	17
Codice, Washington, DC	15	\$5,768,511.40 (20)	18
Agile Six, Lakeside, CA	15	\$6,114,901.29 (23)	19
Guidehouse, McLean, VA	15	\$6,445,364.43 (24)	20
Slalom, LLC, McLean, VA	15	\$7,571,815.43 (27)	21
Last Call Media, Boston, MA	15	\$8,439,741.60 (30)	22
Attain Partners, McLean, VA	23	\$4,138,091.99 (1)	23
International Software Systems Inc., Greenbelt, MD	23	\$4,189,100.78 (2)	24



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CTG, Silver Spring, MD	23	\$4,831,737.12 (11)	25
Ad Hoc LLC, Washington, DC	23	\$5,596,159.17 (19)	26
Deloitte Consulting Group, Baltimore, MD	23	\$8,722,343.15 (33)	27
Marieke Consulting, Inc, Arlington, VA	28	\$4,457,182.43 (4)	28
Vidoori, Hyattsville, MD	28	\$4,543,757.11 (5)	29
GCOM Software LLC, Columbia, MD	28	\$4,701,778.81 (8)	30
ASSYST Inc., Sterling, VA	28	\$5,222,127.13 (15)	31
KPMG, Baltimore, MD	28	\$10,203,800.28 (36)	32
Innovus Partners, LLC, Calverton, MD	33	\$4,969,570.91 (12)	33
Ernst & Young US LLP, Baltimore, MD	33	\$7,452,374.16 (26)	34
Interclype, Annapolis Junction, MD	35	\$5,894,572.61 (21)	35
30to80, Boston, MA	35	\$9,478,685.27 (34)	36

*\*Technical weight greater than the financial rankings*



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**ATTACHMENT III**  
**Summary of Protests and Appeals**

<b>Protest Received</b>				
<b>#</b>	<b>Offerors</b>	<b>Received</b>	<b>DGS Response</b>	<b>Comment</b>
1	30to80	10/6/2024	11/15/2024	Sustained
2	Creative Information Technology, Inc. (CITI)	10/8/2024	11/18/2024	Denied
3	Cyquent	10/9/2024	11/17/2024	Protest denied by DGS Appeal dismissed 2/25/25 by MSBCA
4	Digital Business	12/25/2024	1/6/2025	Denied
5	Attain	12/31/2024	1/6/2025	Denied
6	Attain	1/13/2025	1/17/2025	Sustained
7	Turning Point Global Solutions LLC	5/5/2025	5/13/25	Protest denied by DGS Appeal dismissed 6/16/25 by MSBCA
8	Deloitte Consulting Group	5/6/2025	5/19/25	Denied