



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

**SUPPLEMENTAL**



*Contact: Julia Barrett 410-379-9443  
 julia.barrett@maryland*

**38-IT.      INFORMATION TECHNOLOGY**  
***Department of State Police, Procurement Division***

**Contract ID:** Open-Source Tool; W00R5600016  
 ADPICS No.: W00P5601472

**Contract Description:** Open-source tool that will provide access to various social media sites and open sources.

**Award:** Babel Street®, Inc.; Reston, VA

**Contract Term:** 08/17/2025 - 08/15/2026

**Amount:** \$144,144

**Procurement Method:** Sole Source

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

**Performance Security:** No

**Incumbent:** N/A

**Agency Remarks:** This is a sole source and there are no opportunities for subcontracting. The Maryland Coordination and Analysis Center's (MCAC) Criminal Intelligence Section (CEI) monitors open sources and social media sites. MCAC uses this technology to rapidly discover and decipher the multilingual insights they need to complete their missions. MCAC currently depends on direct monitoring and collection, which involves individual employees manually operating on social media sites within the Open-Source Section. This approach significantly restricts MCAC's ability to filter threats, which is crucial to their mission, especially during periods of increased threat awareness, such as elections and other major events in Maryland.

As organizations, social media companies are sophisticated entities that routinely block or minimize the use of application programming interface, commonly called an API, which is the primary method of sharing mass data. MCAC avoided social media research tools whose access to social media API appeared to be unauthorized or in violation of social media platform user agreements. All APIs accessed by Babel Street®, Inc. are authorized by social media sites.



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



**SUPPLEMENTAL**

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

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

All social media research tools based outside of the United States were considered ineligible because of regulatory and security concerns. Some social media research tools were developed to capture and store user experience searches in order to provide customizable search results, essentially storing law enforcement sensitive data for third-party use; these were also deemed ineligible. Still others used “sentiment” derived from artificial intelligence-based searches. The use of artificial intelligence-based searches by a vendor would conflict with current Department of Justice policy and would bias search results.

Babel Street®, Inc. is the sole vendor that can provide a tool capable of keyword searching of all social media (Facebook, Instagram, Telegram), which is an essential capability required by MCAC. Keyword searching and profile-specific searching were primary requirements when evaluating social media research tools. Babel’s platform was the only tool that could search a user name, “John Doe”, and a specific keyword, “bomb”, simultaneously.

The contract pricing was found to be fair and reasonable under BPW Advisory 2016-1 (4) which states, “Market Price. Proposed price is comparable to verifiable market price.”. This fair and reasonable pricing can be confirmed from the comparison quote provided by Babel Street®, Inc. The Maryland Department of State Police is receiving a 57% discount.

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

***Fund Source:***                      100% General Funds

***Approp. Code:***                      A0101

***Resident Business:***              No

***MD Tax Clearance:***              25-0286-1111

*This Item was withdrawn as Item 27-IT from the 07/02/2025 DGS Agenda.*

**BOARD OF PUBLIC WORKS**

**THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**