



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

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**Procurement Officer's Determination**  
**Intergovernmental Cooperative Purchasing Agreement (ICPA)**  
**COMAR 21.05.09.04**

**Date:** March 20, 2026  
**Procurement Agency:** Maryland Office of the Correctional Ombudsman (OCO)  
**Contract Title:** Enterprise Case Management Software Solution  
**Contract Term:** April 1, 2026 – March 31, 2028  
**Amount:** \$141,304.34

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## **I. Background and Agency Need**

In accordance with the Code of Maryland Regulations (COMAR) 21.05.09.04 and 21.05.09.05, the Maryland Office of the Correctional Ombudsman (OCO) seeks approval to participate in an Intergovernmental Cooperative Purchasing Agreement (ICPA) utilizing the OMNIA Partners Software Solutions and Services Master Agreement #R240303, administered by Region 4 Education Service Center (ESC), Texas.

The Master Agreement was competitively solicited through Request for Proposal (RFP) #24-03 and awarded following a public competitive procurement process. The resulting cooperative contract is available to government entities nationwide and enables participating agencies to procure software and related services under pre-negotiated pricing and terms.

As codified in Maryland Code, State Government Article § 9-4001 et seq., the OCO is mandated to oversee the Department of Public Safety and Correctional Services (DPSCS) and the Department of Juvenile Services (DJS). In carrying out this mandate, the OCO is responsible for receiving, investigating, and responding to complaints; evaluating agency practices; and ensuring that the health, safety, welfare, and rights of incarcerated individuals and adjudicated youth are upheld.

To fulfill these statutory responsibilities, the OCO requires a secure and scalable case management platform capable of managing complaints, investigative records, oversight activities, and facility-related data within a centralized system. The platform must protect sensitive information, ensure compliance with applicable regulatory standards, and provide data-driven insights to support oversight and policy decision-making.

The OCO currently faces operational challenges in effectively monitoring agency compliance and producing clear, transparent reporting. Accordingly, there is a time-sensitive need to

implement a robust case management solution that enhances operational efficiency, strengthens cross-agency oversight, and improves transparency for stakeholders and the public.

Given these operational constraints and the urgency of need, utilization of an existing competitively awarded cooperative contract provides the most efficient and appropriate procurement method to meet the OCO's requirements.

## **II. Scope of Work and Solution Overview**

The Office of the Correctional Ombudsman requires licenses to implement a secure and scalable enterprise case management (SaaS) platform to manage complaints, investigations, records, and oversight activities in a centralized system. The Master Contract's cloud-based software solution will support case intake, investigation tracking, reporting, and data analysis.

The system will enable the agency to:

- Track complaints submitted by incarcerated individuals, juveniles, family members, volunteers, and other stakeholders
- Assign and monitor investigations conducted by OCO staff
- Maintain centralized records related to facility oversight and operations
- Analyze complaint and investigation data to identify trends or policy concerns
- Generate reports and insights to support oversight and transparency

In other words, the enterprise case management system will streamline investigative workflows, improve transparency, and enhance the agency's ability to identify patterns and issues within correctional and juvenile facilities.

## **III. Market Research and Basis for Selection**

The Office of the Correctional Ombudsman conducted market research to identify procurement options capable of delivering a secure and scalable case management solution aligned with its statutory oversight responsibilities under Maryland Code, State Government Article § 9-4001 et seq. The research included evaluating potential procurement methods, including a sole source, a competitive Request for Proposals (RFP), and available cooperative purchasing agreements, to determine the most efficient and compliant approach to meet the agency's operational and time-sensitive needs.

Based on this analysis, the OMNIA Partners cooperative contract was determined to be the most advantageous procurement vehicle. The contract was awarded through a competitive public procurement process by Region 4 Education Service Center (ESC) and provides pre-negotiated pricing and terms. It offers access to multiple qualified vendors capable of delivering comparable software solutions, as described in Section I.

As part of the market research, the agency obtained and compared pricing from multiple authorized OMNIA resellers, including Carahsoft Technology Corporation, VCloud Tech, and Kambrian Quality IT, as shown below:

<b>Contractor</b>	<b>Price</b>
Carahsoft Technology Corporation	\$141,304.34
VCloud Tech	\$142,561.94
Kambrian Quality IT	\$148,369.56

Carahsoft Technology Corporation provided the lowest responsive pricing and demonstrated the ability to meet the agency’s technical and implementation requirements.

Use of the OMNIA cooperative contract is advantageous and cost-effective to the State. Conducting an independent competitive procurement would require a significantly longer timeline, whereas use of the cooperative agreement enables expedited acquisition and implementation of a time-sensitive solution necessary to support the OCO’s oversight functions and improve operational efficiency. The agency has an urgent need for a secure and scalable case management platform to support oversight responsibilities and improve transparency.

Additionally, the OMNIA cooperative contract leverages economies of scale through national participation, resulting in pricing that is competitive and consistent with current market conditions. The contract, awarded in December 2024, reflects competitively established pricing. Professional services costs have experienced annual increases generally in the range of approximately 3.5% to 4.5%, based on recent Employment Cost Index (ECI) trends published by the U.S. Bureau of Labor Statistics. Utilizing this agreement allows the State to benefit from those established rates and provides cost stability relative to current market conditions.

Use of this procurement method also shortens the period between need identification and system delivery implementation. Participation in the OMNIA cooperative contract reduces procurement lead time, minimizes administrative burden, and streamlines the award process, while still ensuring compliance with applicable procurement requirements. This approach enables the OCO to address existing operational challenges, including monitoring agency compliance and ensuring transparency of data related to incarcerated individuals for the State and legislators.

Accordingly, participation in this ICPA promotes administrative efficiencies, provides cost benefits to the State, and supports intergovernmental cooperation, consistent with COMAR 21.01.01.03 and COMAR 21.05.09.04.

**IV. Price Analysis and Cost Reasonableness**

The OMNIA Partners cooperative purchasing agreement provides access to competitively awarded, pre-negotiated pricing. As part of its pricing analysis, the agency obtained and evaluated quotes from three authorized OMNIA resellers.

Based on this comparison, the total contract value of \$141,304.34 offered by Carahsoft Technology Corporation is considered fair and reasonable, as it represents the lowest responsive price among the vendors evaluated and meets the agency’s technical and implementation requirements. The pricing reflects rates established through a prior competitive public solicitation and benefits from the economies of scale associated with cooperative purchasing.

Use of the OMNIA cooperative contract provides cost and administrative efficiencies by eliminating the need to conduct a separate competitive procurement, which would require additional time and resources. This approach enables timely implementation of a system necessary to support the OCO's statutory oversight responsibilities while maintaining compliance with applicable procurement requirements.

## **V. Determination and Recommendation**

The Office of the Correctional Ombudsman requires a secure and scalable case management platform to support its statutory oversight and investigative responsibilities.

Participation in the OMNIA Partners cooperative purchasing agreement will enable the State to obtain the required software solution and related services through a compliant and cost-effective procurement method.

In accordance with COMAR 21.05.09.04, it is determined that participation in this Intergovernmental Cooperative Purchasing Agreement provides cost benefits to the State, promotes administrative efficiency, and supports intergovernmental cooperation.

The total value of this participating agreement is \$141,304.34. This procurement method is not intended to evade the purposes set forth under COMAR 21.01.01.03 or State Finance and Procurement Article § 13-110.

SIGNATURE ON NEXT PAGE

**Approved By:**


 3/25/26  
Hanta Ralay, Procurement Officer, DGS OSP Date

*Cheryl Howard-Bond* 03/25/26  
Cheryl Howard-Bond, Procurement Manager II, DGS OSP or Designee Date

  
JAM TOMASZEWSKI (Mar 26, 2026 13:35:39 EDT) 03/26/26  
Jamie Tomaszewski, Senior Procurement Director, DGS OSP Date

*Amit Khardori* 04/01/26  
Amit Khardori, Deputy Chief Procurement Officer, DGS OSP Date

  
Linda Dangerfield (Apr 1, 2026 15:03:34 EDT) 04/01/26  
Linda Dangerfield, Deputy Chief Procurement Officer, DGS OSP Date

  
Wallace Sermons II (Apr 1, 2026 16:10:49 EDT) 04/01/26  
Wallace Sermons II, Chief Procurement Officer, DGS OSP Date



**PROCUREMENT OFFICER'S DETERMINATION  
Intergovernmental Cooperative Purchasing Agreement  
COMAR 21.05.09.04**

DATE: February 27, 2026

SUBJECT: Participation Addendum - Master Agreement #: R240303 –  
Software Solutions and Services - OMNIA Partners

Name and address of selected Contractor: Carahsoft Technology Corporation  
11493 Sunset Hills Road, Suite 100  
Reston, VA 20190

Contract Term: April 1<sup>st</sup> , 2026 – March 31, 2028

Category: Information Technology Services

Contract Type: Firm Fixed Price

**Background and Purpose**

The Office of the Correctional Ombudsman (“OCO”) is an independent and impartial oversight entity that conducts investigations, reviews, and assessments of administrative acts taken by the Department of Public Safety and Correctional Services (“DPSCS”) and the Department of Juvenile Services (“DJS”), in relation to individuals confined by either department. The Office is also authorized to refer matters for criminal charges if any investigation undertaken by the Office finds illegal activity.

Through the Department of General Services (“DGS”), the OCO seeks approval to participate in the Intergovernmental Cooperative Purchasing Agreement (ICPA), using the OMNIA Partners Software Solutions and Services Contract Master Agreement No. R240303, to procure licensing for the implementation of a secure, cloud-based enterprise case management software solution tailored to addressing correctional and juvenile facility related concerns, and to analyze data. The case management software (SaaS) will support intake, investigation, resolution, reporting of complaints, and grievances submitted by incarcerated individuals, detained or adjudicated juveniles and their families, volunteers, or staff.



The OMNIA Partners Software Solutions and Services Contract No. R240303 is a multiple award contract that provides a variety of Software Solutions, including Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and Software as a Service (SaaS). It allows any state and local governmental entity, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit, to purchase products and services at competitive prices. Under the Participating Agreement, Carahsoft Corporation will provide to the State access to the enterprise case management including implementation, training, technical support services and Cloud hosting.

### **Justification for the Services**

As codified in MD Code, State Gov't, § 9-4001 *et seq.*, the OCO is mandated to oversee DPSCS and DJS, and has the duty to receive, investigate and respond to complaints regarding both agencies, evaluate processes and practices to help minimize risks to the health, safety, and welfare of incarcerated individuals and detained and adjudicated youth, and determine whether the rights of incarcerated individuals and detained youth are being upheld. The OCO requires a secure and scalable case management platform to manage records, including, but not limited to, complaints, records related to incarcerated individuals and detained and adjudicated youth, and records related to facility oversight, programs, and daily operations. The needed case management system will protect sensitive data while ensuring compliance with regulatory standards. Additionally, the software will help automate key processes and generate valuable data-driven insights essential for informed decision-making.

The OCO has a time-sensitive need for a robust platform, as the office often faces challenges in monitoring agency compliance and providing clear transparency of data. The Case Management Enterprise Software will help the OCO achieve its mission while enabling the Office to streamline its processes, integrate community feedback and provide transparency. Further, the case management system will help transform the OCO's daily operations through building an efficient, effective case management system that distinguishes correctional from juvenile oversight while allowing cross-reference communication when necessary.

The Intergovernmental Cooperative Purchasing Agreement (ICPA) procurement method offers significant time and administrative efficiencies to the State by reducing the time that will be needed to conduct a normal procurement process for the solution and will ensure transparency to the citizens of Maryland while reducing the administrative burden on the OCO.



**Price Analysis and Economic Benefits to Maryland**

The table below summarizes the prices from the solicited authorized resellers and allows us to conduct prices comparison.

	<b>Contractor</b>	<b>Price</b>
1.	Carahsoft	\$141,304.34
2.	VCloud Tech	\$142,561.94
3.	Kambrian	\$148,369.56

This ICPA R240303 was awarded in December 2024, and locks and maintains competitive bid prices at that time. By using the Intergovernmental Cooperative Purchasing Agreement, the State secures rates that are likely lower than those on the open market would be in 2026, considering the inflation index for professional services which averages 2.8% - 3.20% annually. In addition, the ICPA leverages economies of scale through broad state and local participation under the OMNIA Partners framework. Jointly, the above-mentioned factors make this contract cost-effective and in the best interest of the State. The price is competitive and helps the State to avoid the expense of conducting its own lengthy and resource intensive procurement process.

During the market research, other procurement vehicles were evaluated, namely the Sole Source, the Request For Proposals and NASPO agreement, but it was determined that the software (SIVIL) was only available through OMNIA Partners Cooperative Agreement which would be the most effective solution economically and in time as described in this Procurement Officer's Determination.

Using this Procurement method will shorten the period between the need determination, the delivery and implementation of the case management system. Considering that the process to directly solicit for the services of this nature will take a significantly longer period of time than participating in the completed ICPA, particularly since a competitive bid process has already been completed by OMNIA Partners. Additionally, the amount of time in the award process is reduced, and this method promotes administrative efficiencies, provides cost benefits to the State as it relates to COMAR 21.01.01.03 while allowing the OCO to meet the urgent need for a robust platform, as the office faces challenges in monitoring agency compliance in providing clear transparency of the data related to incarcerated individuals to the State and legislators.



In accordance with COMAR 21.05.09.04, I have determined that the resulting contract will provide cost benefits to the State and promote administrative efficiencies and intergovernmental cooperation. The use of the ICPA method is not intended to evade the purposes set forth under COMAR 21.01.01.03 or State Finance and Procurement (SFP) § 13-110.

Determination By: Dieudonne J. Mwaha Date: 03/20/2026  
Dieudonne Mwaha,  
Procurement Officer

Approved By: Yvonne Briley-Wilson Date: March 20, 2026  
Yvonne Briley-Wilson, Esq  
Maryland Correctional Ombudsman











# ICPA POD – Enterprise Case Management Software – OMNIA Partners – Carahsoft 3.20.26


Final Audit Report


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