

2022 2GIT Contract Guide



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TABLE OF CONTENTS

- Baking in supply chain security from the get-go 2
- Federal News Network Q&A with GSA’s Paul Morris 4
- GSA prepares today for future of 2GIT tomorrow 14
- Air Force streamlines IT buys through 2GIT 18
- GSA plans broad use of AI supply chain monitoring 20
- 2GIT snapshot: 8 things to know 22
- How GSA partners with vendors to keep 2GIT’s supply chain risk management current 24
- Federal News Network Q&A with GSA’s Tom Smith 28
- 2GIT includes deep bench of small businesses, dedicated customer service 35
- Vendor listing for 2GIT 37

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Melissa Weithman

Federal Contract Specialist

301.340.3873—Direct Line

1.800.800.0019 x78058—Main Line

melissa.weithman@connection.com

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BAKING IN SUPPLY CHAIN SECURITY FROM THE GET-GO



Vanessa Roberts,
Custom Content
Editor

It would seem the stars aligned when it comes to the 2nd Generation IT blanket purchasing agreement and recent federal cybersecurity initiatives.

Just as the General Services Administration was making awards to vendors for the five-year, multibillion-dollar 2GIT in 2021, the White House and the Office of Management and Budget were kicking the president's cyber executive order and zero trust efforts into high gear.

The beneficiaries? Federal buyers who know going in that the tools — an extensive sweep of hardware, software and services — available from the 78 2GIT vendors have controls and programs in place to reduce and address supply chain risks.

"They can buy with confidence," the Federal Acquisition Service's Paul Morris says. "We ensure that the products are compliant in terms of our supply chain risk management policies and the law," the Federal Acquisition Supply Chain Security Act.



carahsoft®

Corey Rooney

Director, 2GIT Contract Team

(703) 871-8590

2GIT@carahsoft.com

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2GIT BY THE NUMBERS

5-year vehicle

78 vendors

5 line item categories

59 small businesses

4.9M-plus products

He can say that because 2GIT is unique among multiple-award governmentwide acquisition contracts. It requires that its sellers continuously monitor supply chain risk management plans integrated into their contracts, using about two dozen core elements derived from the National Institute of Standards and Technology's SCRM guidance.

FAS' Tom Smith likes to say that GSA "was doing SCRM stuff before it was cool. We started this journey with the supply chain risk management focus for 2GIT probably about five years ago."

It began during the proposal phase, when vendors had to develop their initial SCRM plans for their offers. It continues with GSA monitoring the plans for vulnerabilities on the regular, and 2GIT vendors updating their plans based on findings shared by GSA and also in response to changing cyber realities.

For this Federal News Network 2GIT Contract Guide, we take you inside the BPA to learn more about the vehicle and how to use it.

Vanessa Roberts
Editor, Custom Content
Federal News Network

FEDERAL NEWS NETWORK Q&A WITH GSA'S PAUL MORRIS

When the General Services Administration **awarded** the 2nd Generation IT (2GIT) vehicle in February 2021, its goal was two-fold:

- First, GSA wanted to help agencies buy commercial technology products and services through a governmentwide multiple-award, blanket purchase agreement with little burden of having to run their own contracts. GSA and the Air Force worked together to create 2GIT, in part, as a follow-on for the service's NetCents 2 IT products vehicle.
- Second, GSA wanted to introduce a new approach to supply chain risk management for these types of contracts. The agency is holding vendors to possibly the highest standard to mitigate supply chain risks for an unclassified BPA than it ever has before.

Federal News Network Executive Editor Jason Miller discussed the latest trends and opportunities around 2GIT with Paul Morris, director of IT hardware category management at GSA's Federal Acquisition Service.

Federal News Network: What is 2GIT? How does it work? Share some of the basics about this blanket purchase agreement and your goals for it.

Paul Morris: 2GIT is a five-year, multiple-award BPA. It's available governmentwide, including for state and local and tribal government, via GSA's Cooperative Purchasing Program.

We developed the 2GIT solution in collaboration with the Air Force. They had an indefinite-delivery, indefinite-quantity contract called the NetCents 2 IT products contract that was expiring. They were looking for a solution, and we collaborated to create the 2GIT BPA solution for them. But it is

also available governmentwide for any agency or Defense Department agency to use.

FNN: How many contractors are on 2GIT, how many small businesses versus large businesses, and what are some basics about how it works?

Morris: The BPA was created in a structure of teams. It was done purposely to make sure that each team had the capability to address the breadth of product that our customers are looking for with IT hardware and software. The scope of the tool kit is all things commercial off-the-shelf — hardware and software, along with any kind of services that might be needed for that in terms of

“A very important part of the 2GIT program is being more agile, and being able to add products and modify prices in response to customer demand. The FASt Lane process is not necessarily new as it’s been around a few years, but we just took it to the next level and really tailored the processes around it.”

— GSA’s Paul Morris

warranty, maintenance and ancillary services. (To see the scope of 2GIT, check out the [chart on Page 16](#).)

We have 10 teams that vary in size. We regularly take stock of our vendors to check that:

- They are covering the broad scope of required products for our customers.
- They constitute a good mix of large distributors and small business resellers.
- There are niche vendors that cover specific product areas that our anchor tenant, Air Force, and other customers require.

Customers can solicit quotes for 2GIT via [GSA eBuy](#) or they can go into [GSA Advantage](#). We’ve got a portal where they can go in and search directly for 2GIT items and make those purchases directly using a government purchase card.

FNN: You mentioned commercial off-the-shelf products. Can you define what that exactly means because it’s a term we hear a lot, so let’s make sure folks understand it?

Morris: Commercial off-the-shelf is basically a product like Microsoft Office or any number of common software products that a customer might use either for an individual user or in a shared service environment. The commercial off-the-shelf hardware would be things like servers, switches. And you can get Motorola- and Harris-type radio equipment through 2GIT, so it’s communications and compute.

The GSA Advantage portal for 2GIT is extremely easy to use. It has over 4.9 million products. As a buyer, you can go in with confidence and buy products that you don’t have to worry about complying with things like [Section 889](#) [prohibited telecommunications equipment]



About Paul Morris

34 years at the General Services Administration — more than 7 years in GSA’s Federal Acquisition Service working in the IT hardware category

Joined GSA to manage a team of project managers, engineers and senior contracting officers supporting telecommunications and IT acquisitions

Master’s in electrical engineering from Mercer University and a bachelor’s in electrical engineering from Georgia Institute of Technology

Works in Atlanta

and things like that. The price is already negotiated. They can put it in their cart, checkout with their government purchase card and go. For customers that have year-end requirements, they can be satisfied in that manner. It's really easy to use. We've seen, over the past year, a big bump in online transactions through the Advantage platform. We feel a lot of it is because of some of the work that we're doing to improve that platform and make the products that are in demand available.

FNN: One of the big benefits that I remember about it is the ability to add new products because we know that commercial off-the-shelf products change, they get innovated. Talk a little bit about the FAST Lane modification process, and how that works? And how easy it is to add new or updated products?

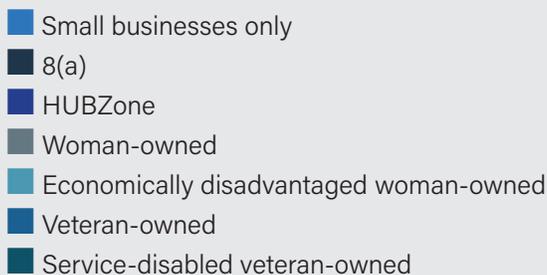
Morris: A very important part of the 2GIT program is being more agile, and being able to add products and modify prices in response to customer demand. The **FAST Lane process** is not necessarily new as it's been around a few years, but we just took it to the next level and really tailored the processes around it.

We added some system changes that made it work better. We've got some processes that allow us to better track, monitor and make sure that when modifications come in, we have visibility and they're processed in a timely fashion. We've gotten a lot better at adding products to these schedule contracts using the FAST Lane process, and, I think, if by chance you interview any of our contractors, I think the feedback you get will be positive.

New products come online on a regular basis, and with the volatility that we've seen in the last

HOW EARLY 2GIT SMALL BUSINESS SALES SHAKE OUT

In the first 18 months of 2GIT, small business sales collectively accounted for nearly 51% of all sales. Total sales for the program totaled \$125 million from February 2021 through July 2022.



SOURCE: General Services Administration



CounterTrade Products, Inc.™

**800-444-9710 Headquarters Phone
GSA Contract and 2GIT Program
Management
Angela Dumm,
Director of Contracts and Security,
adumm@countertrade.com
Wes Israel, DoD and 2GIT Team Lead,
wisrael@countertrade.com
Arno Bergstrom, VP of Sales,
abergstrom@countertrade.com
<https://countertrade.com/>**

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CounterTrade has found a key to success on the 2GIT BPA is for contract holders and customers to proactively collaborate during the market research phase; validating Original Equipment Manufacturers' (OEM) availability and the best acquisition path forward based on the agencies' desired set aside. We encourage customers to reach out to CounterTrade with any mission critical OEM's that they would like us to add to GSA.

12 months on pricing, there's been a lot of changes processed over the last year. The objective or the metric that we try to measure ourselves by is getting it done within 24 to 48 hours.

FNN: I'm glad you brought up the volatility of the market. Give me a sense of what you've seen because of that volatility, the supply chain challenges and the pandemic and inflation, and how everything has impacted 2GIT, if at all?

Morris: It's impacted us just like any other contract. The supply chain is what it is. You can order products and potentially get 90% of your order delivered, and then there may be a few products that are just on backorder, and they could be on backorder for a month or two — or it could be eight or nine months. It just depends on the product and who it's coming from and where the shortages exist.

It's been difficult at times, but I've seen improvement over the last six months. But there's still some problem areas in terms of supply chain, having those products available and ready to ship for various reasons.

In terms of managing the 2GIT program and its customers, we want to make sure that we're ready to assist and support the customer so if they have a problem, we've got a three-tiered ticket management system where we can track any issue that's brought up by our customer base. It allows us to handle those issues in a more structured, organized and expedient fashion. Plus, now we've got all that data that we can analyze later to see if there's something maybe we can tweak and make the program stronger and better.

Occasionally, a customer will contact GSA and indicate they've placed an order, but the vendor told them: "It's going to be nine months before I can get my product, and I really need it faster." We'll work with the customer and the vendor to try to expedite getting the product. We'll do everything we can to get that product, maybe even talk about whether there is another product that could meet their need that's more readily available. We try to help them figure that out and work with the requirements folks.

We're really trying to provide white glove service when it

"We're really trying to provide white glove service when it comes to 2GIT in terms of customer support and working with our vendor community."

— GSA's Paul Morris

comes to 2GIT in terms of customer support and working with our vendor community.

FNN: Can you give me an example of something that you discovered in your data where you said, "Hey, maybe we need to address this."

Morris: For instance in eBuy, we analyze a lot of the data. We like to see how many request for quotes have been issued and what kind of response rates we're getting. If we saw some response rates where vendors declined to quote for whatever reason, we really didn't have any insight as to why before.

We made some changes in eBuy to collect that data from the vendors. Now, when the vendor is in the eBuy quoting system, if they decline to quote — and there's all kinds of different reasons — some of these things we can see right off the bat just based on the description or the title of the RFQ. We made an enhancement so that the options that the vendor could pick from were more meaningful and gave us better feedback so that we could then improve the program and the customer's experience.

We've taken feedback since inception from customers about how they used to be able to do something on NetCents, but they can't do it on 2GIT or are having trouble. We'll coach them

through whatever that is because the systems are different and the vehicles are a little different. The feedback we've gotten has been very positive.

We also use the data to observe whether there is a customer or a group of customers that may not be as successful with their procurements as our standards would like them to be. It allows us to do some targeted training.

This program does a great job at taking the data and really using it to make the program and the offerings better. I'm really proud to say that. We don't just look at it and let it sit. We do something with it.

FNN: How much data are you looking through? How do you go through that data process of analysis? Can you give us some insights?

Morris: We get data about every transaction that flows through the 2GIT BPAs. We know who's buying and what they are buying. We're also getting better at tracking deliveries and what's on backorder for 2GIT online catalog orders.

There's an overall comprehensive management system to make sure that we have a good view of how things are going and how we can best support the customer and improve the customer experience.

Analyzing and doing the whole data-to-decisions thing is only part of the puzzle. A lot of it is just good people work. There's a personal touch when it comes to 2GIT that is absolutely critical.

You've got to talk to the customer, not just send emails. You've got to talk to your vendors.

We meet with our vendors on a regular basis, specifically we meet with our team leads monthly and as needed

It's a constant engagement, and it takes time and effort. But it is absolutely the right thing to do. Then, we combine that with the data, and we think it's a winning combination to always focus on the customer experience.

FNN: What about your agency customers? How often are you meeting with them? I know GSA does a great job of surveying customers every year, but do you specifically have weekly, monthly or quarterly meetings with customers to get their feedback too?

Morris: I wouldn't call them meetings. I would call them engagements because it's not like we have a regular cadence of meetings with any particular customer.

The Federal Acquisition Service has an organization, the Office of Customer and Stakeholder Engagement, and CASE has individuals on staff around the world to engage the customer where they physically are. That team of people is constantly in contact with customer X at base Y, or whatever the case may be. They handle a lot of that just regular engagement.

Now, if something comes up and they need some support, they bring that customer to the program, and we work together to support whatever it is

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"I would look at it not from an Air Force perspective but at a programwide level. Anything that we do to make 2GIT better benefits everybody, not just the Air Force."

— GSA's Paul Morris

that they need. That might be a scope review or it could be any number of things.

FNN: What are some of the other trends you are seeing across 2GIT from customers or vendors?

Morris: We've got \$87 million in small business sales through the end of July.

The largest user of 2GIT is the Air Force. The Air Force is transitioning from the NetCents 2 contract to this vehicle. NetCents, as its name kind of tells us, is a network-centric contract. So a lot of what we're seeing procured is related to network gear.

We see a bit of software being requested through 2GIT.

FNN: Can you talk a little bit about the impetus for the partnership with Air Force to transition off NetCents 2? Give us a little bit of background about how that came together.

Morris: It was pretty simple. The Air Force was evaluating different courses of action for a contract that was expiring. We put forth a solution proposal and answered all the questions that they had about how we work and how the solution

would work. They did their internal analysis and made a decision to partner with us.

We spent the next months working together to create the requirements and then put it on the street and get it awarded. Now, we continue to work with them to make sure it's working well for them.

FNN: How's it been going? It sounds, as you have said, like it's been good as Air Force is one of the biggest users. Obviously, they're happy with it. Are there things you've learned from that partnership that you're applying more broadly?

Morris: I wouldn't tie it directly to just the Air Force. I think 2GIT as a program, with everything that we're doing in terms of engaging with the vendors and customers, we're always learning and we're always improving.

I would look at it not from an Air Force perspective but at a governmentwide level. Anything that we do to make 2GIT better benefits everybody, not just the Air Force.

FNN: What's your message to industry about 2GIT?

Morris: My message to industry would be 2GIT is an IT products marketplace that enhances their ability to go to market to the federal customer. The program is fully engaged with its industry partners, and we're listening. We don't just talk and let it go in one ear and out the other.

We've gotten recommendations from our vendor community in the way that some of our systems operate, and we actually went in and used some

of our budget to take care of the problems or requests. Little things make a big difference.

I can give you an example where a vendor goes into eBuy and they're listing all the opportunities that they have. They might go into one that's Number 46 and take a look at it deeper, look to see if they want to respond to that. When they're done looking at that, when they go back, it takes them to the top of the list again and they have to scroll down trying to figure out where they were previously. We had a vendor comment, "Hey, wouldn't it be nice if it took me back to where I finished off?" So we did that. We made it work that way.

When you do things like that, it helps your vendors be more efficient in what they're doing, and that translates down the road to better customer

"The prices are fair and reasonable, and [agencies] can always negotiate a discount at any price level. It doesn't have to be an RFQ. You can negotiate with the vendor that has the product you need."

— *GSA's Paul Morris*

experience because now that vendor can maybe respond to more RFQs. It's just little things like that that show our vendor community that this program is engaging, listening and acting.

I think when it comes to FAST Lane, we actually modified the way in which we manage the underlying contracts where these 78 or so

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contracts a year ago were spread all over the country with I don't know how many people managing them. You might have had 78 contracts with maybe 30 different contracting officers.

Well now, we've consolidated all of that so that we can better manage the contract administration, make it more consistent and have better visibility. These are really important steps that make 2GIT a really outstanding program.

FNN: I'll ask you the same question around your agency customers: What do you want to make sure they know about 2GIT, and what's your message to them?

Morris: From a customer perspective, 2GIT has a very broad scope of products available to the customer. Just like with the industry comment, we listen to our customers. If they're looking for something that they can't find, they can go through our three-tiered customer support infrastructure and put a ticket in. We act on

it right away to try to get them what they need.

Beyond that, we're always trying to be proactive by looking at the data and making sure that the program supports what's in demand. For the customer, 2GIT is fast. It's easy. They can go into Advantage and find the products that they need, put it in their cart and checkout with a purchase card.

They can buy with confidence. We ensure that the products are compliant in terms of our supply chain risk management policies and the law. The prices are fair and reasonable, and they can always negotiate a discount at any price level. It doesn't have to be an RFQ. You can negotiate with the vendor that has the product you need. Their information is available on Advantage, and you can call them. You can email them and say, "Hey, I want to buy this product. Do you offer any discounts?" You may or may not get that discount, but those prices are very good. They've been discounted off of the schedule price already. ■



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GSA PREPARES TODAY FOR FUTURE OF 2GIT TOMORROW

BY JASON MILLER

The Defense Department may be two years or more from fully implementing the **Cybersecurity Maturity Model Certification 2.0 program**.

But for agencies like the General Services Administration that provide acquisition services and contracts to DoD, supply chain security programs like CMMC are front and center for every contract.

GSA's Federal Acquisition Service specifically built these types of requirements into the 2nd Generation IT vehicle.

"I personally am plugged in directly with the office that owns CMMC, now under the DoD chief information officer," said Tom Smith, IT category branch chief in the IT Software Division at FAS. "We've been working very closely with them relative to the collaboration tools as well. We have a very good, strong working relationship with them to make sure that we're aligned properly."

GSA began writing requirements for 2GIT when DoD was just starting to develop CMMC. But GSA knew CMMC would be an important piece to the contract's puzzle.

"That's the whole point of having a program that's built to be flexible," Smith said. "You want to stay plugged into those groups so that you can accommodate any changes."

"I personally am plugged in directly with the office that owns CMMC, now under the DoD chief information officer. ... We have a very good, strong working relationship with them to make sure that we're aligned properly."

— **Tom Smith, IT Category Branch Chief in the IT Software Division, Federal Acquisition Service, GSA**

Plus, the Air Force is the largest user of 2GIT so far, and GSA worked closely with the service in developing the contract's requirements.

Using NIST as its guide post

GSA's approach to 2GIT broke new ground in how it's expecting vendors to ensure the supply chain security of the products and services they are providing to agency customers, Smith said.

The agency used the National Institute of Standards and Technology's Special Publication 800-171 as the basis for its 2GIT requirements because DoD is basing a large part of CMMC off those standards.

"As NIST continues to adapt, adjust and grow those standards to keep up with what's changing



Program Manager
Gabriella Hoffman
571.409.6224
ghoffman@govplace.com
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in the threat space, we will continue to do the same," Smith said. "That Federal Acquisition Regulations clause is foundational to every contract holder. But you've got some elements of CMMC, like who's getting to Level 2 way up on the high end, and clearly several of our partners are going to be pursuing those requirements."

DoD said in February 2022 that it expects about **80,000 companies will need a third-party assessment under CMMC**, while another 40,000 likely will self-attest to meeting the basic standards for protecting controlled, unclassified data.

Many of the companies currently holding 2GIT contracts will have to decide what level of certification to achieve under CMMC. The Air Force and other services aren't expected to begin putting CMMC requirements in contracts until summer 2023 at the earliest.

Lot of questions about Section 889

Meanwhile, GSA and its agency customers already are requiring several other supply chain-related requirements, including proof of adherence to **Section 889** of the 2018 National Defense Authorization Act, which prohibits the use of certain telecommunications products from Chinese suppliers.

Smith said ensuring vendors are meeting the requirements under Section 889 is one of the most common questions 2GIT receives from agency customers.

"We get a lot of questions from buyers — across the experience spectrum — wanting to know what we're doing and how we're addressing that issue," he said. "Using those tools from a cyber hygiene perspective, trying to identify any instances that we might need to focus on with our vendor partners in the 2GIT BPA, we'll address those with them directly to strengthen their position because by making

"As NIST continues to adapt, adjust and grow those standards to keep up with what's changing in the threat space, we will continue to do the same."

— GSA's Tom Smith

them stronger it makes our overall program stronger at the end of the day.”

By doing cross checks on the technology, GSA can make sure that it’s reducing real or potential challenges for both agency and vendor customers, Smith added.

New approach to training

Supply chain risk mitigation efforts are one of several ways GSA is trying to keep 2GIT ahead of the so-called curve.

GSA uses both targeted and broad-based education to provide ongoing training programs to both customers and vendors that’s driven by data about what participants need, said Paul Morris, IT hardware category management director at FAS.

The training modules include everything from the value proposition of 2GIT to terms of use, pricing and supply chain management.

“We’re going to map out a new way to deliver training on demand. ... We’re going to make it available on a regular cadence.”

— *Paul Morris, Director of IT Hardware Category Management, FAS*

GSA created a 2GIT portal to make it easier for agency customers to access the training.

“It’s so comprehensive and you’ve got different kinds of customers that you’re training, some are purchase card users who don’t do requests for quotes (RFQs) so they don’t really need to know about that. They just need to know how to go into Advantage, find what they need and checkout with a purchase card. So what are the tips and tricks that we can provide them to make that experience better?” Morris said. “Then on the RFQ side, what are some of the tips and tricks to make that experience better and more successful?”

2GIT BPAs offer products in 5 line item categories

Line Item 1 Data center (compute & storage)	Line Item 2 End user	Line Item 3 Network (connectivity)	Line Item 4 Radio equipment	Line Item 5 Order-level materials
Servers Storage Network equipment Security appliances Hyperconverged infrastructure Keyboard video monitor (KVM) switches COTS software	Laptops Desktops Ruggedized tablets Thin clients Monitors Accessories Peripherals KVM COTS software	Routers Switches Wireless Cables & interfaces Audio visual Videoconferencing Everything over IP Displays COTS software	Handhelds Chargers Vehicle units Base stations Trunking system Repeaters	Note: This is an unpriced line item. If exercised, this line item cannot exceed 33.33% of the total order amount.

For fiscal 2023, GSA plans to break the training into multiple modules, featuring videos that can quickly address specific needs.

“We’re going to map out a new way to deliver training on demand. We’re going to make the training available based on the type of buyer so it won’t be a two-hour training session that covers everything under the sun,” he said. “It’s going to cater to the type of buyer that you are, whether you’re a purchase card user on Advantage, whether you are a contracting officer that issues RFQs or maybe a program person that develops requirements. We have training for each of those kinds of customer, and we’re going to make it available on a regular cadence.”

Because the training modules will be recorded, contracting officers and other users can take courses when it’s convenient for them, Morris

Products available on 2GIT through 5 GSA Schedule Special Item Numbers

- **33411** Purchase of new equipment (formerly SIN 132-8)
- **811212** Maintenance of equipment, repair services and/or repair/spare parts (formerly SIN 132-12)
- **511210** Software license - term software and perpetual (formerly SINS 132-32 and 132-33)
- **54151** Software maintenance services (formerly SIN 132-34)
- **OLM** Order-level materials (formerly SIN 70-500); cannot exceed 33.33% of total order

added. For instance, agency customers in Asia or Europe may not have been able to take live training when GSA offered it. ■

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AIR FORCE STREAMLINES IT BUYS THROUGH 2GIT BPA

BY JUSTIN DOUBLEDAY

The 2nd Generation Information Technology blanket purchase agreement was developed with the Air Force top of mind.

After all, the General Services Administration worked with the Air Force to come up with 2GIT vehicle as a follow-on to the service's NetCents 2 IT products contract. The five-year 2GIT gives Air Force customers access to vetted commercial off-the-shelf hardware, software and other IT services.

2GIT is the service's "priority source" when it comes to acquiring IT products and services, said Anastasiya Gromova, contract specialist with the 502d Contracting Squadron at Joint Base San Antonio, Texas. Gromova's squadron provides installation contracting support to the 502nd Air Base Wing and 266 mission partners across Fort Sam Houston, Lackland Air Force Base and Randolph Air Force Base.

"It's easier because you have a consolidated list of vendors that are selling IT," she said. "It's easier to reach out to vendors. You are more likely to get a response from multiple vendors, and then you know who to reach out to if you need an additional IT product later on."

"We've got [supply chain requirements] captured so that the contracting teams on the Air Force side don't have to duplicate or reinvent the wheel."

— Tom Smith, IT Category Branch Chief, IT Software Division, GSA

Voice over Internet Protocol, or VoIP, phones were the most recent requirement she fulfilled through the 2GIT vehicle.

Ready to soar for Air Force buyers

2GIT was specifically developed to meet the Air Force's supply chain risk management requirements for IT products. While SCRM has become a major priority across the federal government in recent years, it was only just becoming a pressing issue in 2018 when GSA and the Air Force first started the program.

Tom Smith, IT category branch chief in the IT Software Division of GSA's Federal Acquisition Service, said 2GIT incorporates the stringent requirements the Air Force demands, such as

anti-tampering controls and others laid out in the Air Force IT Asset Management Manual.

“We’ve got all that captured so that the contracting teams on the Air Force side don’t have to duplicate or reinvent the wheel,” Smith said.

Since the passage of the Federal Acquisition Supply Chain Security Act of 2018, contracting offices across the government, not just the military and intelligence community, have focused on mitigating concerns around global technology supply chains, such as the provenance of software code and the risks of foreign ownership.

Ensuring Air Force buyers know the latest updates

GSA stays abreast of both the Air Force’s evolving requirements, as well as those promulgated by leading civilian agencies, like the National Institute of Standards and Technology, to ensure 2GIT remains relevant and meets supply chain demands for all buyers across government, not just the Air Force.

“Making sure that we’re plugged in very tightly with the primary offices up there in the Pentagon, as well as their enabling arms out there at the operational level, we coordinate those requirements, making sure that if we need to influence them, we have a conduit to do that,” Smith said.

GSA also provides a training program for the Air Force and other 2GIT customers, including those stationed across the globe, to help them better

understand how the purchasing agreements work. The engagements also give GSA ideas about how the program could work better, Smith said.

“They understand how to use the 2GIT BPA, and then we get that kind of dialogue back and forth with the customer — with their pain points if they have any,” he said. “We can fold those in and improve our systems and information processes along the way to make it more effective and efficient for the customer and improve their experience at the end of the day.”

For contracting officers like Gromova, the simplicity of using 2GIT is key. New contract specialists at her squadron are often given 2GIT requirements to start out, she said, because of the easy-to-learn user interface.

She hopes to see more software available through the 2GIT vehicle soon, as that’s one area where she sometimes has to look elsewhere to meet requirements. But 2GIT continues to be the go-to vehicle for laptops, phones and other hardware, Gromova said.

“It’s just nice to have a one-stop shop for all your IT needs.” ■

“It’s just nice to have a one-stop shop for all your IT needs.”

— Anastasiya Gromova, Contract Specialist, 502d Contracting Squadron, Air Force

GSA, CISA TURN TO AI TOOLS, STANDARDS TO HELP SECURE FEDERAL SUPPLY CHAINS

BY JASON MILLER

Agencies are finding out quickly that there is a lot more that goes into trusting the vendors that they work with than what's shared with them directly.

New tools are giving agency acquisition and cybersecurity workers something equivalent to an MRI scan of the companies that they do business with.

The General Services Administration began using artificial intelligence to do pre-award assessments of vendors earlier this year. Previously, GSA would focus its efforts mostly after award, which meant they were potentially putting the government at a greater risk.

Nnake Nweke, GSA's director of cybersecurity supply chain risk management in the Federal Acquisition Service's Office of the IT Category, said GSA is using several illumination tools to **gain better insight**, especially around the use of Chinese telecommunications products that are prohibited under Section 889.

The tools will let GSA gain insights into counterfeit issues and to vet vendors' affiliates and subsidiaries, he said at the ATARC Mobile Summit.

"It's a lot easier to fix problems before a company has a contract than after they get on the schedule. We want to create a secure marketplace."

— Nnake Nweke, Director of Cybersecurity Supply Chain Risk Management, Federal Acquisition Service

"There are also issues of foreign ownership and influence. So these are some of the insights that those AI-enabled illumination tools will provide."

AI tools give acquisition workers mapping reports and visibility into products, Nweke said. The acquisition workers rely on several tools to provide the best data and information.

Protecting agencies, contractors alike

The goal of these pre-award reviews is to protect both agencies and industry before vendors get on schedule contracts.

"It's a lot easier to fix problems before a company has a contract than after they get on the schedule," he said. "We want to create a secure marketplace and ensure vendors are complying with Section 889 initially."

Nweke added that GSA eventually will expand the pre-award audits to other requirements such as software bills of materials and supply chain risk management plans. That is how the tools are being used now for the 2nd Generation IT vehicle.

Over the past year, GSA's supply chain risk management effort has resulted in about 20 findings that helped ensure companies were complying with the prohibition against Chinese-made telecommunications products from Huawei and ZTE.

The initial use of these pre-award analyses was successful so GSA plans to expand their use to other contracts and areas beyond Section 889 reviews.

“We have to turn to automation to help us to identify risks, to reduce risks, to be able to work with vendors on what we’re finding out about in their products or their companies.”

— Brian Paap, Cyber Supply Chain Risk Management Lead, Cybersecurity and Infrastructure Security Agency

GSA has been looking at post-award supply chain risks for several years. The agency said in April it **identified 200,000 products** “of concern” in the federal supply chain across high-risk categories, like industrial control systems, HVAC systems and security cameras.

Automation becomes cyber must-have

Because there is so much data, the key to effective use of these tools is automation, said Brian Paap, cyber supply chain risk management lead at the Cybersecurity and Infrastructure Security Agency in the Homeland Security Department.

There is just too much data and too few people to fully understand the information and drive decisions, he said.

“There really is a very shallow pool of subject matter experts out there in this area,” Paap said at the FedRAMP Summit sponsored by FCW. “Because that pool is so shallow, we have to turn to automation to help us to identify risks, to reduce risks, to be able to work with vendors on what we’re finding out about in their products or their companies and be able to mitigate problems quicker, faster and communicate with other elements within our own organization so they’re made aware of these issues with these threats faster.”

CISA is trying to address both the lack of experts and the automation needed through two learning agenda efforts. The learning efforts focus on software validation and verification and software illumination from a standards or requirements perspective, Paap said.

“We want to determine when enough is enough when you have 651 capabilities,” he said. “It’s crazy to think that we can have a vendor capability that will be able to meet all of those. So what makes sense? What is the nice-to-have and can we push that off? And what does the future need to look like? So how do we build to scale and build for five to seven years from now? That’s the approach I’d like to take moving into marketplace, leaving that extra room for growth.”

Creating a supply chain security baseline

Paap said the learning agenda efforts will give agencies a **better picture** of what supply chain risk management compliance looks like, what gaps exist in the current standards from the National Institute of Standards and Technology or other bodies, and where AI and machine learning or other technology can help.

CISA also launched another pilot effort with six Chief Financial Officer Act agencies. This initiative is trying to determine what it will take to develop a cyber supply chain risk management plan for headquarters and for operations, and how to make it flow down successfully, Paap said.

“We developed that guide, and we are rewriting it as we get new information. We provide templates, artifacts, strategic plans, roadmaps, resource guides and funding charts to help them get started on something,” he said. “If they can get that governance piece down and they have their strategic plan, and then they start acting on those milestones within their organization and map them down to their strategy, then they can start figuring out what type of capability they need in their mission space that is best for them to use, not just because someone came by and it looked really cool. It’s a struggle right now.”

CISA, GSA and other agency leaders recognize the amount of data agencies have access to now can be overwhelming. There are companies that provide data, analysis and other services, but there are so **many factors that come into play** when an agency decides to work with a vendor and those factors are ever-changing. ■



Timothy Carney, Vice President,
410-224-0224, tim.carney@acgsys.com
Jake Dick, Federal Account Manager,
410-224-0224, jaked@acgsys.com

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2GIT SNAPSHOT: 8 THINGS TO KNOW

PROVIDED BY GENERAL SERVICES ADMINISTRATION

2nd Generation IT is a five-year blanket purchase agreement against the best-in-class IT Multiple Award Schedule and Special Item Numbers (SINs). Here are eight helpful things to know about 2GIT.

No. 1 The solution provides access to commercial off-the-shelf hardware and software products and services, as well as ancillary supplies and services with over 4.9 million products.

No. 2 2GIT was awarded in 2021 to 78 businesses, 59 of which are small businesses. The acquisition structure is based on teams, so not every vendor is authorized to sell every product. There are 10 teams comprised of large and small businesses covering all socioeconomic categories.

No. 3 The BPA was developed in tandem with the Air Force but is available to all state, local, tribal and federal agencies. It boasts multiple awardees from each of the small business categories: HUBZone, woman-owned, veteran-owned and 8(a) businesses.

No. 4 Agencies can order off of the BPA through several methods: GSA Advantage, GSA Air Force Advantage and the GSA eBuy portal. Ordering agencies can submit requests for quotes directly to 2GIT vendors on the eBuy portal under the BPA section. Only authorized 2GIT vendors can view and respond to RFQs posted there.



Brad Gettlefinger
 Inside Account Executive, Air Force/
 DISA/SOCOM/DIA
 513-520-7298 (M)
 513-538-4809 (O)
brad.gettlefinger@gov-acq.com

Eric Hodac
 Contract Administrator/GSA Program
 Manager
 Government Acquisitions, Inc.
 513-864-3893
Eric.Hodac@gov-acq.com
<https://gov-acq.com/contracts/>

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GAI has created and runs a full stack AI/ML/RPA lab environment in a secure, FedRAMP-approved data center. We have installed the latest relevant technologies from OEMs such as NVIDIA, Dell, HPE, Deepgram, and UiPath and are able to configure and test a broad scope of scenarios. We make the capability available both physically and virtually to customer and integrator partner personnel to facilitate optimal design and planning for mission systems.

6 2GIT resources you can find online

- 2GIT home page
- 2GIT informational PDF
- 2GIT on GSA Advantage
- How to Order 2GIT Solutions on GSAAAdvantage.gov video
- 2GIT eBuy portal
- 2GIT supply chain risk management approach video

No. 5 2GIT instituted groundbreaking supply chain risk management (SCRM) best practices by performing ongoing post-award active management in addition to pre-award requirements. To date, the continuous monitoring and direct engagement with our 2GIT team leads and distribution partner awardees has resulted in key verification and validation efforts to strengthen the overall SCRM risk posture for the program.

No. 6 Customer training is a focal point for the 2GIT program team. The 2GIT Project Management Office offers tailored sessions developed to address unique aspects of the program, market research best practices and how to buy through GSA ecommerce acquisition tools. In 2023, GSA plans to add online on-demand training.

No. 7 To date, 75 of the BPA's vendors have received orders. The Air Force is the largest user.

No. 8 Ordering agencies can be assured that the process for getting 2GIT products is fast, easy, convenient and compliant. In 2GIT's first 18 months, 43 agencies ordered off the BPA, accounting for 59,000 transactions.

HOW GSA PARTNERS WITH VENDORS TO KEEP 2GIT'S SUPPLY CHAIN RISK MANAGEMENT CURRENT

BY JASON MILLER

When the General Services Administration began planning the IT products and services vehicle that eventually would be called the 2nd Generation IT vehicle, it had a couple of immediate goals.

The obvious ones included making 2GIT available governmentwide and ensuring it met the technology needs of today and tomorrow for other agencies. Those are goals for every multiple award vehicle, no matter the agency.

At the same time, GSA also decided to break new ground with 2GIT by baking in some of the most stringent supply chain risk management (SCRM) requirements ever seen in an unclassified vehicle.

"We wanted to make sure that when we put those building blocks in there for the industry partners to basically comply with that we created a living document that would be adjustable and moldable because the threats are not static."

— Tom Smith, IT Category Branch Chief, IT Software Division, GSA's Federal Acquisition Service

"We wanted to make sure that when we put those building blocks in there for the industry partners to basically comply with that we created a living document that would be adjustable and moldable because the threats are not static," said Tom Smith, IT category branch chief in the IT Software Division of GSA's Federal Acquisition Service.

Building on NIST advance work

GSA looked to the National Institute of Standards and Technology, which drives supply chain risk management guidance for the federal government, he said. "We wanted to make sure that our program was able to keep up with that and not be static from that standpoint," Smith said. "That was key from a compliance standpoint — making sure we could support our customers along those lines and ensure that our industry partners were helping facilitate and meeting those customer needs and demand signals."

Part of how GSA ensures that happens is by requiring every one of the 2GIT vendors to continually update a supply chain risk management (SCRM) plan based on their risk profile and associated controls.

GSA evaluates and assesses 2GIT contractors annually, usually starting at the beginning of the

fiscal year and continuing until the fourth quarter buying season.

“We basically generate a surveillance report as part of our oversight,” Smith said. “Our assessment activity is shared with the industry partner, and they are given the opportunity, if there are findings or recommendations or deficiencies, to take the appropriate corrective actions, give us their plan and their milestones to remediate those recommendations, findings or noncompliant items.”

Initially, GSA focused on 23 main NIST control areas to establish a SCRM baseline for each prime contractor, he said.

Under a SCRM microscope for 2GIT

GSA effectively performs a free audit from a compliance perspective and helps companies better understand the areas where they are doing a good job and the areas where there are gaps, Smith said.

“We are putting things under the microscope and digging into things. Over the course of several weeks, we have found things using the illumination tools we have at our disposal,” he said.

For example, through its surveillance assessment process, GSA discovered some deficiencies under the National Defense Authorization Act **Section 889** prohibition of products from Chinese suppliers. It found several deficiencies, Smith said, and shared that information with the affected vendors. “Many of them were very appreciative of us helping find that.”

The SCRM assessment also helped identify possible Log4J vulnerabilities. Smith said GSA

used that incident as a teaching moment for others on 2GIT.

“We all know you can’t prevent it, but you can mitigate it to the greatest extent you can. But if a bad actor wants to break into your system, they’ll find a way these days,” he said. “It was a very valuable learning point for the team, and most of those team members immediately responded to that.”

Finding vulnerabilities: sign of a robust program

Smith said GSA intends to continuously monitor companies on how well they are meeting the supply chain standards.

Because holding industry partners accountable for meeting SCRM requirements is so new, GSA is learning as it goes and improving the oversight and accountability process.

“My view of the world as the SCRM champion is to have a robust program that proactively finds and remediates issues,” he said. “If you flag a problem, industry usually takes the hit for that. But I told them early on in the program, that’s not how I view it. I view it as a sign of a robust program.”

Earlier in 2022, GSA identified about **200,000 products** “of concern” across all of its contracts.

“My view of the world as the SCRM champion is to have a robust program that proactively finds and remediates issues.”

— GSA’s Tom Smith



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- Fiber Innerduct
- Networking Equipment
- Power Distribution and Protection
- Racks, Cabinets and Enclosures
- Structured Cabling
- Thermal Management

Using NIST SP 800-161 to assess SCRM

The General Services Administration asked all the 2GIT vendors to identify in their bids how they were addressing supply chain risk management relative to a select set of 23 SCRM elements in the control framework detailed by the National Institute of Standards and Technology for Special Publication 800-161.

Here are some the elements for which vendors had to offer details to GSA about how they mitigate for malicious or counterfeit items in their products:

- Access control
- Asset tracking
- Change control
- Component inventory
- Configuration management
- Flaw remediation
- Incident handling and reporting
- Information integrity
- Malware
- Physical security
- Provenance
- Security engineering
- Security training and evaluation
- Tamper resistance

It used both open source information and the agency's own threat intelligence to identify and seek more information about those products.

To identify potentially problematic products, GSA turned to **artificial intelligence**, machine learning and other advanced technologies to improve product illumination.

Smith said GSA uses commercial tools to identify potential and real issues as well as teams with the Cybersecurity and Infrastructure Security Agency for cyber threat intelligence help.

GSA is also working with the Defense Department to pilot tools and approaches to improving SCRM processes, he said.

"Each one of these tools has different capabilities, and we'll be piloting the application of one of those tools. Because there's several out there, we are trying to basically assess what's good, what requires areas of improvement or what doesn't fit or doesn't work as well — or the way we thought it would," Smith said. "We are piloting that application of the tool in the acquisition, procurement, commercial off-the-shelf and IP arenas and just seeing how we can make it work better and fit our use cases." ■

FEDERAL NEWS NETWORK

Q&A WITH GSA's TOM SMITH

The General Services Administration did something with the 2nd Generation IT vehicle that it, and maybe no other agency, had ever done before.

Vendors on the five-year, multibillion-dollar governmentwide blanket purchase agreement vehicle must demonstrate how they are protecting their supply chains at least on an annual basis.

GSA requires an ongoing supply chain risk management mitigation plan to give agency customers, specifically the Defense Department, as much peace of mind as possible that the commercial hardware and software they are buying is secure from domestic or foreign tampering.

Federal News Network Executive Editor Jason Miller discussed how 2GIT manages and mitigates supply chain risks with Tom Smith, IT category branch chief in the IT Software Division of GSA's Federal Acquisition Service.

FNN: Why is 2GIT really leading the way in many regards around supply chain risk management? Can you provide a sense of how SCRM and 2GIT fit together?

Smith: I was involved in supply chain risk management before joining GSA, as part of the Air Force on the requirements side of the contracting effort. We have been doing SCRM stuff before it was cool. We started this journey with the supply chain risk management focus for 2GIT probably about five years ago, preceding the law that went into place and was signed by the president back at the end of 2018, the [Federal Acquisition Supply Chain Security Act](#).

At GSA, we were basically developing those requirements with our customers very early on to get at those cybersecurity requirements and those supply chain risk issues. We built that foundationally in, contractually speaking, into the language, which, again, was ahead of the curve. We had a lot of that dialogue with industry as you would have from a pre-award standpoint. We were both learning

"We have been doing SCRM stuff before it was cool. We started this journey with the supply chain risk management focus for 2GIT probably about five years ago."

— GSA's Tom Smith

about each other and trying to get a feel for and an understanding for the requirements as well as each industry partner's maturity with SCRM.

FNN: Generally what was the reaction from folks in industry as you started to put this together? What were some of those conversations like then, and how have they evolved today?

Smith: We weren't being overly prescriptive because that would affect a much, much smaller group that can support that higher end from a security posture versus those that are small businesses that may not have those resources to be fully invested into a mature program. We had to learn who was where, doing that market research, doing those requests for information, having those multiple industry days with them to gauge where they were and understand where their pain points were. We were making sure everybody was level set going in, prior to submitting a proposal, so that they could be responsive and understand what we were trying to accomplish.

For those who were more mature, we could take those lessons learned from them and apply them across the board. That lent itself to the team structure that 2GIT implemented. Early on, we understood that, and that's why we picked that

moderate or midlevel activity because that helped improve the customer's risk posture.

If you set it too low, then the customer's going to have to do too much on their side. So going back to that compliance, helping the customer out from their requirements standpoint and helping them meet their compliance needs by allowing them to go a little bit higher if they need to. They could bring in their additional requirements — say a software bill of materials (SBOM), or if they needed to, approved products list or additional security inspection requirements — then that wouldn't be as big a move for them. Then those smaller businesses understand what their role is, what they've got to do from a product integrity standpoint and a security standpoint so they can meet that level to support the supply chain.

FNN: Let's talk a little bit about what some of those baseline standards are for supply chain risk management? What do the industry partners have to do? And what is GSA doing to hold them accountable today?

Smith: We looked to the National Institute of Standards and Technology and their supply chain risk management program, which is under the



About Tom Smith

4 years at the General Services Administration — working in the Federal Acquisition Service developing IT and software acquisitions

Joined GSA after 30 years with the Air Force, where he worked as a system engineer supporting acquisition strategies for critical national security systems

Master of science in engineering and industrial management from the Florida Institute of Technology and a bachelor's in electrical and electronics engineering from Auburn University

Works in Auburn, Alabama

"In developing the SCRM plan and the posture that each industry partner had to be responsive to, ... we did a very thorough and rigorous job. We took that very large group down to a core set of control measures to mitigate risks."

— GSA's Tom Smith

auspices of their Special Publication 800-161. There's over 300 control measures to address various aspects of supply chain risk.

In developing the SCRM plan and the posture that each industry partner had to be responsive to and provide to us as part of their proposal, we did a very thorough and rigorous job. We took that very large group down to a core set of control measures to mitigate risks specifically associated with the IT products focus that is the target of the BPA program. We wanted to get at the specific threats that basically are associated with that ecosystem. The two predominant threats that should be obvious to most would be counterfeit and, if you're talking about the software product side of the equation, malicious code insertion. Those were the two central tenants of what the industry partners had to be responsive to and indicate to us as part of those SCRM plans about how they were addressing those and how they were mitigating those.

Within that larger ecosystem of the hundreds of control measures, there are over 20 different control families that are out there. We tailored them down to a core set of 23 control measures so each industry partner had to be responsive to every single one of those. Not only do we have a

spectrum of users and customers out there that go from the low end to the high end from a security posture, we had to understand where we apply NIST and also a more traditional cybersecurity risk management framework posture.

We educated and trained and had discussions with the vendors to ensure that they understood that risk management framework and that you can only control what you have ownership over. What is your role? What is your responsibility within that overall supply channel?

Each one had to articulate that in their SCRM plan and that plan was then integrated as part of the contract that they have with us. They are measured and graded against that. They may be responsible for everything from a control measure application standpoint, or there may only be certain ones that apply to them. If they inherit it from somebody else because the manufacturer is doing it for them, then they basically have to demonstrate that. So it all kind of fits together like a puzzle at the end of the day to paint that picture making sure that we've got the visibility into it.

We need to make the appropriate assessments and decisions, so that the customer can get that confidence from the original equipment manufacturer (OEM) that it's not been tampered with and they're getting what they need to protect their network.

FNN: Can you give us a sense of what some of those 23 control measures are, even at a high level? How did you choose just 23 out of, as you said, more than 300?

Smith: Having come from the Department of Defense side, having worked on national security

systems and within the acquisition processes and policies that we all have to contend with on a regular basis, we tailored those requirements to our specific program needs. You don't want to be overly prescriptive because that drives costs, that drives investment and that drives additional workload, not just for us on the government side but on the industry side too. You want to narrow in on what you need.

Within those 23, there's some key foundational ones. Obviously, awareness and training is foundational to anything. Are you educated? Do you know what supply chain risk management is about? Do you know how it's applied within your respective functional area that you work in?

Most everybody gets the cybersecurity aspect of it. But what is your IT and your cyber support

team doing on a regular basis to support the network? What sometimes is missed is the other elements and their role in the equation and how they help protect the supply chain. What's your sales team doing as far as who you're doing business with? Who are you going out to bring in as suppliers to help you provide that product solution to the customer?

We want to know about your inventory and warehouse management team. What are they doing to protect the products, if they have a warehouse how do they secure it and make sure access to it is limited? Then the shipping side from a logistics perspective because supply chain risk management was born out of the logistics community. How are you dealing with the tangible protection of ensuring that it's packaged properly, it's secured, it's shipped and things like that? How

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SOURCE: General Services Administration, “2GIT and Application FAQ,” July 2022

do you know it gets to the customer safely and it gets to the right place at the right time?

Most of those controls focused on that type of process. You’re dealing with system integrity, with configuration management of the product and then the systems that the vendor is using to monitor, track and support the procurement aspects of that from a traditional network IT security standpoint.

We also want to know how you’re dealing with physical security, the personnel side of it. Who are you employing? Are you doing the right background checks to make sure you don’t have any insider threat issues?

And then we get into the traditional cybersecurity, network security aspects of things: Who’s got access? Is it least privileged access controls and things of that nature?

Those are the five or six key focus areas within that 23. Then there’s several underneath that get into system acquisition, and then within the control measures, there’s a lower-level overlay that get into some more specifics.

FNN: One of the things you also required, for instance, was compliance with ISO 9001, 2015. Why is that important, and how does that fit into your overall efforts?

Smith: Supply chain risk management seems fairly new so after we had conversations with our industry partners, we understood there are a lot of federal standards out there. Add the executive order for cyber — which is pushing incident response, software bills of materials and things of that nature to get an even more stringent focus — we recognized that industry has been operating in this space much longer than the government has.

Some of this stuff is hiding in plain sight, if you will, so the industry ISO standards, the Automated Automotive Security (ASE) standards that are out there, industry has been living, breathing and applying those for a long time. ISO 9001 has got a very long history within the industry space. That standard historically started out as a manufacturing focus thing.

As you’re making products, you want to make sure that you use repeatable processes to get out the variability in the system. That was obviously the initial focus with ISO 9001 from a configuration or quality management system because that’s what that standard is about: quality management. Over the time though, and as we’re into the 2015 version of that, it has grown and expanded

beyond just that as a focus. It deals with the services side of things and deals with other production and acquisition type of things as well.

What we wanted our industry partners to ensure was that they had documented processes and procedures in place that demonstrated they were repeatable, consistent as either a value-added reseller or whatever your processes are in supporting the acquisition process. We wanted to have that level of confidence that basically gives the customer a level of confidence that the vendors are qualified under the program. It's third-party certified and assessed so that's an additional level of confidence for our customers as well as ourselves with our vendors.

From the market research and the conversations with industry,

and in reviewing the plans that they submitted, we found a large majority managed their supply chain risk management programs under or as part of their integrated quality management system. It was a logical one-to-one fit. If you're managing your supply chain risk management program underneath that umbrella of quality management, then if I've got that third-party-certified ISO 9001 standard as a prerequisite coming in that just builds confidence with the customer that things are going to be compliant, that they're going to be consistent and that you've got documented written procedures that you're following. That's a foundational piece of our overall continuous monitoring surveillance assessment process with our industry team members. We're moving beyond that attestation phase and to the trust but verify stage.

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Nicole Scotchel

Sr. Contracts Manager, Public Sector-2GIT

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"From a customer-centric perspective, 2GIT brings that compliance component into the mix to help take some of the burden off the contracting officer and their workload. We've done a lot of that legwork, facilitated and integrated a lot of that into the requirements for the program to try to help facilitate SCRM."

— GSA's Tom Smith

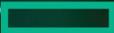
FNN: GSA has two sets of customers. You have your vendors or industry partners on the 2GIT program. Then you have agency customers who use 2GIT to buy products and the like. What's your message to both of them about 2GIT and supply chain risk management?

Smith: From a customer-centric perspective, 2GIT brings that compliance component into the mix to help take some of that burden off the contracting officer and their workload. We've done a lot of that legwork, facilitated and integrated a lot of that into the requirements for the program to try to help facilitate SCRM. We are making sure that they understand that. We're trying to improve their confidence level to understand that what

we're delivering to them is compliant on multiple fronts and that we're committed to ensuring that their customer requirements are being met in a safe and secure manner.

From a vendor perspective, what they should know about 2GIT is we need them to help us deliver the product to our customers. We can't do it without them. GSA and the vendors have to work together and collaborate to ensure that IT gets delivered. We're the enabler, and the vendors help us achieve that objective and goal to meet the mission of the customer at the end of the day.

We have direct engagement with them on a regular basis and that communication, enables the trust, which is central to all of it, both from the customer side as well as the vendor side. ■

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2GIT INCLUDES DEEP BENCH OF SMALL BUSINESSES, DEDICATED CUSTOMER SERVICE — PLUS SCRM

Federal agencies have a number of contracting options when it comes to procuring IT products and services, but cybersecurity requirements for those products and services are increasingly becoming more common. That's what makes the 2nd Generation IT blanket purchase agreement a standout option for many agencies: 2GIT has supply chain risk management requirements built into each participating vendor's contract.

What's more the 2GIT program offers agencies a couple of other worthwhile benefits, in addition to cyber assurances, said Robert Moore, vice president of **Carahsoft**. It's also beneficial in helping agencies meet their small business set-aside targets, and there's help behind the scenes thanks to the 2GIT program management office at the General Services Administration, he said.

Regular risk mitigation tactics

Moore said GSA actively and continuously reviews risk disclosures and mitigation plans. Whenever there are changes, agencies are proactive about communicating questions, concerns and suggestions to contractors, he said.

"The plans themselves have to meet a couple of criteria. They've got to have a method to determine the risk to the supply chain," Moore said. "What does the risk look like? To the extent that that risk may exist, how is that information communicated

to the government? Or how does the government understand that? How do they get their arms around what risk might exist? And then when there's a risk identified as being potential versus actual, what are the steps or the actions taken to mitigate that risk?"

Contractors in turn are required to be transparent about the supply chains for their products and services. They have to report the companies downstream in their supply chains and the nature of purchases made. Is the product new, purchased directly from the manufacturer or refurbished?

How a product is shipped is also a concern. Contractors have to report who is in custody of a product at any given time, whether that's a common carrier, if it's warehoused for any length of time or if there is some other form of intermediary. And agencies need to know what controls are in place when the product is shipped,

"Because the scope of the 2GIT vehicle is fairly broad, the supply chain risk management plan encompasses a fair number of different scenarios for understanding where risk might be and potentially mitigating the risk."

— Robert Moore, Vice President, Carahsoft

and how those controls can be verified to ensure there's no modification to the product somewhere between manufacture and delivery.

"Sort of like when you open up a bottle of Tylenol, they've got the wrap around the top, and 'if these things aren't present, give us a call' type of stuff," Moore said.

The software requirements, meanwhile, deal more directly with cybersecurity considerations. Agencies need to know details about the development cycle and how the code is checked, published and ratified. How do developers prevent malicious code from being inserted?

"Because the scope of the 2GIT vehicle is fairly broad, the supply chain risk management plan encompasses a fair number of different scenarios for understanding where risk might be and potentially mitigating the risk," Moore said.

2GIT also is a prime opportunity for agencies to meet their small business purchase goals, Moore said.

Small business considerations

Analyses of upcoming opportunities for small businesses, including [women-owned small businesses specifically](#), have shown that IT is where the vast majority of spend on small businesses will occur in the near future. Moore said around 50 of the 70 contractors on 2GIT are small businesses, including a number of disadvantaged small business classifications, including women-owned small businesses and HUBZone small businesses.

Small business set asides are going to be an even more important consideration to federal agencies in the near future. In December 2021, as part

"There's a help desk slash customer service fusion center that is focused on helping customers find what they're looking for. ... Whatever it might look like, they can get fairly granular."

— Carahsoft's Robert Moore

of an effort to increase opportunities for small business owners, the Biden administration asked federal agencies to raise their small business set aside goals from 5% to 11%. And a related [White House Fact Sheet](#) says the intent is for those goals to go up again, to 15%, by 2025.

While this is a notable increase, it may not be as heavy a lift for agencies as it may appear at first glance, Moore said. Over the last five years, small disadvantaged businesses accounted for an average of 9.8% of federal spending.

Positive PMO experience

Moore also said customer service is an important benefit 2GIT offers. GSA set up a program management office dedicated to serving 2GIT customers and contractors. The staff in that office are available via phone, chat or email, he said, adding that it's easy to get a hold of someone quickly to get support.

"When they were making the jump from NetCents to 2GIT, the Air Force community at large, I think, had lots and lots of questions. 'How do I do this? How I do that?' " Moore said. "GSA has dedicated resources. There's a help desk slash customer service fusion center that is focused on helping customers find what they're looking for, whether that's an ordering question, how to get a quote or how 2GIT contracts meet some particular requirement. Whatever it might look like, they can get fairly granular." ■

VENDOR LISTING FOR 2GIT

For a breakout of the 10 teams, check out this 2GIT contractor teams matrix. To view a company's contract page, click on the company name.

Company	Size	Contract number	Point of contact	POC phone number	POC email
ACG Systems	Small	47QTCA21A000D	Tim Carney	410-224-0224	tim.carney@acgsys.com
Advanced Computer Concepts	Small	47QTCA21A000G	Alberto Donoso	571-395-4174	adonoso@acc.net
AEG Group	Small	47QTCA21A000H	Ally Veres	847-548-7197	sales@aeg-group.com
Akira Technologies	Small	47QTCA21A000J	Srinivas Chennamaraja	202-517-7187	contracts@akira-tech.com
American Wordata	Small	47QTCA21A000K	Christopher Weston	602-938-5363	chrisw@awdata.com
Arrow Micro	Small	47QTCA21A000L	Esther Hwang	714-552-0232	executiveoffice@amcamerica.com
ATP Gov	Small	47QTCA21A000F	John Samborski	847-952-6900	gsa@acetechpartners.com
Avaya Federal Solutions	Large	47QTCA21A002D	Diane Ingram	703-376-2063	dingram@avaya.com
AVI-SPL	Large	47QTCA21A002G	Amy Dougherty	813-884-7168	amy.dougherty@avispl.com
BahFed	Small	47QTCA21A000N	N/A	503-208-8410	gsa@bahfed.com
Better Direct	Small	47QTCA21A000P	Khatu Nguyen	480-921-3858	khatu@betterdirect.com
Blue Tech	Small	47QTCA21A0006	N/A	800-456-1410	gsa@bluetech.com
Carahsoft Technology	Large	47QTCA21A000R	Brianna Guest	703-871-8500	contracts@carahsoft.com
CDW	Large	47QTCA21A0025	Paul Shipe	800-808-4239	paul@summitgov.com
Communications International	Small	47QTCA21A000S	Michelle Butler	772-794-4240	mbutler@ask4ci.com
Communications Supply	Large	47QTCA21A002B	Stephenie Constantine	301-353-1150	stephenie.constantine@anixter.com
Computech International	Small	47QTCA21A000T	Irene Liu	516-487-0101	irene@cti-intl.com
Countertrade Products	Small	47QTCA21A000V	Angela Dumm	303-424-9710	adumm@countertrade.com
DH Technologies	Small	47QTCA21A000X	Natalie Geno	571-257-0865	natalie@dhtech.com
DLT Solutions	Large	47QTCA21A000Y	Kayla Hutson	703-708-9639	gwac@dlt.com
Eastern Communications	Small	47QTCA21A000Z	Scott Tschetter	718-729-2044	swt@easterncommunications.com
EC America	Large	47QTCA21A0010	Gina Brown	703-752-0610	gina.brown@immixgroup.com

Company	Size	Contract number	Point of contact	POC phone number	POC email
En-Net Services	Small	47QTCA21A0011	N/A	301-846-9901	gsaawards@en-netservices.com
Ewing Electronics	Small	47QTCA21A0013	Carissa Carlley	469-519-2906	carissac@ewinges.com
FCN	Small	47QTCA21A0014	Gil Van Schoor	301-770-2925	gil.vanschoor@fcn.it.com
Federal Merchants	Small	47QTCA21A0015	N/A	317-288-3150	sales.team@federalmerchants.com
Four	Small	47QTCA21A000C	Bree Burk	757-343-4795	bburk@fourinc.com
Four Points Technology	Small	47QTCA21A0017	Amy Moss	703-657-6133	contracts@4points.com
Frontier Technologies	Small	47QTCA21A0018	Krish Moorthy	302-234-8085	kmoorthy@fti.usa.com
Futron	Small	47QTCA21A002H	June Adams	571-402-3211	jadams@futroninc.com
GovConnection	Large	47QTCA21A000U	Susan Crowley	301-340-3416	smcrowley@govconnection.com
Government Acquisitions	Small	47QTCA21A0019	Eric Hodac	513-639-2287	eric.hodac@gov-acq.com
Govplace	Small	47QTCA21A001A	N/A	571-409-1978	contracts@govplace.com
GovSmart	Small	47QTCA21A001B	Hamza Durrani	434-326-4236	hamza@govsmart.com
Graybar Electric Co.	Large	47QTCA21A001C	Christina Traw	855-330-0006	gsaservices@graybar.com
ID Technologies	Large	47QTCA21A001D	N/A	703-554-1665	gsaadvantage@intelligent.net
Immersion Consulting	Small	47QTCA21A001E	Dan Smalley	443-729-1962	software@immersioninc.com
ImmixTechnology	Large	47QTCA21A001F	Gina Brown	703-752-0610	gina.brown@immixgroup.com



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Impres Technology Solutions	Small	47QTCA21A001G	Elizabeth Rooney	562-298-4030	erooney@imprestechology.com
Insight Public Sector	Large	47QTCA21A0020	N/A	703-227-2915	sara.thomasbailey@insight.com
Integration Technologies Group	Small	47QTCA21A001H	N/A	703-698-8282	gsa_pmo@itgonline.com
Iron Bow Technologies	Large	47QTCA21A001J	Marianne Adams	703-674-5283	gsasales@ironbow.com
J.C. Technology	Small	47QTCA21A000E	Candice Holt	877-223-2667	cholt@acecomputers.com
Jeskell Systems	Small	47QTCA21A001K	Janet Allen	301-230-1533	jallen@jeskell.com
Karcher Group	Small	47QTCA21A001L	Alisha Vaughan	703-631-6626	avaughan@karchergroup.com
Knot Technology Solutions	Small	47QTCA21A001M	Kathy Langreich	410-867-1071	kathy.langreich@ktsgov.com
Koi Computers	Small	47QTCA21A001N	Catherine Ho	630-627-8811	catherine@koicomputers.com
KPaul Properties	Small	47QTCA21A002F	N/A	317-243-1750	gsa.orders@kpaul.com
Lowry Holding Co.	Small	47QTCA21A0009	N/A	810-534-1629	rosen@lowrysolutions.com
Lyme Computer Systems	Small	47QTCA21A001Q	Rick Herrin	603-676-3645	gsasales@lyme.com
M2 Technology	Small	47QTCA21A001R	Mike Tollinger	210-566-3773	mike.tollinger@m2ti.com

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MA Federal	Small	47QTCA21A001S	N/A	703-356-1160	igovcontracts@igov.com
Microtechnologies	Small	47QTCA22A0001	Zasia Cushman	207-735-4432	acushman@microtech.net
Mono Machines	Small	47QTCA21A000B	N/A	800-592-1306	sales@supplychimp.com
Mvation Worldwide	Small	47QTCA21A001U	N/A	408-688-5060	fedsales@mvation.com
N2grate Government Technology Solutions	Small	47QTCA21A001V	N/A	240-566-5110	rfp@n2grate.com
NCS Technologies	Small	47QTCA21A001W	N/A	703-789-0593	mwilliams@ncst.com
New Tech Solutions	Small	47QTCA21A001X	Rajesh Patel	510-353-4070	rajesh@ntsca.com
Norseman	Small	47QTCA21A001Y	Valerie Weidemann	410-579-8600	valerie.weidemann@norseman.com
Paragon Micro	Small	47QTCA21A001Z	N/A	703-268-2661	gsa@paragonmicro.com
Presidio Networked Solutions	Large	47QTCA21A0021	Keith Strohman	571-363-4494	bjohnson@presidiogov.com
Promark Technology	Large	47QTCA21A0023	Mary Susa	800-634-0255	gsaadvantage@promarktech.com
Red River Technology	Large	47QTCA21A0005	George Shalhoub	571-353-6332	george.shalhoub@redriver.com
Relm Communications	Small	47QTCA21A000Q	Carolyn French	321-237-1306	contracts@bktechnologies.com
Sirius Federal	Large	47QTCA21A0016	N/A	410-774-7131	gsapm@siriusfederal.com
Sterling Computers	Small	47QTCA21A0024	Lynette Lambing	605-242-4017	lynette.lambing@sterlingcomputers.com
Strategic Communications	Small	47QTCA21A000W	N/A	502-493-7234	gsaadmin@yourstrategic.com
TD Synnex	Large	47QTCA21A0026	N/A	877-230-5680	gsa@tdsynnex.com
TD Synnex	Large	47QTCA21A002E	Steve Marcellino	703-345-5279	wccgsa@synnex.com
Tech Data Government Solutions	Large	47QTCA21A0027	Elizabeth White	202-903-8856	elizabeth.white@techdata.com
Telos	Large	47QTCA21A0008	Kim McCormack	703-724-4616	kim.mccormack@telos.com
Telos Identity Management Solutions	Large	47QTCA21A0007	Erin Byrne-Bock	703-724-3708	erin.byrne-bock@telos.com
Three Wire Systems	Small	47QTCA21A0028	Donna Norris	703-776-9731	dnorris@threewiresys.com
Unistar-Sparco Computers	Small	47QTCA21A000A	N/A	901-872-2272	gsa@sparco.com
V3Gate	Small	47QTCA21A0029	Jill Ryan	719-338-4856	gsaschedule@v3gate.com
Vertosoft	Small	47QTCA21A002A	Jay Colavita	703-568-4703	jay@vertosoft.com
Walker and Associates	Small	47QTCA21A0004	Mia Steele	336-731-5304	mia.steele@walkerfirst.com
World Wide Technology	Large	47QTCA21A002C	Mackenzie Knight	202-531-3817	mackenzie.knight@wwt.com



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