

Coordinated Bulk IT Purchases Achieves Savings for Computer Replacement, and Software

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Texas Department of Information Resources

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Executive Summary

The Texas Department of Information Resources (DIR) leverages the state's purchasing power to negotiate competitive discounts on information and communications technology products and services. Used by state and local government, public and private education, other public entities in Texas, and public entities outside the state, DIR's streamlined cooperative purchasing program allows customer agencies to purchase through pre-negotiated contracts that meet state procurement requirements. Every dollar participants save on the purchase of goods and services through this program is a dollar that can be redirected to mission-critical services such as education and health care. Agencies' use of the cooperative purchasing program reduces the risks and effort associated with running their own open market procurement. Further, it alleviates the burden on the vendor community to respond to multiple open market solicitations, effectively for the same products or services.

The program's "best value" pricing, which offers customer agencies a combination of discounted pricing, convenience, expedited processing, a wide range of options across multiple vendors and resellers, and opportunities to purchase from identified Historically Underutilized Businesses (HUBs), can sometimes be enhanced when agencies come together to buy a large quantity of like items during a designated timeframe.

In accordance with Senate Bill 1 (85R), Article IX, Rider 9.04 ([General Appropriations Act](#)), DIR coordinated a computer replacement bulk purchase, and bulk purchase initiatives for productivity software and business intelligence software. DIR's objectives were to:

- assess and calculate cost savings by combining multiple agencies' desktop and laptop computer replacement needs;
- determine whether agencies could consolidate computer technical specifications in order to establish standard configurations;
- attempt to implement a schedule to accommodate agencies purchasing cycle periods; and
- assess and calculate savings by combining multiple agency software needs for software.

Through utilization of the DIR Cooperative Contracts, the goal was to maximize cost savings by leveraging combined volume to drive down purchasing costs while providing options to meet individual agency technology requirements. The bulk purchase effort realized this goal, and participating agencies saved \$10,945,030.64 based on data captured from purchase orders or through the Texas Comptroller's office.

During the 2015-2016 Bulk Hardware Replacement Initiative, DIR was unable to leverage the economy of scale offered by large volume hardware purchases of larger agencies due to the \$1 million cap on technology purchases through DIR cooperative contracts established by Senate Bill 20 (S.B. 20). Participation by large agencies was limited, and without the influence of the larger agencies, standardizing a laptop, desktop and tablet configuration proved difficult. Still, the 12 participating agencies realized a cost savings of just over \$884,636 as reported to the Legislative Budget Board (LBB) on October 1, 2016.

For the 2017-2018 bulk purchase initiatives, the passage of S.B. 261 from the 85th legislative session facilitated DIR's ability to coordinate the bulk purchase of information technology commodity items without being constrained by certain dollar limitations. As a result, participation increased from 12 to 19 agencies with

a total agency spend of \$22,104,076.21 across the hardware and software bulk purchase initiatives based on purchase orders received by DIR. Additionally, other public entities used DIR's bulk initiatives to purchase technology commodities.

The experience confirmed that understanding the factors that enable vendors to reduce prices and aligning a strategic plan to the vendors' product family lifecycle can strengthen the prospect of a successful bulk purchase outcome. When purchases are either less standardized or there is too little volume to merit price reductions, a bulk purchase does not truly exist. However, allowing agencies to add enhancements to a standard base model via a menu list of add-ons or upgrades increases the chances of lowering costs while still fulfilling agency-specific technology requirements.

Background

Legislation

Article IX, Rider 9.04, “Information Technology Replacement,” in the [General Appropriations Act \(85R\)](#) states that when appropriate, agencies and institutions of higher education shall participate in hardware and software bulk purchasing facilitated by the Texas Department of Information Resources:

“(c) In accordance with Sections 2157.006 and 2157.068, Government Code, the Department of Information Resources may require any state agency with plans to purchase or replace certain information technology equipment, hardware, software, and services, out of funds appropriated elsewhere in this Act, to coordinate such purchases with the department to achieve additional cost savings through a coordinated bulk purchasing effort. Any state agency selected by the department for participation in the department's bulk purchasing effort shall cooperate with the department's requirements. Institutions of higher education receiving an appropriation by this Act for information technology initiatives, may also coordinate with the department through a coordinated bulk purchasing effort.”

For the hardware bulk purchase, to determine whether agencies would be able to combine technology standards with one standard configuration each for desktops, laptops, and tablets, DIR surveyed all state agencies, and collected information based on their specific computer replacement needs, and identified quantities and technical specifications, including processor, RAM (memory), and hard drive.

Agency demand drove software bulk purchases, and coordination efforts were simplified by the nature of this commodity and by ensuring agencies had the choice to purchase add-ons, deployment options, and related services to meet the requirements of their existing technologies.

Throughout this report, DIR references two distinct ways in which we calculated bulk purchases and resulting savings to the state and other eligible customers. The first method uses purchase order data obtained from state agencies, and other customers, and from the State Comptroller’s office. Calculating bulk purchase savings from purchase order data is deemed to be a conservative method, accounting only for purchases DIR was able to verify from purchase orders issued by the customer.

While there is no mandate for agencies to submit bulk purchase orders to DIR, DIR relies on state agencies to account for those purchases. When agencies do not submit those purchase orders, DIR is not able to fully calculate the purchases and resulting savings to the state. DIR attempted to identify other bulk purchases using the State Comptroller’s accounting system, CAPPS; however, not all agencies are enrolled. This continues to be a challenge, especially as DIR expands the number of bulk purchase agreements it negotiates. As the number of participating agencies increases, so does the challenge with collecting POs.

As a result, DIR is presenting bulk purchase savings in two ways:

- savings captured using actual purchase orders received by agencies or confirmed by the State Comptroller’s office; and
- savings captured using vendor sales reports.

Monthly sales reporting is contractually required by cooperative contract vendors participating in this bulk purchase initiative. Using data captured from vendor sales reporting, provides a broader range of purchases by state agencies, and all other eligible customers that may have purchased technology products at bulk rates during relevant time periods. The challenge inherent in this process was that there was no clear indication that bulk rates were used particularly for hardware purchases where multiple configurations could be unique for each agency, and add-on items were allowed.

Hardware Implementation

Through the foregoing collaboration effort, DIR faced two distinct challenges specific to hardware replacement potentially limiting further agency participation: scheduling and configurations.

Scheduling challenges included effectively communicating with the appropriate personnel in each participating agency and agency-specific computer refresh schedules. Given the nature of a bulk purchase agreement, DIR negotiates a specific timeframe in which the purchases must be made. For the hardware bulk purchase agreements, DIR negotiated a 5-month purchasing window, August 1, 2017 through December 31, 2017 which allowed agencies to use Fiscal Year 2017 funds for purchases made prior to September 1, 2017, and Fiscal Year 2018 funds for purchases made on or after September 1, 2017. Although this purchasing window accommodated a number of state agencies, DIR was not able to accommodate agencies purchasing hardware outside of the designated bulk purchase window.

DIR negotiated extended eligibility for all DIR customers for the hardware initiative, including Institutions of Higher Education (IHE); however, this effort proved challenging for IHE to participate due to:

- the lack of a central budget for hardware acquisition;
- diverse configuration requirements;
- the need to align hardware purchases and deployments with their academic calendar; and
- manufacturer business models of separating government and education customer segments.

DIR began coordinating a bulk purchase in June 2017. Throughout the bulk purchasing initiative, DIR communicated with agencies by publishing emails and surveys to the Texas Information Resources Managers email distribution list and announcing through DIR's ITSOURCING Digest email list. Based on the desktop and laptop requirements collected from agencies, DIR used existing cooperative contracts for computer hardware that:

- met agencies' infrastructure needs and technical specifications;
- gave opportunities to use Historically Underutilized Business (HUB) vendors, thus supporting agencies' ability to meet HUB goals; and
- provided the overall best value cost on the computer equipment purchase.

Using these contracts, DIR aggregated purchasing requirements and negotiated with vendors. Participating vendors included: Dell, Hewlett Packard, and Lenovo, and authorized resellers.

Based on purchase order data, the Office of the Attorney General (OAG) purchased approximately 93% of the computers ordered through the initiative. DIR's technology contracting experience added value by facilitating

the negotiation for OAG's requirements and those of additional participating agencies. This was an integral part of the bulk purchase procurement process. DIR leveraged OAG's large volume and offered the standards to all customers at significantly discounted prices. DIR also helped agencies with specific requirements obtain best value for their purchases. The final negotiated prices allowed agencies to purchase greater than expected volumes to better meet business needs.

DIR supplied all agency requirements to vendors to obtain pricing on desktops, laptops, and tablets to assist in establishing a best value configuration standard. Due to the wide range of agency hardware specifications, DIR worked with manufacturers to develop configuration categories, based on user types, with each category split into tiers for laptops, desktops and tablets:

- **Standard Use Desktop:** This category is the most common configuration and is intended to meet a wide range of user requirements, from occasional users to call center operators to case workers to researchers. It offers capacity and resources needed to do the job for DIR customer workforce.
 - Value tier – low cost, minimum specifications for processor, RAM (memory), and hard drive
 - Standard tier – basic or standard manufacturer configuration
 - Midrange tier – mid range cost, faster processor, RAM (memory), and hard drive
 - Performance tier – higher cost, fastest processor, RAM (memory), and hard drive
- **Specialty Use Desktop:** This category is intended to fill the requirements for specific job purposes and specialty uses. This category offers significant capacity and expandability required to meet demanding and very high-end computing requirements. This category included the 4 tiers: value, standard, midrange, and performance.

For laptops, the categories were standard, convertible (or 2-in-1), and ruggedized. Laptop categories included the same tiers as desktops with the addition of a fifth tier that included touch screen features. Tablet configurations also followed the tiered category model.

In addition to establishing tiered category hardware models, DIR negotiated volume pricing for value-added enhancements, accessories, and related services such as computer imaging (loading and configuring the operating system, applications, drivers, and settings before delivery), asset tagging and reporting, installation, project management, deployment services, and extended warranties to accommodate agencies' customization needs. Agencies received all pricing detail to assess which configuration to select for their procurement.

Discounts realized for listed hardware configurations were greater than 50% for computers, and up to 70% for certain accessories. Contracted discount and bulk purchase discount detail provided in [Appendix 1 – Participating Hardware Contracts](#).

Software Implementation

Using already established cooperative contracts, negotiations for software titles included DocuSign, Salesforce, GovQA, Tableau, and TeamMate. For software bulk purchase initiatives, DIR negotiated increased discounts based on potential aggregate demand of participating agencies. Regardless of the number of licenses or other products purchased, each customer paid the same discounted price. Contracted discount and bulk purchase discount detail provided in [Appendix 2 – Participating Software Contracts](#).

- **DocuSign** provides electronic signature technology and digital transaction management services for facilitating electronic exchanges of contracts and signed documents. DocuSign’s features include authentication services, user identity management and workflow automation. Discounted price of net new licenses included but were not limited to DocuSign seat subscriptions, DocuSign platform solutions and related services.
- **Salesforce** is a customer relationship management (CRM) tool that can help manage a number of business operations, capture, and present data. Lightning Sales Cloud, Lightning Service Cloud, Lightning CRM, and customer community subscriptions were included in the bulk purchase.
- **GovQA** provides SaaS-based, collaboration tools enabling state agencies to process public information requests while facilitating internal and external communications in a highly secure environment.
- **Tableau** is business intelligence software that provides interactive data visualization to agencies. With this tool, agencies can quickly analyze any data with a user-friendly interface. Discounted items included Tableau perpetual and subscription licenses, SaaS, server and desktop.
- **TeamMate** provides audit management software. These licenses were formerly managed by the State Auditor’s Office (SAO). DIR facilitated the transition of SAO owned license to agency self-owned licenses. DIR’s negotiation efforts secured the aggregate volume discount, and the facilitated the procurement process for state agencies. The TeamMate bulk purchase initiative began in July 2018. As of September 28, 2018, DIR received one agency purchase order to include in this bulk report. In addition, DIR has not reconciled August vendor sales reporting as of the date of this report that may show TeamMate sales.

Savings

DIR relies on state agencies to provide bulk purchase orders (POs) so that it may aggregate the bulk purchases and associated savings. This continues to be a challenge, especially as DIR expands the number of bulk purchase agreements it negotiates. As the number of participating agencies increases, so does the challenge with collecting POs. As a result, DIR is presenting bulk purchase savings in two ways:

- Savings calculated from agency purchase orders obtained by DIR – either submitted to DIR by the purchasing entity or otherwise obtained from the Comptroller’s Centralized Accounting and Payroll/Personnel System (CAPPS); and,
- savings captured using vendor sales reports.

The table below is a summary of savings captured using both methods.

Segment	Based on PO Data			Based on VSR		
	Number Participating	Purchases	Savings	Number Participating	Purchases	Savings
Assistance Org				5	\$78,031	\$34,072
Higher Ed				108	\$9,916,043	\$7,587,310
K-12				241	\$10,606,228	\$8,037,212
Local Government	6	\$171,636	\$17,618	276	\$8,327,858	\$5,181,909
Out of State				4	\$80,957	\$76,131
State Agency	19	\$22,104,076	\$10,945,031	40	\$20,326,685	\$15,338,025
Total	25	\$22,275,712	\$10,962,649	674	\$49,335,802	\$36,254,659

Bulk IT Purchase Order Summary

For the period of August 2017 through August of 2018, certain agencies provided DIR with copies of purchase orders submitted through the bulk purchase process, which were ultimately used to calculate savings. DIR supplemented agency-provided data by obtaining purchase order information from the State Comptroller’s office’s Office. These figures were used to calculate total quantity, total spend, and total cost savings provided in [Appendix 3 – Total Calculated Cost Savings from Purchase Orders](#).

Agencies participating in the bulk purchase:

- Cancer Prevention and Research Institute of Texas (CPRIT)
- Department of Information Resources (DIR)
- Texas Department of Motor Vehicles (DMV)
- Texas General Land Office (GLO)
- Texas Office of the Attorney General (OAG)
- The Office of Court Administration (OCA)
- Texas Office of Consumer Credit Commissioner (OCCC)
- Office of the Texas Governor (OOG)
- Railroad Commission of Texas (RRC)

- Texas Alcoholic Beverage Commission (TABC)
- Texas Commission on Environmental Quality (TCEQ)
- Texas Department of Insurance (TDI)
- Texas Veterans Commission (TVC)
- Texas Facilities Commission (TFC)
- Texas Juvenile Justice Department (TJJD)
- Texas Parks and Wildlife (TPWD)
- Texas Board of Professional Land Surveying (TBPLS)
- Texas Dept of Savings and Mortgage Lending (SML)
- Texas State Securities Board (SSB)

Hardware Savings (from purchase order data):

State Agencies	Quantity of Desktops Purchased	Quantity of Laptops Purchased	Quantity of Tablets Purchased	Quantity of Monitors Purchased	Quantity of Accessories Purchased	Cost Savings by Agency
DIR			18	20	18	\$18,772.92
DMV	1	1	1	75		\$4,309.87
GLO	113	65	5		97	\$218,553.16
OAG	199	4,905		12,509	58,698	\$4,906,054.08
OCA	516	227				\$612,149.04
OSCC		25				\$7,136.25
OOG	330	0		330		\$206,921.67
RRC	12	16	17		38	\$30,340.02
TCEQ	766	111		766	111	\$8,990.58
TVC		26		42	50	\$35,312.89
TFC	9	5		28	13	\$906.56
TJJD	368	212			144	\$774,401.35
TPWD	238	383	10	50	394	\$16,695.52
TBPLS	1			1		\$348,850.25
SML	12					\$474,724.92
SSB	22	8		98	38	\$45,903.42
Total:	2,587	5,984	51	13,919	59,601	\$7,710,022.50

Software Savings (from purchase order data):

State Agencies	DocuSign	Salesforce	GovQA	Tableau	TeamMate	Cost Savings by Agency
CPRIT				\$5,331.69		\$473.93
DIR			\$17,862.98			\$1,587.90
DMV				\$1,523.34		\$135.41
OAG	\$2,576,463.12	\$468,194.07				\$3,200,190.24
TABC			\$49,944.69			\$7,063.89
TDI			\$145,692.06	\$35,907.10		\$20,315.61
TFC	\$6,954.66					\$4,970.34
TJJD				\$3,046.68		\$270.82
Total:	\$2,583,417.78	\$468,194.07	\$213,499.73	\$45,808.81	\$0	\$3,235,008.14

Total Savings (from purchase order data):

Agency	Hardware Savings	Software Savings	Total Savings
CPRIT	N/A	\$473.93	\$473.93
DIR	\$18,772.92	\$1,587.90	\$20,360.82
DMV	\$4,309.87	\$135.41	\$4,445.28
GLO	\$218,553.16		\$218,553.16
OAG	\$4,906,054.08	\$3,200,190.24	\$8,106,244.32
OCA	\$612,149.04		\$612,149.04
OSCC	\$7,136.25		\$7,136.25
OOG	\$206,921.67		\$206,921.67
RRC	\$30,340.02		\$30,340.02
SML	\$8,990.58		\$8,990.58
SSB	\$35,312.89		\$35,312.89
TABC	N/A	\$7,063.89	\$7,063.89
TBPLS	\$906.56		\$906.56
TCEQ	\$774,401.35		\$774,401.35
TDI	N/A	\$20,315.61	\$20,315.61
TFC	\$16,695.52	\$4,970.34	\$21,665.86
TJJD	\$348,850.25	\$270.82	\$349,121.07
TPWD	\$474,724.92		\$474,724.92
TVC	\$45,903.42		\$45,903.42
Total:	\$7,710,022.51	\$3,235,008.14	\$10,945,030.65

DIR also received purchase orders from some local government entities. In the following section, DIR will show greater savings realized by non-state agencies as captured from monthly vendor sales reporting.

Local Entity	Hardware Savings	Software Savings	Total Savings
City of Temple (Desktop)	\$2,960.59		\$2,960.59
Denton County (GovQA)		\$4,836.24	\$4,836.24
City of San Angelo (GovQA)		\$805.76	\$805.76
Bexar County Auditor (GovQA)		\$5,674.40	\$5,674.40
Harris County Auditor's Office (GovQA)		\$2,326.12	\$2,326.12
San Antonio Water System (Tableau)		\$1,015.56	\$1,015.56
Totals:	\$2,960.59	\$14,658.08	\$17,618.67

Bulk IT Vendor Sales Reporting Summary

Assumptions

- Purchases based on vendor sales reporting may not account for all the purchases made during the period due to inherent delays in vendor sales reporting which is based on invoices, not purchase orders. For example, an agency may place an order for computers but due to the planned delivery of those computers, the vendor may not fully invoice, and report the sale to DIR, for several months.
- The data used from vendor sales reporting assumes that purchases made during the bulk purchase timeframe, under an eligible contract, for eligible products or services, by an eligible customer were made under the bulk purchase negotiated pricing. Customers may not have realized that they were obtaining, or should be obtaining, the products or services under bulk purchase agreement pricing. Further, given the nature of the computer bulk purchase, unit prices for computer models may be unique to each customer due to configuration options and add-ons enabling customer choice and specialization.
- While the dollar savings presented represents actual customer purchases, vendor-reported sales may include customer refunds; therefore, analyzing savings as a percentage of sales may appear to be inflated.
- Savings are calculated by comparing the price paid under bulk purchase agreements to the price offered under the respective cooperative contract(s) for those products and services.

Customers participating in the bulk purchase:

Full customer list based on vendor monthly sales reporting is provided in [Appendix 4 – Participating Customers \(Vendor Sales Reporting\)](#). Count by customer segment type follows:

Channel	Count of Customer Name
Assistance Org	5
Higher Ed	108
K-12	241
Local Government	276
Out of State	4
State Agency	40
Total Participating:	674

Summary of savings by customer segment:

Row Labels	Sum of Eligible Sales	Sum of Bulk Savings
Assistance Org	\$78,031	\$34,072
Higher Ed	\$9,916,043	\$7,587,310
K-12	\$10,606,228	\$8,037,212
Local Government	\$8,327,858	\$5,181,909
Out of State	\$80,957	\$76,131
State Agency	\$20,326,685	\$15,338,025
Grand Total	\$49,335,802	\$36,254,660

Hardware savings by segment:

Customer Segment	Quantity of Desktops Purchased	Quantity of Laptops Purchased	Quantity of Tablets Purchased	Quantity of Monitors Purchased	Quantity of Accessories Purchased	Cost Savings
Assistance Org	29	34	-	-	56	\$34,072
Higher Ed	5,727	2,697	-	4,443	11,428	\$7,587,310
K-12	2,038	8,329	-	11,810	4,408	\$8,025,889
Local Government	2,843	2,752	15	3,228	4,598	\$5,150,114
Out of State	5	56	-	-	3	\$76,131
State Agency	710	2,317	1	1,118	15,996	\$2,911,645
Total:	11,352	16,185	16	19,482	36,489	\$23,785,161

Software Savings by segment:

Customer Segment	DocuSign	Salesforce	GovQA	Tableau	TeamMate	Cost Savings
Assistance Org	-	-	-	-	-	\$0
Higher Ed	-	-	-	-	-	\$0
K-12	\$36,109	\$0	-	-	-	\$11,323
Local Government	\$16,268	\$0	\$9,063	\$13,041	-	\$31,795
Out of State	-	-	-	-	-	\$0
State Agency	\$6,165,480	\$7,598,201	\$46,565	\$1,186,986	-	\$12,426,381
Total:	\$6,217,857	\$7,598,201	\$55,628	\$1,200,027	-	\$12,469,499

Accomplishments

The bulk purchase initiative enabled the state to leverage multiple agencies' volume. The discounted pricing allowed DIR customers to purchase higher volumes and added enhancements to better meet business needs. This initiative streamlined the procurement process for both agencies and vendors.

DIR leveraged customer volume to negotiate competitive pricing for tiered computer models

Establishing configuration tiered categories, and a menu of enhancements and accessories enabled participating agencies to obtain competitive pricing beyond discounts already available to DIR customers through DIR cooperative contracts. Most agencies would not have been able to achieve such a significant discount based on their own limited quantities.

Competitive pricing enabled customers to purchase greater than expected volumes to better meet their business needs

Agencies were able to maximize their computer replacement purchases by acquiring more systems than originally estimated due to the low cost. Limiting technology replacement due to the costs for computer replacements can lead to extending the desktop or laptop life cycle beyond recommended terms. Providing agencies with competitive pricing on standard configurations allowed an opportunity for an end-of-life computer refresh that may not otherwise have occurred due to budget constraints.

In addition, the ability to purchase software at significant discounts allowed agencies to purchase an e-signature solution, like DocuSign, when they would have otherwise been unable to do so.

DIR negotiations made enhancements available to customers at a lower price

Participating agencies were able to upgrade specifications and features on selected models due to the low base prices of the standard desktops and laptops. This delivered some flexibility on the standard desktop and laptop models, and included the ability to downgrade options from the configuration. For example, agencies not requiring a monitor refresh were able to reduce their costs by not including a monitor option. In addition, offering a menu-style approach for add-ons and upgrades allowed agencies customization, and ensured they could meet their technical requirements.

Streamline procurement process for both agencies and vendors

The coordination of the bulk purchase provided DIR with valuable insight into the specific detail and planning of agency computer replacement needs. Through the agencies' participation, DIR's technology contracting experience provided a value-added service by facilitating the negotiation for all of the agencies' requirements. At the same time, vendors also worked with DIR as a single point of contact, in contrast to working with each individual agency.

Considerations

Understanding the vendors' business to maximize the bulk purchase became a key finding during this initiative. Aligning customer needs with the vendors' product model lifecycle, version update plans, scheduling, logistics, and delivery enables the vendor to lower its overall cost and provide customers with a significantly reduced price on hardware. For hardware, product models past the middle of their lifecycles trended towards a higher discount. For software vendors, the trend seemed to be the opposite. Vendors interested in promoting new license models, and rolling-out newer versions, offered those at greater discounts with older, yet supported versions added for agency convenience. In either case, this in no way reflects the quality of any product offered, software or hardware. Instead, it is the nature of the technology business that the state will work to take advantage of in this and future bulk purchase initiatives.

Planning

Some agencies were not able to participate in the bulk purchase initiative because they already had term leases in place for managed services (services through which a state agency transfers its responsibilities to a vendor to manage its personal computing needs, including all necessary hardware, software, and technology services). This decreased the available aggregate volume.

In addition to maximized volume, another key attribute is the ability to plan and schedule with the agency in advance of their computer replacement needs. This keeps agencies from becoming encumbered by purchasing timeframes that conflict with their computer replacement deployment schedule. As the schedule for DIR's bulk purchase initiative for hardware becomes more standard, agencies may potentially align their refresh schedules with this effort.

For software, vendors were willing to negotiate deeper discounts for net new licenses. In addition DIR negotiated reasonable and flexible bulk purchase time frames; scheduling was less of an issue for state agencies.

Standardization

Each agency has a different mission and different technology needs; therefore, a standard laptop and desktop configuration is not feasible. Without a definitive single standard, coordinating agencies' diverse needs through a bulk purchase with vendors can be challenging. Deviations from a standard configuration are not consistent with a bulk purchase methodology. A true bulk purchase can be achieved by narrowing the specifications to create a base system standard using low-, mid-, and high-end desktop and laptop models. While DIR worked with agencies to advocate for the value of obtaining the standard, most added enhancements, like memory and additional hard drive space due to necessary technical requirements.

Participation

DIR communicated through several channels, including DIR's ITSOURCING Digest email list, and the Texas Information Resources Managers email distribution list to invite all agencies to participate and increase the volume for bulk savings. DIR also opened participation for hardware to all eligible DIR customers. Software proved more of a challenge in offering to all DIR eligible segments. For example, Salesforce and TeamMate were open to Texas state agencies only which limited participation by other eligible customer segments.

Conclusion

The 2017 -2018 bulk purchase initiative demonstrated the benefit of leveraging a technology standard as a method to achieve significant price savings for hardware and software. DIR's technology contracting experience provided a single point of contact for consolidated, informed, and efficient negotiations. At the same time, vendors also worked with DIR as a single point of contact in contrast to working with each individual agency. For both hardware and software, a menu-style approach for enhancements also gave agencies options and ensured that they could meet necessary technical requirements while still benefitting from the reduced pricing. However, without a single desktop and laptop standard purchased at a significant volume, it is difficult to achieve a true "bulk purchase." It is also important to note that establishing a single common standard for all agencies is unlikely given the differing missions and operational needs of many agencies. Still, establishing a defined menu of tiered categories for hardware configurations based on most common worker roles produced sufficient volume to realize savings, particularly if agencies replacement or refresh cycles can be aligned.

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Appendix 1 – Participating Hardware Contracts

Vendor	Contract Number	Contracted Discount Hardware	Average Bulk Purchase Discount Desktops**	Average Bulk Purchase Discount Laptops**	Average Bulk Purchase Discount Tablets**
Dell, Inc.	DIR-SDD-1951	14.50 % *	56.85%	46.26%	49.22%
HP, Inc.	DIR-TSO-2538	26.00% - 32.00%	55.55%	58.32%	56.32%
Lenovo, Inc.	DIR-TSO-3808	35.00%	48.85%	55.97%	46.62%

**DIR-TSO-1951 includes volume discounts. Volume discounts were considered in savings calculations.*

***Average negotiated bulk purchase discount based on standard tiered configurations. This percent discount does not consider agency customization which may decrease or increase the discount based on required add-ons.*

Appendix 2 – Participating Software Contracts

Software	Vendor	Contract Number	Contracted Discount off MSRP	Bulk Purchase Discount off MSRP
DocuSign	Carahsoft Technology Corporation	DIR-TSO-3149	3.00% - 10.00% (based on volume)	50.00%
SalesForce	Carahsoft Technology Corporation	DIR-TSO-3149	9.30%	28.80% (average)
GovQA	SHI Government Solutions, Inc.	DIR-TSO-3984	2.00%	10.00%
Tableau	SHI Government Solutions, Inc.	DIR-TSO-3984	3.00%	10.00%
TeamMate	Wolters Kluwer Financial Services, Inc.	DIR-TSO-4187	43.55% (average)	43.55%* (average)

**No charge to agencies for administrative services associated with transferring licenses from SAO.*

Appendix 3 – Total Calculated Cost Savings from Purchase Orders

Desktops												
No.	State Agencies	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR											
2	DMV	1	\$1,411.50	\$1,206.83	14.50%	\$621.75	55.95%	41.45%	\$621.75	\$1,411.50	\$789.75	\$585.08
3	GLO	110	\$2,144.50	\$1,833.55	14.50%	\$965.05	55.00%	40.50%	\$106,155.50	\$235,895.00	\$129,739.50	\$95,534.73
3	GLO	3	\$3,938.00	\$3,366.99	14.50%	\$2,347.28	40.39%	25.89%	\$7,041.84	\$11,814.00	\$4,772.16	\$3,059.13
4	OAG	80	\$2,227.50	\$1,904.51	14.50%	\$1,034.93	53.54%	39.04%	\$82,794.40	\$178,200.00	\$95,405.60	\$69,566.40
4	OAG	119	\$2,144.50	\$1,833.55	14.50%	\$986.47	54.00%	39.50%	\$117,389.93	\$255,195.50	\$137,805.57	\$100,802.22
5	OCA	64	\$2,391.00	\$1,769.34	26.00%	\$1,047.21	56.20%	30.20%	\$67,021.44	\$153,024.00	\$86,002.56	\$46,216.32
5	OCA	248	\$2,491.00	\$1,843.34	26.00%	\$899.47	63.89%	37.89%	\$223,068.56	\$617,768.00	\$394,699.44	\$234,079.76
5	OCA	204	\$2,406.00	\$1,780.44	26.00%	\$854.51	64.48%	38.48%	\$174,320.04	\$490,824.00	\$316,503.96	\$188,889.72
6	OCC											
7	OOG	330	\$1,722.93	\$1,473.11	14.50%	\$887.99	48.46%	33.96%	\$293,036.70	\$568,566.90	\$275,530.20	\$193,088.00
8	RRC	12	\$1,198.00	\$886.52	26.00%	\$515.00	57.01%	31.01%	\$6,180.00	\$14,376.00	\$8,196.00	\$4,458.24
15	SML	12	1832.93	1567.1552	14.50%	817.94	55.38%	40.88%	\$9,815.28	\$21,995.16	\$12,179.88	\$8,990.58
16	SSB	22	\$1,939.50	\$1,658.27	14.50%	\$830.11	57.20%	42.70%	\$18,262.42	\$42,669.00	\$24,406.58	\$18,219.52
14	TBPLS	1	\$1,939.50	\$1,658.27	14.50%	\$830.11	57.20%	42.70%	\$830.11	\$1,939.50	\$1,109.39	\$828.16
9	TCEQ	766	\$1,939.50	\$1,658.27	14.50%	\$804.00	58.55%	44.05%	\$615,864.00	\$1,485,657.00	\$869,793.00	\$654,372.74
11	TFC	9	\$2,620.93	\$2,240.90	14.50%	\$1,153.21	56.00%	41.50%	\$10,378.89	\$23,588.37	\$13,209.48	\$9,789.17
12	TJJD	103	\$1,506.50	\$1,288.06	14.50%	\$734.72	51.23%	36.73%	\$75,676.16	\$155,169.50	\$79,493.34	\$56,993.76
12	TJJD	110	\$1,906.49	\$1,630.05	14.50%	\$953.12	50.01%	35.51%	\$104,843.20	\$209,713.90	\$104,870.70	\$74,462.18
12	TJJD	155	\$1,906.49	\$1,630.05	14.50%	\$976.25	48.79%	34.29%	\$151,318.75	\$295,505.95	\$144,187.20	\$101,338.84
13	TPWD	238	\$1,396.50	\$1,194.01	14.50%	\$601.89	56.90%	42.40%	\$143,249.82	\$332,367.00	\$189,117.18	\$140,923.97
10	TVC											
										Total Desktop Cost Savings		\$2,002,198.51

Laptops												
No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR											
2	DMV	1	\$ 2,274.00	\$ 1,944.27	14.50%	\$991.46	56.40%	41.90%	\$991.46	\$2,274.00	\$1,282.54	\$952.81
3	GLO	65	\$ 3,969.00	\$ 3,393.50	14.50%	\$ 1,669.52	57.94%	43.44%	\$108,518.80	\$257,985.00	\$149,466.20	\$112,058.38
4	OAG	4,900	\$ 4,352.99	\$ 2,611.79	40.00%	\$ 2,115.61	51.40%	11.40%	\$10,366,489.00	\$21,329,651.00	\$10,963,162.00	\$2,431,301.60
4	OAG (HP)	7	\$ 3,594.00	\$ 2,336.10	35.00%	\$ 1,999.00	44.38%	9.38%	\$13,993.00	\$25,158.00	\$11,165.00	\$2,359.70
5	OCA	6	\$ 2,146.51	\$ 1,588.42	26.00%	\$ 1,180.58	45.00%	19.00%	\$7,083.48	\$12,879.06	\$5,795.58	\$2,447.02
5	OCA	221	\$ 2,480.00	\$ 1,686.40	32.00%	\$ 1,050.58	57.64%	25.64%	\$232,178.18	\$548,080.00	\$315,901.82	\$140,516.22
6	OCC (Lenovo)	25	\$ 2,073.00	\$ 1,347.45	35.00%	\$ 1,062.00	48.77%	13.77%	\$26,550.00	\$51,825.00	\$25,275.00	\$7,136.25
7	OOG											
8	RRC	1	\$ 3,594.00	\$ 2,336.10	35.00%	\$ 1,965.00	45.33%	10.33%	\$1,965.00	\$3,594.00	\$1,629.00	\$371.10
8	RRC	15	\$ 2,052.00	\$ 1,395.36	32.00%	\$ 805.00	60.77%	28.77%	\$12,075.00	\$30,780.00	\$18,705.00	\$8,855.40
15	SML											
16	SSB	8	\$ 3,135.00	\$ 2,680.43	14.50%	\$ 1,366.86	56.40%	41.90%	\$10,934.88	\$25,080.00	\$14,145.12	\$10,508.52
14	TBPLS											
9	TCEQ	111	\$ 2,109.71	\$ 1,687.77	20.00%	\$ 1,054.86	50.00%	30.00%	\$117,089.46	\$234,177.81	\$117,088.35	\$70,252.79
11	TFC	5	\$ 2,388.99	\$ 2,042.59	14.50%	\$ 1,121.18	53.07%	38.57%	\$5,605.90	\$11,944.95	\$6,339.05	\$4,607.03
12	TJJD	6	\$ 2,393.00	\$ 2,046.02	14.50%	\$ 1,156.61	51.67%	37.17%	\$6,939.66	\$14,358.00	\$7,418.34	\$5,336.43
12	TJJD	131	\$ 2,313.00	\$ 1,850.40	20.00%	\$ 1,258.14	45.61%	25.61%	\$164,816.34	\$303,003.00	\$138,186.66	\$77,586.06
12	TJJD	75	\$ 2,393.00	\$ 1,914.40	20.00%	\$ 1,476.54	38.30%	18.30%	\$110,740.50	\$179,475.00	\$68,734.50	\$32,839.50
13	TPWD	335	\$ 2,274.00	\$ 1,762.35	22.50%	\$ 991.46	56.40%	33.90%	\$332,139.10	\$761,790.00	\$429,650.90	\$258,248.15
13	TPWD	48	\$ 2,284.00	\$ 1,952.82	14.50%	\$ 995.82	56.40%	41.90%	\$47,799.36	\$109,632.00	\$61,832.64	\$45,936.00
13	TPWD	4	\$ 2,228.99	\$ 1,905.79	14.50%	\$ 1,095.78	50.84%	36.34%	\$4,383.12	\$8,915.96	\$4,532.84	\$3,240.03
13	TPWD	6	\$ 2,228.99	\$ 1,905.79	14.50%	\$ 1,183.26	46.91%	32.41%	\$7,099.56	\$13,373.94	\$6,274.38	\$4,335.16
10	TVC	16	\$2,388.99	\$ 2,042.59	14.50%	\$ 1,163.17	51.31%	36.81%	\$18,610.72	\$38,223.84	\$19,613.12	\$14,070.66
10	TVC	3	\$2,388.99	\$ 2,042.59	14.50%	\$ 1,164.25	51.27%	36.77%	\$3,492.75	\$7,166.97	\$3,674.22	\$2,635.01
										Total Laptop Cost Savings		\$3,235,593.81

Tablets												
No.	State Agencies	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR	18	\$ 2,228.99	\$ 1,905.79	14.50%	\$1,183.26	46.91%	32%	\$21,298.68	\$40,121.82	\$18,823.14	\$13,005.48
2	DMV	1	\$ 2,398.99	\$ 2,051.14	14.50%	\$1,211.17	49.51%	35%	\$1,211.17	\$2,398.99	\$1,187.82	\$839.97
3	GLO	5	\$ 3,158.99	\$ 2,700.94	14.50%	\$1,641.36	48.04%	34%	\$8,206.80	\$15,794.95	\$7,588.15	\$5,297.88
4	RRC	17	\$ 3,499.00	\$ 2,309.34	34.00%	\$1,419.00	59.45%	25%	\$24,123.00	\$59,483.00	\$35,360.00	\$15,135.78
5	TPWD	4	\$ 2,228.99	\$ 1,905.79	14.50%	\$1,095.78	50.84%	36%	\$4,383.12	\$8,915.96	\$4,532.84	\$3,240.03
5	TPWD	6	\$ 2,228.99	\$ 1,905.79	14.50%	\$1,183.26	46.91%	32%	\$7,099.56	\$13,373.94	\$6,274.38	\$4,335.16
										Total Tablets Cost Savings		\$41,854.29

Monitors												
No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR	20	\$999.99	\$979.99	2.00%	\$699.99	30.00%	28%	\$13,999.80	\$19,999.80	\$6,000.00	\$5,600.02
2	DMV	75	\$211.99	\$207.75	2.00%	\$181.99	14.15%	12%	\$13,649.25	\$15,899.25	\$2,250.00	\$1,932.02
3	OAG	60	\$229.99	\$225.39	2.00%	\$160.00	30.43%	28%	\$9,600.00	\$13,799.40	\$4,199.40	\$3,923.41
3	OAG	10,400	\$509.00	\$386.84	24.00%	\$239.00	53.05%	29%	\$2,485,600.00	\$5,293,600.00	\$2,808,000.00	\$1,537,536.00
3	OAG	238	\$211.99	\$207.75	2.00%	\$181.99	14.15%	12%	\$43,313.62	\$50,453.62	\$7,140.00	\$6,130.93
3	OAG	11	\$325.95	\$319.43	2.00%	\$233.99	28.21%	26%	\$2,573.89	\$3,585.45	\$1,011.56	\$939.85
4	OOG	330	\$339.99	\$333.19	2.00%	\$291.27	14.33%	12%	\$96,119.10	\$112,196.70	\$16,077.60	\$13,833.67
10	SSB	98	\$229.99	\$225.39	2.00%	\$160.99	30.00%	28%	\$15,777.02	\$22,539.02	\$6,762.00	\$6,311.22
9	TBPLS	1	\$279.99	\$274.39	2.00%	\$195.99	30.00%	28%	\$195.99	\$279.99	\$84.00	\$78.40
5	TCEQ	766	\$229.99	\$225.39	2.00%	\$160.99	30.00%	28%	\$123,318.34	\$176,172.34	\$52,854.00	\$49,330.55
7	TFC	12	\$229.99	\$225.39	2.00%	\$160.99	30.00%	28%	\$1,931.88	\$2,759.88	\$828.00	\$772.80
7	TFC	16	\$279.99	\$274.39	2.00%	\$195.99	30.00%	28%	\$3,135.84	\$4,479.84	\$1,344.00	\$1,254.40
8	TPWD	48	\$279.99	\$274.39	2.00%	\$195.99	30.00%	28%	\$9,407.52	\$13,439.52	\$4,032.00	\$3,763.21
8	TPWD	2	\$229.99	\$225.39	2.00%	\$160.99	30.00%	28%	\$321.98	\$459.98	\$138.00	\$128.80
6	TVC	34	\$279.99	\$274.39	2.00%	\$195.99	30.00%	28%	\$6,663.66	\$9,519.66	\$2,856.00	\$2,665.61
6	TVC	8	\$279.99	\$274.39	2.00%	\$218.39	22.00%	20%	\$1,747.12	\$2,239.92	\$492.80	\$448.00
										Total Monitor Cost Savings		\$1,634,648.89

Accessories													
No.	State Agency	Item	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR	Active Pen for Touch Screen	18	\$59.99	\$51.29	14.50%	\$41.99	30.01%	15.51%	\$755.82	\$1,079.82	\$324.00	\$167.43
2	GLO	Dell Universal Dock	70	\$199.99	\$170.99	14.50%	\$139.99	30.00%	15.50%	\$9,799.30	\$13,999.30	\$4,200.00	\$2,170.10
2	GLO	Dell Professional Case	15	\$59.99	\$51.29	14.50%	\$34.25	42.91%	28.41%	\$513.75	\$899.85	\$386.10	\$255.62
2	GLO	Active Pen for Touch Screen	7	\$59.99	\$51.29	14.50%	\$42.85	28.57%	14.07%	\$299.95	\$419.93	\$119.98	\$59.09
2	GLO	Dell Travel Keyboard	5	\$139.95	\$119.66	14.50%	\$96.01	31.40%	16.90%	\$480.05	\$699.75	\$219.70	\$118.24
3	OAG	Dell Soundbar	199	\$34.99	\$29.92	14.50%	\$24.49	30.01%	15.51%	\$4,873.51	\$6,963.01	\$2,089.50	\$1,079.86
3	OAG	Wireless keyboard and mouse combo	119	\$79.99	\$68.39	14.50%	\$42.99	46.26%	31.76%	\$5,115.81	\$9,518.81	\$4,403.00	\$3,022.77
3	OAG	Dell Universal Dock	5,200	\$199.99	\$170.99	14.50%	\$139.99	30.00%	15.50%	\$727,948.00	\$1,039,948.00	\$312,000.00	\$161,207.54
3	OAG	Adaptor - USB-C to HDMI/VGA/Ethernet/USB3.0	4,900	\$74.99	\$64.12	14.50%	\$54.37	27.50%	13.00%	\$266,413.00	\$367,451.00	\$101,038.00	\$47,757.60
3	OAG	Dell Premier Briefcase 15	4,900	\$109.99	\$94.04	14.50%	\$65.99	40.00%	25.50%	\$323,351.00	\$538,951.00	\$215,600.00	\$137,452.11
3	OAG	Power Companion (12000 mAh)	4,900	\$149.99	\$128.24	14.50%	\$104.99	30.00%	15.50%	\$514,451.00	\$734,951.00	\$220,500.00	\$113,932.11
3	OAG	4-port USB HUB	4,900	\$46.99	\$44.17	6.00%	\$28.49	39.37%	33.37%	\$139,601.00	\$230,251.00	\$90,650.00	\$76,834.94
3	OAG	2m HDMI cable	5,200	\$13.99	\$13.15	6.00%	\$12.04	13.94%	7.94%	\$62,608.00	\$72,748.00	\$10,140.00	\$5,775.12
3	OAG	6ft Mini Display Adapter Cable	5,200	\$11.99	\$11.27	6.00%	\$8.79	26.69%	20.69%	\$45,708.00	\$62,348.00	\$16,640.00	\$12,899.12
3	OAG	MS116 Wired Keyboard and Mouse Combo	4,900	\$39.98	\$34.18	14.50%	\$26.38	34.02%	19.52%	\$129,262.00	\$195,902.00	\$66,640.00	\$38,234.21
3	OAG	Noble Security Wedge Profile Lock	4,900	\$38.99	\$36.65	6.00%	\$29.00	25.62%	19.62%	\$142,100.00	\$191,051.00	\$48,951.00	\$37,487.94
3	OAG	Dell Privacy Filter 1.5"	1,800	\$35.99	\$30.77	14.50%	\$26.99	25.01%	10.51%	\$48,582.00	\$64,782.00	\$16,200.00	\$6,806.61
3	OAG	Dell USB DVD +/-RW Drive	100	\$59.99	\$51.29	14.50%	\$41.99	30.01%	15.51%	\$4,199.00	\$5,999.00	\$1,800.00	\$930.15
3	OAG	Logitech Webcam	1,000	\$49.99	\$46.99	6.00%	\$42.99	14.00%	8.00%	\$42,990.00	\$49,990.00	\$7,000.00	\$4,000.60
3	OAG	Swiss Gear Wheeled Computer Case	600	\$134.99	\$126.89	6.00%	\$99.00	26.66%	20.66%	\$59,400.00	\$80,994.00	\$21,594.00	\$16,734.36
3	OAG	Dell Active Pen	4,900	\$59.99	\$51.29	14.50%	\$38.45	35.91%	21.41%	\$188,405.00	\$293,951.00	\$105,546.00	\$62,923.10
3	OAG	Desk Mount Security Anchor Point	4,900	\$17.45	\$16.40	6.00%	\$14.00	19.77%	13.77%	\$68,600.00	\$85,505.00	\$16,905.00	\$11,774.70
3	OAG	Privacy Filter Screen for HP Elite Display	1,800	\$99.99	\$93.99	6.00%	\$85.99	14.00%	8.00%	\$154,782.00	\$179,982.00	\$25,200.00	\$14,401.08
3	OAG	Microsoft Wireless Desktop 3050 keyboard and mouse set - wireless - 2.4GHz	80	\$49.99	\$46.99	6.00%	\$43.99	12.00%	6.00%	\$3,519.20	\$3,999.20	\$480.00	\$240.05
4	RRC	HP 3 Year Next Business Day Onsite Notebook	17	\$209.00	\$156.75	25.00%	\$90.00	56.94%	31.94%	\$1,530.00	\$3,553.00	\$2,023.00	\$1,134.75
4	RRC	HP 4 Year Next Business Day Onsite Hardware	12	\$82.00	\$61.50	25.00%	\$30.00	63.41%	38.41%	\$360.00	\$984.00	\$624.00	\$378.00
4	RRC	Wired Keyboard and Mouse Combo	9	\$29.00	\$21.75	25.00%	\$21.00	27.59%	2.59%	\$189.00	\$261.00	\$72.00	\$6.75
5	TCEQ	Dell Professional Case	111	\$59.99	\$51.29	14.50%	\$47.28	21.19%	6.69%	\$5,248.08	\$6,658.89	\$1,410.81	\$445.27

No.	State Agency	Item	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
6	TVC	Dell Universal Dock	17	\$199.99	\$170.99	18.13%	\$139.99	30.00%	11.87%	\$2,379.83	\$34,196.58	\$31,816.75	\$25,616.77
6	TVC	Dell Professional Case	2	\$59.99	\$51.29	14.50%	\$35.13	41.44%	26.94%	\$70.26	\$119.98	\$49.72	\$32.32
6	TVC	Dell Universal Dock	2	\$199.99	\$170.99	14.50%	\$141.99	29.00%	14.50%	\$283.98	\$399.98	\$116.00	\$58.00
6	TVC	Dell Universal Dock	5	\$199.99	\$170.99	14.50%	\$149.99	25.00%	10.50%	\$749.95	\$999.95	\$250.00	\$105.01
6	TVC	Wireless Keyboard and Mouse	2	\$79.99	\$68.39	14.50%	\$56.79	29.00%	14.50%	\$113.58	\$159.98	\$46.40	\$23.20
6	TVC	Wireless Keyboard and Mouse	16	\$79.99	\$68.39	14.50%	\$55.99	30.00%	15.50%	\$895.84	\$1,279.84	\$384.00	\$198.42
6	TVC	Wireless Keyboard and Mouse	6	\$79.99	\$68.39	14.50%	\$59.99	25.00%	10.50%	\$359.94	\$479.94	\$120.00	\$50.41
7	TFC	Dell Universal Dock	4	\$199.99	\$170.99	14.50%	\$139.99	30.00%	15.50%	\$559.96	\$799.96	\$240.00	\$124.01
7	TFC	Active Pen for Touch Screen	5	\$59.99	\$51.29	14.50%	\$41.99	30.01%	15.51%	\$209.95	\$299.95	\$90.00	\$46.51
7	TFC	Wireless keyboard and mouse combo	4	\$79.99	\$68.39	14.50%	\$42.99	46.26%	31.76%	\$171.96	\$319.96	\$148.00	\$101.61
8	TJJD	Dell Adapter Display Port VGA	47	\$29.99	\$25.64	14.50%	\$24.09	19.67%	5.17%	\$1,132.23	\$1,409.53	\$277.30	\$72.92
8	TJJD	Dell Soundbar	50	\$34.99	\$29.92	14.50%	\$26.63	23.89%	9.39%	\$1,331.50	\$1,749.50	\$418.00	\$164.32
8	TJJD	Dell Adapter HDMI to VGA	47	\$34.99	\$29.92	14.50%	\$28.72	17.92%	3.42%	\$1,349.84	\$1,644.53	\$294.69	\$56.23
9	TPWD	Dell Universal Dock	149	\$199.99	\$170.99	14.50%	\$139.99	30.00%	15.50%	\$20,858.51	\$29,798.51	\$8,940.00	\$4,619.22
9	TPWD	Rugged Sleeve	2	\$29.99	\$25.64	14.50%	\$20.99	30.01%	15.51%	\$41.98	\$59.98	\$18.00	\$9.30
9	TPWD	Dell USB DVD +/-RW Drive	141	\$59.99	\$51.29	14.50%	\$41.99	30.01%	15.51%	\$5,920.59	\$8,458.59	\$2,538.00	\$1,311.50
9	TPWD	Dell Travel Keyboard	4	\$139.95	\$119.66	14.50%	\$87.48	37.49%	22.99%	\$349.92	\$559.80	\$209.88	\$128.71
9	TPWD	E-port replicator Docking Station	98	\$184.99	\$158.17	14.50%	\$112.19	39.35%	24.85%	\$10,994.62	\$18,129.02	\$7,134.40	\$4,505.69
10	SSB	Dell Universal Dock	8	\$199.99	\$170.99	14.50%	\$139.99	30.00%	15.50%	\$1,119.92	\$1,599.92	\$480.00	\$248.01
10	SSB	HDMI to HDMI Onco Cable HDMI-MM-03F	30	\$4.10	\$3.85	6.00%	\$3.00	26.83%	20.83%	\$90.00	\$123.00	\$33.00	\$25.62
											Total Accessories Cost Savings	\$795,727.00	

DocuSign												
No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	OAG	1	\$6,312,500.00	\$5,681,250.00	10%	\$2,576,463.12	59%	49%	\$2,576,463.12	\$6,312,500.00	\$3,736,036.88	\$3,104,786.88
2	TFC	24	\$480.00	\$432.00	10%	\$240.00	50%	40%	\$5,760.00	\$11,520.00	\$5,760.00	\$4,608.00
2	TFC	74	\$15.00	\$13.50	10%	\$11.67	22%	12%	\$863.58	\$1,110.00	\$246.42	\$135.42
2	TFC	62	\$10.00	\$9.00	10%	\$5.34	47%	37%	\$331.08	\$620.00	\$288.92	\$226.92
										Total DocuSign Cost Savings		\$3,109,757.22

Salesforce												
No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	OAG	398	\$900.00	\$861.30	4.30%	\$748.37	16.85%	12.55%	\$297,851.26	\$358,200.00	\$60,348.74	\$44,946.14
1	OAG	39	\$900.00	\$861.30	4.30%	\$748.37	16.85%	12.55%	\$29,186.43	\$35,100.00	\$5,913.57	\$4,404.27
1	OAG	1	\$6,000.00	\$5,742.00	4.30%	\$5,742.00	4.30%	0.00%	\$5,742.00	\$6,000.00	\$258.00	\$0.00
1	OAG	1	\$6,000.00	\$5,742.00	4.30%	\$4,798.11	20.03%	15.73%	\$4,798.11	\$6,000.00	\$1,201.89	\$943.89
1	OAG	55	\$270.00	\$258.39	4.30%	\$189.47	29.83%	25.53%	\$10,420.85	\$14,850.00	\$4,429.15	\$3,790.60
1	OAG	1	\$30,000.00	\$28,710.00	4.30%	\$23,990.53	20.03%	15.73%	\$23,990.53	\$30,000.00	\$6,009.47	\$4,719.47
1	OAG	1	\$840.00	\$803.88	4.30%	\$757.89	9.78%	5.48%	\$757.89	\$840.00	\$82.11	\$45.99
1	OAG	275	\$500.00	\$480.00	4.00%	\$347.08	30.58%	26.58%	\$95,447.00	\$137,500.00	\$42,053.00	\$36,553.00
										Total Salesforce Cost Savings		\$95,403.36

GovQA

No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	DIR	1	\$19,701.00	\$19,451.78	1.27%	\$17,863.88	9.33%	8.06%	\$17,863.88	\$19,701.00	\$1,837.12	\$1,587.90
2	TABC	1	\$52,600.33	\$51,934.94	1.26%	\$44,871.05	14.69%	13.43%	\$44,871.05	\$52,600.33	\$7,729.28	\$7,063.89
3	TDI	1	\$164,893.57	\$162,815.91	1.26%	\$145,692.06	11.64%	10.38%	\$145,692.06	\$164,893.57	\$19,201.51	\$17,123.85
										Total GovQA Cost Savings		\$25,775.64

Tableau												
No.	State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)
1	CPRIT	1	\$5,880.00	\$5,805.62	1.26%	\$5,331.69	9.33%	8.06%	\$5,331.69	\$5,880.00	\$548.31	\$473.93
2	DMV	1	\$1,680.00	\$1,658.75	1.26%	\$1,523.34	9.33%	8.06%	\$1,523.34	\$1,680.00	\$156.66	\$135.41
2	TDI	1	\$39,600.00	\$39,099.06	1.27%	\$35,907.30	9.32%	8.06%	\$35,907.30	\$39,600.00	\$3,692.70	\$3,191.76
2	TJJD	1	\$3,360.00	\$3,317.50	1.26%	\$3,046.68	9.33%	8.06%	\$3,046.68	\$3,360.00	\$313.32	\$270.82
										Total Tableau Cost Savings		\$4,071.92

TeamMate												
State Agency	Qty	MSRP/List	DIR Price	DIR Discount	Bulk Purchase Price	Bulk Purchase Discount	% Diff of Bulk Purchase vs DIR Discount	Extended Price	MSRP/List	Discount from MSRP/List	Cost Savings (Discount from DIR price)	
DIR	8	\$893.00	\$264.46	70.39%	\$264.46	70.39%	0.00%	\$2,115.68	\$7,144.00	\$5,028.32	\$0.00	

\$7,144.00	\$5,028.32	\$0.00
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Appendix 4 – Participating Customers (Vendor Sales Reporting)

Customer Name	Channel
Texas Alcoholic Beverage Commission	State Agency
Texas Department of Motor Vehicles	State Agency
Office of Court Administration	State Agency
Office of the Attorney General of Texas	State Agency
Railroad Commission of Texas	State Agency
Texas Comptroller of Public Accounts	State Agency
Texas Department of Aging and Disability Services	State Agency
Texas Department of Motor Vehicles	State Agency
Texas State Soil and Water Conservation Board	State Agency
Office of the Attorney General of Texas	State Agency
Railroad Commission of Texas	State Agency
Texas Alcoholic Beverage Commission	State Agency
Texas Department of Information Resources	State Agency
Texas Department of Transportation	State Agency
Texas Emergency Services Retirement System	State Agency
Texas Parks and Wildlife Department	State Agency
Commission on State Emergency Communications	State Agency
Office of the Attorney General of Texas	State Agency
Texas Department of Information Resources	State Agency
Texas Department of Motor Vehicles	State Agency
Texas Department of Public Safety	State Agency
Texas Department of State Health Services	State Agency
Texas Education Agency	State Agency
Texas Emergency Services Retirement System	State Agency
Texas General Land Office	State Agency
Texas Health and Human Services Commission	State Agency
Texas Veterans Commission	State Agency
Texas Workforce Commission	State Agency
Cancer Prevention & Research Institute of Texas	State Agency
Employees Retirement System of Texas	State Agency
Office of the Attorney General of Texas	State Agency

Customer Name	Channel
State Bar of Texas	State Agency
State office of Administrative Hearings	State Agency
Teacher Retirement System of Texas	State Agency
Texas Animal Health Commission	State Agency
Texas Commission on Jail Standards	State Agency
Texas Department of Aging and Disability Services	State Agency
Texas Department of Assistive and Rehabilitative Services	State Agency
Texas Department of Family and Protective Services	State Agency
Texas Department of Housing and Community Affairs	State Agency
Texas Department of Motor Vehicles	State Agency
Texas Department of Public Safety	State Agency
Texas Department of State Health Services	State Agency
Texas Department of Transportation	State Agency
Texas Education Agency	State Agency
Texas Facilities Commission	State Agency
Texas Health and Human Services Commission	State Agency
Texas Historical Commission	State Agency
Texas Juvenile Justice Department	State Agency
Texas Medical Board	State Agency
Texas Military Department	State Agency
Texas Parks and Wildlife Department	State Agency
Texas School for the Blind and Visually Impaired	State Agency
Texas State Board of Dental Examiners	State Agency
Texas State Securities Board	State Agency
Texas Veterans Commission	State Agency
Texas Water Development Board	State Agency
Texas Workforce Commission	State Agency
Cancer Prevention & Research Institute of Texas	State Agency
Texas Department of Family and Protective Services	State Agency
Texas Department of Insurance	State Agency
Texas Department of Motor Vehicles	State Agency
Texas Department of Transportation	State Agency
Texas Juvenile Justice Department	State Agency

Customer Name	Channel
University of Oklahoma	Out of State
City of Texarkana Arkansas	Out of State
Oklahoma Department of Rehabilitation Services	Out of State
Oklahoma Office of Management and Enterprise Services	Out of State
City of San Angelo	Local Government
City of Lavon	Local Government
City of League City	Local Government
City of Lewisville	Local Government
City of Mission	Local Government
City of Seagoville	Local Government
City of Tyler	Local Government
City of White Settlement	Local Government
Hutchinson County	Local Government
Kendall County	Local Government
Palestine Public Library	Local Government
Town of Palmer	Local Government
Tri-County Services	Local Government
Bell County	Local Government
Brazos County	Local Government
Capital Metro Transportation Authority	Local Government
City of Bellaire	Local Government
City of Benbrook	Local Government
City of Brownfield	Local Government
City of Bryan	Local Government
City of College Station	Local Government
City of Corpus Christi	Local Government
City of Ennis	Local Government
City of Houston	Local Government
City of Jersey Village	Local Government
City of Kilgore	Local Government
City of Kingsville	Local Government
City of Kyle	Local Government
City of Longview	Local Government

Customer Name	Channel
City of Los Fresnos	Local Government
City of McAllen	Local Government
City of Pharr	Local Government
City of Red Oak	Local Government
City of Richland Hills	Local Government
City of San Antonio	Local Government
City of Southlake	Local Government
City of Weatherford	Local Government
City of Webster	Local Government
City of West Columbia	Local Government
City of Wichita Falls	Local Government
Coastal Bend Workforce Development Board	Local Government
Crane County	Local Government
Cy-Fair Volunteer Fire Department	Local Government
Duval County	Local Government
El Paso County	Local Government
Ellis County	Local Government
Galveston County Health District	Local Government
Guadalupe County	Local Government
Hardin County	Local Government
Harlingen Irrigation District	Local Government
Harlingen Waterworks System	Local Government
Harris County	Local Government
Harris County Hospital District	Local Government
Hidalgo County	Local Government
Hunt County	Local Government
Memorial Village Police Department	Local Government
Middle Rio Grande Development Council	Local Government
Montgomery County	Local Government
Montgomery County Hospital District	Local Government
Polk County	Local Government
Port of Houston Authority	Local Government
Smith County	Local Government

Customer Name	Channel
South Texas Development Council	Local Government
Tarkington Community Library	Local Government
Tarrant Regional Water District	Local Government
City of Austin	Local Government
City of San Antonio	Local Government
Tarrant County	Local Government
Austin Energy	Local Government
Austin Travis County Integral Care	Local Government
Bastrop County	Local Government
Bell County	Local Government
Bexar County	Local Government
Bexar County Appraisal District	Local Government
Bosque County	Local Government
Bowie County	Local Government
Brazoria County	Local Government
Brazoria County Appraisal District	Local Government
Brazos County Appraisal District	Local Government
Brazos River Authority	Local Government
Brazos Valley Council of Governments	Local Government
Brazos Valley Groundwater Conservation District	Local Government
Brownsville Public Utilities Board	Local Government
Burnet County	Local Government
Cameron County	Local Government
Canyon Lake Community Library District	Local Government
Capital Area Council of Governments	Local Government
Central Plains Center Mental Health Mental Retardation	Local Government
Central Texas Council of Governments	Local Government
Chambers County	Local Government
City of Abilene	Local Government
City of Amarillo	Local Government
City of Anna	Local Government
City of Arlington	Local Government
City of Austin	Local Government

Customer Name	Channel
City of Bastrop	Local Government
City of Beaumont	Local Government
City of Bonham	Local Government
City of Borger	Local Government
City of Bridgeport	Local Government
City of Brownsville	Local Government
City of Bryan	Local Government
City of Burleson	Local Government
City of Cedar Park	Local Government
City of Cibolo	Local Government
City of Clarksville City	Local Government
City of Colleyville	Local Government
City of Conroe	Local Government
City of Coppell	Local Government
City of Corpus Christi	Local Government
City of Corsicana	Local Government
City of Deer Park	Local Government
City of Del Rio	Local Government
City of Denton	Local Government
City of DeSoto	Local Government
City of Donna	Local Government
City of Duncanville	Local Government
City of El Paso	Local Government
City of Farmers Branch	Local Government
City of Fate	Local Government
City of Fredericksburg	Local Government
City of Frisco	Local Government
City of Galveston	Local Government
City of Garland	Local Government
City of Georgetown	Local Government
City of Grand Prairie	Local Government
City of Greenville Electric Utility System	Local Government
City of Groves	Local Government

Customer Name	Channel
City of Harker Heights	Local Government
City of Harlingen	Local Government
City of Houston	Local Government
City of Irving	Local Government
City of Kerrville	Local Government
City of Killeen	Local Government
City of Laredo	Local Government
City of Leander	Local Government
City of Lewisville	Local Government
City of Lubbock	Local Government
City of Lufkin	Local Government
City of Mansfield	Local Government
City of McAllen	Local Government
City of McKinney	Local Government
City of Mesquite	Local Government
City of Midland	Local Government
City of Midlothian	Local Government
City of Nacogdoches	Local Government
City of North Richland Hills	Local Government
City of Odessa Fire	Local Government
City of Paris	Local Government
City of Pasadena	Local Government
City of Pflugerville	Local Government
City of Plainview	Local Government
City of Plano	Local Government
City of Port Neches	Local Government
City of Quitman	Local Government
City of Rio Grande City	Local Government
City of Roanoke	Local Government
City of Rosenberg	Local Government
City of Round Rock	Local Government
City of Sachse	Local Government
City of San Angelo	Local Government

Customer Name	Channel
City of San Antonio	Local Government
City of San Marcos	Local Government
City of Sonora	Local Government
City of Sugar Land	Local Government
City of Sweetwater	Local Government
City of Temple	Local Government
City of Texarkana	Local Government
City of Universal City	Local Government
City of Victoria	Local Government
City of Waco	Local Government
City of Waxahachie	Local Government
Comal County	Local Government
Comanche County	Local Government
Concho County	Local Government
Concho Valley Council of Governments	Local Government
Dallas County	Local Government
Denton County	Local Government
Denton County Fresh Water Supply District	Local Government
Denton County Transportation Authority	Local Government
Dimmit County	Local Government
El Paso County	Local Government
El Paso County Water Improvement District No. 1	Local Government
Ellis County	Local Government
Fannin County	Local Government
Fayette County	Local Government
Fort Bend County	Local Government
Fort Bend County Libraries	Local Government
Fort Worth Transportation Authority	Local Government
Galveston County	Local Government
Gillespie County	Local Government
Grayson County	Local Government
GREATER HARRIS COUNTY 911	Local Government
Gregg County Appraisal District	Local Government

Customer Name	Channel
Guadalupe Regional Medical Center	Local Government
Guadalupe-Blanco River Authority	Local Government
Gulf Bend Center	Local Government
Gulf Coast Waste Disposal Authority	Local Government
Harris County	Local Government
Harris County Hospital District	Local Government
Hays County	Local Government
Heart of Texas Council of Governments	Local Government
Helen Farabee Regional Mental Health Mental Retardation Centers	Local Government
Hidalgo County	Local Government
Hidalgo County Appraisal District	Local Government
Hill County	Local Government
Hill County Appraisal District	Local Government
Houston-Galveston Area Council	Local Government
Hurst Creek Mud Municipal Utility	Local Government
Jefferson County Appraisal District	Local Government
JPS Health Network	Local Government
Lavaca Medical Center	Local Government
Lavaca Navidad River Authority	Local Government
Live Oak County	Local Government
Lower Colorado River Authority	Local Government
Lower Rio Grande Valley Workforce Development Board dba Workforce Solutions	Local Government
Lubbock County	Local Government
Lubbock Emergency Communication District	Local Government
Lubbock Regional Mental Health Mental Retardation Center	Local Government
Lyndon B. Johnson Hospital	Local Government
Martin County Hospital	Local Government
Matagorda County Hospital District	Local Government
Maverick County	Local Government
Maverick County Hospital District	Local Government
McLennan County	Local Government
Metropolitan Transit Authority of Harris County	Local Government

Customer Name	Channel
Middle Rio Grande Development Council	Local Government
Midland County	Local Government
Milam County	Local Government
Mills County	Local Government
Montgomery County	Local Government
Moore County Hospital District	Local Government
New Braunfels Utilities	Local Government
North Central Texas Council of Governments	Local Government
North Texas Municipal Water District	Local Government
North Texas Tollway Authority	Local Government
Nueces County	Local Government
Nueces County Appraisal District	Local Government
Nueces County Hospital District	Local Government
Panhandle Regional Planning Commission	Local Government
Parker County	Local Government
Permian Basin Community Centers for Mental Health Mental Retardation	Local Government
Pittsburg-Camp County Public Library	Local Government
Port of Brownsville	Local Government
Port of Corpus Christi Authority	Local Government
Potter County	Local Government
Randall County	Local Government
Red River Authority	Local Government
Rio Grande Council of Governments	Local Government
Sabine River Authority	Local Government
Sabine Valley Center for Mental Health Mental Retardation	Local Government
San Antonio Housing Authority	Local Government
Smith County	Local Government
South Texas Water Authority	Local Government
South Texas Workforce Development Board	Local Government
Southeast Texas Regional Planning Commission	Local Government
Sun Metro	Local Government
Tarrant County	Local Government
Tarrant County Appraisal District	Local Government

Customer Name	Channel
Tarrant County Hospital District	Local Government
Tarrant County Mental Health Mental Retardation	Local Government
Terrell County	Local Government
Texana Mental Health Mental Retardation Center	Local Government
Texarkana Water Utilities	Local Government
Texas Guaranteed Student Loan Corporation	Local Government
Texas Municipal League	Local Government
The Center for Health Care Services	Local Government
The Woodlands Township	Local Government
Tom Green County	Local Government
Town of Combes	Local Government
Town of Flower Mound	Local Government
Town of Lakeside	Local Government
Town of Prosper	Local Government
Town of Shady Shores	Local Government
Travis County	Local Government
Travis County Emergency Services District	Local Government
Trinity River Authority	Local Government
University Medical Center of El Paso	Local Government
Upper Trinity Regional Water District	Local Government
Val Verde County	Local Government
VIA Metropolitan Transit	Local Government
Victoria County	Local Government
Walker County	Local Government
Washington County	Local Government
Webb County	Local Government
Wichita County	Local Government
Williamson County	Local Government
Williamson County Appraisal District	Local Government
Wilson County	Local Government
Winkler County	Local Government
Wise County	Local Government
Workforce Solutions Greater Dallas	Local Government

Customer Name	Channel
Zapata County	Local Government
City Public Service	Local Government
San Antonio Water System	Local Government
Clint Independent School District	K-12
Cypress-Fairbanks Independent School District	K-12
Dallas Independent School District	K-12
Ector County Independent School District	K-12
Fort Worth Independent School District	K-12
Garland Independent School District	K-12
Gregory-Portland Independent School District	K-12
Presidio Independent School District	K-12
Aldine Independent School District	K-12
Arlington Independent School District	K-12
Atlanta Independent School District	K-12
Balmerhea Independent School District	K-12
Carrollton-Farmers Branch Independent School District	K-12
Clear Creek Independent School District	K-12
Cleburne Independent School District	K-12
College Station Independent School District	K-12
Comal Independent School District	K-12
Conroe Independent School District	K-12
Dallas Independent School District	K-12
El Paso Independent School District	K-12
Flour Bluff Independent School District	K-12
Forney Independent School District	K-12
Fort Worth Independent School District	K-12
Godley Independent School District	K-12
Grand Prairie Independent School District	K-12
Harlandale Independent School District	K-12
Harlingen Consolidated Independent School District	K-12
Judson Independent School District	K-12
Kerrville Independent School District	K-12
La Porte Independent School District	K-12

Customer Name	Channel
Lake Dallas Independent School District	K-12
Laneville Independent School District	K-12
Lockhart Independent School District	K-12
Medina Valley Independent School District	K-12
Melissa Independent School District	K-12
Midland Independent School District	K-12
Mission Consolidated Independent School District	K-12
Navasota Independent School District	K-12
New Braunfels Independent School District	K-12
North East Independent School District	K-12
Northside Independent School District	K-12
Pleasanton Independent School District	K-12
Region 18 Education Service Center	K-12
Region 19 Education Service Center	K-12
Socorro Independent School District	K-12
South San Antonio Independent School District	K-12
Terrell County Independent School District	K-12
Texas City Independent School District	K-12
United Independent School District	K-12
Uvalde Consolidated Independent School District	K-12
Ysleta Independent School District	K-12
Zavalla Independent School District	K-12
Dallas Independent School District	K-12
Galena Park Independent School District	K-12
Abilene Independent School District	K-12
Aledo Independent School District	K-12
Alief Independent School District	K-12
Allen Independent School District	K-12
Alvin Independent School District	K-12
Amarillo Independent School District	K-12
Andrews Independent School District	K-12
Anna Independent School District	K-12
Argyle Independent School District	K-12

Customer Name	Channel
Arp Independent School District	K-12
Aspermont Independent School District	K-12
Austin Independent School District	K-12
Azle Independent School District	K-12
Bastrop Independent School District	K-12
Bay City Independent School District	K-12
Beaumont Independent School District	K-12
Belton Independent School District	K-12
Blackwell Consolidated Independent School District	K-12
Blanco Independent School District	K-12
Brooks County Independent School District	K-12
Brownsville Independent School District	K-12
Bryan Independent School District	K-12
Burkburnett Independent School District	K-12
Burnham Wood Charter School	K-12
Caldwell Independent School District	K-12
Cameron Independent School District	K-12
Canyon Independent School District	K-12
Carrizo Springs Consolidated Independent School District	K-12
Carroll Independent School District	K-12
Castleberry Independent School District	K-12
Celeste Independent School District	K-12
Center Independent School District	K-12
China Spring Independent School District	K-12
Cleveland Independent School District	K-12
Clint Independent School District	K-12
Clyde Consolidated Independent School District	K-12
Coleman Independent School District	K-12
Comfort Independent School District	K-12
Copperas Cove Independent School District	K-12
Cornerstone Christian Academy	K-12
Corpus Christi Independent School District	K-12
Crockett Independent School District	K-12

Customer Name	Channel
Crowley Independent School District	K-12
Dallas Independent School District	K-12
Del Valle Independent School District	K-12
Denison Independent School District	K-12
Denton Independent School District	K-12
Devine Independent School District	K-12
Dickinson Independent School District	K-12
Dimmitt Independent School District	K-12
Donna Independent School District	K-12
Dripping Springs Independent School District	K-12
Dumas Independent School District	K-12
Eagle Mountain-Saginaw Independent School District	K-12
Eagle Pass Independent School District	K-12
Eanes Independent School District	K-12
Early Independent School District	K-12
East Central Independent School District	K-12
Edcouch-Elsa Independent School District	K-12
Edgewood Independent School District	K-12
Edinburg Consolidated Independent School District	K-12
El Paso Independent School District	K-12
Elgin Independent School District	K-12
Fabens Independent School District	K-12
Farmersville Independent School District	K-12
Floresville Independent School District	K-12
Fort Worth Academy	K-12
Frenship Independent School District	K-12
Friendswood Independent School District	K-12
Frisco Independent School District	K-12
Galena Park Independent School District	K-12
Galveston Independent School District	K-12
Georgetown Independent School District	K-12
Granbury Independent School District	K-12
Grandview Independent School District	K-12

Customer Name	Channel
Grapevine-Colleyville Independent School District	K-12
Happy Independent School District	K-12
Harlingen Consolidated Independent School District	K-12
Haskell Consolidated Independent School District	K-12
Hays Consolidated Independent School District	K-12
Hearne Independent School District	K-12
Henrietta Independent School District	K-12
Hitchcock Independent School District	K-12
Humble Independent School District	K-12
Huntsville Independent School District	K-12
Hurst-Euless-Bedford Independent School District	K-12
Hutto Independent School District	K-12
Inspired Vision Academy	K-12
Iraan-Sheffield Independent School District	K-12
Irving Independent School District	K-12
Jacksonville Independent School District	K-12
John H. Wood Jr. Charter District	K-12
Judson Independent School District	K-12
Keller Independent School District	K-12
Kennedale Independent School District	K-12
Killeen Independent School District	K-12
KIPP Austin	K-12
La Feria Independent School District	K-12
La Joya Independent School District	K-12
La Vega Independent School District	K-12
Lake Travis Independent School District	K-12
Lamar Consolidated Independent School District	K-12
Lancaster Independent School District	K-12
Leander Independent School District	K-12
Levelland Independent School District	K-12
Lewisville Independent School District	K-12
Liberty-Eylau Independent School District	K-12
Longview Independent School District	K-12

Customer Name	Channel
Los Fresnos Consolidated Independent School District	K-12
Lovejoy Independent School District	K-12
Lubbock Independent School District	K-12
Lufkin Independent School District	K-12
Mabank Independent School District	K-12
Magnolia Independent School District	K-12
Marble Falls Independent School District	K-12
McAllen Independent School District	K-12
Mesquite Independent School District	K-12
Midlothian Independent School District	K-12
Midway Independent School District	K-12
Mission Consolidated Independent School District	K-12
Montgomery Independent School District	K-12
Mount Pleasant Independent School District	K-12
Muleshoe Independent School District	K-12
Nederland Independent School District	K-12
Needville Independent School District	K-12
New Caney Independent School District	K-12
New Diana Independent School District	K-12
Nolan Catholic High School	K-12
Northwest Independent School District	K-12
Pampa Independent School District	K-12
Pearland Independent School District	K-12
Pewitt Consolidated Independent School District	K-12
Pflugerville Independent School District	K-12
Pine Tree Independent School District	K-12
Plano Independent School District	K-12
Point Isabel Independent School District	K-12
Prosper Independent School District	K-12
Ramirez Common School District	K-12
Raymondville Independent School District	K-12
Refugio Independent School District	K-12
Region 1 Education Service Center	K-12

Customer Name	Channel
Region 12 Education Service Center	K-12
Region 13 Education Service Center	K-12
Region 14 Education Service Center	K-12
Region 15 Education Service Center	K-12
Region 16 Education Service Center	K-12
Region 17 Education Service Center	K-12
Region 20 Education Service Center	K-12
Region 5 Education Service Center	K-12
Region 7 Education Service Center	K-12
Region 8 Education Service Center	K-12
Region 9 Education Service Center	K-12
Rio Grande City Consolidated Independent School District	K-12
River Road Independent School District	K-12
Roma Independent School District	K-12
Round Rock Independent School District	K-12
Salado Independent School District	K-12
San Angelo Independent School District	K-12
San Antonio Independent School District	K-12
San Benito Consolidated Independent School District	K-12
San Elizario Independent School District	K-12
San Felipe-Del Rio Consolidated Independent School District	K-12
San Marcos Consolidated Independent School District	K-12
Santa Rosa Independent School District	K-12
Schertz-Cibolo-Universal City Independent School District	K-12
Seashore Learning Center Charter School	K-12
Shallowater Independent School District	K-12
Sharyland Independent School District	K-12
Sherman Independent School District	K-12
Silsbee Independent School District	K-12
Sinton Independent School District	K-12
Socorro Independent School District	K-12
South Texas Independent School District	K-12
Southwest Christian School	K-12

Customer Name	Channel
Southwest Independent School District	K-12
Spring Branch Independent School District	K-12
Spring Independent School District	K-12
St. Stephens Episcopal School	K-12
Sweetwater Independent School District	K-12
Teague Independent School District	K-12
Temple Independent School District	K-12
Texans Can Academy	K-12
Tuloso-Midway Independent School District	K-12
Tyler Independent School District	K-12
United Independent School District	K-12
Valley View Independent School District	K-12
Van Vleck Independent School District	K-12
Vidor Independent School District	K-12
Waco Independent School District	K-12
Waller Independent School District	K-12
Weatherford Independent School District	K-12
Weslaco Independent School District	K-12
Westbrook Independent School District	K-12
Wharton Independent School District	K-12
Whitehouse Independent School District	K-12
Wichita Falls Independent School District	K-12
Willis Independent School District	K-12
YES College Preparatory School	K-12
Yes Prep Public Schools	K-12
Ysleta Independent School District	K-12
Concordia University	Higher Ed
Odessa College	Higher Ed
San Jacinto College District	Higher Ed
Texas A&M University	Higher Ed
The University of Texas Health Science Center at San Antonio	Higher Ed
The University of Texas Southwestern Medical Center	Higher Ed
The University of Texas System	Higher Ed

Customer Name	Channel
University of Houston	Higher Ed
Alamo Community College District	Higher Ed
Dallas County Community College District	Higher Ed
El Paso Community College District	Higher Ed
Hill College	Higher Ed
Howard County Junior College District	Higher Ed
Lone Star College	Higher Ed
Texas A&M AgriLife	Higher Ed
Texas A&M Engineering Experiment Station	Higher Ed
Texas A&M University	Higher Ed
Texas Agricultural Experiment Station	Higher Ed
The University of Texas Southwestern Medical Center	Higher Ed
Western Texas College	Higher Ed
Abilene Christian University	Higher Ed
Alamo Community College District	Higher Ed
Alvin Community College	Higher Ed
Amarillo College	Higher Ed
Angelo State University	Higher Ed
Austin College	Higher Ed
Austin Community College	Higher Ed
Baylor College of Medicine	Higher Ed
Baylor University	Higher Ed
Blinn College	Higher Ed
Brazosport College	Higher Ed
Central Texas College	Higher Ed
Coastal Bend College	Higher Ed
Collin County Community College District	Higher Ed
Dallas County Community College District	Higher Ed
El Paso Community College District	Higher Ed
Galveston College	Higher Ed
Grayson County College	Higher Ed
Hallmark University	Higher Ed
Hill College	Higher Ed

Customer Name	Channel
Houston Community College System	Higher Ed
Howard Payne University	Higher Ed
Kilgore College	Higher Ed
Lamar State College-Port Arthur	Higher Ed
Lamar University	Higher Ed
Laredo Community College	Higher Ed
Lee College	Higher Ed
Letourneau University	Higher Ed
Lubbock Christian University	Higher Ed
McLennan Community College	Higher Ed
Midwestern State University	Higher Ed
Navarro College	Higher Ed
North Central Texas Community College District	Higher Ed
Odessa College	Higher Ed
Panola College	Higher Ed
Prairie View A&M University	Higher Ed
Rice University	Higher Ed
Sam Houston State University	Higher Ed
San Jacinto College District	Higher Ed
South Plains College	Higher Ed
South Texas College	Higher Ed
Southwest Texas Junior College	Higher Ed
Southwestern University	Higher Ed
St. Mary's University	Higher Ed
Stephen F. Austin State University	Higher Ed
Tarleton State University	Higher Ed
Tarrant County College District	Higher Ed
Texarkana College	Higher Ed
Texas A&M AgriLife	Higher Ed
Texas A&M Engineering Extension Service	Higher Ed
Texas A&M Forest Service	Higher Ed
Texas A&M Health Science Center	Higher Ed
Texas A&M Health Science Center College of Medicine	Higher Ed

Customer Name	Channel
Texas A&M International University	Higher Ed
Texas A&M Transportation Institute	Higher Ed
Texas A&M University	Higher Ed
Texas A&M University Baylor College of Dentistry	Higher Ed
Texas A&M University Health Science Center - Temple	Higher Ed
Texas A&M University-Central Texas	Higher Ed
Texas A&M University-Commerce	Higher Ed
Texas A&M University-Corpus Christi	Higher Ed
Texas A&M University-Galveston	Higher Ed
Texas A&M University-Kingsville	Higher Ed
Texas A&M University-San Antonio	Higher Ed
Texas A&M University-Texarkana	Higher Ed
Texas A&M Veterinary Medical Diagnostic Laboratory	Higher Ed
Texas Agricultural Experiment Station	Higher Ed
Texas Southmost College	Higher Ed
Texas State Technical College - North Texas Center	Higher Ed
Texas State Technical College - Waco	Higher Ed
Texas State Technical College System	Higher Ed
Texas State University	Higher Ed
Texas State University Round Rock	Higher Ed
Texas Tech University	Higher Ed
Texas Tech University Health Sciences Center	Higher Ed
Texas Wesleyan University	Higher Ed
Texas Woman's University	Higher Ed
The University of Texas at Arlington	Higher Ed
The University of Texas at Austin	Higher Ed
The University of Texas at Dallas	Higher Ed
The University of Texas at El Paso	Higher Ed
The University of Texas at San Antonio	Higher Ed
The University of Texas at Tyler	Higher Ed
The University of Texas Health Science Center at Houston	Higher Ed
The University of Texas Health Science Center at San Antonio	Higher Ed
The University of Texas Medical Branch	Higher Ed

Customer Name	Channel
The University of Texas Rio Grande Valley	Higher Ed
The University of Texas Southwestern Medical Center	Higher Ed
The University of Texas System	Higher Ed
The University of Texas-Pan American	Higher Ed
Trinity University	Higher Ed
Trinity Valley Community College	Higher Ed
Tyler Junior College	Higher Ed
University of Dallas	Higher Ed
University of Houston	Higher Ed
University of Houston - Downtown	Higher Ed
University of Houston - Sugarland	Higher Ed
University of Houston - Victoria	Higher Ed
University of North Texas	Higher Ed
University of North Texas at Dallas	Higher Ed
University of North Texas Health Science Center	Higher Ed
University of Texas MD Anderson Cancer Center	Higher Ed
West Texas A&M University	Higher Ed
BakerRipley	Assistance Org
Presbyterian Children's Homes and Services	Assistance Org
Emergence Healthcare Network	Assistance Org
Lutheran Social Services	Assistance Org
South Texas Emergency Care Foundation	Assistance Org