



**TEXAS DEPARTMENT OF INFORMATION RESOURCES**

Transforming How Texas Government Serves Texans

# **Coordinated Bulk IT Purchase Report**

Achieves Savings for State Agencies and other Eligible DIR  
Cooperative Contracts Program Customers

Texas Department of Information Resources

October 1, 2020

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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 at all levels, and other public entities both inside and outside Texas, 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 House Bill 1 (86R), Article IX, Rider 9.04 (General Appropriations Act), DIR coordinated a computer replacement bulk purchase, bulk purchase initiatives for productivity software and business intelligence software, and bulk purchase initiatives for multi-function devices (MFD), managed print services (MPS), and enterprise content management (ECM) solutions. 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 to establish standard configurations
- attempt to accommodate agencies purchasing cycle periods
- assess and calculate savings by combining multiple agency software needs for software
- assess and calculate savings by combining multiple agency MFD, MPS and ECM solutions
  - 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 customers saved more than \$21 million total*** based on data

captured from the DIR Vendor Sales Reporting (VSR) Portal<sup>1</sup>

During the 2019 – 2020<sup>2</sup> Bulk Purchase initiatives, DIR utilized a similar approach to the 2017 – 2018 period by continuing to make the Hardware Bulk Purchase available to agencies and aggregating the benefit of volume purchasing for personal computers, laptops, and tablets. As a result, in 2019-2020, fifty-six (56) agencies participated with a total agency spend of \$51.9M. This is an increase of 16 agencies took advantage of DIR bulk initiatives this biennium and an increase of \$29.8M. In addition to state agencies, one-hundred forty-three (143) other eligible customers leveraged DIR's bulk initiatives to purchase technology commodities with an estimated savings of \$3.1M.

For the 2019 – 2020 Bulk Purchase initiatives, DIR collaborated with agencies planning enterprise replacement/upgrades on multi-function devices, managed print services, and installation of enterprise content management solutions. These bulk purchase initiatives extended beyond the traditional commodity-based hardware bulk purchases and explored how DIR could achieve additional cost savings on service-oriented information technology.

Also during the 2019 – 2020 bulk purchase period, in order to meet the demands of devices that were only available while supplies last during the imminent threat of COVID-19, DIR made purchases available for the sole purpose of responding to the disaster under the Governor Abbott's statewide disaster declaration. To expand on threats against cybersecurity vulnerabilities, DIR facilitated the means for making cybersecurity defense and response tools attainable through existing Cooperative Contract vendors by coordinating additional discounts for Endpoint Detection Response (EDR)<sup>3</sup> solutions.

This coordination of the bulk purchase initiatives provides DIR with valuable insight into the specific details and planning of agency computer replacement needs. Our experience confirmed that understanding the key price factors and aligning a strategic plan to the vendors' product family lifecycle can strengthen the prospect of a successful bulk purchase outcome. However, when commodities are not standardized or there is too little volume to merit significant price reductions, it becomes increasingly difficult to maximize bulk purchase savings. DIR will continue to work with agencies to standardize configurations under bulk purchase agreements to the extent practical to

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<sup>1</sup> The Vendor Sales Reporting (VSR) Portal is the DIR application vendors use to submit monthly reports for all DIR eligible sales in the given reporting period. DIR vendors are contractually required to submit a report of sales by customer purchase orders every month.

<sup>2</sup> Given the timing associated with Vendor Sales Reporting and the due date for this report, FY 2019 purchases include carryover from FY 2018. Further, FY 2020 purchases are not inclusive of all 2020 purchases. Refer to the [Reporting](#) section of this report for more information.

<sup>3</sup> The EDR bulk purchase initiative was coordinated in July 2020. The bulk purchase agreement allows multiple manufacturers to propose a bulk purchase price for their product that may be added to the agreement. Given the timing associated with the EDR bulk purchase and the due date for this report, any purchases that have been made have not yet been reported.

maximize savings through future bulk purchase agreements.

Beyond the bulk purchase agreements initially planned for FY19-20, DIR responded immediately to agencies' urgent needs for remote working products and services following the governor's COVID-19 disaster declaration. DIR worked with hardware vendors to reestablished expired bulk purchase agreements, as well as other vendors to fulfill demands that were otherwise unfilled due to gaps in the supply chain during the disaster.

## Background

### Legislation

Article IX, Rider 9.04, "Information Technology Replacement," in the [General Appropriations Act \(86R\)](#) 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 (DIR):

"(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, including cyber security, telecommunications and network equipment 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." General Appropriations Act, 86th Leg., R.S., ch. 1353, art. IX, § 9.04(c).

For hardware bulk purchases, 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.

Agency demand also drove multi-function devices, managed print services, and installation of enterprise content management solutions by further reducing consumption costs for per image/per copy pricing that would allow, through the bulk purchase initiative, the benefit of lower prices for agencies that otherwise would not meet the volumes.

### 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 continues to be a challenge in 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. DIR pursued negotiating a hardware bulk purchase during a five-month purchasing window, for August 1, 2019, through December 31, 2019, to allow agencies to use Fiscal Year 2019 and Fiscal Year 2020 funds. The disaster declaration spiked a demand for remote hardware whereby DIR negotiated with vendors to reinstate hardware bulk purchase agreements and accommodate agencies demand for devices to support teleworking during the COVID-19 environment.

Throughout the hardware bulk purchasing initiative, DIR communicated with agencies through the Texas Information Resources Managers and DIR's ITSOURCING Digest. 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 the agencies' abilities to meet HUB goals
- 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, Lenovo, Microsoft, Carahsoft, SHI Government Solutions, Web-Head, Wolters Kluwer Financial Services, and Xerox, along with the authorized resellers.

Based on Vendor Sales Reporting data, the two agencies that benefited the most from utilizing bulk purchases were the Texas Department of Public Safety (DPS) and the Texas Department of Transportation (TXDOT). TXDOT purchased over \$8.3M in bulk hardware and software and saw a savings of over \$3.1M. DPS had over \$5M in bulk purchases and saw savings of over \$4.8M.

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 for DIR's customers' workforces to perform their job duties.
  - Value tier – low cost, minimum specifications for processor, RAM (memory), and hard drive
  - Midrange tier – mid range cost, faster processor, RAM (memory), and hard drive
  - Performance tier – higher cost, fastest processor, RAM (memory), and hard drive
- **All-in-one Desktop:**

- Value tier – low cost, minimum specifications for processor, RAM (memory), and hard drive
- Midrange tier – mid range cost, faster processor, RAM (memory), and hard drive
- Performance tier – higher cost, fastest processor, RAM (memory), and hard drive

For laptops, the categories were standard, convertible (or 2-in-1), and rugged. Laptop categories had similar tiers as desktops and included touchscreen 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 is provided in [Appendix 1 – Participating Manufactures and Vendors](#).

## Software Implementation

Using already established cooperative contracts, negotiations for software titles included Audit Management – GRC Platform, DocuSign, GovQA, Microsoft O365, 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 is provided in [Appendix 1 – Participating Manufacturers and Vendors](#).

- **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. The discounted price of net-new licenses included but were not limited to DocuSign seat subscriptions, DocuSign platform solutions, and related services.
- **ACL - GRC<sup>4</sup>** provides audit management software for enterprise risk, governance risk, performance, and compliance management software. This offering was in support of state agency internal audit departments looking for enhanced audit management functionality and the ability to transition with discounted rates for the implementation, training, and enablement services to migrate to a new audit management platform.

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<sup>4</sup> DIR negotiated a bulk purchase agreement for audit management software with two vendors for DIR Customers to be afforded a choice on the software that best met the customers needs. The ACL-GRC bulk purchase agreement did not realize any sales.

- **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.
- **Microsoft O365** provides subscription-based software for the use of the Microsoft Office software suite, including products for business environments such as SharePoint and Teams, among others.
- **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<sup>5</sup>** 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 in 2017. DIR's negotiation efforts secured the aggregate volume discount, and facilitated the procurement process for state agencies. The TeamMate bulk purchase initiative began in July 2018. Agencies continued to leverage the TeamMate bulk purchase into fiscal year 2019.

## Reporting

This report references a new method of administering and reporting bulk purchases beyond relying solely on purchase order data obtained from participating entities, and data from requested from the Comptroller of Public Accounts. The old methodology used to calculate bulk purchases and savings from purchase order data was deemed to be a conservative method, accounting only for purchases DIR was able to verify from purchase orders issued by the customer that were sent to DIR. DIR enhanced its Vendor Sales Report (VSR) reporting capability by implementing an indicator field for each item reported that was sold as a part of a bulk purchase initiative. This method allows DIR to calculate bulk purchases and resulting savings similar to DIR's method for calculating cost savings that are achieved in the Cooperative Contracts program. In addition, while there is no mandate for agencies to submit bulk purchase orders to DIR, DIR relies on state agencies' POs to support validation for those purchases. In the past this was one of the methods DIR used to account for the bulk purchases. Now DIR may continue to reference purchase orders to verify and validate reported sales via the VSR for compliance.

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

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<sup>5</sup> The calculated savings for the TeamMate bulk purchase did not result in further dollar savings for the sales reported in the :Software Savings: table. The aggregate volume of customers procuring TeamMate licenses was established with the consortium of customers that purchased the SAO managed licenses. The bulk purchase allowed for the transition to purchase the licenses through DIR to be a seamless process for customers without any cost increase to the customer.



technology products at bulk rates during relevant time periods.

The data in this report is from August of 2018 through July of 2020. Due to the date requirement of this report, DIR is unable to submit an entire fiscal year of data. Vendor sales reports are due between the 15th and 30th of the month following the sale month. August data is submitted by vendors through the DIR vendor portal by the 15th of September. DIR then audits the sales reports through the end of the month to prepare for closing the reporting period. The closing usually occurs between the 5th and 13th of the following month. August data would not be ready to report until after the due date of this report. DIR is submitting a request to change the due date of this report so that the data in the report aligns with the state fiscal year.

## Savings

DIR collects the savings data via monthly VSR reports. DIR will continue to rely on state agencies to provide bulk purchase orders (POs) so that it may verify and check for compliance with the VSR requirement to indicate bulk purchases and associated savings.

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.

## Total Purchases and Resulting Savings:

Segment			
	Number Participating	Purchases	Savings
Assistance Org	0	\$0	\$0
Higher Ed	25	\$346,028	\$1,088,336
K-12	40	\$205,096	\$505,012
Local Government	75	\$939,114	\$1,343,795
Out of State	3	\$121,804	\$205,772
State Agency	56	\$51,932,200	\$18,145,085
<b>Total</b>	<b>199</b>	<b>\$53,544,242</b>	<b>\$21,288,000</b>

## Agencies Participating in the Bulk Purchase Program:

- Texas Health and Human Services Commission
- Texas Department of Transportation
- Texas Department of Public Safety
- Office of the Attorney General of Texas

- Texas Department of Criminal Justice
- Texas Commission on Environmental Quality
- Texas Workforce Commission
- Texas Parks and Wildlife Department
- Teacher Retirement System of Texas
- Texas Education Agency
- Texas Department of Insurance
- Texas Department of State Health Services
- Texas Lottery Commission
- Texas Department of Family and Protective Services
- Texas Water Development Board
- Texas Department of Agriculture
- Texas Comptroller of Public Accounts
- Texas Secretary of State
- Railroad Commission of Texas
- Texas Facilities Commission
- Texas Department of Motor Vehicles
- Texas Juvenile Justice Department
- Texas General Land Office
- Office of the Governor
- Texas Department of Housing and Community Affairs
- Texas Department of Information Resources
- Texas Alcoholic Beverage Commission
- Texas Veterans Commission
- Texas Real Estate Commission
- Texas Department of Licensing and Regulation
- Texas Department of Banking
- Public Utility Commission of Texas
- Texas Board of Nursing
- Texas Military Department
- Texas State Securities Board

- State office of Risk Management
- State office of Administrative Hearings
- Texas Medical Board
- Texas State Library and Archives Commission
- Texas Historical Commission
- Texas State Auditor
- Texas Department of Savings and Mortgage Lending
- Texas State Board of Pharmacy
- Texas Board of Professional Engineers
- Texas Juvenile Probation Commission
- Cancer Prevention & Research Institute of Texas
- Texas Credit Union Department
- Texas Racing Commission
- Commission on State Emergency Communications
- Texas Board of Architectural Examiners
- Employees Retirement System of Texas
- Executive Council of Physical and Occupational Therapy Examiners
- Texas Higher Education Coordinating Board
- Texas Animal Health Commission
- Texas School for the Blind and Visually Impaired
- Office of Court Administration

## Hardware Savings:

Agency Name	Quantity Desktops Purchased	Quantity Laptops Purchased	Quantity Tablets Purchased	Quantity Monitors Purchased	Quantity Accessories Purchased	Cost Savings by Agency
Texas Department of Public Safety	23	2,254	0	62	1,631	\$4,883,550
Texas Department of Transportation	2,517	1,050	0	0	360	\$3,113,435
Office of the Attorney General of Texas	264	840	0	11	967	\$1,545,100
Texas Education Agency	283	810	0	1	1,173	\$1,202,995
Teacher Retirement System of Texas	0	856	0	105	895	\$1,141,465
Texas Commission on Environmental Quality	1,120	0	0	617	670	\$664,909
Texas Department of Family and Protective Services	390	0	0	0	390	\$552,938
Texas Lottery Commission	390	60	0	0	0	\$504,497
Texas Department of Insurance	272	0	0	0	0	\$408,276
Texas Parks and Wildlife Department	2	470	0	10	0	\$395,081
Texas Department of Agriculture	0	248	0	30	150	\$320,506
Texas Secretary of State	0	180	0	0	472	\$246,231
Texas Water Development Board	100	84	0	153	512	\$209,709
Texas Department of Housing and Community Affairs	79	27	0	0	111	\$131,096
Texas Department of Motor Vehicles	114	35	0	50	127	\$128,092
Texas Juvenile Justice Department	92	73	0	188	176	\$109,142
Office of the Governor	116	0	0	0	90	\$96,186
Texas Veterans Commission	26	83	0	129	105	\$93,674
Texas Facilities Commission	87	15	26	15	113	\$75,913

Agency Name	Quantity Desktops Purchased	Quantity Laptops Purchased	Quantity Tablets Purchased	Quantity Monitors Purchased	Quantity Accessories Purchased	Cost Savings by Agency
Texas Department of Criminal Justice	0	74	0	64	64	\$75,190
Texas Workforce Commission	0	50	0	0	125	\$60,778
Texas Board of Nursing	20	55	0	0	0	\$57,661
Railroad Commission of Texas	0	0	0	737	0	\$51,901
Texas Department of Information Resources	0	60	0	12	32	\$50,322
Texas Real Estate Commission	0	49	0	0	0	\$47,367
Texas Department of Banking	0	40	0	30	95	\$46,983
Texas Medical Board	65	0	0	0	0	\$39,821
Texas State Library and Archives Commission	67	18	11	0	36	\$34,394
Texas Department of Savings and Mortgage Lending	0	24	0	0	5	\$31,144
State office of Administrative Hearings	0	36	0	0	32	\$31,121
State office of Risk Management	0	30	0	0	30	\$30,707
Public Utility Commission of Texas	0	25	0	0	50	\$27,671
Texas State Securities Board	7	17	0	0	15	\$24,426
Texas Military Department	11	0	0	22	11	\$20,116
Texas State Board of Pharmacy	0	10	0	0	10	\$11,991
Texas Juvenile Probation Commission	8	0	0	11	0	\$9,132
Texas Board of Professional Engineers	0	5	0	0	5	\$4,704
Texas Department of State Health Services	0	2	0	0	2	\$3,372

Agency Name	Quantity Desktops Purchased	Quantity Laptops Purchased	Quantity Tablets Purchased	Quantity Monitors Purchased	Quantity Accessories Purchased	Cost Savings by Agency
Employees Retirement System of Texas	0	2	0	0	2	\$3,289
Texas School for the Blind and Visually Impaired	0	1	0	0	1	\$1,056
Executive Council of Physical and Occupational Therapy Examiners	0	2	0	0	0	\$1,039
Texas Animal Health Commission	0	0	0	0	14	\$770
<b>Grand Total</b>	<b>6,053</b>	<b>7,585</b>	<b>37</b>	<b>2,247</b>	<b>8,471</b>	<b>\$16,487,750</b>

**Software Savings:**

Agency Name	Purchases						Total Bulk Purchases	Total Bulk Savings
	Box	DocuSign	GovQA	Microsoft	Tableau	TeamMate		
Texas Health and Human Services Commission	\$0	\$213,500	\$0	\$11,623,458	\$19,656	\$48,847	\$11,905,461	\$922,673
Texas Department of Transportation	\$0	\$80,891	\$0	\$3,210,900	\$0	\$15,950	\$3,307,741	\$180,637
Texas General Land Office	\$0	\$15,000	\$0	\$188,803	\$0	\$7,726	\$211,529	\$127,488
Texas Comptroller of Public Accounts	\$0	\$376,650	\$0	\$0	\$0	\$9,470	\$386,121	\$122,681
Texas Department of Motor Vehicles	\$0	\$46,743	\$0	\$0	\$0	\$9,294	\$56,037	\$119,875
Texas Workforce Commission	\$0	\$0	\$0	\$1,196,790	\$208,194	\$0	\$1,404,984	\$28,292
Texas Department of State Health Services	\$0	\$0	\$0	\$828,996	\$0	\$3,738	\$832,734	\$17,865
Texas Department of Insurance	\$0	\$0	\$191,426	\$373,632	\$0	\$47,601	\$612,659	\$17,218
Texas Education Agency	\$0	\$2,545	\$0	\$0	\$0	\$29,249	\$31,794	\$10,942
Texas Department of Criminal Justice	\$0	\$0	\$0	\$2,638,776	\$0	\$6,728	\$2,645,504	\$7,159

Agency Name	Purchases						Total Bulk Purchases	Total Bulk Savings
	Box	DocuSign	GovQA	Microsoft	Tableau	TeamMate		
Office of the Attorney General of Texas	\$0	\$0	\$30,376	\$1,165,932	\$0	\$2,741	\$1,199,050	\$6,258
Texas Department of Public Safety	\$0	\$0	\$0	\$2,538,563	\$5,736	\$5,732	\$2,550,031	\$3,873
Texas Parks and Wildlife Department	\$0	\$0	\$0	\$840,672	\$0	\$0	\$840,672	\$2,560
Texas State Library and Archives Commission	\$5,875	\$0	\$0	\$0	\$0	\$0	\$5,875	\$2,455
Texas Commission on Environmental Quality	\$0	\$0	\$0	\$723,912	\$0	\$3,988	\$727,900	\$2,289
Cancer Prevention & Research Institute of Texas	\$0	\$0	\$0	\$0	\$9,072	\$0	\$9,072	\$932
Texas Water Development Board	\$0	\$19,205	\$0	\$84,067	\$0	\$0	\$103,272	\$907
Texas State Auditor	\$0	\$0	\$0	\$0	\$0	\$37,383	\$37,383	\$793
Texas Department of Information Resources	\$0	\$13,991	\$17,863	\$59,548	\$0	\$1,994	\$93,395	\$637
Railroad Commission of Texas	\$0	\$0	\$0	\$203,162	\$0	\$498	\$203,661	\$629
Texas Alcoholic Beverage Commission	\$0	\$0	\$0	\$151,788	\$0	\$0	\$151,788	\$462
Texas Department of Licensing and Regulation	\$0	\$0	\$0	\$114,425	\$0	\$0	\$114,425	\$348
Texas Facilities Commission	\$0	\$0	\$0	\$89,905	\$0	\$748	\$90,653	\$290



Agency Name	Purchases						Total Bulk Purchases	Total Bulk Savings
	Box	DocuSign	GovQA	Microsoft	Tableau	TeamMate		
Texas Lottery Commission	\$0	\$0	\$0	\$67,200	\$0	\$0	\$67,200	\$228
Texas Secretary of State	\$0	\$0	\$0	\$58,380	\$0	\$0	\$58,380	\$178
Public Utility Commission of Texas	\$0	\$0	\$0	\$52,542	\$0	\$0	\$52,542	\$160
Texas Historical Commission	\$0	\$0	\$0	\$46,180	\$0	\$0	\$46,180	\$141
Texas Department of Agriculture	\$0	\$0	\$0	\$0	\$0	\$4,984	\$4,984	\$106
Texas Military Department	\$0	\$0	\$0	\$34,445	\$0	\$0	\$34,445	\$105
Texas Department of Banking	\$0	\$0	\$0	\$30,256	\$0	\$0	\$30,256	\$92
Texas Department of Housing and Community Affairs	\$0	\$0	\$0	\$0	\$0	\$3,988	\$3,988	\$85
Texas Veterans Commission	\$0	\$0	\$0	\$25,478	\$0	\$0	\$25,478	\$78
Texas State Securities Board	\$0	\$0	\$0	\$23,352	\$0	\$0	\$23,352	\$71
State office of Risk Management	\$0	\$0	\$0	\$20,701	\$0	\$0	\$20,701	\$63
Texas Real Estate Commission	\$0	\$0	\$0	\$20,701	\$0	\$0	\$20,701	\$63
Texas Juvenile Justice Department	\$0	\$0	\$0	\$0	\$0	\$2,492	\$2,492	\$53

Agency Name	Purchases						Total Bulk Purchases	Total Bulk Savings
	Box	DocuSign	GovQA	Microsoft	Tableau	TeamMate		
Texas Higher Education Coordinating Board	\$0	\$0	\$0	\$0	\$0	\$2,243	\$2,243	\$48
Employees Retirement System of Texas	\$0	\$0	\$0	\$0	\$0	\$1,495	\$1,495	\$32
Texas Credit Union Department	\$0	\$0	\$0	\$7,239	\$0	\$0	\$7,239	\$22
Texas Board of Professional Engineers	\$0	\$0	\$0	\$6,370	\$0	\$0	\$6,370	\$19
Texas Racing Commission	\$0	\$0	\$0	\$5,414	\$0	\$0	\$5,414	\$17
Office of Court Administration	\$0	\$0	\$0	\$0	\$0	\$748	\$748	\$16
Commission on State Emergency Communications	\$0	\$0	\$0	\$4,777	\$0	\$0	\$4,777	\$15
Texas Board of Architectural Examiners	\$0	\$0	\$0	\$3,981	\$0	\$0	\$3,981	\$12
Texas Department of Family and Protective Services	\$0	\$0	\$0	\$0	\$0	\$2,294	\$2,294	-\$428
Teacher Retirement System of Texas	\$0	\$0	\$0	\$0	\$0	\$4,984	\$4,984	-\$912
Office of the Governor	\$0	\$0	\$0	\$0	\$0	\$6,229	\$6,229	-\$1,903
<b>Total</b>	<b>\$5,875</b>	<b>\$768,525</b>	<b>\$239,665</b>	<b>\$26,440,346</b>	<b>\$242,658</b>	<b>\$261,146</b>	<b>\$27,958,215</b>	<b>\$1,575,620</b>

## Multi-Function Device/Managed Print Services/Enterprise Content Management Savings:

The Multi-function Devices, Managed Print Services, and Enterprise Content Management Bulk Purchase Agreement has limited sales reported as the date of this report. DIR expects additional reporting in the coming weeks or months.

Agency Name	Purchases	Total Bulk Savings
Texas Department of Transportation	\$203,645	\$81,715
<b>Grand Total</b>	<b>\$203,645</b>	<b>\$81,715</b>

## Total Agency Savings

Agency	Hardware Savings	Software Savings	MFD/MPS/ECM	Total Savings
Texas Department of Public Safety	\$4,883,550	\$3,873	\$0	\$4,887,423
Texas Department of Transportation	\$3,113,435	\$180,637	\$81,715	\$3,375,787
Office of the Attorney General of Texas	\$1,545,100	\$6,258	\$0	\$1,551,358
Texas Education Agency	\$1,202,995	\$10,942	\$0	\$1,213,937
Teacher Retirement System of Texas	\$1,141,465	(\$912)	\$0	\$1,140,553
Texas Health and Human Services Commission	\$0	\$922,673	\$0	\$922,673
Texas Commission on Environmental Quality	\$664,909	\$2,289	\$0	\$667,198
Texas Department of Family and Protective Services	\$552,938	(\$428)	\$0	\$552,510
Texas Lottery Commission	\$504,497	\$228	\$0	\$504,725
Texas Department of Insurance	\$408,276	\$17,218	\$0	\$425,494
Texas Parks and Wildlife Department	\$395,081	\$2,560	\$0	\$397,641
Texas Department of Agriculture	\$320,506	\$106	\$0	\$320,612
Texas Department of Motor Vehicles	\$128,092	\$119,875	\$0	\$247,967
Texas Secretary of State	\$246,231	\$178	\$0	\$246,409

Agency	Hardware Savings	Software Savings	MFD/MPS/ECM	Total Savings
Texas Water Development Board	\$209,709	\$907	\$0	\$210,616
Texas Department of Housing and Community Affairs	\$131,096	\$85	\$0	\$131,181
Texas General Land Office	\$0	\$127,488	\$0	\$127,488
Texas Comptroller of Public Accounts	\$0	\$122,681	\$0	\$122,681
Texas Juvenile Justice Department	\$109,142	\$53	\$0	\$109,195
Office of the Governor	\$96,186	(\$1,903)	\$0	\$94,283
Texas Veterans Commission	\$93,674	\$78	\$0	\$93,752
Texas Workforce Commission	\$60,778	\$28,292	\$0	\$89,070
Texas Department of Criminal Justice	\$75,190	\$7,159	\$0	\$82,349
Texas Facilities Commission	\$75,913	\$290	\$0	\$76,203
Texas Board of Nursing	\$57,661	\$0	\$0	\$57,661
Railroad Commission of Texas	\$51,901	\$629	\$0	\$52,530
Texas Department of Information Resources	\$50,322	\$637	\$0	\$50,959
Texas Real Estate Commission	\$47,367	\$63	\$0	\$47,430
Texas Department of Banking	\$46,983	\$92	\$0	\$47,075
Texas Medical Board	\$39,821	\$0	\$0	\$39,821
Texas State Library and Archives Commission	\$34,394	\$2,455	\$0	\$36,849
Texas Department of Savings and Mortgage Lending	\$31,144	\$0	\$0	\$31,144
State Office of Administrative Hearings	\$31,121	\$0	\$0	\$31,121
State Office of Risk Management	\$30,707	\$63	\$0	\$30,770
Public Utility Commission of Texas	\$27,671	\$160	\$0	\$27,831
Texas State Securities Board	\$24,426	\$71	\$0	\$24,497
Texas Department of State Health Services	\$3,372	\$17,865	\$0	\$21,237
Texas Military Department	\$20,116	\$105	\$0	\$20,221
Texas State Board of Pharmacy	\$11,991	\$0	\$0	\$11,991
Texas Juvenile Probation Commission	\$9,132	\$0	\$0	\$9,132

Agency	Hardware Savings	Software Savings	MFD/MPS/ECM	Total Savings
Texas Board of Professional Engineers	\$4,704	\$19	\$0	\$4,723
Employees Retirement System of Texas	\$3,289	\$32	\$0	\$3,321
Texas School for the Blind and Visually Impaired	\$1,056	\$0	\$0	\$1,056
Executive Council of Physical and Occupational Therapy Examiners	\$1,039	\$0	\$0	\$1,039
Cancer Prevention & Research Institute of Texas	\$0	\$932	\$0	\$932
Texas State Auditor	\$0	\$793	\$0	\$793
Texas Animal Health Commission	\$770	\$0	\$0	\$770
Texas Alcoholic Beverage Commission	\$0	\$462	\$0	\$462
Texas Department of Licensing and Regulation	\$0	\$348	\$0	\$348
Texas Historical Commission	\$0	\$141	\$0	\$141
Texas Higher Education Coordinating Board	\$0	\$48	\$0	\$48
Texas Credit Union Department	\$0	\$22	\$0	\$22
Texas Racing Commission	\$0	\$17	\$0	\$17
Office of Court Administration	\$0	\$16	\$0	\$16
Commission on State Emergency Communications	\$0	\$15	\$0	\$15
Texas Board of Architectural Examiners	\$0	\$12	\$0	\$12
<b>Grand Total</b>	<b>\$16,487,750</b>	<b>\$1,575,620</b>	<b>\$81,715</b>	<b>\$18,145,085</b>

## Local Government Entity Savings

DIR also captured bulk purchase data for 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
Bexar County Appraisal District	\$0	\$448,808	\$448,808
City of McKinney	\$0	\$308,264	\$308,264
City of San Marcos	\$0	\$123,060	\$123,060
Tarrant County Mental Health Mental Retardation	\$74,845	\$0	\$74,845
Collin County Mental Health Mental Retardation Center	\$69,377	\$0	\$69,377
Travis County	\$0	\$56,873	\$56,873
Texas Guaranteed Student Loan Corporation	\$49,072	\$0	\$49,072
Austin Travis County Integral Care	\$23,406	\$0	\$23,406
Texana Mental Health Mental Retardation Center	\$21,302	\$0	\$21,302
Galveston County	\$13	\$18,516	\$18,529
Bluebonnet Trails Community Services	\$18,429	\$0	\$18,429
City of Lampasas	\$15,353	\$0	\$15,353
Town of Flower Mound	\$0	\$13,269	\$13,269
JPS Health Network	\$0	\$12,725	\$12,725
City of San Antonio	\$0	\$10,651	\$10,651
City of Temple	\$0	\$10,493	\$10,493
Helen Farabee Regional Mental Health Mental Retardation Centers	\$9,991	\$0	\$9,991
Hill County	\$0	\$8,218	\$8,218
Bexar County	\$0	\$5,162	\$5,162
City of Athens	\$5,113	\$0	\$5,113
Denton County	\$189	\$4,767	\$4,956
City of Austin	\$175	\$4,515	\$4,690
Harris County	\$0	\$4,507	\$4,507
North Central Texas Council of Governments	\$0	\$3,983	\$3,983
Heart of Texas Region Mental Health Mental Retardation Center	\$3,939	\$0	\$3,939
The Woodlands Township	\$0	\$3,615	\$3,615
City of Borger	\$1,987	\$0	\$1,987

Local Entity	Hardware Savings	Software Savings	Total Savings
City of San Angelo	\$0	\$1,982	\$1,982
Metropolitan Transit Authority of Harris County	\$0	\$1,647	\$1,647
City of Venus	\$1,497	\$0	\$1,497
El Paso County	\$1,354	\$0	\$1,354
Brazoria County	\$1,244	\$0	\$1,244
Lubbock Regional Mental Health Mental Retardation Center	\$977	\$0	\$977
Dallas County	\$924	\$0	\$924
City of Killeen	\$752	\$0	\$752
City of Corpus Christi	\$597	\$0	\$597
Hardin County	\$537	\$0	\$537
Bell County	\$489	\$0	\$489
Texas Municipal League	\$413	\$0	\$413
Pedernales Emergency Services	\$401	\$0	\$401
City of Pharr	\$394	\$0	\$394
Wise County	\$363	\$0	\$363
San Patricio County	\$281	\$0	\$281
City of Webster	\$279	\$0	\$279
City of Conroe	\$263	\$0	\$263
Nueces County	\$259	\$0	\$259
Randall County	\$236	\$0	\$236
City of Odessa Fire	\$200	\$0	\$200
Comal County	\$194	\$0	\$194
Town of Double Oak	\$164	\$0	\$164
City of Edinburg	\$144	\$0	\$144
Gillespie County	\$141	\$0	\$141
City of Commerce	\$124	\$0	\$124
Middle Rio Grande Development Council	\$124	\$0	\$124
Crane County	\$123	\$0	\$123
Harris Center for Mental Health and Intellectual Development Disabilities	\$123	\$0	\$123
City of Elgin	\$119	\$0	\$119
City of Brownsville	\$111	\$0	\$111
Jackson County	\$107	\$0	\$107

Local Entity	Hardware Savings	Software Savings	Total Savings
Midland County	\$89	\$0	\$89
City of Denton	\$73	\$0	\$73
City of Mesquite	\$62	\$0	\$62
City of Waco	\$46	\$0	\$46
City of Anna	\$45	\$0	\$45
Capital Area Council of Governments	\$0	\$26	\$26
Jefferson County	\$23	\$0	\$23
Gregg County	\$22	\$0	\$22
Capital Metro Transportation Authority	\$0	\$16	\$16
City of Deer Park	\$15	\$0	\$15
Hutchinson County	\$15	\$0	\$15
City of Garland	\$0	\$0	\$0
City of Laredo	\$0	\$0	\$0
City of Houston	\$17	(\$577)	(\$560)
Fort Bend County	\$0	(\$996)	(\$996)
Houston Housing Authority	\$0	(\$2,261)	(\$2,261)
	<b>\$306,532</b>	<b>\$1,037,263</b>	<b>\$1,343,795</b>



## Higher Ed Savings

Higher Ed Entity	Hardware Savings	Software Savings	Total Savings
The University of Texas at San Antonio	\$0	\$758,440	\$758,440
The University of Texas Rio Grande Valley	\$0	\$274,737	\$274,737
Texas Division of Emergency Management	\$40,298	\$0	\$40,298
University of North Texas Health Science Center	\$0	\$9,946	\$9,946
Texas Southmost College	\$2,953	\$0	\$2,953
Kilgore College	\$1,272	\$0	\$1,272
The University of Texas System	\$0	\$682	\$682
Alamo Community College District	\$477	\$0	\$477
Trinity Valley Community College	\$256	\$0	\$256
Rice University	\$184	\$0	\$184
Texas A&M University System	\$0	\$174	\$174
Dallas County Community College District	\$108	\$0	\$108
Houston Community College System	\$0	\$37	\$37
Alamo Colleges	\$0	\$26	\$26
Lone Star College System	\$0	\$26	\$26
Stephen F Austin State University	\$0	\$26	\$26
Texas Southern University	\$0	\$26	\$26
University of Houston System	\$0	\$19	\$19
Collin College	\$0	\$16	\$16
Texas Women's University	\$0	\$16	\$16
Midwestern State University	\$0	\$11	\$11
South Texas College	\$0	\$11	\$11
Angelo State University	\$0	\$0	\$0
Midland College	\$0	\$0	\$0
University of North Texas System	\$0	(\$1,405)	(\$1,405)
	<b>\$45,548</b>	<b>\$1,042,788</b>	<b>\$1,088,336</b>

## K-12 Savings

K-12 Entity	Hardware Savings	Software Savings	Total Savings
Midland Independent School District	\$0	\$192,750	\$192,750
Northwest Independent School District	\$0	\$156,986	\$156,986
Cleveland Independent School District	\$0	\$42,022	\$42,022
Austin Independent School District	\$0	\$38,862	\$38,862
Brazosport Independent School District	\$0	\$26,730	\$26,730
Galena Park Independent School District	\$0	\$15,060	\$15,060
Eanes Independent School District	\$0	\$14,722	\$14,722
Alief Independent School District	\$9,826	\$0	\$9,826
Santa Fe Independent School District	\$0	\$4,140	\$4,140
Latexo Independent School District	\$1,258	\$0	\$1,258
Eagle Mountain-Saginaw Independent School District	\$700	\$0	\$700
Mullin Independent School District	\$312	\$0	\$312
Progreso Independent School District	\$275	\$0	\$275
Jubilee Academic Center	\$233	\$0	\$233
Region 15 Education Service Center	\$224	\$0	\$224
Cedar Hill Independent School District	\$191	\$0	\$191
Ysleta Independent School District	\$191	\$0	\$191
Roma Independent School District	\$189	\$0	\$189
Aransas Pass Independent School District	\$186	\$0	\$186
Pampa Independent School District	\$181	\$0	\$181
Waco Independent School District	\$147	\$0	\$147
Whitehouse Independent School District	\$144	\$0	\$144
Birdville Independent School District	\$123	\$0	\$123
Carlisle Independent School District	\$92	\$0	\$92
San Angelo Independent School District	\$85	\$0	\$85
Canutillo Independent School District	\$49	\$0	\$49
Santa Maria Independent School District	\$40	\$0	\$40
Tornillo Independent School District	\$32	\$0	\$32
Ganado Independent School District	\$28	\$0	\$28
Jacksonville Independent School District	\$24	\$0	\$24
Borden County Independent School District	\$15	\$0	\$15

K-12 Entity	Hardware Savings	Software Savings	Total Savings
Bay City Independent School District	\$12	\$0	\$12
San Elizario Independent School District	\$6	\$0	\$6
Brownfield Independent School District	\$0	\$0	\$0
Evadale Independent School District	\$0	\$0	\$0
Idea Public Schools	\$0	\$0	\$0
Mansfield Independent School District	\$0	\$0	\$0
Pearland Independent School District	\$0	\$0	\$0
Roscoe Independent School District	\$0	\$0	\$0
Humble Independent School District	\$0	(\$823)	(\$823)
<b>Grand Total</b>	<b>\$14,563</b>	<b>\$490,449</b>	<b>\$505,012</b>

### Out of State Savings

Out of State Entity	Hardware Savings	Software Savings	Total Savings
Oklahoma Department of Transportation	\$0	\$202,566	\$202,566
City of Miami Beach, Florida	\$2,080	\$0	\$2,080
Ada County, Idaho	\$1,126	\$0	\$1,126
<b>Grand Total</b>	<b>\$3,206</b>	<b>\$202,566</b>	<b>\$205,772</b>

## 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.
- Adjustments to vendor invoices not necessarily related to the specific bulk purchase transaction (e.g., refunds, purchase order change notices, or other pricing adjustments) may result in anomalies presented as zero or negative savings. Those adjustments may also inflate actual savings presented. DIR does not believe this materially impacts the estimated savings presented in this report and will continue to investigate the anomalies to provide continuous improvement to the reporting process.

### Customers Participating in the Bulk Purchase:

Full customer list based on vendor monthly sales reporting is provided in [Appendix 2– Participating Customers](#). Count by customer segment type follows:

Channel	Count
Assistance Org	0
Higher Ed	25
K-12	40
Local Government	75
Out of State	3
State Agency	56
<b>Total Participating:</b>	<b>199</b>

### Summary of Savings by Customer Segment:

Channel Type	Eligible Sales	Total Bulk Savings
Higher Ed	\$346,028	\$1,088,336
K-12	\$205,096	\$505,012
Local Government	\$939,114	\$1,343,795
Out of State	\$121,804	\$205,772
State Agency	\$51,932,200	\$18,145,085
<b>Grand Total</b>	<b>\$53,544,242</b>	<b>\$21,288,000</b>

### 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	0	0	0	0	0	0
Higher Ed	0	15	23	30	119	\$45,548
K-12	0	0	94	0	213	\$14,563
Local Government	314	103	78	8	340	\$306,532
Out of State	0	0	5	0	94	\$3,206
State Agency	6053	7585	37	2247	8471	\$16,487,750
<b>Total:</b>	<b>6367</b>	<b>7703</b>	<b>237</b>	<b>2285</b>	<b>9237</b>	<b>\$16,857,599</b>

### Software and other Savings by Segment:

Customer Segment	Software Purchases	MFD/MPS/ECM Purchases	Cost Savings
Assistance Org	0	0	0
Higher Ed	\$272,229	0	\$1,042,788
K-12	\$72,784	0	\$490,449
Local Government	\$454,939	0	\$1,037,263
Out of State	\$103,434	0	\$202,566
State Agency	\$27,958,215	\$203,645	\$1,6567,335
<b>Total:</b>	<b>\$28,861,601</b>	<b>\$203,645</b>	<b>\$4,430,401</b>

## **Accomplishments**

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

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

Establishing configuration-tiered categories as well as 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 DocuSign, GovQA, Microsoft, Tableau, and Teammate Software, 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.

### **DIR provided a streamlined 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 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.

## **The bulk purchase program is adaptive to support critical demand for agencies.**

DIR was able to offer agencies an inventory of equipment and devices – while supplies lasted – during the onset of the Governor’s disaster declaration for COVID-19. For agencies that needed to equip their inventory of IT devices for increased remote work, DIR was able to identify and work with a vendor that could secure items in high demand. Creating a bulk purchase agreement for these devices would allow agencies to issue POs so the vendor could secure inventory that was being depleted quickly. Similarly, as cybersecurity threats were heightened by an increased remote workforce, DIR offered the bulk purchase for Endpoint Detection and Response (EDR) solutions for agencies to obtain immediately solutions for cybersecurity

### **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 lifecycles, 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 items at greater discounts with older, yet still supported versions added for agency convenience. Knowing these hardware and software product model lifecycles, DIR will work to take advantage of these timed discounts and incorporate it into the planning of future bulk purchase initiatives.

### **Planning**

Some agencies were not able to participate in the bulk purchase initiatives because they have pre-existing contracts in place for managed services (services through which a state agency contracts 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 of the bulk purchase program is the ability to plan and schedule with the agency in advance of its 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 standardized, agencies may potentially align their computer 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 statewide 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 agencies 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 2019-2020 bulk purchase initiative demonstrated the benefit of negotiating a technology standard and volume 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.

## Contact

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## Appendix 1 – Participating Manufacturers and Vendors

Bulk Agreement Vendor	Bulk Agreement Number	Contract Number	Vendor Name
TeamMate 2018-2019	BP2018-06	DIR-TSO-4187	Wolters Kluwer Financial Services, Inc.
DocuSign	BP2020-024	DIR-TSO-04288	Carahsoft
Box Software	BP2019-12	DIR-TSO-3984	SHI
CA Technologies	BP2019-10	DIR-TSO-3793	CA Technologies
Tableau	BP2019-14	DIR-TSO-3984	SHI
Microsoft Surface FY2019-2020	BP2019-18	DIR-TSO-3373	Microsoft
Dell FY 2019-2020	BP2019-15	DIR-TSO-3763	Dell
HP FY2020-2021	BP2020-027	DIR-TSO-4159	HP
Xerox	BP2020-021	DIR-SPO-4412	Xerox
Lenovo	BP2019-16	DIR-TSO-3808	Lenovo
Neubus	BP2020-022	DIR-SCPO-4407	Neubus
Software One	BP2019-11	DIR-TSO-4061	Software One
Hyland Software	BP2020-023	DIR-TSO-4378	Hyland Software
Unified Support Services Microsoft	BP2018-09	DIR-TSO-3781	Microsoft
Microsoft Surface FY2019-2020	BP2019-13	DIR-TSO-3373	Microsoft
Lenovo	BP2020-25	DIR-TSO-3808	Lenovo
Computer Hardware and Peripherals	BP2020-26DR	Varies by product	SHI
End Point Detection and Response	BP2020-28	Varies by product	JourneyEd, Carahsoft, Kudelski, Infodat, and SHI

## Appendix 2 – All Participating Customers

Customer Name	Channel Type
Cancer Prevention & Research Institute of Texas	State Agency
Commission on State Emergency Communications	State Agency
Employees Retirement System of Texas	State Agency
Executive Council of Physical and Occupational Therapy Examiners	State Agency
Office of Court Administration	State Agency
Office of the Attorney General of Texas	State Agency
Office of the Governor	State Agency
Public Utility Commission of Texas	State Agency
Railroad Commission of Texas	State Agency
State Office of Administrative Hearings	State Agency
State Office of Risk Management	State Agency
Teacher Retirement System of Texas	State Agency
Texas Alcoholic Beverage Commission	State Agency
Texas Animal Health Commission	State Agency
Texas Board of Architectural Examiners	State Agency
Texas Board of Nursing	State Agency
Texas Board of Professional Engineers	State Agency
Texas Commission on Environmental Quality	State Agency
Texas Comptroller of Public Accounts	State Agency
Texas Credit Union Department	State Agency
Texas Department of Agriculture	State Agency
Texas Department of Banking	State Agency
Texas Department of Criminal Justice	State Agency
Texas Department of Family and Protective Services	State Agency
Texas Department of Housing and Community Affairs	State Agency
Texas Department of Information Resources	State Agency
Texas Department of Insurance	State Agency
Texas Department of Licensing and Regulation	State Agency

Customer Name	Channel Type
Texas Department of Motor Vehicles	State Agency
Texas Department of Public Safety	State Agency
Texas Department of Savings and Mortgage Lending	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 General Land Office	State Agency
Texas Health and Human Services Commission	State Agency
Texas Higher Education Coordinating Board	State Agency
Texas Historical Commission	State Agency
Texas Juvenile Justice Department	State Agency
Texas Juvenile Probation Commission	State Agency
Texas Lottery Commission	State Agency
Texas Medical Board	State Agency
Texas Military Department	State Agency
Texas Parks and Wildlife Department	State Agency
Texas Racing Commission	State Agency
Texas Real Estate Commission	State Agency
Texas School for the Blind and Visually Impaired	State Agency
Texas Secretary of State	State Agency
Texas State Auditor	State Agency
Texas State Board of Pharmacy	State Agency
Texas State Library and Archives Commission	State Agency
Texas State Securities Board	State Agency
Texas Veterans Commission	State Agency
Texas Water Development Board	State Agency
Texas Workforce Commission	State Agency
Ada County, Idaho	Out of State

Customer Name	Channel Type
City of Miami Beach, Florida	Out of State
Oklahoma Department of Transportation	Out of State
Austin Travis County Integral Care	Local Government
Bell County	Local Government
Bexar County	Local Government
Bexar County Appraisal District	Local Government
Bluebonnet Trails Community Services	Local Government
Brazoria County	Local Government
Capital Area Council of Governments	Local Government
Capital Metro Transportation Authority	Local Government
City of Anna	Local Government
City of Athens	Local Government
City of Austin	Local Government
City of Borger	Local Government
City of Brownsville	Local Government
City of Commerce	Local Government
City of Conroe	Local Government
City of Corpus Christi	Local Government
City of Deer Park	Local Government
City of Denton	Local Government
City of Edinburg	Local Government
City of Elgin	Local Government
City of Garland	Local Government
City of Houston	Local Government
City of Killeen	Local Government
City of Lampasas	Local Government
City of Laredo	Local Government
City of McKinney	Local Government
City of Mesquite	Local Government

Customer Name	Channel Type
City of Odessa Fire	Local Government
City of Pharr	Local Government
City of San Angelo	Local Government
City of San Antonio	Local Government
City of San Marcos	Local Government
City of Temple	Local Government
City of Venus	Local Government
City of Waco	Local Government
City of Webster	Local Government
Collin County Mental Health Mental Retardation Center	Local Government
Comal County	Local Government
Crane County	Local Government
Dallas County	Local Government
Denton County	Local Government
El Paso County	Local Government
Fort Bend County	Local Government
Galveston County	Local Government
Gillespie County	Local Government
Gregg County	Local Government
Hardin County	Local Government
Harris Center for Mental Health and Intellectual Development Disabilities	Local Government
Harris County	Local Government
Heart of Texas Region Mental Health Mental Retardation Center	Local Government
Helen Farabee Regional Mental Health Mental Retardation Centers	Local Government
Hill County	Local Government
Houston Housing Authority	Local Government
Hutchinson County	Local Government
Jackson County	Local Government

Customer Name	Channel Type
Jefferson County	Local Government
JPS Health Network	Local Government
Lubbock Regional Mental Health Mental Retardation Center	Local Government
Metropolitan Transit Authority of Harris County	Local Government
Middle Rio Grande Development Council	Local Government
Midland County	Local Government
North Central Texas Council of Governments	Local Government
Nueces County	Local Government
Pedernales Emergency Services	Local Government
Randall County	Local Government
San Patricio County	Local Government
Tarrant County Mental Health Mental Retardation	Local Government
Texana Mental Health Mental Retardation Center	Local Government
Texas Guaranteed Student Loan Corporation	Local Government
Texas Municipal League	Local Government
The Woodlands Township	Local Government
Town of Double Oak	Local Government
Town of Flower Mound	Local Government
Travis County	Local Government
Wise County	Local Government
Alief Independent School District	K-12
Aransas Pass Independent School District	K-12
Austin Independent School District	K-12
Bay City Independent School District	K-12
Birdville Independent School District	K-12
Borden County Independent School District	K-12
Brazosport Independent School District	K-12
Brownfield Independent School District	K-12
Canutillo Independent School District	K-12

<b>Customer Name</b>	<b>Channel Type</b>
Carlisle Independent School District	K-12
Cedar Hill Independent School District	K-12
Cleveland Independent School District	K-12
Eagle Mountain-Saginaw Independent School District	K-12
Eanes Independent School District	K-12
Evadale Independent School District	K-12
Galena Park Independent School District	K-12
Ganado Independent School District	K-12
Humble Independent School District	K-12
IDEA Public Schools	K-12
Jacksonville Independent School District	K-12
Jubilee Academic Center	K-12
Latexo Independent School District	K-12
Mansfield Independent School District	K-12
Midland Independent School District	K-12
Mullin Independent School District	K-12
Northwest Independent School District	K-12
Pampa Independent School District	K-12
Pearland Independent School District	K-12
Progreso Independent School District	K-12
Region 15 Education Service Center	K-12
Roma Independent School District	K-12
Roscoe Independent School District	K-12
San Angelo Independent School District	K-12
San Elizario Independent School District	K-12
Santa Fe Independent School District	K-12
Santa Maria Independent School District	K-12
Tornillo Independent School District	K-12
Waco Independent School District	K-12

Customer Name	Channel Type
Whitehouse Independent School District	K-12
Ysleta Independent School District	K-12
Alamo Colleges	Higher Ed
Alamo Community College District	Higher Ed
Angelo State University	Higher Ed
Collin College	Higher Ed
Dallas County Community College District	Higher Ed
Houston Community College System	Higher Ed
Kilgore College	Higher Ed
Lone Star College System	Higher Ed
Midland College	Higher Ed
Midwestern State University	Higher Ed
Rice University	Higher Ed
South Texas College	Higher Ed
Stephen F. Austin State University	Higher Ed
Texas A&M University System	Higher Ed
Texas Division of Emergency Management	Higher Ed
Texas Southern University	Higher Ed
Texas Southmost College	Higher Ed
Texas Woman's University	Higher Ed
The University of Texas at San Antonio	Higher Ed
The University of Texas Rio Grande Valley	Higher Ed
The University of Texas System	Higher Ed
Trinity Valley Community College	Higher Ed
University of Houston System	Higher Ed
University of North Texas Health Science Center	Higher Ed
University of North Texas System	Higher Ed