

DIR Town Hall: COVID-19 Series, *Technology and Procurement*

Thursday, April 9, 2020



Transforming How
Texas Government
Serves Texans

Texas Department of Information Resources

Welcome

Endi Silva

Director of Program Development



Introduction of Speakers



Endi Silva
Director of Program
Development



John Hoffman
Chief Technology Officer



Hershel Becker
Chief Procurement Officer



Agenda

- Welcome and Introductions
- DIR Offerings
- Procuring during COVID-19
- Questions and Answers
- Conclusion



Texas Department of Information Resources

DIR Mission

To serve Texas government by:

- leading the state's technology strategy,
- protecting state technology infrastructure, and
- offering innovative and cost-effective solutions for all levels of government.

DIR Vision

Transforming How Texas Government Serves Texans

Key DIR Functions:

- Information Security
- Cooperative Contracts Program
- Shared Technology Services (STS)
- Data Coordination
- Communication Technology Services (CTS)
- Technology Planning, Policy, and Governance

DIR Offerings

John Hoffman
Chief Technology Officer



COVID-19 Preparedness for Information Technology

The screenshot shows the DIR website interface. At the top, there is a navigation bar with links for News, Career Opportunities, Calendar, and a 'Sign in to My DIR' button. Below this is a secondary navigation bar with links for Skip to Content, All Contracts & Services, Resources, Information for Vendors, About DIR, and Contact DIR. A search bar is present with the text 'Search DIR...' and a magnifying glass icon. To the right of the search bar, there is a prompt 'Can't find what you're looking for?' and a 'Contact DIR' button. The main content area features a breadcrumb trail: Home / Resources / COVID-19 Preparedness for Information Technology. On the left, there is a 'Resources' sidebar with a list of categories, including 'Information Resources Managers' which is highlighted. The main content area displays the title 'COVID-19 Preparedness for Information Technology' and a large image of a fingerprint on a glowing circuit board. Social media sharing icons for Twitter, Facebook, LinkedIn, and YouTube are visible to the right of the title.

News | Career Opportunities | Calendar | [Sign in to My DIR](#)

DIR

[Skip to Content](#) | [All Contracts & Services](#) | [Resources](#) | [Information for Vendors](#) | [About DIR](#) | [Contact DIR](#)

Texas Department of Information Resources | Search DIR... | [Can't find what you're looking for?](#) | [Contact DIR](#)

Home / Resources / COVID-19 Preparedness for Information Technology

[Resources](#)

- Document Library
- + Domain Name Registration
- + EIR Accessibility
- + Enterprise Solution Services
- + Information Resources Managers
- + Statewide Project Management
- + Strategic Planning & Reporting
- Technology Legislation
- Information Security
- DIR Glossary of Terms
- + Event Materials
- + Statewide Data Coordination

COVID-19 Preparedness for Information Technology

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Cooperative Contracts for Remote Access

Cooperative Contracts for Remote Access and Remote Learning Tools, Products and Services

DIR leverages the state's purchasing power to negotiate competitive discounts on information and communications technology products and services. DIR's streamlined cooperative purchasing program allows Texas public entities to purchase through pre-negotiated contracts that meet stringent state procurement requirements. DIR provides the following information for teleconferencing, videoconferencing, meeting tools, and learning and training services to support remote access. This list will be regularly updated.

[Cooperative Contracts for Remote Access \(XLSX | 25.53KB\)](#)- Last Updated: 4/1/2020

[DIR Exemption Announcement \(PDF | 61.15KB\)](#) Agencies may use the Emergency Procurement Blanket Exemption throughout the duration of the declared disaster to purchase IT commodities that may otherwise be purchased through the DIR Cooperative Contract Program if using the DIR Cooperative Contracts Program would impede any state agency's emergency response that is necessary to cope with this declared disaster.



Cooperative Contracts for Remote Access

	A	B	C	D
	Category	Services	Vendors/Keyword Search	Contract Link
1				
2	Conferencing Services	Audioconferencing, Videoconferencing, Webconferencing and Webcasting	AT&T	DIR-TSO-4270
3			Level 3 / CenturyLink	DIR-TSO-4271
4			Verizon	DIR-TSO-4266
5			All DIR Conferencing Solutions	All Conferencing
6	Conferencing Software	Software such as Webex, Skype, Chime, Hangouts, Zoom	Amazon Cloud - Chime, iMeet, etc	DIR-TSO-4221
7			Cisco - Webex	DIR-TSO-4167
8			Google- Hangouts, Classroom	All Google Cloud
9			Microsoft Cloud - Skype, Teams, etc	All Azure
10			NicelnContact Call Center Software	DIR-TSO-3769
11			Zoom - Data Projections	DIR-CPO-4468
12			Zoom - Audio Fidelity Communications Corp	DIR-TSO-3875
13			Zoom - LMC Data	DIR-TSO-3649
14		All DIR Conferencing Software Solutions	All Conferencing Software	
15			DIR-TEX-AN-NG-CTSA-005	
16		AT&T	DIR-TSO-3420	
17			DIR-TEX-AN-NG-CTSA-004	
		Wired, Wireless,		



Home / All Contracts & Services / Contract Detail

AT&T Corp.

Vendor ID	1134924710302	DIR Contract Number	DIR-TSO-4270
URL	Vendor Website	Contract Term End Date	2/15/2021
HUB Type	Non HUB	Contract Exp Date	2/15/2023
Contact AT&T Corp.		Contact DIR	
Contact	Marcus Montemayor	Contact	Tequila Jackson
Phone	(512) 439-9533	Phone	(512) 463-3374
Fax	(512) 870-4388	Fax	(512) 475-4759

Contract Overview

Technology Based Conferencing Services to include Audioconferencing, Videoconferencing, Webconferencing and Webcasting. Emerging Technology may be added.

How To Order

1. For product and pricing information, visit the [AT&T Corp.](#) website or contact [Marcus Montemayor](#) at (512)

[Show more](#)

Available Brands (3 total)

AT&T
Cisco
Webex

[Show more](#)

Available Products & Services (1 total)

Audio Conferencing Services

[Show more](#)

Commodity Codes (2 total)

915-77 - Telephone Services, Long Distance and Local, Including 800, Telex,



Vendor Websites linked to Cooperative Contracts

← **Service Offerings**

← **How to order**

← **Key Links**



AT&T Technology Based Conferencing Services Contract DIR-TSO-4270



Service Offerings

Services available under this Contract are limited to Technology Based Conferencing Services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their services offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B of this contract. Vendor may not add services which were not included in the Vendor's response to the solicitation described in Section 1.B of this contract.

Excluded Telecommunications Service Offerings

Any service awarded under the TEX-AN Next Generation Procurement, RFO number DIR-TEX-AN-NG-001. The following services were awarded under the TEX-AN Next Generation Procurement:

- a. Long Distance Services
- b. Internet Services (including SOHO)
- c. Voice over Internet Protocol (VoIP)
- d. Local Voice Service
- e. Wireless Service
- f. Fixed Satellite
- g. Access and Transport

How to Order

For product and pricing information, contact Alan Holland at (512) 840-4827 or (512) 650-7957.

Generate a purchase order, made payable to AT&T Corporation. You must reference to the DIR Contract Number on your purchase order.

[E-mail](#) or Fax your purchase order and quote form to your AT&T sales representative.

[DIR's Cooperative Contracts Website](#)

[DIR's DIR-TSO-4270 Website](#)

[AT&T Contract with DIR](#)



Cybersecurity Hygiene

All Texans need to remain vigilant and practice good cyber hygiene, especially during critical incidents. Threat actors often use pressing current events to bait their targets. The current COVID-19 threat is no different. [DIR provides cyber hygiene practices everyone should consider](#) for working remotely.

[DIR OCISO Teleworking Tips](#) (PDF | 138.28KB) DIR's Office of the Chief Information Security Officer provides the following information technology guidance for teleworkers.

[DIR OCISO Virtual Collaboration Tools Security Tips](#) (PDF | 215.77KB) DIR's recommendations for cybersecurity when using virtual collaboration tools.



Procuring during COVID-19

Hershel Becker
Chief Procurement Officer



Need for Speed | Using DIR Cooperative Contracts

- Expedited purchases through DIR Cooperative Contracts
 - Laptops, mobile devices, other IT products or services
 - Expedited without spending limits or further competition
 - Bulk Purchase Agreements
 - With assurances/protections in already negotiated contracts
- If using Cooperative Contracts or Bulk Purchase Agreements impedes Agency's emergency response, use Emergency Procurement Blanket Exemption



While Supplies Last | Consider Blanket Purchase Orders

- The phrase "while supplies last" is real
- Consider Blanket Purchase Orders (POs) to lock-in your order
- Avoid time associated with soliciting quotes
- Cover the agency through the disaster period, and not beyond
- Match subsequent orders to the PO
- Process Purchase Order Change Notices (POCNs) as necessarily, to add or reduce/eliminate funds associated with Blanket PO



Beware of Free Trials

- Free Trials especially for Software as a Service (SaaS)
- Be diligent in your review and acceptance of terms
- Transition at the end of the free trial period
- Consider issuing a purchase order to include initial term at no cost, with optional renewals based on established contract pricing
- Issuing a PO provides for continuity of services – without additional procurements – and the ability for the procuring entity to end the agreement



Be on High Alert for Fraudsters

- **FBI Anticipates Rise in Business Email Compromise Schemes Related to the COVID-19 Pandemic**
- **Spoofed Emails that appear to be from a familiar source**
- **Unsolicited Proposals from Vendors (e.g., Free Trials)**
- **Phishing Scams**
 - **Links and Attachments**
 - **"Noticed suspicious activity"**
 - **"Issue with agency payment"**
 - **Fake Invoice**



Be Right; Be Fast | Maintain Procurement File

- Although working under a Disaster Declaration, don't forget to maintain procurement file
- Be able to tell the procurement story later
- Include justification for using Emergency Blanket Exemption Request
- If using the Cooperative Contracts Program, include the Contract number
- If using Bulk Purchase Agreement, include the Bulk Purchase Agreement number on the Purchase Order and send DIR a copy to Bulk.Purchase@DIR.Texas.gov
- Consider what happens with your purchase commitment at the end of the Disaster Declaration Period



Next Virtual Town Hall: COVID19 Series, Cybersecurity

~~Tuesday, April 21, 2020~~ **Wednesday, April 22, 2020**

- Current Threat Landscape
- Cybersecurity Tools and Tips
- Question and Answer Period



Questions



Endi Silva
Director of Program
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John Hoffman
Chief Technology Officer



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Please direct additional questions to AskDIR@dir.Texas.gov.



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