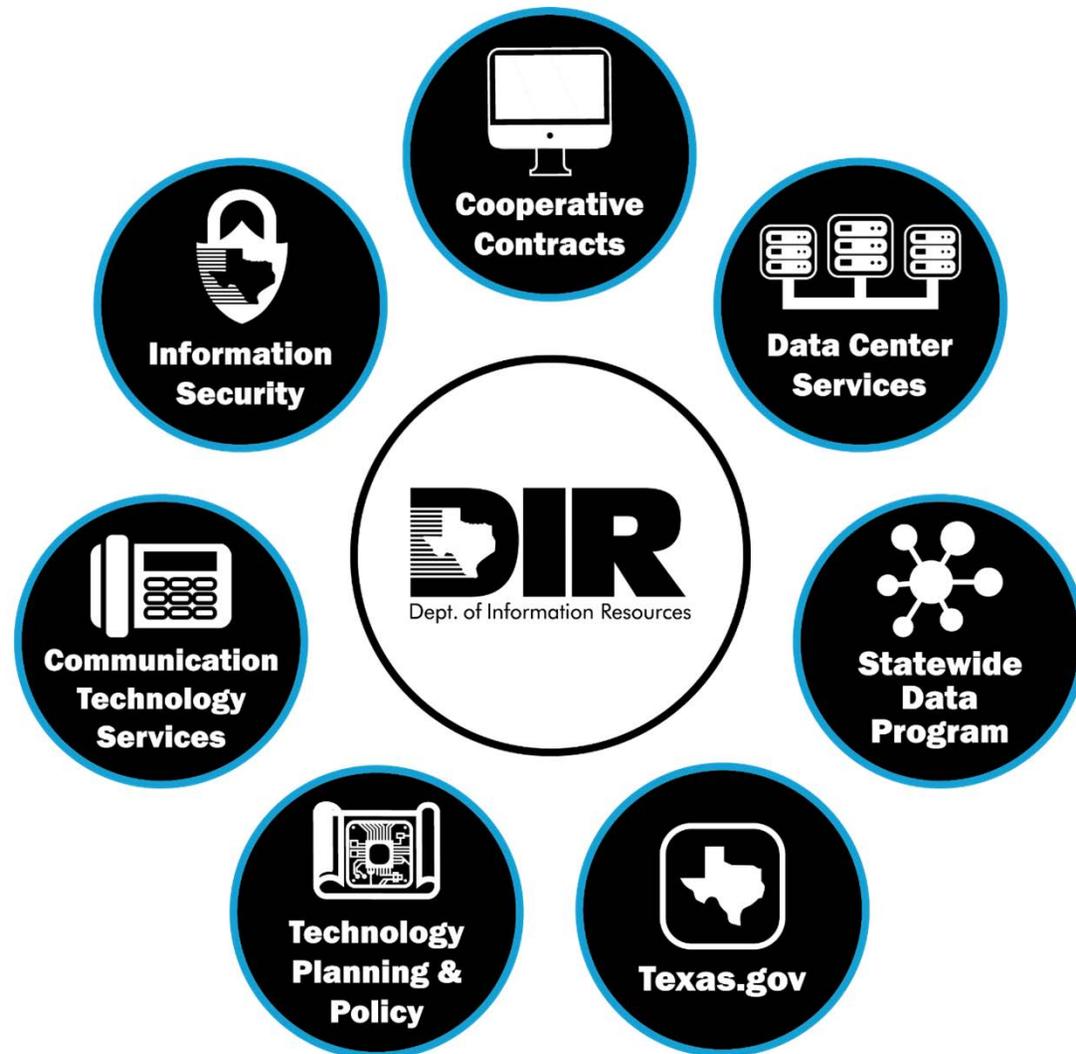
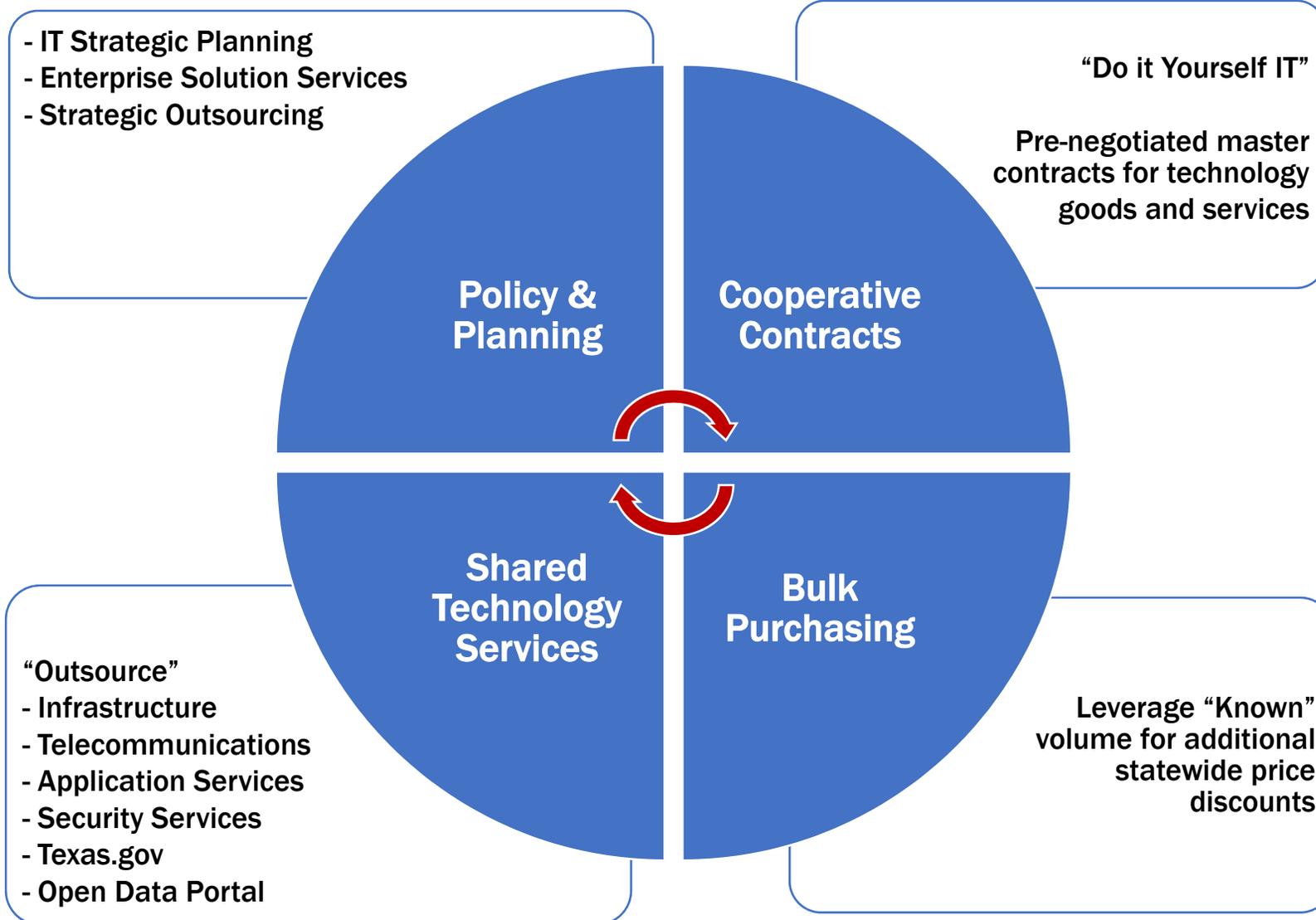


TEXAS DEPARTMENT OF INFORMATION RESOURCES



DIR Overview



Cooperative Contracts Program



Cooperative Contracts Services



- IT Staffing Services
 - Technology Based Training
 - Cloud Services
 - End-User IT Outsourcing (Seat Management)
 - Managed Document Output
 - Deliverables Based IT Services (DBITS)
 - IT Security Services
 - Comprehensive Web Development
 - Cabling Services
- Telecommunications Services:
 - Wireless Voice and Data
 - Pagers
 - Internet
 - Video
 - Interpreter Services – over the phone
 - Audio Conferencing
 - Cable Modem and DSL

Products on Cooperative Contracts



- Computers
- Software
- Networking Equipment
- Printers & Copiers
- Surveillance Cameras
- Data Storage
- Digital Photography
- Accessibility Products
- Projectors
- Security Products
- Videoconferencing Equipment
- Classroom Interactive Products
- Body Cameras
- Drones
- Disaster Recovery Products
- Graphing Calculators

Cooperative Contracts Benefits



Create Savings

- Leverage the state's buying power to lower prices
- Contain best value
- Bulk Purchase Initiative



Streamlines Purchasing Process

- Reduces purchasing and contract cycle time
- Reduces duplicate efforts
- Access to Historically Underutilized Businesses



Benefits for Vendors

- Simplifies sales process for vendors
- Access to public entities
- Approximately \$6 billion in sales FY14 – FY17

State Approved Purchasing Methods



THINGS TO KNOW ABOUT DIR PROCUREMENTS:

- All DIR contracts are competitively bid and comply with applicable purchasing laws.
- The Request for Offer (RFO) method of procurement is mainly used to procure and Information Technology (IT) products and services.
- Following the required thresholds for IT procurement, DIR's Cooperative Contracts allows a customer to directly order with the Vendor by issuing a purchase order (PO) with the DIR contract number referenced.
- DIR cooperative contracts technology procurements are driven by customer demand.



Bulk Purchase

With the passage of S.B. 261 from the recently concluded legislative session, DIR may now contract for the bulk purchase of information technology commodity items intended for use by more than one state agency without being constrained by certain dollar limitations that may otherwise have precluded a bulk purchase.

Current Initiatives:

- DocuSign
- Tableau
- Microsoft Software
- CA Technologies

Future Initiatives:

- Laptops, Desktops, Tablets, Monitors, and Accessories
- Adobe

IT Staffing Services contracts provide for temporary IT staffing augmentation services.

Categories include:

- Developer Analyst
- Developer
- Software Test Analyst
- Technical Writer
- Business Analyst
- System Analyst
- Database Architect
- Data Warehouse Architect
- Database Administrator
- Enterprise Architect
- Project Manager
- Project Lead
- Network Engineer
- Network Administrator
- Help Desk
- Technical Support
- OCM Analyst (NEW)
- IT Communication Coordinator (NEW)
- IT End User Trainer (NEW)
- IT Contract Manager (NEW)

Deliverables Based IT Services



DBITS contracts provide deliverables-based, outsourced systems integration or application development projects, requiring acceptance of Statement of Work (SOW) and authorization for payment of milestone tasks.

Functional categories available under DBITS contracts:

- Application Development
- Application Maintenance and Support
- Business Intelligence (BI) and Data Warehouse
- Enterprise Resource Planning (ERP)
- Independent Verification and Validation (IV&V)
- Information Technology Assessments and Planning
- Project Management
- Technology Upgrade/Migration and Transformation
- IT Procurement Assistance

- **Exemption Review Process**

Gov't Code, §2157.068 requires state agencies to purchase **hardware, software, and technical services** through DIR's cooperative contracts.

- **Statement of Work Review**

Under TAC 212, state agencies are required to submit SOWs to DIR for approval prior to solicitation.

Services Requiring SOW review include but not limited to:

- Deliverables-Based Information Technology Services (DBITS)
- End-User IT Outsourcing Services
- IT Security Services
- Cloud Services (when an SOW is executed)
- Comprehensive Web Development
- Complex services such as software or hardware customizations, integration, or overall project solutions

Resources

- DIR Website
 - Current Contracting Initiatives
 - FAQs
 - Webinars
 - Templates
 - Request for Technology Products and Services
- Open Data Portal
- Join a Mail List
- **DIR Contract Manager**



Locating a DIR Cooperative Contract

How to Locate a DIR Contract



Search Results for "printer"

Results 1 - 10 of 116 Showing (10) results per page

Filter By Clear Filters

- Content Type ?
 - All Content (887)
 - All Contracts & Services (116)
- Vendor Type ?
- Products ?
- Brands ?
- Commodities ?
- Vendor Names ?
- Reseller Names ?

Vendor Name	Contract Number	Contract Overview	HUB Type
DHS Security, LLC DBA 3Sixty Integrated	DIR-TSO-3807	This contract is for surveillance and security products and related services.	Black/Male
Konica Minolta Business Solutions U.S.A., Inc.	DIR-TSO-3082	Konica Minolta Business Solutions offers copiers, printers, scanners, and document management products and services include: lease agreements. Customers can purchase directly through this DIR contract...	Non HUB
Lexmark International, Inc.	DIR-TSO-3103	Lexmark International, Inc. offers Print, Scan, Facsimile, Copier and Multi-function Devices and Related Services for purchase or lease. Customers can purchase directly through this DIR contract. Th...	Non HUB
Brother International Corporation	DIR-TSO-3102	Brother International offers Print, Scan, Facsimile and Multifunction Devices/copier. Customers can purchase directly through this DIR contract. This Contract is e-rated and may be used by state and L...	Non HUB
ImageNet Consulting, LLC	DIR-TSO-3280	Imagenet offers Samsung branded hardware for printers. Vendor offers purchase and lease options and related services. Customers can purchase directly through this DIR contract. Contracts may be used b...	Non HUB
Xerox Corporation	DIR-TSO-3043	Xerox offers Xerox branded hardware and related services for printers, copiers, copier, and document...	Non HUB

cooperative Highlight All Match Case Whole Words

10:30 PM 11/2/2017

How to Locate a DIR Contract



File Edit View History Bookmarks Tools Help

Yahoo | texas department of inform... | DIR-TSO-3082, Contract Det... | ismrgv - Yahoo Search Result... | Class Schedule-The Procure... | +

dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3082&keyword=printer

Google Image Result f... | Most Visited | Getting Started | Yahoo! | Gmail

Home / All Contracts & Services / Contract Detail

Konica Minolta Business Solutions U.S.A., Inc.

Vendor ID	11319210891	DIR Contract Number	DIR-TSO-3082
URL	Vendor Website	Contract Term End Date	8/13/2018
HUB Type	Non HUB	Contract Exp Date	8/13/2019
E-Rate Qualified			

Contact Konica Minolta Business Solutions U.S.A., Inc.	Contact DIR
Contact	Phyllis Benitez
Phone	(512) 463-4854
Fax	(512) 475-4759

Contact	Jeff Tinkle
Phone	(972) 979-4033
Fax	(703) 506-1257

How To Order

1. For product and pricing information, visit the [Konica Minolta Business Solutions U.S.A., Inc.](#) website or contact [Jeff Tinkle](#) at (972) 979-4033. Reseller Vendors are also available

[Show more](#)

Available Brands (22 total)

3D Systems
ACCO Brands
Creo Servers
Duplo

[Show more](#)

Available Products & Services (7 total)

Lease Agreement - Printers Copiers Scanners - MFP
Maintenance - Printers Copiers Scanners - MFP
Multifunction

[Show more](#)

Commodity Codes (18 total)

204-79 - Printers, Digital
207-72 - Printer Accessories and Supplies: Chemicals, Forms Tractors, Inks and Cartridges, Paper, Label Sheets, Sheet Feeders, Toner

[Show more](#)

Contract Overview

Konica Minolta Business Solutions offers copiers, printers, scanners, and document management products and services include: lease agreements. Customers can purchase directly through this DIR contract. Contracts may be used by state and local government, public education, other public entities in Texas, as well as public entities outside the state. Resellers are available under this contract.

Contract Documents

- [DIR-TSO-3082 Contract PDF \(139.37KB\)](#)
- [DIR-TSO-3082 Appendix A Standard Terms and Conditions \(per Amendment 4\) PDF \(313.89KB\)](#)
- [DIR-TSO-3082 Appendix B HUB Subcontracting Plan \(Approved 2-23-2016\) PDF \(270.12KB\)](#)
- [DIR-TSO-3082 Appendix C Pricing Index \(per Amendment 4\) PDF \(4.4MB\)](#)

cooperative | Highlight All | Match Case | Whole Words

Type here to search | 10:32 PM 11/2/2017

How to Locate a DIR Contract



A screenshot of a web browser window displaying the details of a DIR contract. The browser's address bar shows the URL: dir.texas.gov/View-Search/Contracts-Detail.aspx?contractnumber=DIR-TSO-3082&keyword=printer. The page content includes a description of the contract, a list of contract documents, and information regarding EIR accessibility. The contract documents list includes links to various PDFs and a ZIP file, such as 'DIR-TSO-3082 Contract PDF (139.37KB)' and 'DIR-TSO-TMP-224 RFO Print, Scan, Facsimile, Multifunction Devices, 3D Printers and Related Services and MPS ZIP (3.23MB)'. The EIR accessibility section states that information regarding EIR accessibility is included in the contract and that agencies are responsible for complying with Texas EIR Accessibility statute and rules. A search bar at the bottom of the page contains the word 'cooperative' and options for 'Highlight All', 'Match Case', and 'Whole Words'. The Windows taskbar at the bottom shows the time as 10:33 PM on 11/2/2017.

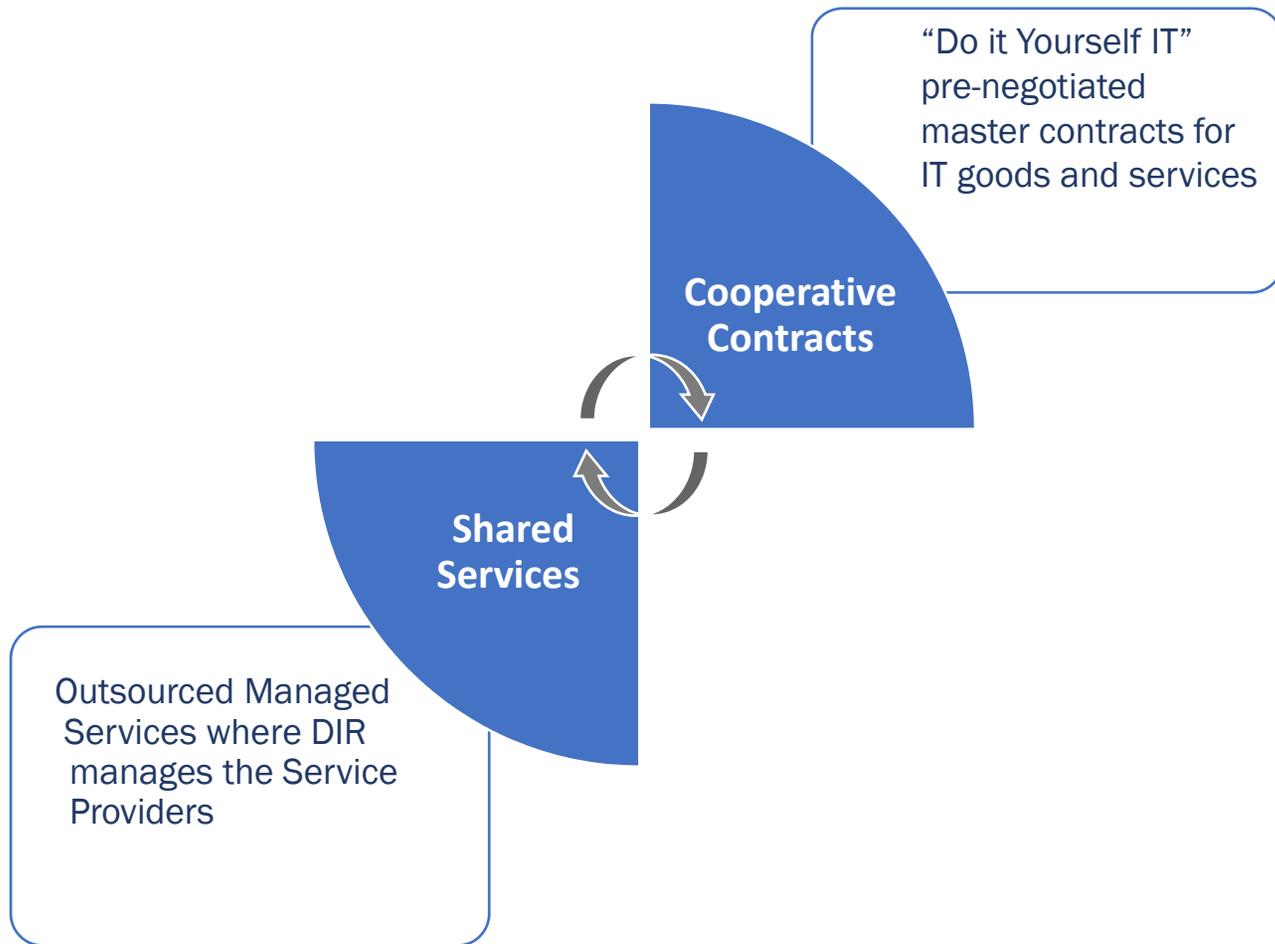
DIR Shared Technology Services



DIR

Texas Department of Information Resources

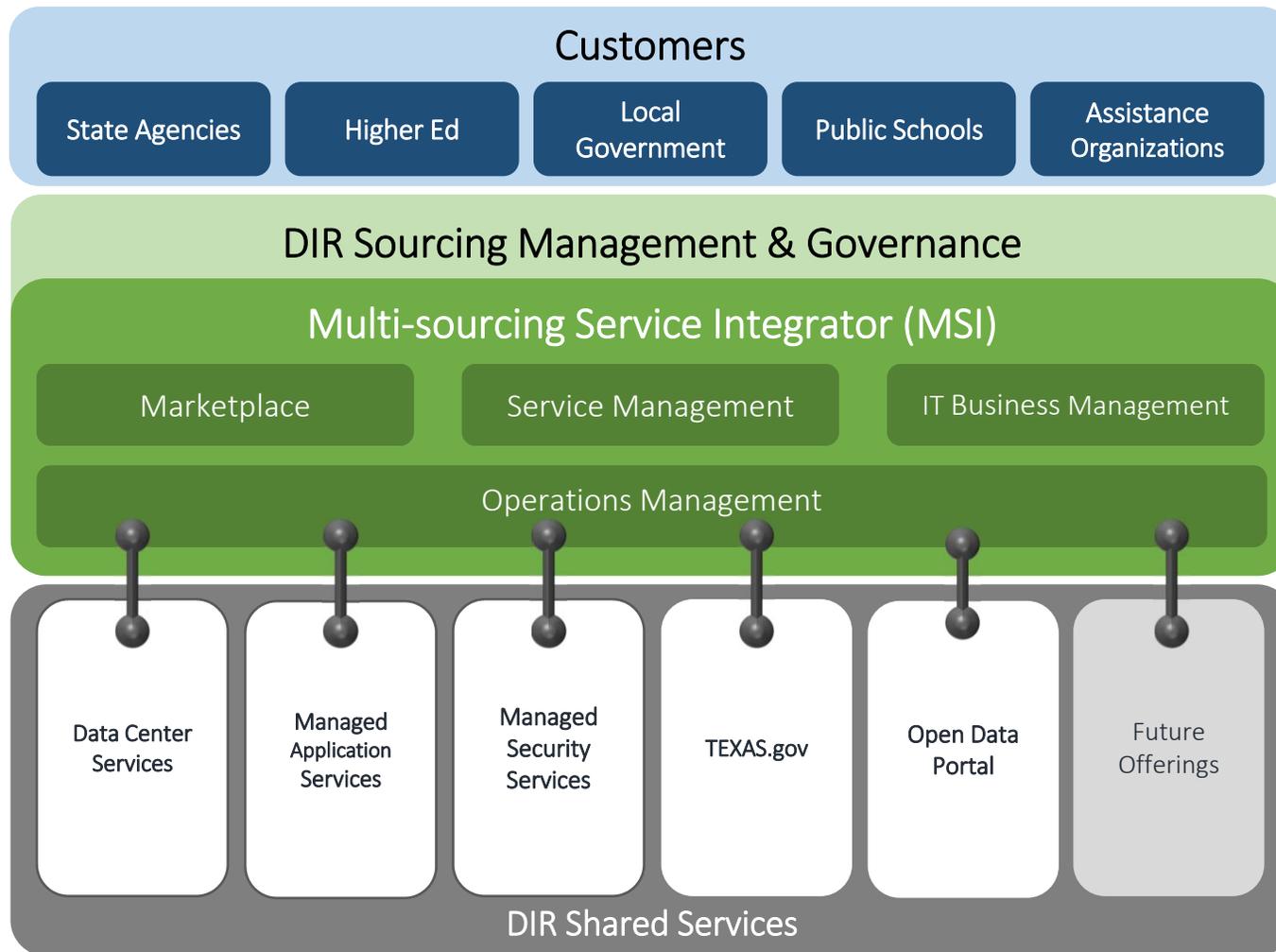
DIR IT Services



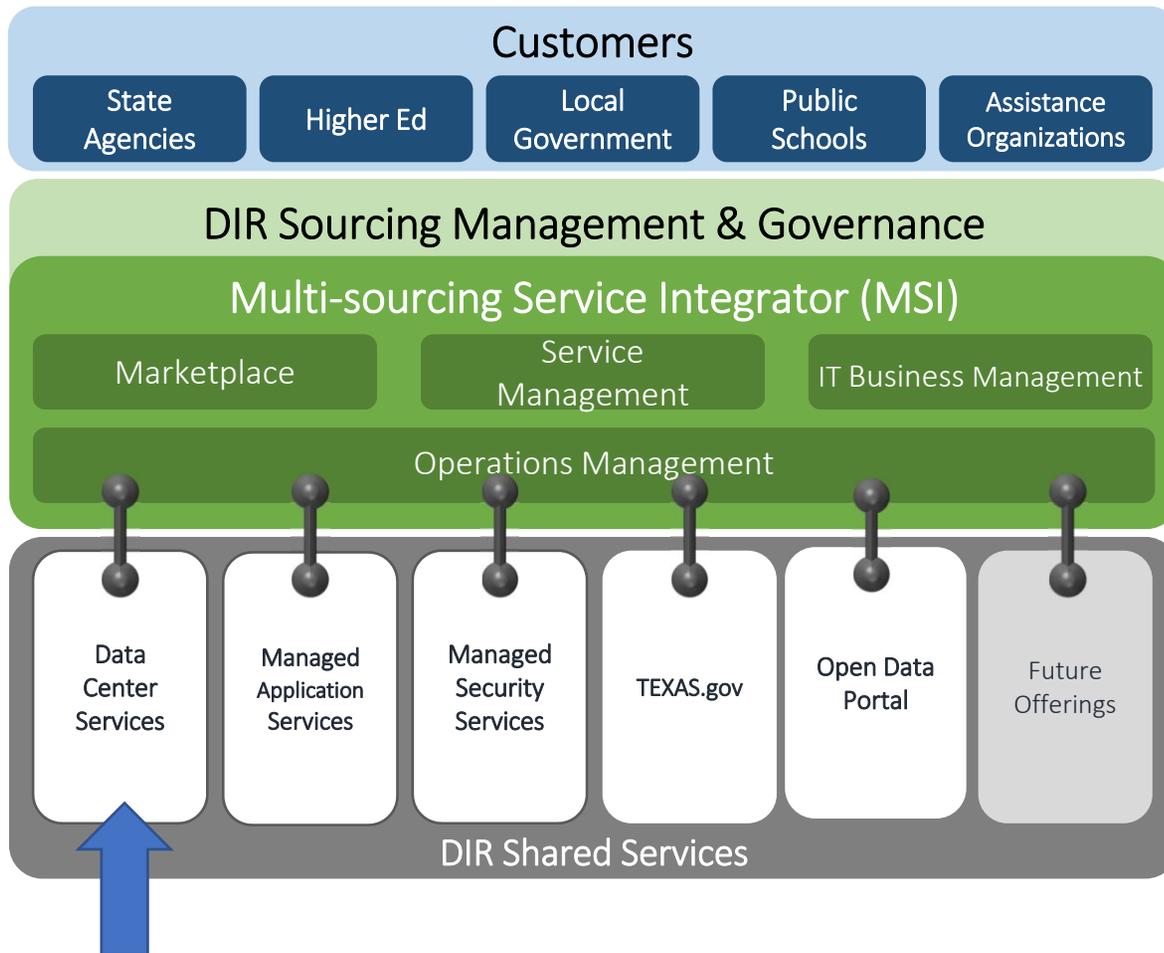
Eligible Customers



Shared Technology Services

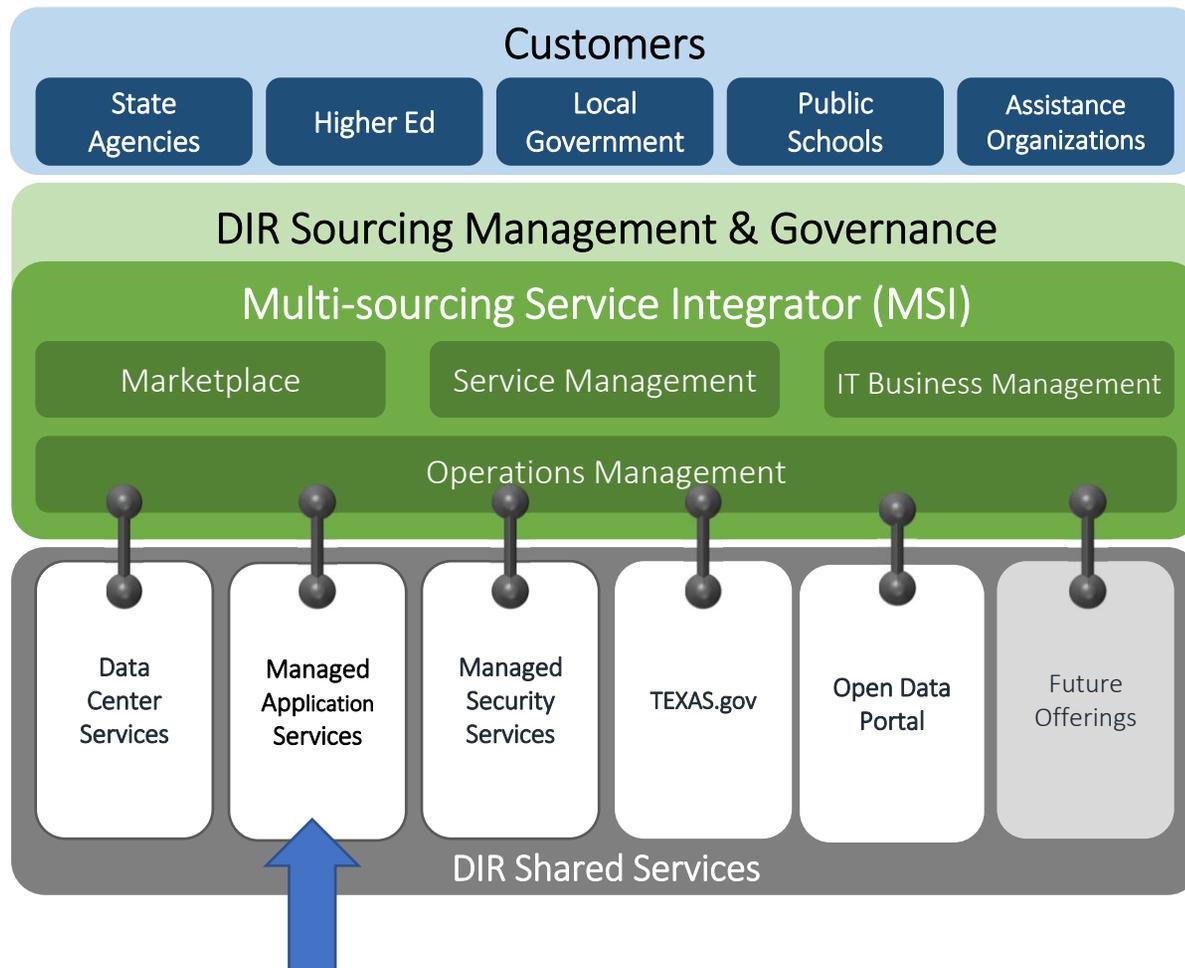


Data Center Services



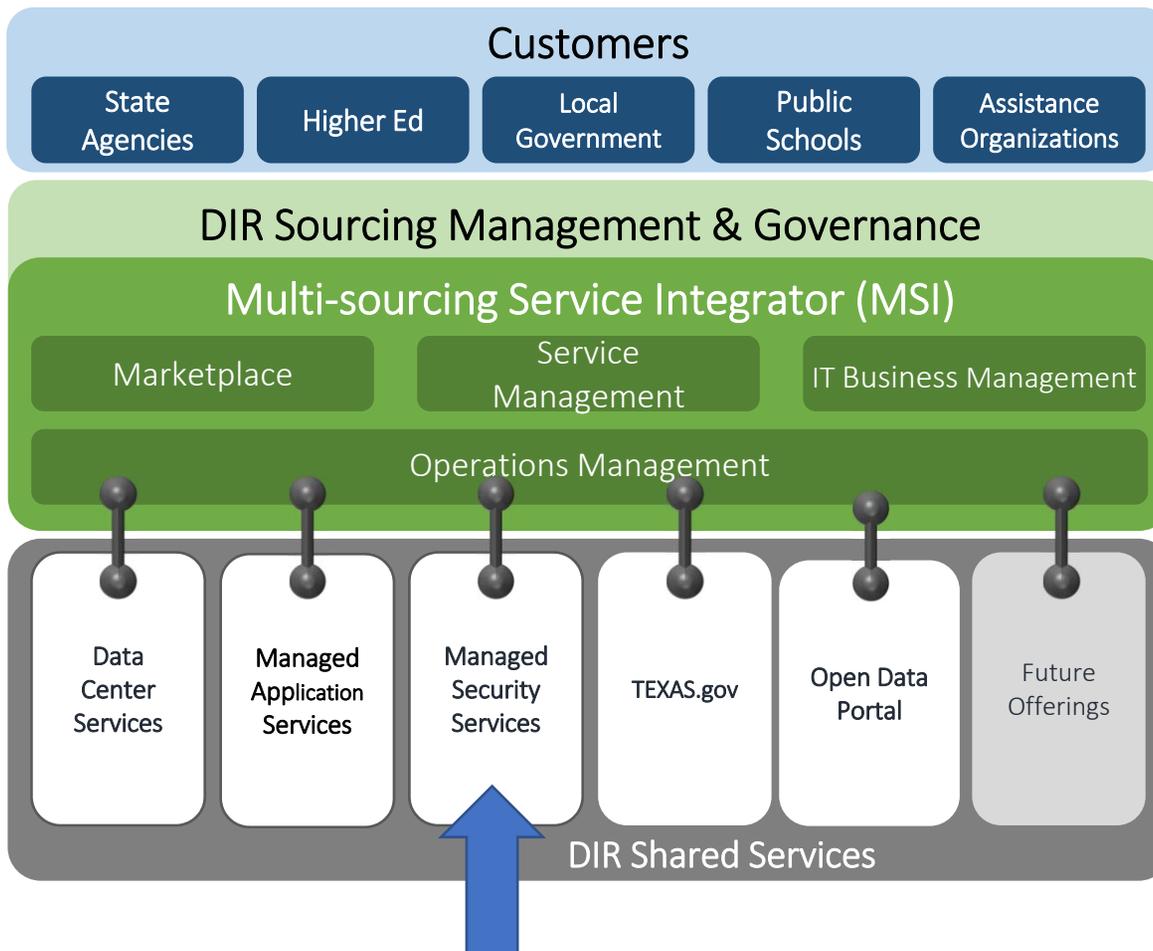
DCS is part of the State of Texas' long-term strategy to improve government, reduce costs, and increase return on investment in information technology.

Managed Application Services



The Managed Application Services (MAS) offering is available to customers with applications ultimately residing in data center program

Managed Security Services

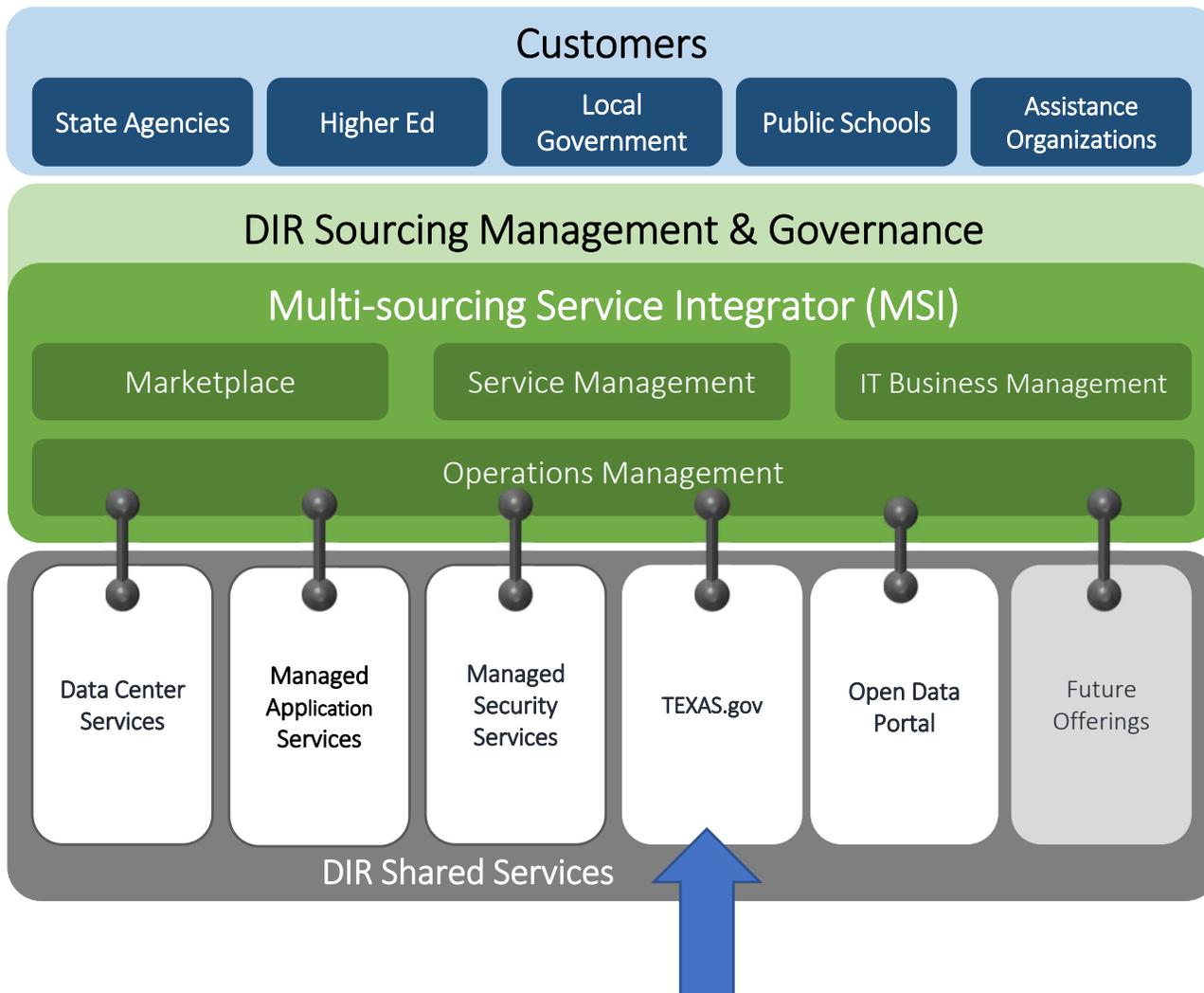


Managed Security Services (MSS) provides data security through 3 distinct offerings:

- Security Monitoring and Device Management (SMDM)
- Incident Response
- Risk and Compliance

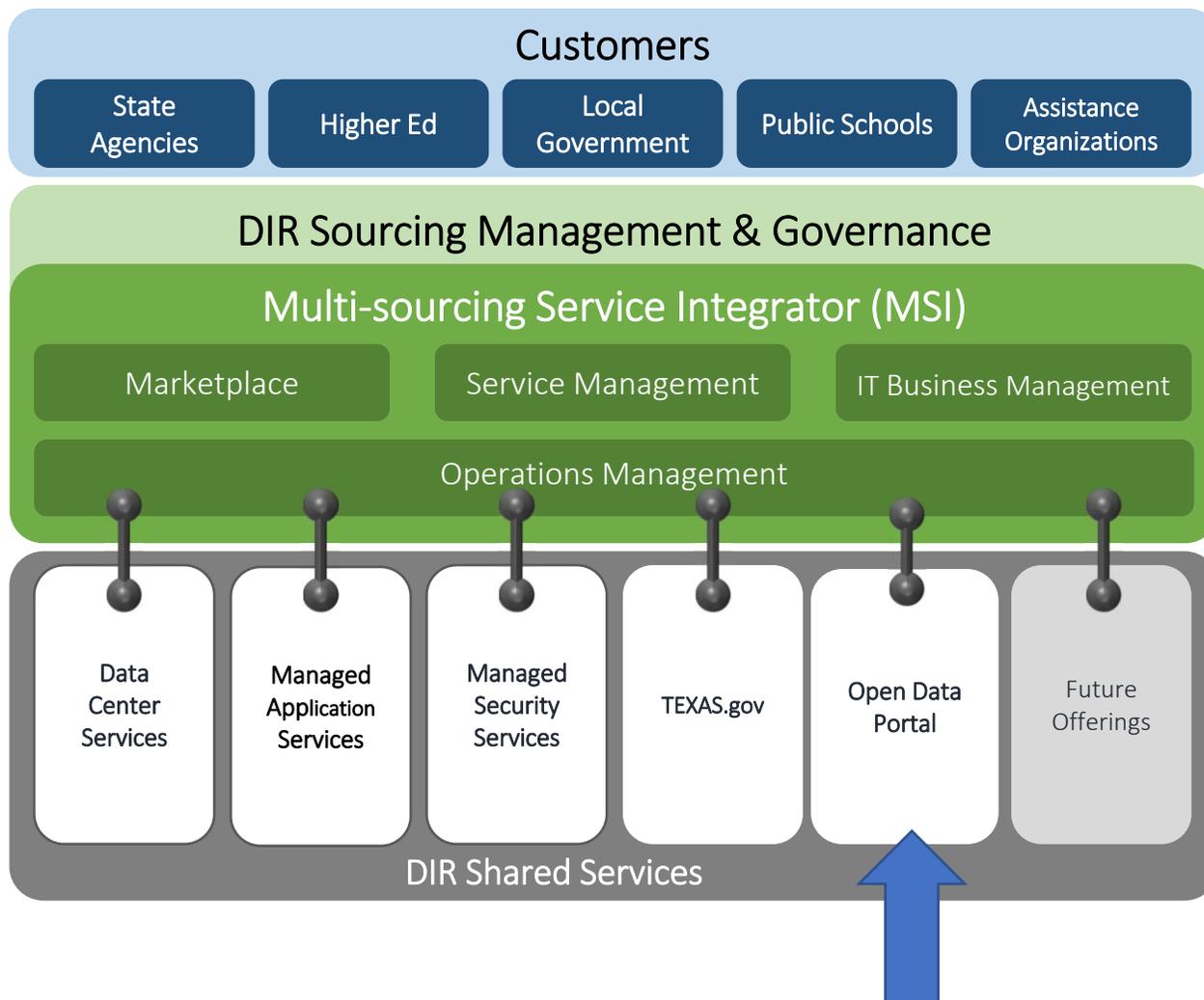
Unlike MAS, Infrastructure does not have to reside in state's data center to use these services

Texas.gov Program Services



Texas.gov program services include payment processing, custom application development and support, customer service, marketing, and analytic reporting.

Open Data Portal



Open Data Portal is available to DIR Customers for sharing public data with constituents, vendors, researchers, etc. – at no charge to the Customer

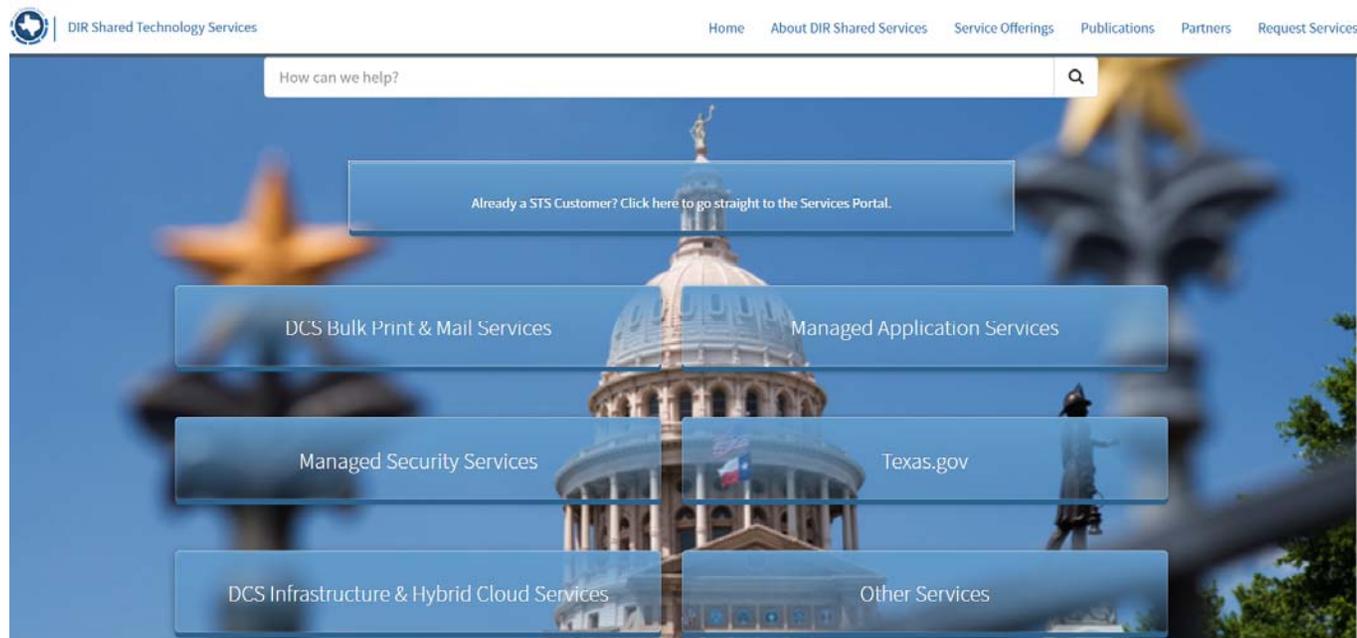
Shared Technology Services (STS) Portal



Visit DIR's Shared Technology Services External Portal

<https://dirsharedservices.service-now.com/dir>

- This online framework presents DIR STS Service Offerings with high-level views and additional drill-down details.
- Although designed for prospective STS customers including governance (city, county and state) and higher education, current customers including those without internal portal credentials may also readily view DIR STS Service Offerings.



STS Service Offerings



Service Offerings with high-level views and additional drill-down details.

Service Offerings

Welcome to the Catalog of DIR Service Offerings. Here, you will find information about services offered within the DIR Shared Technology Services Program. Use the tiles below to navigate to information for each service.



DCS Bulk Print & Mail Services

Bulk Enterprise Printing and Mailing Services



Managed Security Services

Security Information, Event , Risk and Incident Management



DCS Infrastructure & Hybrid Cloud Services



Managed Application Services

Application Maintenance, Application Development, and Rate Card services



Texas.gov

Web Management and Payment Services



Other Services

Other Services

STS Email Subscribers



- We encourage all current and prospective customers to subscribe to our Shared Technology Services newsletter to receive more information about the DIR STS Program.
- Subscribers will receive 2-3 emails each month highlighting an “offering of-the-month” as well as monthly webinars.
 - Only subscribers will receive webinar calendar invites.
- Marketing emails will include links to offerings and publications posted on the STS External Portal.

Email Subscription for Shared Technology Services News

First Name *

Last Name *

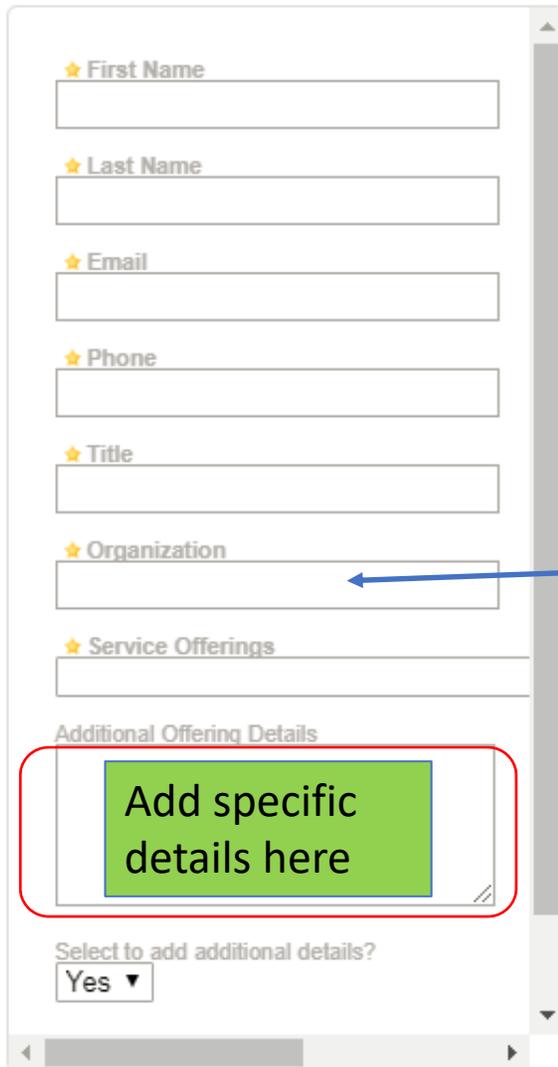
Email *

Job Title *

Organization *

Submit

Request for More Information



★ First Name

★ Last Name

★ Email

★ Phone

★ Title

★ Organization

★ Service Offerings

Additional Offering Details

Add specific details here

Select to add additional details?
Yes ▾

Mandatory fields

- Prospective Customers should submit requests for offering information here at any drill-down.
- *Current Customers should use the Internal Portal for an SLA RFS.*



Application Development
Application Maintenance
Backup as a Service
Digital Forensics
Disaster Recovery as a Service
Endpoint Management System
Intrusion Detection and Prevention Systems
Mainframe Services
Malware Detection and Prevention Systems
Managed Firewall and Web Application Firewall (WAF) Services
Microsoft O365 Subscription Services
Multiple Services
Penetration Testing
Print & Mail
Public Cloud Server and Storage Services
Rate Card
Risk and Cloud Compliance Assessments
Security Incident and Response Management Services
Security Information and Event Management (SIEM)

Select Offering from within Pull-Down Menu

Telecommunication Services



- DIR provides a wide variety of telecommunications services to eligible customers throughout the State
- DIR provides these services through operation of major and secondary networks, and through numerous contracts for communications-related services
- Telecom serves state and local customers in three (3) ways:
 - Capitol Complex Telephone System (CCTS) designed for agencies in the Capitol Complex
 - Texas Agency Network (TEX-AN) including Voice and Data offerings
 - Other Telecom Services including Wireless, Conferencing, and Managed Services

Questions



Hershel Becker

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Email: Hershel.Becker@dir.texas.gov

Tom Hay

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Email: Tom.Hay@dir.texas.gov

Aiko Neill

Phone: (512) 475-0515

Email: Aiko.Neill@dir.texas.gov

Neal Pierce

Phone: (512) 636-0706

Email: Neal.Pierce@Capgemini.com

Negotiating Major IT Contracts



Texas Department of Information Resources

The Basics



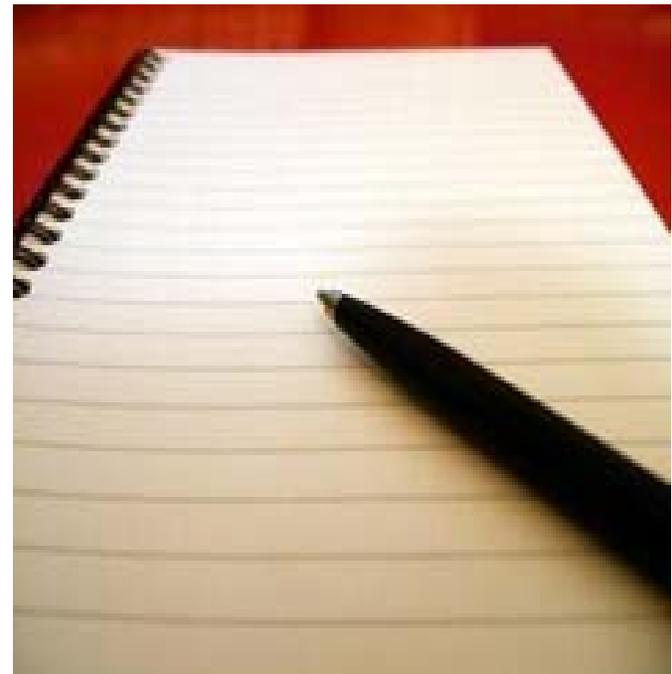
Texas Department of Information Resources

What can be Negotiated?

Anything in the contract.

Focus on:

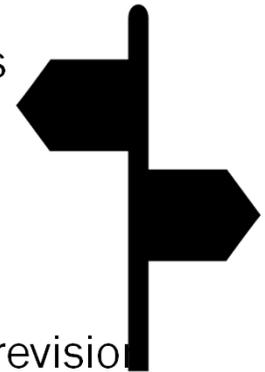
- Requirements;
- Schedule;
- Exceptions;
- Price; and
- Terms/Conditions.



Rules of Negotiations

In negotiations, you can:

- Point out areas where the Response varies from the requirements
- Discuss potential tradeoffs
- Reach agreements (which are then documented in the contract)
- Persuade the offeror to improve pricing/performance in the offer revision



NEVER reveal information from another offer/proposal as a basis of comparison

Interlude



zeorge497. "The Vendor Client Relationship - in Real World Situations."
YouTube, YouTube, 22 May 2009,
www.youtube.com/watch?v=B2a8TRSgz7Y

The Negotiators



Texas Department of Information Resources

Know your Type

There are generally three (3) types of negotiators:

- Soft Negotiator
- Analyzer
- Hard Negotiator



It is important to know who you are and be able to identify who the other side has brought

Soft Negotiator

Soft Negotiators:

- Build relationships first;
- Quest for agreement without conflict;
- Make concessions/Offers to gain value for the state; and/or
- Start with the bottom line.



This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

Analyzer

Analyzers:

- Treat negotiations like a game wits;
- Focus on data, not people;
- Make concessions based on logic;
- Explain without emotion; and/or
- Reach settlement through reason
and persuasion.



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-SA](#)

Hard Negotiator

Hard Negotiators:

- Take the lead;
- Expect concessions;
- Draw a hard line/take a stand, and/or
- Not intimidated by conflict.



So who should you use?



**“We need to send the right guy for this negotiation ...
someone who’s adorable, cuddly, cute as a button ...
who could it be?”**

DIR's Dream Team

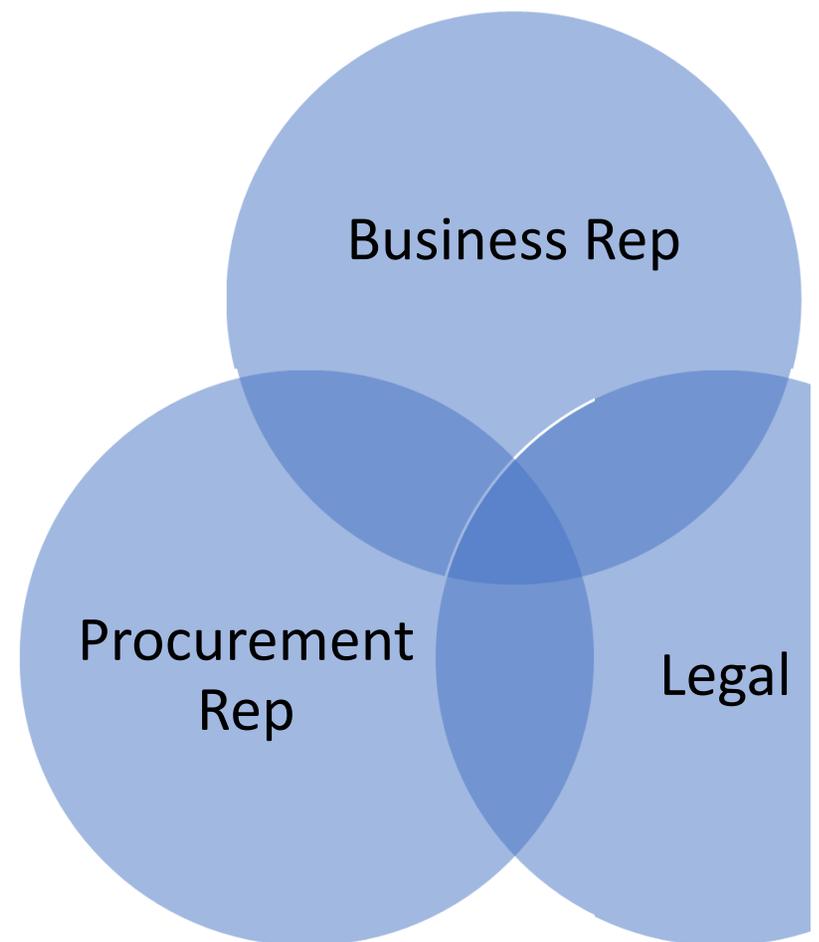


Who do we send in?

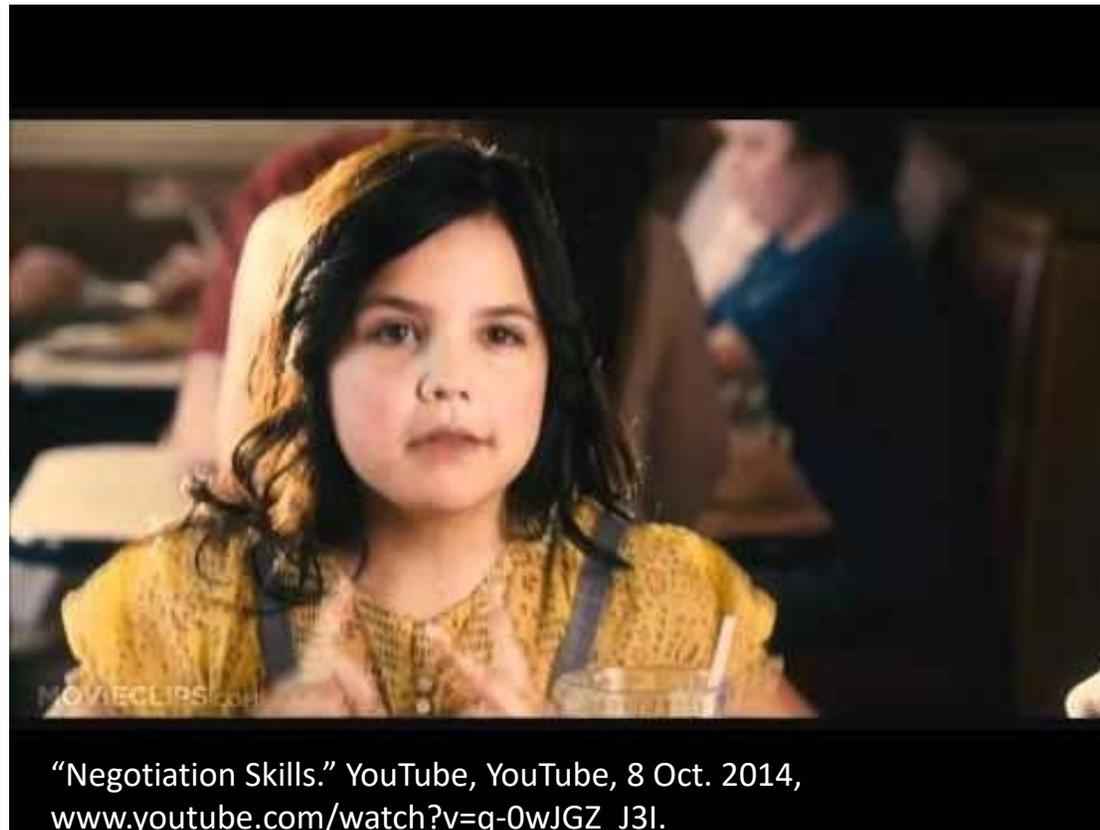
- Business representative
- Legal representative
- Procurement representative

Make sure to:

- Include subject matter experts (either in person or feedback prior to meeting)
- Assign clearly defined roles
- Empower everyone involved to call a caucus!



Interlude



Rules of the Road



Texas Department of Information Resources

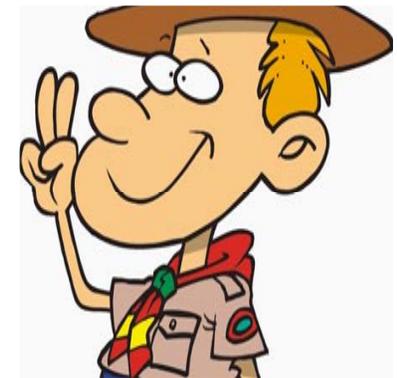
Top 10 “Rules” for Negotiations

- 1. Be prepared!**
- 2. Don't negotiate against yourself;**
- 3. Aim high;**
- 4. Give yourself room to compromise;**
- 5. Use concessions wisely;**
- 6. Be prepared for someone to walk away;**
- 7. Apply pressure;**
- 8. Words matter!**
- 9. Non-verbal communication is important;**
- 10. Write it down!**

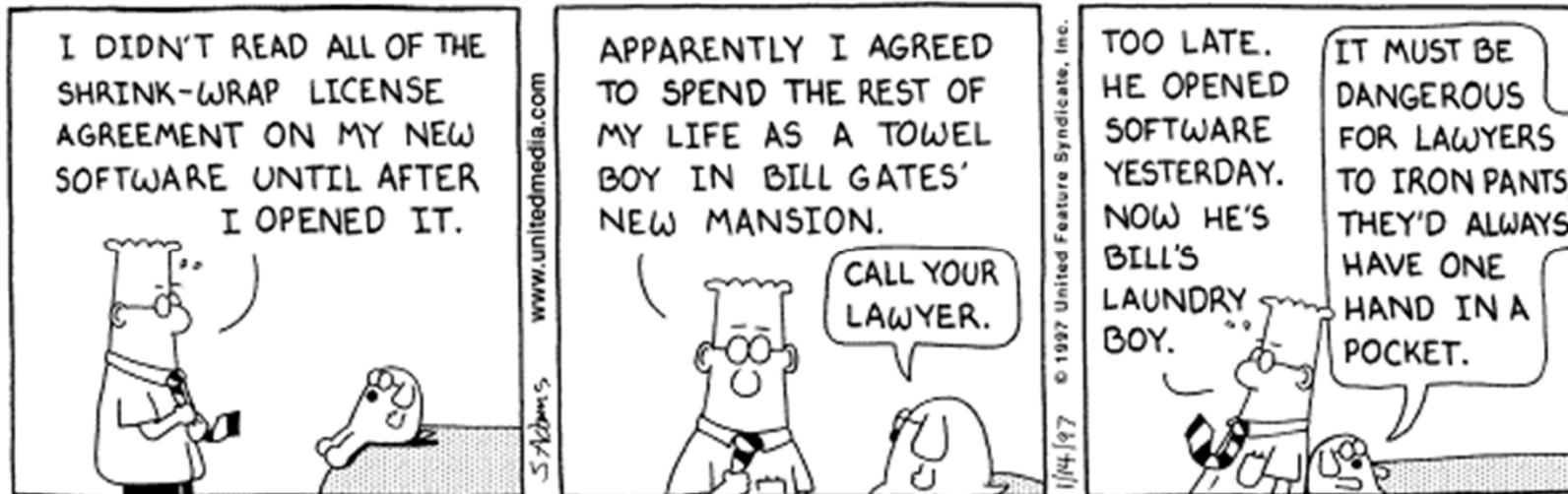
Be Prepared!

- Know the state's priorities;
- Know the other parties proposal!
- Have a detailed agenda and share it with the other side in advance;
- Develop a high level plan for the entire negotiation, and a detailed plan for each work segment;
- Build in flexibility to move work segments as key people become available;

Always Be Prepared

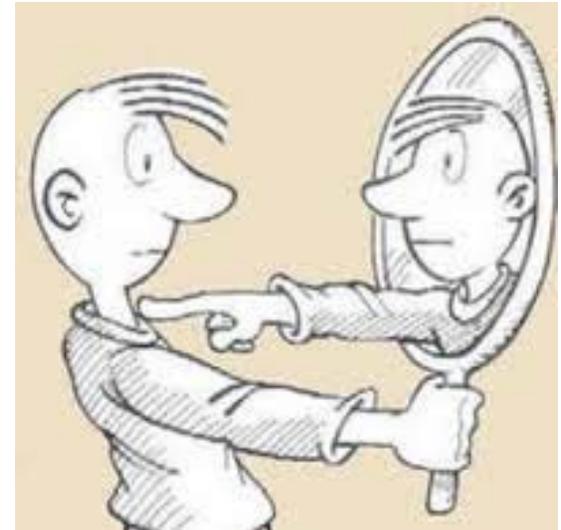


Read thoroughly!



Don't Negotiate Against Yourself

- Stay firm on initial position;
- Explain rationale, but don't give in too early;
- Wait to understand the other side's priorities



Aim High

- Higher expectations = better performance;
- Better chance of success if you think you will do well;
- Buyers willing to pay more, sellers willing to accept less
- Aim for win-win



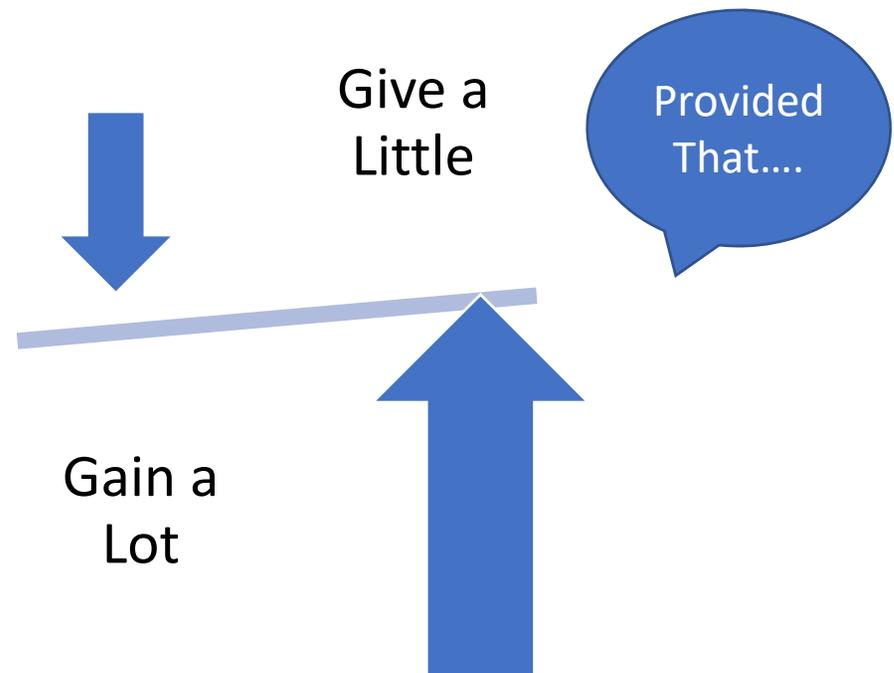
Room to Compromise

- Present initial position below what you think price should be
- Develop and present a variety of options
- Don't establish an unreasonable position;



Use Concessions Wisely

- Concede the “right” amount;
- Get something in return;
- Avoid concessions traps:
 - Equal
 - Splitting the difference



Be Prepared for Someone to Walk

- It's okay to walk away
- It's okay to come back
- Walk-outs can be an advantage
- Stay professional!



Apply Pressure

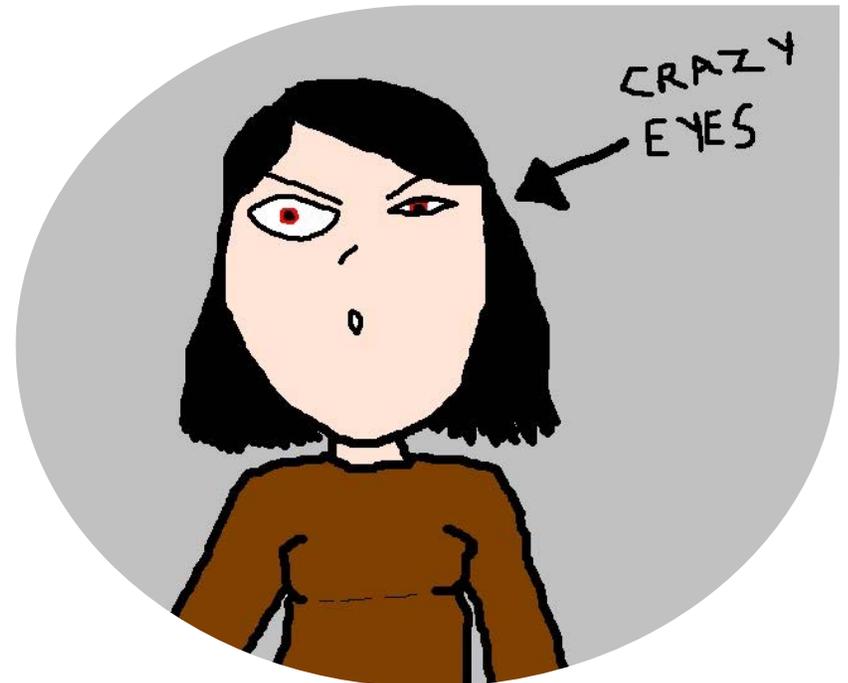
Alternative to contract:

- Canceling and re-soliciting
- Requirement changes
- Terms/Conditions changes
- Performing part/whole in-house



Words Count/Non-verbal too

- Don't use provocative terms;
- Be polite; show respect;
- Negotiate from strength;
- Be personable, but business like;
- Keep it simple
- Emphasize the need for cooperation;
- Never make personal comments
- Be calm and don't lose your temper
- Body language matters!



Get it in Writing!



- If it's not in the contract, you can't enforce it;
- Verbal understanding won't be remembered years from now;
- No clarity = multiple change orders



What to Watch For



Texas Department of Information Resources

IT “Gotchas”

- Intellectual Property Rights
- Limitation of Liability
- Audit Rights
- Termination Assistance



Intellectual Property

Things to Consider:

- Know your scope of work (what is being developed new, what might be built on existing platforms)
- Understand the deliverables (work product, customization, configurations)
- License back (royalty free, ongoing updates)



Limitation of Liability

- What is the minimum required?
- What areas have give?
- What is the industry doing?



SSAE 16 Service Organization Controls (SOC) 2

There are 2 Types of SOC 2 reports

- Type I
 - Looks at point in time
 - Auditor opinion based on the description of the controls and documentation around them
- Type II
 - Report on the description of a service organizations system and the suitability of design and operating effectiveness
 - Controls described and evaluated for a minimum of 6 months



Termination Assistance

Lay out what you will need in terms of:

- Time
- Resources
- Support



Be reasonable; termination assistance has a cost

DIR Can Help!

The logo for the Texas Department of Information Resources (DIR). It features the letters "DIR" in a bold, white, sans-serif font. The letter "D" is stylized with a white outline and a blue fill that includes a white silhouette of the state of Texas. The letters "I" and "R" are solid white. The logo is set against a dark blue background with a repeating pattern of light blue icons representing various information technology concepts like clouds, gears, and arrows.

DIR

Texas Department of Information Resources

Too Much? Try DIR Contracts



Pre-competited and pre-negotiated

There are 2 different categories:



- ✓ Cooperative Contracts – these can be further negotiated
- ✓ Shared Services

Cooperative Contracts Benefits



Streamlines Purchasing Process

- Pre-Negotiated Contracts
 - Reduce purchasing and contract cycle time
 - Reduce duplicate efforts
- Simplifies sales process for vendors
- Competition is built into the program
- Create savings by leveraging the state's buying power
- Allow flexibility for DIR customers to negotiate pricing and other terms and conditions specific to customer requirements

Cooperative Contract Documents



- **Common Elements**
 - Contract Document
 - Appendix A Standard Terms and Conditions
 - Appendix B HUB Subcontracting Plan
 - Appendix C Pricing Index (DBITS: Statement of Work)
- **Additional Appendices (as needed) Examples**
 - Appendix D Service Agreement
 - Appendix E Master Operating Lease Agreement
 - Appendix F Statement of Work
- **Amendments**



Use the [contract page](#) as your resource to download all contract documents.

Reading is Fundamental

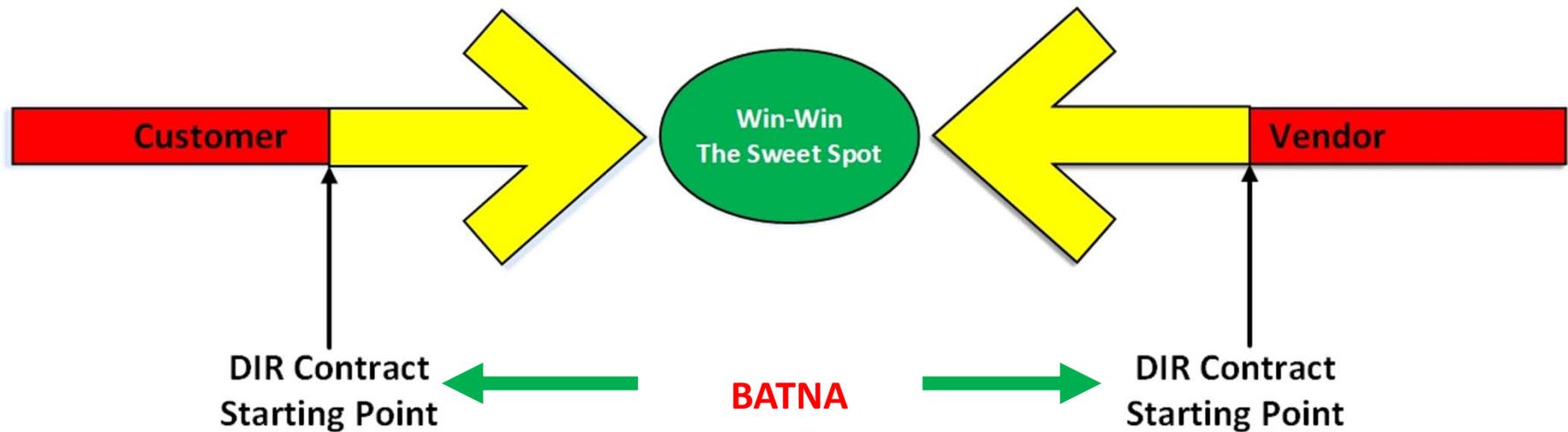


The DIR Contract is the starting point for negotiations.

- What agreements (Appendices) are part of the contract?
- What are the pre-negotiated terms and conditions? (Appendix A and Authorized Exceptions)
- What is the minimum discount offered on products/services? (Appendix C)

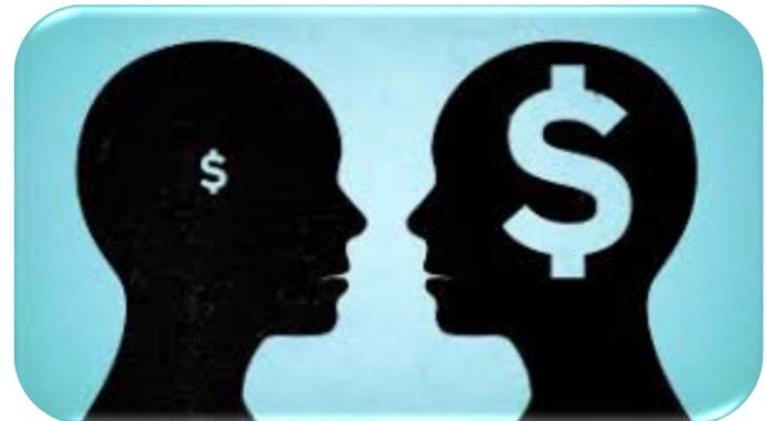
Negotiations Defined

Discussion aimed at reaching an agreement.



Negotiating Pricing

- Start with DIR Contract Appendix C Pricing
- Consider Competition and Threshold Requirements, if any
- Consider how SLA changes may affect pricing
- Understand Vendor(s) price drivers



Negotiating T&Cs

- DIR's Contract provides basic terms for state and local procurements
- Customers may negotiate for more protection, certifications/assurances, or enhanced remedies
- Vendor has committed to provide at least what DIR has negotiated



Potentially Problematic Terms

- Pricing that includes taxes
- Payment terms
- Termination rights
- Limitations of liability
- Intellectual property (work product)
- Indemnification obligations
- Limitations on hiring vendor's employees
- Injunctive relief
- Information destruction/ confidentiality



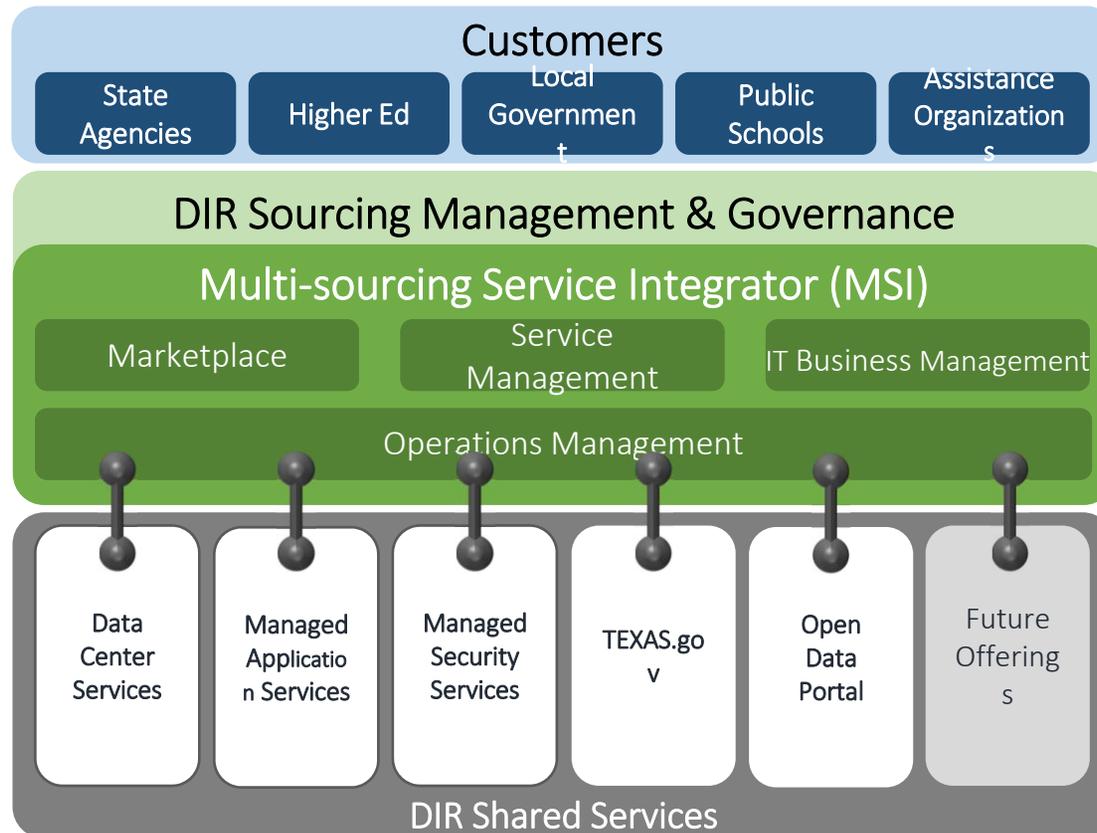
Good to Know



- Term of your Engagement

- ✓ Customers purchase/agreement survives DIR Contract, as long as it was arranged before DIR Contract Expires
- ✓ Be aware of any areas where Vendor seeks to vary from DIR terms; can always enhance Customer's terms but not diminish or conflict with DIR contract terms
- ✓ DIR contract terms generally have priority over almost all vendor documents (note exception for third party license agreements)

Shared Technology Services



In Closing...



Texas Department of Information Resources

Putting it all together...



Questions and Answers

Thank you!!



Texas Department of Information Resources

Contact Us



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kelly.parker@dir.texas.gov