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1.0 Introduction

1.1 Purpose

The DIR Vendor Sales Report (VSR) Guide is an in-depth training resource for DIR vendors to ensure timely submission of sales reports that accurately reflect:

- The monthly sales volume under each DIR contract vehicle
- The details of each sale
- The contract pricing
- The administrative fees due
- Compliance with Appendix A Standard Terms and Conditions

The DIR VSR Guide supplements the DIR VSR Orientation, which is required for all new vendors, and is recommended should any vendor personnel changes occur. The VSR Orientation should be attended by:

- The Vendor Sales Report Contact(s)
- The Vendor Contract Manager
- A representative from the Vendor Accounts Payable department

Sections 1-3 provide background information and highlight reporting requirements. Specific instructions to complete the VSR begin in Section 4: VSR Portal Administration.

Upon completion of the VSR Orientation and review of the VSR Guide, the Vendor Sales Report Contact(s) should be able to navigate the VSR Portal, correctly upload a VSR, and troubleshoot basic VSR errors.

1.2 Scope

The VSR Guide is a comprehensive, step-by-step desk guide for completing the VSR for each contract type. The VSR Guide also includes information regarding reporting compliance, contract survivability, and resources for additional information and assistance.

1.3 Policy Statements

Appendix A Standard Terms and Conditions for Products and Services Contracts, Section 9 (B)(C) Contract Administration outlines the reporting, administrative fee, record, and audit responsibilities of the vendor.
2.0  Getting Started

2.1  Login Credentials

DIR Contract Managers will assist DIR vendors in obtaining login credentials to the VSR portal. Detailed instructions to find the DIR contract manager can be found in Section 3: DIR Vendor Contract.

2.2  Vendor Sales Report (VSR) Portal

The VSR portal is accessed from the DIR homepage: www.dir.texas.gov via the Sign into My DIR button in the upper right-hand corner, and is where the VSR is uploaded each month. Detailed instructions on using the portal are found in Section 4: VSR Portal Administration and Section 5: Reporting Sales in the VSR Portal.
2.3 Timelines and Workflow Overview

The VSR is governed by the following process flow. Contract language may vary; please refer to the contract. Timelines and workflows will be outlined in detail in later sections of the VSR Guide.

---

2.4 Customer Eligibility

Texas Government Code (TGC) defines the eligible customers who can purchase Information Technology (IT) commodities through DIR Contracts and Services. Texas State Agencies must purchase IT commodities through DIR, but voluntary customers make up a significant portion of DIR sales. Any questions regarding customer eligibility should be directed to ict.sales@dir.texas.gov.

Eligible customers include:

- Texas state agencies **(mandated)**
- Units of local government (cities, counties, municipalities and special purpose districts)
- Public school districts
- Institutions of higher education
- Hospital districts
- Volunteer fire departments
- Assistance organizations as determined by the Texas Comptroller of Public Accounts (see below)
- Eligible out-of-state customers (see below)

Telecommunications contracts have a specific list of eligible customers:

- State agencies in the Capitol Complex are required to use the Capitol Complex Telephone System (CCTS) for landline services.
- All state agencies are required to use the Texas Agency Network (TEX-AN) for telephone, Internet, data, and video services.
TEX-AN and other DIR-provided telecom services (wireless, conferencing, and managed services) are available to the following organizations:

- State agencies as defined by TGC 2151.002 (a link to TGC descriptions is in Section 9.2)
- Each house of the Legislature or a legislative agency
- Political subdivisions, including Counties, Municipalities, and Districts
- Public school districts
- Institutions of higher education, as defined by Texas Education Code 61.003, which:
  - Engage in distance learning, AND
  - Receive federal funds for distance learning initiatives, per TGC 2170.004 (5)

**Assistance Organizations**

The Texas Comptroller of Public Accounts (CPA) authorizes assistance organizations to be eligible if their membership fees are in good standing. If an assistance organization fails to pay the membership fee, they are no longer included on the list and become ineligible until such time as they are paid members again. To determine if an assistance organization is in good standing, refer to the CPA Texas SmartBuy membership program website:
https://comptroller.texas.gov/purchasing/members/active.php

**Out-of-State Customers**

Out-of-state customers must have an interlocal agreement on file with DIR and appear on the DIR website: Resources for Out of State Customers. (Scroll down to the list of state names and click + to expand. This list contains 43 states and the District of Columbia):

If an out-of-state customer not on the list wishes to begin purchasing from DIR through your organization, the customer must submit and have approved an interlocal agreement (available on the DIR website) before a purchase order can be issued. The form can be downloaded by the potential customer or sent by the vendor. Once complete, the form
should be returned by the purchasing entity to interstatecontracts@dir.texas.gov.

**Ineligible Customers**

Customer eligibility may change at any time based on new legislation, the creation of taxing entities such as emergency service districts, legal determinations, and the funding of an entity.

### 2.5 Contract Compliance

Appendix A Standard Terms and Conditions, Contract Administration, governs the VSR reporting requirements. Vendors should refer to their DIR contract page, **Section 3.3** for the most recent Appendix A for your contract. For the purposes of this manual, the portions of Appendix A which are most relevant to completing the VSR are included.

Compliant VSRs are central to the Sales Reporting Contact role, and each contact should understand all the requirements.
3.0 Vendor DIR Contract

3.1 Contract Number and Contract Details

The DIR contract page contains important information regarding each contract. Vendors should review the page frequently to be sure that all the information is up to date.

There are five sections of content to ensure that VSR uploads are successful:

- The DIR Contract Manager
- Brands
- Resellers
- HSP document (Appendix B HUB Subcontracting Plan – Exhibit 8.1)
- Appendix C Pricing Index (Exhibits 8.2-8.5)

This information is loaded at the time of each contract award but can change over time. Section 5.6.2 provides further detail on how to check that all brands offered are listed, adding brands, adding resellers/subcontractors, the HSP document, and Appendix C Pricing Index.

3.2 DIR Contract Manager

The DIR Contract Manager will set up login credentials for Vendors to start uploading monthly sales reports in the DIR VSR Portal. In addition, the DIR Contract Manager is responsible for uploading new subcontractors, resellers, and brands.

The DIR Contract Manager contact information is on the DIR website: www.dir.texas.gov. Enter the last 4 digits of the contract number in the search bar and select the Search button. This will locate the DIR webpage for that contract:
3.3 Contract Details

The contract details can be found on the same page where the contract manager is listed. If the contract has resellers, scroll past contract documents. The reseller(s’ names will appear exactly as they should on the VSR (Exhibit 8.6).

3.4 Terms and Conditions

(See the full Appendix A Standard Terms and Conditions on each DIR contract page)

3.4.1 Reporting Responsibility

Vendors are required to report all product and/or service sales purchased through Vendor and Order Fulfillers and Resellers under the Contract.

Vendors shall file the monthly reports, subcontract reports, and pay the administrative fees in accordance with the due dates specified in this section (Refer to Appendix A of each contract).

DIR shall have the right to verify required reports and to take any actions necessary to enforce its rights under this section, including but not limited to compliance checks of Vendor’s applicable Contract. Vendor will provide all required documentation at no cost.
3.4.2 Detailed Monthly Report

Vendors shall electronically provide DIR with a detailed monthly report in the format required by DIR showing the dollar volume of all sales under the Contract for the previous calendar month period.

Reports are due on the fifteenth (15th) calendar day of the month following the month of the sale. If the 15th calendar day falls on a weekend or state or federal holiday, the report shall be due on the next business day.

The monthly report shall include, per transaction:

- Customer name
- Invoice date
- Invoice number
- Description
- Quantity
- MSRP or List Price
- Unit price
- Extended price
- Customer Purchase Order number
- Contact name
- Customer’s complete billing address
- Subcontractor name
- EPEAT designation (if applicable)
- Configuration (if applicable)
- Contract discount percentage
- Actual discount percentage
- Negotiated contract price (if fixed price is offered instead of discount off MSRP)
- Other information as required by DIR

Each report must contain all information listed above per transaction or the report will be rejected and returned to the Vendor for correction in accordance with this section.

Vendor shall report in a manner required by DIR which is subject to change dependent upon DIR’s business needs. Failure to do so may result in contract termination.

3.4.3 Accurate and Timely Submission of Reports

The reports and administrative fees shall be accurate and timely and submitted in accordance with the due dates specified in this section (needs additional reference point.) Vendors shall correct any inaccurate reports or administrative fee payments within three (3) business days upon written notification by DIR. Vendors shall deliver any late reports or late administrative fee payments within three (3) business days upon written notification by DIR. If a Vendor is unable to correct inaccurate reports or administrative fee payments or deliver late reports and fee
payments within three (3) business days, the Vendor must contact DIR and provide a corrective plan of action, including the timeline for completion of correction. The corrective plan of action shall be subject to DIR approval.

Should a Vendor fail to correct inaccurate reports or cure the delay in timely delivery of reports and payments within the corrective plan of action timeline, DIR reserves the right to require an independent third party audit of the Vendor’s records at Vendor’s expense. DIR will select the auditor (and all payments to auditor will require DIR approval).

---

Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period may, at DIR’s discretion, result in the addition of late fees of $100/day for each day the report or payment is due (up to $1000/month) or suspension or termination of Vendor’s Contract.

---

### 3.4.4 Records and Audit

Acceptance of funds under the Contract by Vendor and/or Order Fulfiler and/or Reseller acts as acceptance of the authority of the State Auditor’s Office, or any successor agency or designee, to conduct an audit or investigation in connection with those funds. Vendor further agrees to cooperate fully with the State Auditor’s Office or its successor or designee in the conduct of the audit or investigation, including providing all records requested. Vendor will ensure that this clause concerning the authority to audit funds received indirectly by subcontractors through Vendor or directly by Order Fulfillers or Resellers and the requirement to cooperate is included in any subcontract or Order Fulfiler or Reseller contract it awards pertaining to the Contract. Under the direction of the Legislative Audit Committee, a Vendor that is the subject of an audit or investigation by the State Auditor’s Office must provide the State Auditor’s Office with access to any information the State Auditor’s Office considers relevant to the investigation or audit.

Vendor and Order Fulfillers and Resellers shall maintain adequate records to establish compliance with the Contract until the later of a period of seven (7) years after termination of the Contract or until full, final and unappealable resolution of all Compliance Check or litigation issues that arise under the Contract. Such records shall include per transaction: the Order Fulfiler’s or Reseller’s company name if applicable, Customer name, invoice date, invoice number, description, part number, manufacturer, quantity, MSRP or list price, unit price, extended price, Customer Purchase Order number, contact name, Customer’s complete billing address, the calculations supporting each administrative fee owed DIR under the Contract, Historically Underutilized Businesses Subcontracting reports, and such other documentation as DIR may request.

Vendor and/or Order Fulfillers and/or Resellers shall grant access to all paper and electronic records, books, documents, accounting procedures, practices, customer records including but not limited to contracts, agreements, purchase orders and statements of work, and any other items relevant to the performance of the Contract to the DIR Internal Audit department or DIR Contract Management staff, including the compliance checks designated by the DIR Internal...
Audit department, DIR Contract Management staff, the State Auditor's Office, and of the United States, and such other persons or entities designated by DIR for the purposes of inspecting, Compliance Checking and/or copying such books and records. Vendor and/or Order Fulfiller and/or Resellers shall provide copies and printouts requested by DIR without charge. DIR shall provide Vendor and/or Order Fulfillers and/or Resellers ten (10) business days' notice prior to inspecting, Compliance Checking, and/or copying Vendor's and/or Order Fulfiller's records. Vendor’s and/or Order Fulfillers records, whether paper or electronic, shall be made available during regular office hours. Vendor and/or Order Fulfiller and/or Reseller personnel familiar with the Vendor’s and/or Order Fulfiller’s and/or Reseller’s books and records shall be available to the DIR Internal Audit department, or DIR Contract Management staff and designees as needed. Vendor and/or Order Fulfiller and/or Reseller shall provide adequate office space to DIR staff during the performance of Compliance Check. DIR may invoice for the reasonable costs of the audit, which Vendor must pay within thirty (30) calendar days of receipt.

For procuring State Agencies whose payments are processed by the Texas Comptroller of Public Accounts, the volume of payments made to Order Fulfillers or Resellers through the Texas Comptroller of Public Accounts and the administrative fee based thereon shall be presumed correct unless Vendor can demonstrate to DIR's satisfaction that Vendor's calculation of DIR's administrative fee is correct.

### 3.4.5 DIR Administrative Fee

The Vendor shall pay an administrative fee to DIR to defray the DIR costs of negotiating, executing, and administering the Contract. The maximum administrative fee is set by the Texas Legislature in the biennial General Appropriations Act. DIR will review Vendor monthly sales reports, close the sales period, and notify the Vendor of the administrative fee no later than the fourteenth (14th) day of the second month following the date of the reported sale. Vendor shall pay the administrative fee by the twenty-fifth (25th) calendar day of the second month following the date of the reported sale. For example, Vendor reports January sales by February 15th; DIR closes January sales and notifies Vendor of administrative fee by March 14th; Vendor submits administrative fee for January sales by March 25th.

DIR may change the amount of the administrative fee upon thirty (30) calendar days written notice to Vendor without the need for a formal contract amendment.

Vendor shall reference the DIR Contract number, reporting period, and administrative fee amount on any remittance instruments.

### 3.4.6 Survival

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and a Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted
by Vendor or Order Fulfiller shall survive expiration or termination of the Contract for the term of the Purchase Order unless the Customer terminates the Purchase Order sooner. However, regardless of the term of the Purchase Order, no Purchase Order shall survive the expiration or termination of the Contract for more than five years, unless Customer makes an express finding and justification for the longer term. The finding and justification must either be included in the Purchase Order or referenced in it and maintained in Customer’s procurement record. Rights and obligations under this Contract which by their nature should survive, including, but not limited to the DIR Administrative Fee; and any and all payment obligations invoiced prior to the termination or expiration hereof; obligations of confidentiality; and, indemnification, will remain in effect after termination or expiration hereof.

Once all purchase orders have been completed, vendors no longer need to provide a report for that contract.

If the customer needs to purchase again, they can do so under a new contract. If the vendor has not received a new contract the customer will need to purchase from a currently active contract with DIR.
4.0 VSR Portal Administration

4.1 Account Setup

The individual responsible for submitting the VSR is the Sales Report Contact. Depending on the size of the organization, the Vendor Contact and the Sales Report Contact can be the same person, but the Vendor Contact must also be listed as a Sales Report Contact.

To obtain Sales Report Contact credentials, contact your DIR Contract Manager. The Contract Manager will enter the Sales Report Contact’s name, email address, and telephone number into the vendor contract record (Salesforce) and designate the contact as a Sales Report Contact.

Each vendor is allowed up to five (5) Sales Report Contacts per contract, which allows vendors to have adequate back up to ensure reports are submitted on time.

If you already have login credentials and have been awarded a new DIR contract, you do not need to request a new login, but be sure that your contract manager knows who needs to be listed under the new contract for sales reporting. The new contract will be visible in the drop-down menu of the VSR portal.

Once the Sales Report Contact information is input into Salesforce, an email with temporary login credentials will be sent from vsr.support@dir.texas.gov.

If you do not receive credentials within 4 hours of being set up, check your email spam folder. If you still do not have an email, send an email to vsr.support@dir.texas.gov and provide your DIR contract number and your email address.

Below is a sample of the email you should receive:

-----Original Message-----
From: VSR Support [mailto:vsr.support@dir.texas.gov]
Sent: Tuesday, January 2, 2020 12:28 PM
To: Jane Doe <jane.doe@ABCVendor.com>
Subject: VSR User Account Created

YOUR NAME,

Here are your credentials for the DIR portal, for submitting Vendor Sales Reports for your DIR contract.

Username: _____ (your email address)

Temp Password: 3920#f3L
Your Sales Report Contacts must be listed under each of your contracts for them to be able to select the contract number(s) from the drop-down menu in the VSR Portal. If you log in and are unable to see a contract number, contact your DIR Contract Manager to make sure you are listed as a Sales Report Contact under that specific contract.

4.2 Signing In

Go to the main DIR website page: www.texas.gov

Click on the Sign into My DIR in upper right-hand corner:

You will then see a pop-up window:
Click on the drop-down arrow and select Forms Authentication option:

![Sign In window](image)

You will see a pop-up window as shown below. Click on the OK button. For each web browser the pop-up may look slightly different:

![Warning message](image)
The next pop-up is where you sign in. Enter your email address and temporary password from VSR Support. If you have issues logging in use the Click here option below the log in. We do not recommend you click on the Remember Me option:

To create your permanent password, you must do so before clicking on the DIR VSR Portal on the left-hand side of the screen. Instead, click on the down arrow next to your name and select the **Change Password** option.

The screen will then show the following:
Enter your temporary password, then create a new password. It will need to be at least 7 characters in length with a minimum of 1 number and 1 special character. Examples of special characters are: #, $, %, >, |, etc. Re-enter the new password and then click Change Password.

4.3  Account Maintenance

4.3.1  Password Resets

For password resets, email vsr.support@dir.texas.gov to request a new temporary password. Include your email address and contract number(s) in the request.

4.3.2  Updating/Adding Contact Information

It is the responsibility of the vendor to maintain contact information with DIR. Contact your DIR Contract Manager if changes need to be made to your Sales Report Contacts, i.e., a personnel change or an additional Sales Report Contract needs to be added.
5.0 Reporting Sales in the VSR Portal

5.1 Contract Status

The status of your contract will determine how you report. There are three different statuses; please see each status below and how it relates to reporting:

5.1.1 Active

The contract is in good standing. Vendors are required to submit either a zero sales report or sales that were procured during the time frame that the contract is active.

5.1.2 Suspended

The contract is out of compliance, and no new sales are permitted until the suspension is lifted. Vendors are required to submit either a zero sales report or sales that were procured during the time frame that the contract was active prior to suspension.

5.1.3 Inactive

The contract has expired. Vendors are no longer required to submit a zero sales report but are required to submit sales until active purchase orders, if any, have expired. Once all purchase orders have been completed, vendors no longer need to provide a report for that contract. If the customer needs to purchase again, they can do so under a new contract. If the vendor has not received a new contract the customer will need to purchase from a different, currently active contract with DIR.

5.2 VSR Template Types

There are three (3) types of templates available and you will use the one that is appropriate for your type of contract. It is recommended that a fresh template be downloaded each month:

- Staffing VSR Template
- Telecom VSR Template
- Cooperative VSR Template

If you do not know what type of contract you have, please contact your DIR Contract Manager.

Templates can be downloaded in the portal as shown below. Choose either .xls, .xlsx or a .csv version. The .csv version is the best option for vendors who are reporting over 1,000 rows of data.

Name your file with your company name, DIR Contract number and the report month. Example: ComputersRUs_DIR-CPO-7777_Jan20.xlsx
For detailed instructions on filling out each type of template, refer to:

Section 5.2.1: Cooperative VSR Template Instructions

Section 5.2.2: Staffing VSR Template Instructions

Section 5.2.3: Telecom VSR Template Instructions
5.2.1 Cooperative Contract Template Instructions

If you do not hold a Cooperative Contract, you may skip to Staffing Contracts or Telecom Contracts.

---

The reporting schedule for all VSRs is as follows:

- All invoices for the previous month are reported on the VSR
- The VSR may be uploaded any time between the 1st and the 15th of the month
- VSRs are due by 15th
- If the 15th falls on a weekend or holiday, the VSR is due on the next business day
- The DIR Has Closed the Reporting Period for XXXXXX (month close) email is sent on or before the 14th of the following month. This email lists admin fees and late fees (if applicable) that are due and serves as the fee invoice.
- Admin fees are due by the 25th of the same month
- All invoiced sales must be reported, regardless of payment status
- Disputed invoiced sales must be reported

Starting the Report

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

- Do not delete any tabs in the Report Template
- Do not add any tabs in the Report Template
• Do not rename any of the **column headers** or **tabs** in the Report Template
• Do not add any columns in the Report Template
• All information in columns needs to be left justified with no spaces before or after the data
• Do not exceed character limits for fields (see **Exhibit 8.7: Error Messages**)

**Cell B1 (See screenshot below)**
Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

**Cell B2 (See screenshot below)**
Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

**Cell B3 (See screenshot below)**
Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vendor Name: Use the exact name shown on the DIR contract page</td>
</tr>
<tr>
<td>2</td>
<td>Contract Number: DIR-CPO-XXX</td>
</tr>
<tr>
<td>3</td>
<td>Submitted Reporting Month: YYYYMM</td>
</tr>
</tbody>
</table>

**Column A**
HUB Type (Vendor or Reseller): Leave this column blank

**Column B**
Customer Name: Customer names are case and punctuation sensitive and must match the formatting in the portal. You can find customer names under **Lookup**, which is on the main landing page after logging in and selecting **DIR VSR Portal**: 
If you cannot find a customer name in the portal look-up, email ict.sales@dir.texas.gov
**Column C**  
Reference Number: This number should be the customer Purchase Order number. If a purchase order is not available, use an agreement or project number that ties the sale back to the customer purchase (field length is 30 characters).

For State Agencies, a Purchase Order number **must** be used.

**Column D**  
Sales Period: Enter in the sales period that corresponds with the invoice date. Formatting for this column is as follows: YYYYMM

**Example:** If the invoice date is 03/31/2020, the reporting month is 202003.

**Column E**  
Order Date: This date should be the actual date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

If the purchase order is for a period of time and you will be billing against that purchase order for several months, the Order Date must be the same on each report going forward until the purchase order has been completed.

**Example of two sales reports spanning one purchase order:**

**January 2020 Sales Report:**
**February 2020 Sales Report:**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vendor Name:</td>
<td>ComputersRUs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
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<td>DIR-CPO-1234</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3</td>
<td>Submitted Report</td>
<td>202002</td>
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<td></td>
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<td>HUB Type (Vendor</td>
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<td>Sales</td>
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<td>INVOICE NUMBER</td>
<td>SHIP</td>
</tr>
<tr>
<td></td>
<td>or Reseller)</td>
<td>Wildlife</td>
<td>Number</td>
<td>Period</td>
<td>DATE</td>
<td>DATE</td>
<td>DATE</td>
</tr>
<tr>
<td>5</td>
<td>Customer Name</td>
<td>555777</td>
<td>202002</td>
<td>1/8/2020</td>
<td>2/15/2020</td>
<td>789100</td>
<td>2/10/2020</td>
</tr>
</tbody>
</table>

**Column F**
Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

**Column G**
Invoice Number: Actual invoice number (Field length is 50 characters)

**Column H**
Ship Date: Actual date of service or when item was shipped. The date cannot be before the order date NOR after the invoice date. The default setting is M/D/YYYY. The date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

**Column I**
Product Type (DBITS Contracts only): This column is ONLY for vendors who have a Deliverables Based IT Contract (DBITS). If you do not have a DBITS contract leave this column BLANK.

DBITS vendors must use the descriptions below exactly as they are listed in this column. The type must also be listed under your contract. If you do not know which types are allowed under your contract, please contact your DIR Contract Manager.

**Available types are listed below and must match exactly on your report:**
Application Development
Application Maintenance and Support
Business Intelligence/Data Warehouse
Enterprise Resource Planning (ERP)
Independent Verification Validation
Information Technology Procurement Assistance
IT Assessments/Planning
Project Management
Service Oriented Architecture (SOA)
Technology Migration/Upgrade
Column J
Description: Specific products or services that are listed on the invoice. The description should be sufficient to determine what goods or services were purchased. It cannot exceed 150 characters including spaces. Do not use any periods or other mathematical function symbols such as ", *, =, /, | , or blank space. It should fully left align and should not have any extra spaces at the end.

Column K
Brand: This is the brand (manufacturer) name listed in your pricing list and that is listed on your main DIR contract web page. The name must match exactly by spelling and punctuation. Enter Services or N/A if you have no brands listed for your contract. Check with your DIR contract manager if unsure.

Column L
Lease: Enter Lease if the purchase is a lease, otherwise use the word Buy. This column cannot be blank.

Column M
Quantity: Enter the quantity ordered by the customer (this must be a numeric value) with up to four (4) digit decimals afterwards). Example: 1.5123 or 6.0000. All numbers must display to load correctly.

If reporting a credit this column CAN have a negative number

Column N
Unit Price: Enter the unit price listed on the invoice/purchase order. This can be up to a 6-digit decimal number; however, all numbers must display for it to calculate correctly. Example: 1.234567

If reporting a credit this column CANNOT have a negative number

Column O
Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. If the quantity is a negative number, this should also be a negative number. If possible, use the calculation in the first row =M5*N5 and copy down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column CAN have a negative number

Column P
MSRP: List the MSRP or the number that is negotiated in Appendix C that lists the actual manufacturer price for the individual item (based on unit price). It cannot be blank or negative and should have no more than 2-digit decimal number. Example: 2.68

This Column CANNOT have a negative number
See Section 5.5 Reporting MSRP for more information.

**Column Q**
Customer Contact Name: Enter the name of the customer who placed the order, or the name of the individual who authorized the purchase order.

**Column R**
Customer’s Billing Address: Enter actual billing street address or PO Box

*If a third party prepares the billing, that party is responsible for entering the correct billing address.*

**Column S**
City: Enter the correct spelling of the city name. Do not abbreviate or add punctuation at the end.

**Column T**
State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

**Column U**
Zip Code: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at https://tools.usps.com/go/zip-code-lookup.htm. Either the 5-digit number or ZIP+4 is acceptable. Example: 78709 or 78619-0648

**Column V**
Customer’s Email: Enter email address of customer contact or the email of the person who authorized the purchase order.

**Column W**
Mfg. Part Number: Enter the manufacturer part number related to the item listed in the description Column L. If services, enter N/A. **Note:** If the item has a manufacturer part number, this information is required. Only if a part number is not available, or if the product is a service, should N/A be used.

**Column X**
Reseller: List name of order reseller, if any, from your DIR contract page. Any reseller sales should be detailed separately from subcontractor or regular sales on the report. If none, leave blank.

- If sales from a line item on an invoice include products or services from a prime vendor and/or reseller and/or subcontractor, you must split out the dollar amount attributed to the prime vendor/reseller/subcontractor on separate lines.
- The reseller name(s) will need to match the corresponding reseller name listed on the DIR contract page, including case, spelling, punctuation, etc. Resellers are listed below
the contract documents. If any discrepancies are found, contact your assigned DIR Contract Manager.

**Column Y**
Subcontractor: Enter the name of the subcontractor, if any, from your HSP; however, subcontractor names are case, spelling and punctuation sensitive. If none, leave blank.

- If sales from a line item on an invoice include products or services from a prime vendor and/or reseller and/or subcontractor, you must split out the dollar amount attributed to the prime vendor/reseller/subcontractor on separate lines.
- Subcontractor names can be verified by searching the DIR website (many subcontractors are also prime vendors), or by checking with your DIR Contract Manager. If any discrepancies are found, contact your DIR Contract Manager.

**Column Z**
EPEAT: Electronic Product Environmental Assessment Tool (EPEAT) identifies “green” products. Those that fit the criteria need to list the level: Bronze, Silver or Gold. If it does not fit the criteria (not “green”), leave blank. If you are unsure whether a product is EPEAT certified, check the EPEAT Registry at [https://epeat.net/](https://epeat.net/).

**Column AA**
Bulk Purchase: Enter Yes in this column for each row that pertains to a sale made using a Bulk Purchase agreement. For all other rows leave blank. (This only pertains to vendors that have entered into a Bulk Purchase agreement with DIR)

**Column AB**
Contract Discount Percentage (per Appendix C Pricing Index)

**Column AC**
Actual Discount Percentage (can be equal to or higher than Column AB)

**Column AD**
Contract Price (can be equal to or lower than Appendix C Pricing Index)

Depending on vendor product/service offering, it is only necessary to complete as follows:

- Fill in AB and AC and leave Column AD blank; or,
- Fill in Column AD, leaving AB and AC blank.

**EXCEPTION:** Some contracts contain both a discount percentage and negotiated price items. In this case, Vendor should complete appropriate column(s) for the item(s) specified in Description (Column J).

**Column AE**
Error Description: This is a special column that appears on error files downloaded from the history screen when report is rejected. If you use the error file to fix your report always
remember to completely delete this column before you re-upload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.

Example:

![Error message](image.png)

This concludes the Cooperative Contract VSR Section. If you only hold Cooperative Contract(s), you may skip to Section 5.3 Report Status Definitions.
5.2.2 Staffing Services Contract Template Instructions

**Reporting Schedule**

<table>
<thead>
<tr>
<th>Dec 2020</th>
<th>Jan 2021</th>
<th>Feb 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
<td>S M T W T F S</td>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1 2 3 4 5</td>
<td>1 2</td>
<td>1 2</td>
</tr>
<tr>
<td>6 7 8 9 10 11 12</td>
<td>3 4 5 6 7 8 9</td>
<td>7 8 9 10 11 12 13</td>
</tr>
<tr>
<td>13 14 15 16 17 18 19</td>
<td>10 11 12 13 14 15 16</td>
<td>14 15 16 17 18 19 20</td>
</tr>
<tr>
<td>20 21 22 23 24 25 26</td>
<td>17 18 19 20 21 22 23</td>
<td>21 22 23 24 25 26 27</td>
</tr>
<tr>
<td>27 28 29 30 31</td>
<td>24 25 26 27 28 29 30</td>
<td>28</td>
</tr>
</tbody>
</table>

The VSR for the previous month can be uploaded any time between the 1st and the 15th of the month and is due by the 15th.

Month close email is sent on or before the 14th of the month.

The admin fee is due by the 25th of the month.

All sales invoiced for the month must be reported on the VSR.

The reporting schedule for all VSRs is as follows:
- All invoices for the previous month are reported on the VSR.
- The VSR may be uploaded any time from the 1st to the 15th of the month.
- VSRs are due on the 15th.
- If the 15th falls on a weekend or holiday, the VSR is due on the next business day.
- The Month Close email is sent on or before the 14th of the following month.
- Admin fees are due by the 25th of the same month.
- All invoiced sales must be reported, regardless of payment status.
- Disputed invoiced sales must be reported.

**Starting the Report**

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

- Do not delete any tabs in the Report Template.
- Do not add any tabs in the Report Template.
- Do not rename any of the column headers or tabs in the Report Template.
- Do not add any columns in the Report Template.
- All information in columns needs to be left justified with no spaces before or after the data.
- Do not exceed character limits for fields (see Exhibit 8.7: Error Messages).
Any incumbent vendors reporting survivability sales under their old contracts awarded under RFO: DIR-TSO-TMP-242 are to continue using the old template. The old template will NOT be available on the VSR Portal. Email ict.sales@dir.texas.gov to request a copy.

**Cell B1 (See screenshot below)**
Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

**Cell B2 (See screenshot below)**
Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

**Cell B3 (See screenshot below)**
Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Vendor Name:</strong></td>
<td><em>Use the exact name shown on the DIR contract page</em></td>
</tr>
<tr>
<td>2</td>
<td><strong>Contract Number:</strong></td>
<td><strong>DIR-CPO-XXXX</strong></td>
</tr>
<tr>
<td>3</td>
<td><strong>Submitted Reporting Month:</strong></td>
<td><strong>YYYYMM</strong></td>
</tr>
</tbody>
</table>

**Column A**
ITSAC Portal Solicitation Number: Provide the solicitation reference number the customer used for their solicitation in the ITSAC portal.

**Column B**
Customer Name (Customer’s Proper Name): For best results, enter customer name using the Lookup function in the DIR VSR Portal. Customer names are case, spelling, and punctuation sensitive, and must match exactly the way they are stored in the portal.

If you cannot find a customer name in the portal look-up, please email ict.sales@dir.texas.gov

**Column C**
Reference Number: This number should be the customer Purchase Order number. If a purchase order is not available, use an agreement or project number that ties the sale back to the customer purchase. (Field length is 30 characters)

For State Agencies, a Purchase Order number **must** be used.

---

Texas Department of Information Resources
**Column D**
Sales Period: Enter in the sales period that corresponds with the invoice date. Formatting for this column is as follows: YYYYMM Example: Invoice date is 03/31/2020, reporting month is 202003.

**Column E**
Order Date: This date should be the actual date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

If the purchase order is for a period of time and you will be billing against that purchase order for several months, the Order Date must be the same on each report going forward until the purchase order has been completed.

**Example of two sales reports spanning one purchase order:**

**January 2020 Sales Report:**

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Contract Number</th>
<th>Submitted Reporting Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>ComputersRUs</td>
<td>DIR-CPO-1234</td>
<td>202001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HUB Type (Vendor or Reseller)</th>
<th>Customer Name (Customer's Proper Name)</th>
<th>Reference Number</th>
<th>Sales Period</th>
<th>ORDER DATE</th>
<th>INVOICE DATE</th>
<th>INVOICE NUMBER</th>
<th>SHIP DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas Parks and Wildlife</td>
<td>555777</td>
<td>202001</td>
<td>1/8/2020</td>
<td>1/15/2020</td>
<td>123456</td>
<td>1/10/2020</td>
<td></td>
</tr>
</tbody>
</table>

**February 2020 Sales Report:**

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Contract Number</th>
<th>Submitted Reporting Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>ComputersRUs</td>
<td>DIR-CPO-1234</td>
<td>202002</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HUB Type (Vendor or Reseller)</th>
<th>Customer Name (Customer's Proper Name)</th>
<th>Reference Number</th>
<th>Sales Period</th>
<th>ORDER DATE</th>
<th>INVOICE DATE</th>
<th>INVOICE NUMBER</th>
<th>SHIP DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas Parks and Wildlife</td>
<td>555777</td>
<td>202002</td>
<td>1/8/2020</td>
<td>2/15/2020</td>
<td>789100</td>
<td>2/10/2020</td>
<td></td>
</tr>
</tbody>
</table>

**Column F**
Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

**Column G**
Invoice Number: Actual invoice number (Field length is 50 characters)
**Column H**
Contractor Full Name: Fill in name of Contractor. Please put their full name, first and last.

**Example:** John Woods

**Column I**
STAFFING SERVICES: Should always be the following text: STAFFING SERVICES

**Column J**
Quantity: Enter the number of hours worked/invoiced for the worker on the invoice being reported (must be a numeric value). Example: 101.00 or 92.50. All numbers must display to load correctly.

If reporting a credit this Column **CAN** have a negative number.

**Column K**
Unit Price: Enter the Hourly Rate billed to the customer. Enter a 2-digit decimal number however all numbers must display for it to calculate correctly. Example. 94.00 or 208.50.

If reporting a credit this Column **CANNOT** have a negative number.

**Column L**
Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. If the quantity is a negative number, this should also be a negative number. If possible, use the calculation in the first row =M5*N5 and copy down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column **CAN** have a negative number

**Column M**
MSRP: Should always be 0 or 0.00.

**Column N**
Customer Contact Name: Enter the name of the customer who placed the order, or the name of the individual who authorized the purchase order.

**Column O**
Customer’s Billing Address: Enter actual billing street address or PO Box

If a third party prepares the billing, that party is responsible for entering the correct billing address.

**Column P**
City: Enter city name. Do not abbreviate or add punctuation at the end
**Column Q**
State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

**Column R**
Zip Code: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at [https://tools.usps.com/go/zip-code-lookup.htm](https://tools.usps.com/go/zip-code-lookup.htm). Either the 5-digit number, or ZIP+4 is acceptable. Example: 78709 or 78619-0648

**Column S**
Customer's Email: Enter email address of customer contact or the email address of the person who authorized the purchase order.

**Column T**
Sub-Contractor Company Name: List name of Subcontractor. If you did not use a subcontracting vendor, leave field blank.

**Column U**
ITSAC Category: Enter the appropriate ITSAC Category pertaining to the Title and Level of the position the candidate was hired under. The categories are case sensitive and must be put in the report exactly as shown below.

*The categories are:*
Applications/Software Development
Data/Database Administration
Web Development
Quality Assurance (QA) and Testing
Networking/Telecommunications
Security
Project Management
Technical Services, Help Desk and Operations
Information Technology Services Management (ITSM Operations)
IT Marketing
Information Technology Contracting and Procurement

**Column V**
Title: Enter the title for the position listed. The title must correspond with category in **Column U**. See the Approved Category&NTE tab in the Report Template. The title must be listed without the level number. The next column is where you will enter the level. If **Column V** is **Undefined Title**, **Column X** must be filled in with the customers created title.

**Column W**
Level: Fill in with the appropriate level: Intern 1, Intern 2, Intern 3 or 1, 2 or 3 or Specialist.
Column X
Undefined Title: If the customer used the "Undefined Title" Title, put the title provided by the customer in the column. If "Undefined Title" was not used, leave blank.

Column Y
Administrative Fee Due: This column has a formula that calculates the Administrative Fee Due. The formula is \( =L#*.01 \) Column L times .01 equals the fee due. Use number format with 2 decimal points. Example: 28.40 or 128.31

Column Z
Solicitation Type: This column describes the type of acquisition used by the customer. The choices to be used are: Request for Resumes or SOW.

Column AA
Error Description: SPECIAL COLUMN THAT APPEARS ON ERROR FILES DOWNLOADED FROM THE HISTORY SCREEN WHEN REPORT IS REJECTED. If you use the error file to fix your report always remember to completely delete this column before you reupload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.

This concludes the Staffing Contract VSR Section. If you only hold a Staffing Contract(s), you may skip to Section 5.3 Report Status Definitions
5.2.3 Telecom Contract Template Instructions

**Reporting Schedule**

<table>
<thead>
<tr>
<th>Dec 2020</th>
<th>Jan 2021</th>
<th>Feb 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
<td>S M T W T F S</td>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1 2 3 4 5</td>
<td>1 2</td>
<td>1 2</td>
</tr>
<tr>
<td>6 7 8 9 10 11 12</td>
<td>3 4 5 6 7 8 9</td>
<td>7 8 9 10 11 12 13</td>
</tr>
<tr>
<td>13 14 15 16 17 18 19</td>
<td>10 11 12 13 14 15 16</td>
<td>14 15 16 17 18 19 20</td>
</tr>
<tr>
<td>20 21 22 23 24 25 26</td>
<td>17 18 19 20 21 22 23</td>
<td>21 22 23 24 25 26 27</td>
</tr>
<tr>
<td>27 28 29 30 31</td>
<td>24 25 26 27 28 29 30</td>
<td>28</td>
</tr>
</tbody>
</table>

All sales invoiced for the month must be reported on the VSR

The VSR for the previous month can be uploaded any time between the 1st and the 15th of the month and is due by the 15th

Month close email is sent on or before the 14th of the month

The admin fee is due by the 25th of the month

The reporting schedule for all VSRs is as follows:
- All invoices for the previous month are reported on the VSR
- The VSR may be uploaded any time from the 1st to the 15th of the month
- VSRs are due by the 15th
- If the 15th falls on a weekend or holiday, the VSR is due on the next business day
- The Month Close email is sent on or before the 14th of the following month
- Admin fees are due by the 25th of the same month
- All invoiced sales must be reported, regardless of payment status

**Starting the Report**

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

- Disputed invoiced sales must be reported
- Do not delete any tabs in the Report Template
- Do not add any tabs in the Report Template
- Do not rename any of the column headers or tabs in the Report Template
- Do not add any columns in the Report Template
- All information in columns needs to be left justified with no spaces before or after the data
- Do not exceed character limits for fields (see Exhibit 8.7: Error Messages)
Cell B1 (See screenshot below)
Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

Cell B2 (See screenshot below)
Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

Cell B3 (See screenshot below)
Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vendor Name:</td>
<td>Use the exact name shown on the DIR contract page</td>
</tr>
<tr>
<td>2</td>
<td>Contract Number:</td>
<td>DIR-CPO-XXXX</td>
</tr>
<tr>
<td>3</td>
<td>Submitted Reporting Month:</td>
<td>YYYYMM</td>
</tr>
</tbody>
</table>

Column A
Customer Name (Customer’s Proper Name): For best results, enter customer name using the Lookup function in the DIR VSR Portal. Customer names are case, spelling, and punctuation sensitive, and must match exactly the way they are stored in the portal. If you cannot find a customer name in the portal look-up, please email ict.sales@dir.texas.gov.

Column B
Customer Bill to Address: Enter actual billing address (street, box, or drawer number). Exclude buildings, section, department, or individual names, etc. in the address.

If a third party prepares the billing, that party is responsible for entering the correct billing address.

Column C
Customer Bill to City: Enter city name. Do not abbreviate or add punctuation at the end

Column D
Customer Bill to State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

Column E
Customer Bill to Zip: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at [https://tools.usps.com/go/zip-code-lookup.htm](https://tools.usps.com/go/zip-code-lookup.htm). Either the 5-digit number, or ZIP+4 is acceptable. Example: 78709 or 78619-0648
**Column F**
Sales Period: Enter the sales period that corresponds with the invoice date in column L. The format the same as cell B3. Example: Invoice date is 1/30/2020, reporting month is 202001

**Column G**
Product Item: Vendor item name. Examples: Audio, Mg Svc, Voice and Data, Data, Interpreter, etc.

**Column H**
Product/Service Description: Product or service description up to 150 characters including spaces.

**Column I**
Publisher/Manufacturer: Enter the name of the publisher or manufacturer of the item.

**Column J**
Reference Number: This number should be the customer Purchase Order number

---

For State Agencies, a Purchase Order number **must** be used

**Column K**
Invoice Number: Actual Invoice number

**Column L**
Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

**Column M**
Start Date: Actual start date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

**Column N**
Order Quantity: Enter the quantity ordered by the customer (must be a numeric value) with up to 6-digit decimal point. Example: 101.123645 or 92.653259. All numbers must display to load correctly. If there is a credit or discount, enter a minus sign at the beginning of the number. Example: -1.153432 or -2.75

**If reporting a credit this column CAN have a negative number**

**Column O**
Unit Price: Enter the unit price paid by the customer. It is possible to enter up to an 8-digit decimal number, however, all numbers must display for it to calculate correctly. Example: 94.00 or 208.54343871
If reporting a credit this column **CANNOT** have a negative number

**Column P**
Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. Ex: 1.68 or If needed, use the calculation entered in the first row: =O5*P5, and fill down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column **CAN** have a negative number

**Column Q**
Promotion Name: Name of vendor promotion or DIR promotion. If none, leave blank.

**Column R**
Reseller: Name of reseller. If none, leave blank.

**Column S**
Subcontractor: List name of Subcontractor. If none, leave the field blank.

**Column T**
# of pages: Number of monthly pages. If none, leave the field blank.

**Column U**
Language: For interpreter services, enter the language used. Otherwise, leave the field blank.

**Column V**
Minutes: For audio conferencing services, enter the total conference call minutes. For interpreter services, enter the total minutes. If there are no audio conferencing or interpreter services, leave the field blank.

**Column W**
Error Description: SPECIAL COLUMN THAT APPEARS ON ERROR FILES DOWNLOADED FROM THE HISTORY SCREEN WHEN REPORT IS REJECTED. If you use the error file to fix your report always remember to completely delete this column before you reupload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.

This concludes the Telecom Contract VSR Section
5.3 Report Status Definitions

5.3.1 Submitted

The report is uploading, and the data is being checked by the system.

5.3.2 Accepted

The report has loaded, and all data is correct. The report is considered received and the upload process is complete.

5.3.3 Rejected

The report has loaded and there are errors that need to be addressed. When the report is rejected, you will be able to go to the History Screen of the VSR Portal and download the error file. The very last column will contain error descriptions for each row, so you know what needs to be addressed and corrected.

<table>
<thead>
<tr>
<th>Status</th>
<th>Status Date</th>
<th>Total Extended Price</th>
<th>Estimated Admin Fee</th>
<th>Estimated Late Fee</th>
<th>Final Admin Fee</th>
<th>DIR Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted</td>
<td>10-14-2020</td>
<td>$6,208.40</td>
<td>$46.55</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Accepted file by DIR</td>
</tr>
<tr>
<td>Rejected</td>
<td>10-14-2020</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
<td>Error File</td>
</tr>
</tbody>
</table>

For error messages and how to correct them, refer to Exhibit 8.7 Error Messages.

5.3.4 Pending User Action

The report has loaded and there are issues with one or more of the following:

- Customer Name
- Brand Name
- Reseller Name
- Past Sales are being reported

Section 5.6 Editing Online, will discuss how to use the Edit Online tool to make corrections for the issues listed above.
5.4 Additional Transactions

5.4.1 Zero Sales Reports

All vendors with active contracts are required to either submit a sales report or, if there are no sales to report, a **Zero Sales Report**.

To complete a zero sales report, follow the instructions for downloading the template in **Section 5.2** but only enter information in Cells B1, B2 and B3.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Vendor Name</td>
<td>Use the exact name shown on the DIR contract page</td>
</tr>
<tr>
<td>2 Contract Number</td>
<td>DIR-CPO-XXXX</td>
</tr>
<tr>
<td>3 Submitted Reporting Month</td>
<td>YYYYMM</td>
</tr>
</tbody>
</table>

Upload the sales report as usual. All other rows should be left completely blank.

5.4.2 Reporting Credits

The key to reporting a credit is to use the original line or lines from the original report (where the sale was first reported).

**TIP:** Report credits at the beginning of a sales report. Inserting rows in the middle of a sales report will interfere with formulas. Multiple credits may be listed on one report from any past month. New sales should be listed below the credit lines.

Example: The City of Austin purchased 3 Apple 10.2 iPads (Line 5 below) in **January 2020 (202001)**, but they have since returned two iPads and the vendor has issued a credit.

**Original sales report example:**

The credit is being reported on the **March 2020 (202003)** sales report. The credit will be reported as follows:

- The value in cell B3 will be **202003**
• The original row from the **January** sales report will be copied and pasted into the **March** report as shown below (the Sales Period, Order Date, Invoice Date, Invoice Number and Ship date *will all remain the same*).
• The Quantity in cell **M5** has been made **-2.00**
• The formula in the Extended Price cell in **O5** calculates the credit.

**March sales report with credit example:**

![Image of a spreadsheet showing a March sales report with credits](image)

The values in the Quantity and Extended Price columns must be negative to calculate the credit correctly. **The Extended Price column (Column O) should calculate automatically.** If it doesn’t, the formula has been deleted. Just replace it or copy and paste it from another cell or a fresh VSR template.

Columns to create credits by template:

**Cooperative Template:** Column **M** and Column **O**
**Staffing Template:** Column **J** and Column **L**
**Telecom Template:** Column **N** and Column **P**

When the report is uploaded, if everything is correct, the report status will change to **Pending User Action**.

### 5.4.3 Reporting Past Sales

**Note:** This manual provides a mechanism for reporting past sales, however, DIR reserves the right to request a corrective action plan for repeated reporting of past sales. Per Appendix A Standard Terms and Conditions:

Vendor shall electronically provide DIR with a detailed monthly report in the format required by DIR showing the dollar volume of **any and all sales** under the Contract for the **previous calendar month period**.
Past sales are reported in the same manner as current sales. The only difference is that the invoice dates in Column D (for Cooperative and Staffing reports) or Column F (for the Telecom report) will be at least two months prior (VSRs contain invoicing from one month prior).

**Example:**

The Feb 2020 report is due. Cell B3 will be 202002

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vendor Name: ComputersRUs</td>
</tr>
<tr>
<td>2</td>
<td>Contract Number: DIR-CPO-1234</td>
</tr>
<tr>
<td>3</td>
<td>Submitted Reporting Month: 202002</td>
</tr>
</tbody>
</table>

The sales report should be completed as follows:

1. Report credits if any
2. Report current sales
3. Report past sales last. Be sure that **Column D** (on the Coop and IT Staffing Report Template) or **Column F** (on the Telecommunications template) reflects the month of the invoice date you are reporting

If you are reporting an invoice from December 2019, the invoice date will be 12/15/2019.

The first row (Row 5) is a current sale; the second row (Row 6) is a past sale:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vendor Name: ComputersRUs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Contract Number: DIR-CPO-1234</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Submitted Reporting Month: 202002</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>HUB Type (Vendor or Reseller)</td>
<td>Customer Name (Customer's Proper Name)</td>
<td>Reference Number</td>
<td>Sales Period</td>
<td>ORDER DATE</td>
<td>INVOICE DATE</td>
<td>INVOICE NUMBER</td>
</tr>
<tr>
<td>5</td>
<td>Texas Parks and Wildlife</td>
<td>555777</td>
<td>202002</td>
<td>1/8/2020</td>
<td>1/15/2020</td>
<td>789100</td>
<td>1/10/2020</td>
</tr>
</tbody>
</table>

If all the information in your report is correct, the report status will change to **Pending User Action** in the portal and you will be asked to use the **Edit Online (Section 5.6)** function to validate that you are truly reporting past sales. If the report contains no errors, validate the past sales and the report should be **Accepted**.
If the report has errors, the status will change to **Rejected**, and any corrections will need to be made before the status **Pending User Action** appears.

### 5.4.4 Missed Sales Reports

**Note:** This manual provides a mechanism submitting missed reports, however, per Appendix A Standard Terms and Conditions:

> Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period may, at DIR’s discretion, result in the addition of late fees of $100/day for each day the report or payment is due (up to $1000/month) or suspension or termination of Vendor’s Contract.

Once the monthly reporting period has closed, the sales report for the following month is considered **Missed**.

To submit a missed sales report, your contract status will determine how that report will be submitted:

**Active Contract**

If your contract is active and you miss reporting for a month or more, the following error message will appear if you attempt to upload a sales report:

If a previous month’s report has been missed, load a zero sales report(s) for the missed month(s), and load the missed sales as past sales on the current month’s report. See [Section 5.4.1 How to Report Zero Sales](#) and [Section 5.4.3 How to Report Past Sales](#).
Expired Contract
Only reports with sales that fall under the survivability clause can be uploaded on an inactive contract. If you have missed a month(s), you will report the sales as Past Sales. Refer to Section 5.4.3 How to Report Past Sales.

5.4.5 Correcting an Accepted Report

Once a VSR sales report is in Accepted status, changes can no longer be made without DIR assistance.

If you need to make a correction to your report, or if DIR asks you to make a correction to your report, it can only be done in the current month.

Send an email request to ict.sales@dir.texas.gov asking that your current report be backed out and provide the DIR Contract number for the report.

If you need to make corrections to a past report, Refer to Section 5.4.3 How to Report Past Sales.

5.5 Reporting MSRP

Reporting the Manufacturer’s Suggested Retail Price (MSRP) is required for Cooperative Contracts that are based off a discount from MSRP. This does not include services contracts such as Deliverable Based IT Contracts (DBITS), IT Staffing (ITSAC) contracts and Telecom contracts.

While many of the products being sold have pricing that is negotiated based on a discount from MSRP, another option is pricing that is negotiated at a specific contract price.

Except for services, all products sold under DIR contracts should have an MSRP or List Price. This number is needed to calculate the unit price charged to DIR customers. The MSRP or List Price should be reported in the MSRP field for each applicable sale on every VSR.

Column P is used to audit vendor pricing to ensure that DIR customers are receiving correct pricing per the terms of the contract.

When the reported Actual Discount Percentage (Column AC) is multiplied by the MSRP in Column P, the discounted dollar amount is returned. When subtracted from the MSRP, this value should be equal to or lower than the Unit Price (Column N). Also, the Actual Discount Percentage in column AC should be equal to or higher than the Contract Discount Percentage (Column AB). MSRP cannot be blank or negative and should have no more than a 2-digit decimal number in the column. MSRP and the discount percentage given for each product should also be listed on the customer’s Purchase Order (PO) to confirm that the contract discount was offered.

Below is an example of a VSR with products reported with a negotiated discount off MSRP. The Actual Discount Percentage (Column AC) when multiplied by the MSRP (Column P) and then
take that total and subtract it from the MSRP, gives you a number that should equal the Unit Price (Column N). The Contract Discount Percentage listed in Column AB should be equal to or less than the Actual Discount Percentage in column AC. In the example above, you will notice that the unit price (Column N) is at or below the negotiated contract price (Column AD). Vendors should ensure that the calculation between the MSRP and Actual Discount Percentage matches the number in the unit price column.

Below is an example of a VSR with products reported on a VSR having a negotiated contract price. You will notice that the Unit Price (Column N) is at or below the negotiated contract price (Column AD).

**5.6 Editing Online**

The edit online tool will only be available when your report is in **Pending User Action** status and everything on the sales report is correct except for Customer Name, Brand Name, Reseller Name, or past sales are being reported. These specific corrections can be made online in the VSR Portal when the report is in this status.

To make corrections go to the History Screen, **scroll to the right**, and click on the **Edit Online** hyperlink.
The screen below will appear. You will see 3 categories: **Customer Name**, **Previous Sales Period**, and **Others**. The tool defaults to **Customer Name**. If you look in the parenthesis on your screen, there will be a number in or more of the 3 categories.

The key column to make corrections using the Edit Online tool is the **Change/Edit Error** column:
5.6.1 Customer Name: Correcting/Adding

The tool defaults to Customer Name. Double click on the customer name in the box below Change/Edit error:

The following pop-up will appear. Begin entering the customer name and a drop-down menu will appear with possible matches:
Select the correct customer name and hit the **REPLACE** button.

Repeat the process for each customer name until you have replaced all the incorrect names. If customer names were the only issues that needed to be corrected, click on the revalidate button:

Your report will return to **Submitted** status in the history screen. Once the system has completed its new review of your data the report changes to **Accepted** status.

**Adding New Customers**

If you cannot find a customer, they may be new and have never had sales reported. Email ict.sales@dir.texas.gov with the customer name, a website link and their billing/mailing address so that we can check for you. **If DIR determines they should be added as a NEW Customer, follow the directions below:**

If all other errors are correct your report will change to **Pending User Action** status. If the file changes to **Pending User Action**, you can either download the error file and correct manually or click on Edit Online. To work the error file in the VSR App, click on **Edit Online** link.
Go to the History screen and scroll to the right and click on **Edit Online:**

The screen defaults to **Customer:**

Double click on the customer name right below the **Change/Edit Error header:**
The pop-up screen below will appear. Click in the **Search** box and type in part of the main name to start displaying option for searching. **You must type in 3 characters at minimum** to get a name to display. You can scroll through the list or put in more characters to further refine your search.

If you do not find the name, you will need to select the option at bottom of the screen and click on the word **here**:

The **Add a new customer** window will display. Type the name of the new customer in the shaded box:
Check the verification box and then click Add as a new customer:

Another verification window will display. Click **Ok** to add:

Once corrected, the screen will return to **Edit Online** and show **corrected** on the far right of the screen. The number of items still needing correction will change after the Customer Name (#). It will list how many errors must be corrected in this area.

If all errors in this section are corrected click **REVALIDATE** and your report should change to **Accepted** status. Your report **MUST BE IN Accepted** status for it to be considered received.
Brand Names: Correcting

If you have a number in the **Others** parenthesis, click in the circle next to **Others** and click on the **GO** button. **Others** refers to invalid brand names or reseller names.

**Example:**

| ☐ Customer Name (0) | ☐ Previous Sales Period (0) | ☐ Others (2) |

Brand names reside in Salesforce and must be entered on the report exactly as they appear on the DIR vendor webpage. You can find brand names and their naming conventions on your DIR webpage (if your contract is currently active) at [www.dir.texas.gov](http://www.dir.texas.gov).

Enter the last 4 digits of your contract number in the search bar:

![DIR search bar](image)

Click on the hyperlink for the contract:

![Search results](image)
If your contract is inactive and no longer published on the DIR site, contact your DIR Contract Manager to obtain a list.

To correct brands, follow the same steps above in the Edit Online tool. Instead of indicating Invalid Customer it will say Invalid Brand.

If you find that there are brands not listed, check the Appendix C Pricing Index. If the brand is listed on Appendix C, contact your DIR Contract Manager for assistance. If the brand needs to be added, the contract manager will make the update and you will need to wait until the following day for the overnight data synch to update. If the brand is neither on the vendor webpage or Appendix C, refer to Section 5.7.2: Errors That Must Be Resolved with Assistance from DIR

5.6.2 Reseller/Subcontractor Names: Correcting

If you have a number in the Others parenthesis, click in the circle next to Others and click on the GO button. Others refers to invalid brand names or reseller names.

Example:

- Customer Name (0)
- Previous Sales Period (0)
- Others (2)

If your contract allows for resellers or subcontractors, the names reside in Salesforce and must be entered on the report exactly as they appear on the contract page.

You can find the reseller names and their naming conventions on your DIR webpage (if your contract is currently active) at www.dir.texas.gov.
Enter the last 4 digits of your contract number in the search bar:

Click on the hyperlink for the contract:
Scroll down below the Contract Documents and the list of resellers will be visible. Click on the Excel icon to download a list of resellers for easier reference for future VSRs.

Subcontractor names can be validated by doing a search of the DIR website as many subcontractors are prime vendors. If the subcontractor name cannot be found, contact your DIR contract manager.

If you find that a reseller is not listed, check Appendix B HUB Subcontracting Plan (HSP). If the reseller is listed on the HSP, contact your DIR Contract Manager for assistance. If a reseller needs to be added, the contract manager will make the updates and you will need to wait until the following day for the overnight data synch to update.
5.7 Errors Loading the VSR

5.7.1 Report Fails to Load

If the sales report is Rejected, navigate to the History Screen, and scroll to the right to download the Error File:

<table>
<thead>
<tr>
<th>Status</th>
<th>Status Date</th>
<th>Total Extended Price</th>
<th>Estimated Admin Fee</th>
<th>Estimated Late Fee</th>
<th>Final Admin Fee</th>
<th>DIR Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted</td>
<td>10-14-2020</td>
<td>$6,206.40</td>
<td>$46.55</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Accepted file by DIR</td>
</tr>
<tr>
<td>Rejected</td>
<td>10-14-2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Error File</td>
</tr>
</tbody>
</table>

**NOTE:** If you use the Error File to make corrections, always remember to remove/delete the entire last column labeled **Error Description** before saving and reloading the corrected report. If this is not done an **Invalid Template** error will occur.

In most cases, an error is the result of data entry issues such as:

- Formatting
- Spelling and punctuation errors
- Missing data
- Populating a field that should be left blank
- Using an outdated template
- Using the wrong template for the contract type
- Exceeding the character limit
- Report/invoice date mismatch
- Contract start date/order date mismatch
- Entering data that does not match the definition for the field

Other issues include:

- Trying to correct errors on sales report that has already been accepted.
- Listing a brand or a reseller that is not in the portal for the contract for which the VSR has been created

**Exhibit 8.7** lists error messages and their descriptions that will also assist in resolving errors.
5.7.2 Errors That Must Be Resolved with Assistance from DIR

Backing out a Report

Once a VSR sales report is in Accepted status, changes can no longer be made without DIR assistance.

If you need to make a correction to your report, or if DIR asks you to make a correction to your report, it can only be done in the current month.

Send an email request to ict.sales@dir.texas.gov asking that your current report be backed out and provide the DIR Contract number for the report.

If you need to make corrections to a past report, refer to Section 5.4.3 Reporting Past Sales.

Brand is Missing

If a brand is NOT listed on the vendor DIR web page or in Appendix C, it is likely that the brand is not currently within the scope of the contract and the sale is ineligible. The sale cannot be reported on the VSR (and the brand should not be sold as part of the DIR contact). Check with the contract manager for your organization. It is possible that Appendix C Pricing Index has been updated via an amendment or contract change order and the brand has not yet been added to Salesforce, but unless the amendment has been executed prior to the sale, the sale is ineligible.

If the amendment has been executed but the brand has not yet been loaded, contact the DIR contract manager to determine the timeline to add the brand. This process can take several days. The sale may need to be reported as a late sale on the next month’s report.

Reseller or Subcontractor is Missing

If a reseller or subcontractor is NOT listed on the DIR web page or in Appendix B, it is possible that the HSP has not been updated. The sale cannot be reported on the VSR (and the reseller/subcontractor should not be fulfilling purchase order/performing services as part of the DIR contract). Check with the contract manager for your organization. It is possible that the HSP has been updated but the reseller/subcontractor has not yet been added to Salesforce. However, unless the HSP was approved by the DIR HUB office prior to the sale, the sale is ineligible.

If the HSP was approved prior to the sale but the reseller/subcontractor has not yet been added to Salesforce, contact the DIR contract manager to determine the timeline add the reseller/subcontractor. This process can take several days. The sale may need to be reported as a late sale on the next month’s report.
Becoming familiar with the DIR VSR Guide to this point will prevent most errors or make it easy to troubleshoot errors.

Often, but not always, more complex issues and technical issues will be out of the Sales Report Contact(s)’ control and will require more time to resolve.

Sales Report Contacts are strongly encouraged to allow enough time each month to address errors that could require action on the part of the Vendor Contract Manager, the DIR Contract Manager, DIR Contract Services, or tech support.
6.0 Fees

6.1 Estimated Admin Fees

Administrative fees are calculated based on the original order date of the sale listed on the report in the following columns:

- **Cooperative Template:** Column E
- **Staffing Template:** Column E
- **Telecom Template:** Column M

If your contract has more than one admin fee, the VSR portal calculates as follows in the example:

The contract below had an amendment, and the Admin Fee was lowered.

- Sales reported with an order or start date of 9/22/2017 through 8/31/2018 will be calculated at .75%
- Sales reported with an order or start date of 9/1/2018 through 9/22/2021 will be calculated at .50%

The admin fee that appears in the portal is an estimate. Always wait for an email with the subject line **DIR Has Closed Reporting Period for 2020XX** (month close) to be sent with your final admin fee calculation before remitting payment (**Section 8.3 How to Pay the Admin Fee**).

6.2 Ineligible Sales

Customer eligibility may change at any time based on new legislation, the creation of taxing entities such as emergency service districts, legal determinations, and the funding of an entity.

- Sales to ineligible customers will not be counted towards your final Admin Fee.
- DIR contract managers will notify vendors of customers that were ineligible at the time the report was submitted.
- The month close email discussed in **Section 8.1** will not include fees from ineligible customers in your **Final Admin Fee Due** calculation. The sales are not counted and do not need to be credited in the VSR Portal.
6.3  Late Fees

Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period will result in the contract being flagged as eligible for late reporting fees. Once a contract has been flagged, this remedy will remain for the life of the contract.

If a contract has been flagged as eligible for late fees, a vendor can be charged $100 per day up to $1,000 per month for each day that the VSR is late. Repeated late VSRs could, at DIR’s discretion, result in suspension or termination of the contract.

Communication is key so that sales reports are not late.

Email ict.sales@dir.texas.gov or contact your DIR contract manager for assistance.

6.4  Admin Fee Payments

Admin fees are due by the 25th of the month following receipt of the DIR Has Closed Reporting Period for 2020XX (month close) email. Vendors are expected to keep accounts current.

Late or missed admin fees could result in the delay of contract amendments and renewals and could, at DIR’s discretion result in suspension or termination of the contract.

Refer to Section 7.3: How to Pay the Admin Fee for detailed information regarding the remittance of admin fees.
7.0 Closing Process

7.1 Overview

Each month DIR completes an administrative review of all sales to close out the month. Once the close process is complete, an email will be sent to all vendors including your final admin fee and any late fees associated with the report for that month.

Below is an example of the email that will be sent to the email address used to upload the VSR sales report and the email address the vendor has listed as their Vendor Contract Manager.

-----Original Message-----
From: VSR Support [mailto:vsr.support@dir.texas.gov]
Sent: Tuesday, January 2, 2020 12:28 PM
To: Jane Doe <jane.doe@ABCVendor.com>
Subject: DIR Has Closed Reporting Period for 202003

Below are the Final Admin Fees and any associated Late Fees for contract DIR-CPO-9999.

Vendor name: ABC Vendor, LLC

Final Admin Fee: $ 125.25

Late Fee: $ 100.00

Total owed to DIR: $ 225.25

Final Admin Fee is due by the 25th of the month following the report due date (the due date is the 15th of the month following the sale).

7.2 Admin Fee Due Date

Admin Fees are due by the 25th of the month following the submission of the VSR, or approximately 10 days after receipt of the closing email.

We ask that all vendors wait to pay the administrative fee until they receive this email. If the final admin fee has been adjusted, email ict.sales@dir.texas.gov for clarification. In most instances, the report contained an ineligible sale or there were data input errors.

7.3 How to Pay the Admin Fee

Admin fees may be paid by ACH (preferred) or check. Payments must be accompanied by the following remittance information:

- Sales Reporting Month (the month in which the sales were invoiced)
• The DIR contract number(s)
• If combining payments for several contracts, provide the amount being paid for each contract. Use the DIR Remittance Form or a similarly formatted list and email the information to adminfee@dir.texas.gov as soon as the payment is transmitted or mailed. Be sure include the contract number(s) in the subject line of the email.

Exhibit 8.8 Payment Methods contains a detailed chart illustrating the different payment methods accepted and links to access forms if needed.

7.4 Avoiding Overpayments and Refunds

Admin fee overpayments are generally the result of remitting payment too early. DIR cannot apply payments until:

• The month is closed
• All accounts are reconciled
• The final admin fee payment schedule is approved
• The fees due are entered into the accounting system

Early payments can be credited to the vendor account but cannot be applied to specific line items. Should an admin fee be adjusted down (usually due to ineligible sales), the resulting credit cannot be applied to future admin fees without making arrangements with DIR Finance. DIR does not generate credit memos.

Large credits usually need to be refunded, and the refund process can often take more than 90 days.

The best way to avoid overpayments for admin fees is to wait until the monthly close email has been received. By statute, the monthly close email must be sent no later than the 14th day of the month the payment is due but is usually sent earlier.

If the close email has not been received, check your junk email folder. You may also request a copy by emailing ict.sales@dir.texas.gov
7.5 Remittance Options

DIR accepts payment via ACH (recommended) or check. An ACH authorization form is available on the DIR website: www.dir.texas.gov: Information for Vendors. See Exhibit 8.9 for an example of the authorization form.
See **Exhibit 8.8** for a detailed payment flow chart.

### 7.6 Remittance Form

DIR has created a remittance form that should be used to send remittance advice to adminfee@dir.texas.gov

To ensure that your admin fee payment is properly applied, DIR requests that either this form, or an email containing this information, be sent to the email address above immediately upon transmitting or mailing payment.

The remittance form duplicates the remittance advice found on system-generated checks and in the ACH payment memo field (provided there is enough space). Sending the DIR remittance form directly to adminfee@dir.texas.gov allows DIR personnel to access remittance advice. When paying by check, this information remains at the off-site DIR lockbox location.
The remittance form can be downloaded from the DIR website (follow the same steps illustrated above, but select the Remittance Form option):

See Exhibit 8.10 for a sample remittance form.
8.0 Exhibits

8.1 HSP (HUB Subcontracting Plan) (Sample)

The HSP can be identified by the first page:

HUB Subcontracting Plan (HSP)

QUICK CHECKLIST

While this HSP Quick Checklist is being provided to merely assist you in readily identifying the sections of the HSP form that you will need to complete, it is very important that you adhere to the instructions in the HSP form and instructions provided by the contracting agency.

1. If you will be awarding all of the subcontracting work you have to offer under the contract to only Texas certified HUB vendors, complete:
   - Section 1 - Respondent and Requisition Information
   - Section 2 a. - Yes, I will be subcontracting portions of the contract.
   - Section 2 b. - List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to Texas certified HUB vendors.
   - Section 2 c. - Yes
   - Section 4 - Affirmation
   - GFE Method A (Attachment A) - Complete an Attachment A for each of the subcontracting opportunities you listed in Section 2 b.

2. If you will be subcontracting any portion of the contract to Texas certified HUB vendors and Non-HUB vendors, and the aggregate percentage of all the subcontracting work you will be awarding to the Texas certified HUB vendors with which you do not have a continuous contract in place for more than five (5) years does not meet or exceed the HUB Goal the contracting agency identified in the "Agency Special Instructions/Additional Requirements", complete:
   - Section 1 - Respondent and Requisition Information
   - Section 2 a. - Yes, I will be subcontracting portions of the contract.
   - Section 2 b. - List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to Texas certified HUB vendors and Non-HUB vendors.
   - Section 2 c. - No
   - Section 2 d. - Yes
   - Section 4 - Affirmation
   - GFE Method A (Attachment A) - Complete an Attachment A for each of the subcontracting opportunities you listed in Section 2 b.

3. If you will be subcontracting any portion of the contract to Texas certified HUB vendors and Non-HUB vendors or only to Non-HUB vendors, and the aggregate percentage of all the subcontracting work you will be awarding to the Texas certified HUB vendors with which you do not have a continuous contract in place for more than five (5) years does not meet or exceed the HUB Goal the contracting agency identified in the "Agency Special Instructions/Additional Requirements", complete:
   - Section 1 - Respondent and Requisition Information
   - Section 2 a. - Yes, I will be subcontracting portions of the contract.
   - Section 2 b. - List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to Texas certified HUB vendors and Non-HUB vendors.
   - Section 2 c. - No
   - Section 2 d. - No
   - Section 4 - Affirmation
   - GFE Method B (Attachment B) - Complete an Attachment B for each of the subcontracting opportunities you listed in Section 2 b.

4. If you will not be subcontracting any portion of the contract and will be fulfilling the entire contract with your own resources (i.e., employees, supplies, materials and/or equipment), complete:
   - Section 1 - Respondent and Requisition Information
   - Section 2 a. - No, I will not be subcontracting any portion of the contract, and I will be fulfilling the entire contract with my own resources.
   - Section 3 - Self-Performing Justification
   - Section 4 - Affirmation

*Continuous Contract*: Any existing written agreement (including any renewals that are exercised) between a prime contractor and a HUB vendor, where the HUB vendor provides the prime contractor with goods or service, to include under the same contract for a specified period of time. The frequency the HUB vendor is utilized or paid during the term of the contract is not relevant to whether the contract is considered continuous. Two or more contracts that run concurrently or overlap one another for different periods of time are considered by CPA to be individual contracts rather than renewals or extensions to the original contract. In such situations the prime contractor and HUB vendor are entering (have entered) into “new” contracts.
All subcontractors or resellers, whether HUB or not, must be listed on **Page 1 of 1 (Attachment A)** (usually the 6th page of the .pdf). Be sure that the heading is **Section A-2: Subcontractor Selection**:

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Company Name</th>
<th>Texas certified HUB</th>
<th>Texas VID or Federal EIN</th>
<th>Approximate Dollar Amount</th>
<th>Expected Percentage of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reseller 1</td>
<td>XXXXXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
<tr>
<td>2</td>
<td>Reseller 2</td>
<td>XXXXXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
<tr>
<td>3</td>
<td>Reseller 3</td>
<td>XXXXXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
<tr>
<td>4</td>
<td>Subcontractor 1</td>
<td>XXXXXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
<tr>
<td>5</td>
<td>Subcontractor 2</td>
<td>XXXXXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
<tr>
<td>6</td>
<td>Subcontractor 3</td>
<td>XXXXXXXXX</td>
<td>☐ Yes ☐ No</td>
<td>XXXXXXXXX</td>
<td>$XX,XXX</td>
<td>XX %</td>
</tr>
</tbody>
</table>

**REMEMBER:** As specified in SECTION 4 of the completed HSP form, if you (respondent) are awarded any portion of the contract, you are required to provide notice as soon as practicable to all subcontractors (HUBs and Non-HUBs) of their selection as a subcontractor. The notice must specify at a minimum the subcontracting opportunity and the expected percentage of work to be subcontracted. When searching for Texas certified HUBs and verifying their HUB status, ensure that you use the State of Texas' Centralized Master Bidders List (CMBL). If you do not know if a company is a Texas certified HUB, you can search by name or by company name at [http://www.comptroller.texas.gov/purchasing/docs/hub-forms/hub-999-001-plan-due-achma.pdf](http://www.comptroller.texas.gov/purchasing/docs/hub-forms/hub-999-001-plan-due-achma.pdf).
8.2 Appendix C Pricing Index: Products (Sample)

In this example, the vendor sells its own branded products. If your organization sells more than one brand, look for the brand in question.

<table>
<thead>
<tr>
<th>Product Category/Product Line</th>
<th>Customer Discount % off MSRP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Desktops</strong></td>
<td></td>
</tr>
<tr>
<td>ThinkCentre Desktops</td>
<td>35.00%</td>
</tr>
<tr>
<td>Desktop Options</td>
<td>35.00%</td>
</tr>
<tr>
<td><strong>Laptops</strong></td>
<td></td>
</tr>
<tr>
<td>ThinkPad Laptops</td>
<td>35.00%</td>
</tr>
<tr>
<td>IdeaPad Laptops</td>
<td>35.00%</td>
</tr>
<tr>
<td>Laptop Options</td>
<td>35.00%</td>
</tr>
<tr>
<td><strong>Tablets</strong></td>
<td></td>
</tr>
<tr>
<td>ThinkPad Tablets</td>
<td>35.00%</td>
</tr>
<tr>
<td>Laptop Options</td>
<td>35.00%</td>
</tr>
<tr>
<td><strong>WorkStations</strong></td>
<td></td>
</tr>
<tr>
<td>ThinkStation Workstations</td>
<td>35.00%</td>
</tr>
<tr>
<td>Workstation Options</td>
<td>35.00%</td>
</tr>
<tr>
<td><strong>Peripherals &amp; Accessories</strong></td>
<td></td>
</tr>
<tr>
<td>Visuals</td>
<td>13.00%</td>
</tr>
<tr>
<td>Accessories</td>
<td>21.00%</td>
</tr>
<tr>
<td><strong>Topseller Products</strong></td>
<td></td>
</tr>
<tr>
<td>Topseller Products</td>
<td>5.25%</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td></td>
</tr>
<tr>
<td>Lenovo Software to include but not limited to Lenovo Unified Workspace, LanSchool, AirClass</td>
<td>20.00%</td>
</tr>
<tr>
<td>Analytics, Database, Virtualization, HPC, Operating Systems, Security, Systems Management</td>
<td>20.00%</td>
</tr>
</tbody>
</table>
8.3 Appendix C Pricing Index: Services (Sample)

In this example, the product is cabling services, is priced by the foot. Different pricing models depend on the service provided.

<table>
<thead>
<tr>
<th>Cabling Services (price per pull)</th>
<th>Zone 1</th>
<th>Zone 2</th>
<th>Zone 3</th>
<th>Zone 4</th>
<th>Zone 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat 5e cable - installed, terminated, tested and labeled including wall plate, jack and certification report.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0-10 Pulls 0-150 Feet</td>
<td>$62.22</td>
<td>$74.66</td>
<td>$77.77</td>
<td>$71.55</td>
<td>$68.44</td>
</tr>
<tr>
<td></td>
<td>$96.50</td>
<td>$106.60</td>
<td>$113.12</td>
<td>$104.07</td>
<td>$99.55</td>
</tr>
<tr>
<td>11-50 Pulls 0-150 Feet</td>
<td>$56.00</td>
<td>$67.19</td>
<td>$69.99</td>
<td>$64.39</td>
<td>$61.59</td>
</tr>
<tr>
<td></td>
<td>$81.45</td>
<td>$97.74</td>
<td>$101.81</td>
<td>$93.66</td>
<td>$89.59</td>
</tr>
<tr>
<td>51-100 Pulls 0-150 Feet</td>
<td>$52.88</td>
<td>$63.46</td>
<td>$66.11</td>
<td>$60.82</td>
<td>$58.17</td>
</tr>
<tr>
<td></td>
<td>$76.92</td>
<td>$92.31</td>
<td>$96.15</td>
<td>$88.46</td>
<td>$84.61</td>
</tr>
<tr>
<td>101-200 Pulls 0-150 Feet</td>
<td>$49.77</td>
<td>$59.73</td>
<td>$62.22</td>
<td>$57.74</td>
<td>$54.75</td>
</tr>
<tr>
<td></td>
<td>$72.40</td>
<td>$86.88</td>
<td>$90.50</td>
<td>$83.26</td>
<td>$79.64</td>
</tr>
<tr>
<td>Over 200 Pulls 0-150 Feet</td>
<td>$67.87</td>
<td>$81.45</td>
<td>$84.84</td>
<td>$78.05</td>
<td>$74.66</td>
</tr>
</tbody>
</table>

| Cat 6 cable - installed, terminated, tested and labeled including wall plate, jack and certification report. |
| 0-10 Pulls 0-150 Feet            | $71.87      | $86.24      | $89.83      | $82.65      | $79.05      |
|                                  | $101.81     | $123.17     | $127.20     | $117.08     | $111.99     |
| 11-50 Pulls 0-150 Feet           | $64.98      | $77.61      | $80.85      | $74.38      | $71.15      |
|                                  | $91.63      | $109.95     | $114.54     | $105.37     | $100.79     |
| 51-100 Pulls 0-150 Feet          | $61.06      | $73.30      | $76.36      | $70.25      | $67.19      |
|                                  | $86.94      | $103.83     | $108.17     | $99.52      | $95.19      |
| 101-200 Pulls 0-150 Feet         | $81.45      | $91.74      | $101.81     | $93.66      | $89.59      |
|                                  | $76.30      | $91.63      | $96.40      | $87.81      | $83.89      |
| Over 200 Pulls 0-150 Feet        | $52.90      | $64.68      | $67.37      | $61.98      | $59.29      |
|                                  | $76.30      | $91.63      | $96.40      | $87.81      | $83.89      |
# Appendix C Pricing Index: ITSAC Not to Exceed Rates (Sample)

These rates represent the highest bill rate for each Title that a Contract Holder may propose in Response to a Customer solicitation. At no time under a Customer Purchase Order may a Contract Holder propose a bill rate greater than the rates indicated below.

NOTE: Areas shaded gray (Undefined Rows and the Specialist Level Column) are for use on Customer solicitations only. RFP Respondents are not required to submit any pricing rates at this time.

<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Intern Level 1</th>
<th>Intern Level 2</th>
<th>Intern Level 3</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Specialist Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Hourly</td>
<td>Hourly</td>
<td>Hourly</td>
<td>Hourly</td>
<td>Hourly</td>
<td>Hourly</td>
<td>Hourly</td>
</tr>
<tr>
<td>Application/Software Development</td>
<td>DevOps Engineer</td>
<td>$36.98</td>
<td>$55.47</td>
<td>$73.95</td>
<td>$92.44</td>
<td>$121.86</td>
<td>$166.85</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Systems Analyst</td>
<td>$38.28</td>
<td>$59.82</td>
<td>$78.52</td>
<td>$98.77</td>
<td>$119.23</td>
<td>$144.39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Applications Architect</td>
<td>$34.54</td>
<td>$51.80</td>
<td>$69.07</td>
<td>$86.34</td>
<td>$108.68</td>
<td>$149.51</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Business Analyst</td>
<td>$34.31</td>
<td>$51.47</td>
<td>$68.62</td>
<td>$85.78</td>
<td>$98.21</td>
<td>$127.59</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cloud Solutions Architect</td>
<td>$46.47</td>
<td>$69.71</td>
<td>$92.98</td>
<td>$116.18</td>
<td>$137.36</td>
<td>$185.43</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Artificial Intelligence/Machine Learning Engineer</td>
<td>$38.46</td>
<td>$57.70</td>
<td>$76.93</td>
<td>$96.16</td>
<td>$117.47</td>
<td>$142.12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Developer/Programmer Analyst</td>
<td>$20.40</td>
<td>$30.60</td>
<td>$40.80</td>
<td>$62.50</td>
<td>$79.00</td>
<td>$104.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enterprise Architect</td>
<td>$36.56</td>
<td>$54.84</td>
<td>$73.13</td>
<td>$94.31</td>
<td>$116.75</td>
<td>$131.54</td>
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<tr>
<td></td>
<td>Enterprise Resource Planning (ERP) Business Analyst</td>
<td>$25.35</td>
<td>$38.03</td>
<td>$50.70</td>
<td>$69.28</td>
<td>$102.40</td>
<td>$130.80</td>
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<tr>
<td></td>
<td>ERP Developer</td>
<td>$29.26</td>
<td>$43.88</td>
<td>$58.51</td>
<td>$73.14</td>
<td>$114.79</td>
<td>$167.84</td>
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</tr>
<tr>
<td></td>
<td>Mobile Applications Developer</td>
<td>$35.66</td>
<td>$54.84</td>
<td>$73.13</td>
<td>$91.41</td>
<td>$115.80</td>
<td>$152.32</td>
<td></td>
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<tr>
<td></td>
<td>Technical Writer</td>
<td>$15.69</td>
<td>$28.03</td>
<td>$37.37</td>
<td>$46.72</td>
<td>$73.34</td>
<td>$93.70</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Digital Product Manager</td>
<td>$40.62</td>
<td>$60.93</td>
<td>$81.24</td>
<td>$101.54</td>
<td>$137.07</td>
<td>$193.94</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Software Engineer</td>
<td>$28.85</td>
<td>$43.57</td>
<td>$57.00</td>
<td>$72.15</td>
<td>$101.57</td>
<td>$147.35</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Software Developer</td>
<td>$42.03</td>
<td>$63.05</td>
<td>$84.07</td>
<td>$105.08</td>
<td>$131.12</td>
<td>$144.24</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data/Database Administration</td>
<td>$39.28</td>
<td>$58.92</td>
<td>$78.52</td>
<td>$98.24</td>
<td>$119.29</td>
<td>$144.28</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Database Administrator</td>
<td>$21.95</td>
<td>$32.92</td>
<td>$43.89</td>
<td>$54.87</td>
<td>$70.65</td>
<td>$117.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data Analyst/Report Writer</td>
<td>$57.69</td>
<td>$86.54</td>
<td>$115.39</td>
<td>$142.24</td>
<td>$160.00</td>
<td>$179.60</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data Architect</td>
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<td>$43.01</td>
<td>$56.03</td>
<td>$70.65</td>
<td>$110.73</td>
<td>$152.32</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data Modeler</td>
<td>$34.92</td>
<td>$52.38</td>
<td>$69.54</td>
<td>$87.30</td>
<td>$112.07</td>
<td>$142.34</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data Scientist (Big Data Engineer)</td>
<td>$23.64</td>
<td>$35.46</td>
<td>$47.28</td>
<td>$59.11</td>
<td>$85.32</td>
<td>$121.86</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Business Intelligence Analyst</td>
<td>$17.16</td>
<td>$25.74</td>
<td>$34.32</td>
<td>$42.89</td>
<td>$70.00</td>
<td>$117.43</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Front-End Web Developer/Web Designer</td>
<td>$20.36</td>
<td>$30.55</td>
<td>$40.73</td>
<td>$50.91</td>
<td>$85.00</td>
<td>$123.38</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Senior Web Developer</td>
<td>$35.91</td>
<td>$57.87</td>
<td>$68.82</td>
<td>$87.78</td>
<td>$105.00</td>
<td>$137.40</td>
<td></td>
</tr>
<tr>
<td>Web Development</td>
<td>Web Administrator</td>
<td>$34.31</td>
<td>$51.47</td>
<td>$68.62</td>
<td>$85.78</td>
<td>$98.21</td>
<td>$119.29</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Undefined Title: Web Developer</td>
<td>$24.03</td>
<td>$36.05</td>
<td>$48.06</td>
<td>$60.08</td>
<td>$77.68</td>
<td>$92.17</td>
<td></td>
</tr>
<tr>
<td>Quality Assurance &amp; Testing</td>
<td>QA Engineer - Automated</td>
<td>$29.61</td>
<td>$44.42</td>
<td>$59.23</td>
<td>$74.03</td>
<td>$116.34</td>
<td>$144.95</td>
<td></td>
</tr>
<tr>
<td></td>
<td>QA Test Manager</td>
<td>$19.59</td>
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<td>$45.96</td>
<td>$79.73</td>
<td>$107.48</td>
<td></td>
</tr>
<tr>
<td>Network/Telecommunications</td>
<td>Network Engineer</td>
<td>$23.40</td>
<td>$35.10</td>
<td>$46.80</td>
<td>$58.50</td>
<td>$86.36</td>
<td>$127.59</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wireless Network Engineer</td>
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<td>$84.75</td>
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<td>$145.78</td>
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<tr>
<td></td>
<td>Network Administrator</td>
<td>$34.31</td>
<td>$51.47</td>
<td>$68.62</td>
<td>$85.78</td>
<td>$98.21</td>
<td>$119.29</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telecommunications Manager</td>
<td>$29.27</td>
<td>$43.90</td>
<td>$58.53</td>
<td>$73.16</td>
<td>$90.00</td>
<td>$122.86</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telecommunications Technician</td>
<td>$29.92</td>
<td>$44.45</td>
<td>$59.94</td>
<td>$74.92</td>
<td>$85.78</td>
<td>$108.21</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network Operations Center (NOC) Technician</td>
<td>$16.68</td>
<td>$25.02</td>
<td>$33.36</td>
<td>$41.78</td>
<td>$65.09</td>
<td>$96.52</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>Data Security Analyst</td>
<td>$36.71</td>
<td>$55.07</td>
<td>$73.43</td>
<td>$91.78</td>
<td>$105.08</td>
<td>$131.12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Security Administrator</td>
<td>$20.87</td>
<td>$31.31</td>
<td>$41.75</td>
<td>$52.19</td>
<td>$85.05</td>
<td>$122.69</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network Security Analyst</td>
<td>$40.03</td>
<td>$63.05</td>
<td>$84.07</td>
<td>$105.08</td>
<td>$131.12</td>
<td>$158.66</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Network Security Engineer</td>
<td>$26.45</td>
<td>$39.67</td>
<td>$52.03</td>
<td>$66.62</td>
<td>$105.35</td>
<td>$123.93</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information Security Manager</td>
<td>$41.89</td>
<td>$62.83</td>
<td>$87.78</td>
<td>$104.72</td>
<td>$139.62</td>
<td>$174.53</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IT Auditor</td>
<td>$36.71</td>
<td>$55.07</td>
<td>$73.43</td>
<td>$91.78</td>
<td>$105.08</td>
<td>$131.12</td>
<td></td>
</tr>
<tr>
<td>Project Management</td>
<td>Project Manager</td>
<td>$39.28</td>
<td>$58.92</td>
<td>$78.57</td>
<td>$98.23</td>
<td>$119.29</td>
<td>$144.24</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Project Lead</td>
<td>$35.35</td>
<td>$53.03</td>
<td>$70.71</td>
<td>$83.89</td>
<td>$125.96</td>
<td>$169.09</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Program Manager</td>
<td>$41.04</td>
<td>$61.56</td>
<td>$82.08</td>
<td>$103.60</td>
<td>$138.53</td>
<td>$163.55</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Agile Senior Master</td>
<td>$27.31</td>
<td>$40.97</td>
<td>$54.62</td>
<td>$68.38</td>
<td>$109.68</td>
<td>$154.39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Agile Coach</td>
<td>$30.50</td>
<td>$45.76</td>
<td>$61.01</td>
<td>$76.26</td>
<td>$121.88</td>
<td>$167.65</td>
<td></td>
</tr>
</tbody>
</table>

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### 8.5 Appendix C Pricing Index: Telecom (Sample)

<table>
<thead>
<tr>
<th>Plan Type/Title</th>
<th>Published Price</th>
<th>DIR Discount</th>
<th>DIR/Customer Price</th>
<th>Service Plan Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T Nation 450 Roll Over Rate Plan</td>
<td>$39.99</td>
<td>26%</td>
<td>$29.59</td>
<td>450 Rollover; 5000 night and weekend minutes; unlimited mobile to mobile; $0.45/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Nation 900 Roll Over Rate Plan</td>
<td>$59.99</td>
<td>26%</td>
<td>$44.39</td>
<td>900 Rollover; unlimited night and weekend minutes; unlimited mobile to mobile; $0.45/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Nation Unlimited Roll Over Rate Plan</td>
<td>$69.99</td>
<td>0%</td>
<td>$69.99</td>
<td>Unlimited minutes; unlimited night and weekend minutes; unlimited mobile to mobile</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 100 Rate Plan</td>
<td>$30.00</td>
<td>26%</td>
<td>$22.20</td>
<td>100 Pooled Minutes; 5000 night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 200 Rate Plan</td>
<td>$34.00</td>
<td>26%</td>
<td>$25.16</td>
<td>200 Pooled Minutes; 5000 night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 300 Rate Plan</td>
<td>$39.00</td>
<td>26%</td>
<td>$28.86</td>
<td>300 Pooled Minutes; 5000 night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 400 Rate Plan</td>
<td>$44.00</td>
<td>26%</td>
<td>$32.56</td>
<td>400 Pooled Minutes; 5000 night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 500 Rate Plan</td>
<td>$49.00</td>
<td>26%</td>
<td>$36.26</td>
<td>500 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 600 Rate Plan</td>
<td>$53.00</td>
<td>26%</td>
<td>$39.22</td>
<td>600 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 700 Rate Plan</td>
<td>$57.00</td>
<td>26%</td>
<td>$42.18</td>
<td>700 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 800 Rate Plan</td>
<td>$61.00</td>
<td>26%</td>
<td>$45.14</td>
<td>800 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 900 Rate Plan</td>
<td>$65.00</td>
<td>26%</td>
<td>$48.10</td>
<td>900 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
<tr>
<td>AT&amp;T Pooled GOV Nation 1000 Rate Plan</td>
<td>$70.00</td>
<td>26%</td>
<td>$51.80</td>
<td>1000 Pooled Minutes; unlimited night and weekend minutes; unlimited mobile to mobile; $0.25/min/overage</td>
</tr>
</tbody>
</table>
8.6 Reseller List (Sample)

On the DIR vendor webpage, scroll past the Contract Documents. If the contract has resellers, they will be listed below the section entitled Electronic and Information Resources (EIR) Accessibility.

On the DIR vendor webpage, scroll past the Contract Documents. If the contract has resellers, they will be listed below the section entitled Electronic and Information Resources (EIR) Accessibility.

### Contract Documents

- DIR-CPO-4471 Contract PDF (435.6KB)
- DIR-CPO-4471 Appendix A Standard Terms and Conditions PDF (1.42MB)
- DIR-CPO-4471 Appendix C Pricing Index (per Amendment 1) PDF (73.45KB)
- DIR-CPO-4471 RFO DIR-TSO-TMP-424 PDF (2.11MB)
- DIR-CPO-4471 Amendment 1 PDF (154.3KB)

### Electronic and Information Resources (EIR) Accessibility

Information regarding Electronic and Information Resources (EIR) accessibility of this vendor’s offerings is included in the contract. Agencies purchasing products or services are responsible for complying with Texas EIR Accessibility statute and rules, as defined in TGC 2054 Subchapter M, 1TAC 206, and 1 TAC 213. For additional information, visit the Vendor Website or contact the vendor directly.

Please note that some of the documents on this page are in the PDF format. Please download the Adobe Reader in order to view these documents.

### Reseller Vendor Contacts

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Vendor ID</th>
<th>HUB Type</th>
<th>Contact Name</th>
<th>Phone/Fax</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abacus Computers, Inc.</td>
<td>17518443043000</td>
<td>Asian/Male</td>
<td>Mohan Singh</td>
<td>(432) 687-5424 Fax: (432) 682-7741 6 Desta Drive, Suite 1350, Midland, TX, 79705</td>
<td></td>
</tr>
<tr>
<td>Audio Visual Innovations, Inc.</td>
<td>1591958935600</td>
<td>Non HUB</td>
<td>Jay Bosch</td>
<td>(573) 353-1438 Fax: (281) 902-3937 6301 Benjamin Road, Suite 101, Tampa, FL, 33634</td>
<td></td>
</tr>
</tbody>
</table>
To download the list of resellers, click on the Excel icon and an alert will appear on the bottom left of your screen. Select the file name **DIRResellersXXXXX....csv**:

![Excel file download]

The downloaded .csv file will need to be saved as an Excel file, and the formatting will need to be manipulated in order to be more readable: Headers (Row 1) re-named and made bold, columns widened, unnecessary columns deleted, etc.

![Excel spreadsheet]

---

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### 8.7 Error Messages

NOTE: For all downloaded error files, remove/delete entire last column labeled Error Description before reloading the corrected report. If you need to do an Edit Online, follow instructions on the ‘Loading Vendor Sales Reports on the VSR Application rev3-9-17’ document.

<table>
<thead>
<tr>
<th>Field</th>
<th>Information/Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong># of Pages</strong></td>
<td>(Telecom)</td>
</tr>
<tr>
<td><strong>Field length is 28 characters</strong></td>
<td>Information in the column is longer than 28 characters. Field can be blank, or N/A or filled in with a number at 28 characters or less.</td>
</tr>
<tr>
<td><strong>Ineligible Order Date</strong></td>
<td>(Cooperative, ITSAC), Ineligible Start Date (Telecom)</td>
</tr>
<tr>
<td><strong>Field length is 10 characters</strong></td>
<td>Date must be on or after the start date of your DIR contract. It also must be on or before the current end date. If contract has lapsed or suspended, no new orders can be issued, but sales report is still required. If contract has ended, reports are submitted when invoices are issued with order dates from start through end date. Approved formats are: M/D/YY, M/D/YYYY, or MM/DD/YY. If date appears correct, ensure there is no extra spaces or blank lines inserted within the cell after it.</td>
</tr>
<tr>
<td><strong>Invalid Acquisition Type</strong></td>
<td>(ITSAC)</td>
</tr>
<tr>
<td><strong>Field length is 19 characters</strong></td>
<td>Column is either blank, or the Type is misspelled. Must match one of 2 types: Request for Resumes or SOW</td>
</tr>
<tr>
<td><strong>Invalid Actual Discount Percentage</strong></td>
<td>(Cooperative).</td>
</tr>
<tr>
<td><strong>Field length is 12 characters with 2-digit number after decimal point</strong></td>
<td>Pricing in this column is based on your approved Appendix C, Pricing Index. Number must be in #.## format.</td>
</tr>
<tr>
<td><strong>Invalid Address</strong></td>
<td>(Cooperative, ITSAC, Telecom)</td>
</tr>
<tr>
<td><strong>Field length is 100 characters</strong></td>
<td>Cannot be blank. Address should point to customer name listed.</td>
</tr>
<tr>
<td><strong>Invalid Administrative Fee Due</strong></td>
<td>(ITSAC)</td>
</tr>
<tr>
<td><strong>Field length is 21 characters</strong></td>
<td>Must be a number in #.## format</td>
</tr>
<tr>
<td><strong>Invalid Brand</strong></td>
<td>(Cooperative)</td>
</tr>
<tr>
<td><strong>Field length is 100 characters</strong></td>
<td>Must match name of approved name under Available Brands by spelling, punctuation, etc. If none are listed, check with your DIR contract manager. Some contracts are open to all brands. If brand is missing and allowed under your contract, your DIR</td>
</tr>
<tr>
<td><strong>Invalid City</strong></td>
<td>(Cooperative, ITSAC, Telecom)</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td><strong>Field length is 50 characters</strong></td>
<td>Cannot be blank</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Contract Discount Percentage</strong></th>
<th>(Cooperative)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 12 characters with 2-digit number after decimal point.</strong></td>
<td>Pricing in this column is based on your approved Appendix C, Pricing Index. Number must be in #.## format and based on unit price in column N.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Contract Number</strong></th>
<th>(Cooperative, ITSAC, Telecom)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must match the approved contract number by spelling, punctuation, etc. as it shows on your main DIR website page. This is not the RFO number.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Contract Price</strong></th>
<th>(Cooperative)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 10 characters with 2-digit number after decimal point.</strong></td>
<td>Pricing in this column is based on your approved Appendix C, Pricing Index. Number must be in #.## format and based on unit price in column N.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Customer</strong></th>
<th>(Cooperative, ITSAC, Telecom)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 100 characters</strong></td>
<td>Customer name listed doesn’t match name in approved list. Three ways to fix:</td>
</tr>
<tr>
<td></td>
<td>• Download error file and do search for name in Look Up screen.</td>
</tr>
<tr>
<td></td>
<td>• Download error file and do search in approved customer name list.</td>
</tr>
<tr>
<td></td>
<td>• Edit Online</td>
</tr>
<tr>
<td></td>
<td>Search by key part(s) in name. Example name is City of Austin Parks Department. Search for City of Austin</td>
</tr>
<tr>
<td></td>
<td>Schools should list parent school district or charter school. School names can repeat across districts and charters. There should never be an individual’s name as customer.</td>
</tr>
<tr>
<td></td>
<td>Out of state customers must have an interlocal agreement on file with DIR and show on DIR website at following link: <a href="http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2">http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2</a></td>
</tr>
<tr>
<td><strong>Invalid Customer Contact</strong></td>
<td>(Cooperative, ITSAC)</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Field length is 50 characters</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Description</strong></th>
<th>(Cooperative, ITSAC, Telecom)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 150 characters</strong></td>
<td></td>
</tr>
</tbody>
</table>

| **Leave out special characters such as *, +, /, |, =, %, etc. that may be construed as calculations or code. The description needs to be easy to determine how it fits under your DIR contract. References to credits/discounts or trade-ins need to provide what it is a credit on. Example: Credit on HDMI cables. Do not combine items together. For ITSAC contracts the contractor performing the work needs to be listed. Ex: John Smith, Farrah Fawcett, etc.** | |

<table>
<thead>
<tr>
<th><strong>Invalid EPEAT</strong></th>
<th>(Cooperative)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 6 characters</strong></td>
<td></td>
</tr>
</tbody>
</table>

| **Electronic Product Environmental Assessment Tool (EPEAT) – You can check at www.epeat.net to determine if product meets this green criteria. If the product is EPEAT the entry must be either Bronze, Silver or Gold. It can be blank. No other entries are allowed.** | |

<table>
<thead>
<tr>
<th><strong>Invalid Extended Price</strong></th>
<th>(Cooperative, ITSAC, Telecom)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 10 characters with a 2-digit number after decimal point</strong></td>
<td></td>
</tr>
</tbody>
</table>

| **It must equal the quantity times the unit price. If all allowed numbers do not display or to many digits are listed in either quantity and/or unit price the number will not calculate correctly. For credits the number must be in -#,## format not (#.##) format.** |                      |

<table>
<thead>
<tr>
<th><strong>Invalid HUB Type</strong></th>
<th>(Cooperative)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field must be left blank.</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Invalid Invoice Date</strong></th>
<th>(Cooperative, ITSAC, Telecom)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Field length is 10 characters</strong></td>
<td></td>
</tr>
</tbody>
</table>

| **List all invoices with dates within the start and end date of the Submitted Reporting Month (cell B3). Invoices with dates for future months may not be loaded. Approved formats are: M/D/YY, M/D/YYYY or MM/DD/YY. If date appears correct,** | |
| **Invalid Invoice Number** | (Cooperative, ITSAC, Telecom)  
   **Field length is 50 characters**  
   One invoice per line. It cannot be blank. |
|---------------------------|--------------------------------------------------|
| **Invalid ITSAC Category** | (ITSAC)  
   **Field length is 100 characters**  
   Column is either blank, Category is misspelled, or the Title is incorrect. Refer to the Approved Category &NTE tab of your report template for correct spellings and groupings. You will need to download your report if the ITSAC Category is not correct to fix it. You may also use the Lookup screen. |
|---------------------------|--------------------------------------------------|
| **Invalid ITSAC Level** | (ITSAC)  
   Should be either Intern 1, Intern 2, Intern 3, 1, 2, 3 or Specialist except leave blank if Undefined Title is used in Column V. |
|---------------------------|--------------------------------------------------|
| **Invalid ITSAC Title** | (ITSAC)  
   **Field length is 100 characters**  
   Column is either blank, Category is misspelled and doesn’t match the ITSAC title or ITSAC title is incorrect. Refer to the Approved Category &NTE tab of your report template for correct spellings and groupings. You may also use the Lookup screen. |
|---------------------------|--------------------------------------------------|
| **Invalid Language** | (Telecom)  
   **Field length is 50 characters**  
   Information in the column is longer than 50 characters. Put in Language if it applies. It must be either blank, n/a, or filled in with language (examples: German, Chinese, Spanish, etc.). |
|---------------------------|--------------------------------------------------|
| **Invalid Lease** | (Cooperative)  
   **Field length is 5 characters**  
   Must be either Buy or Lease. If item is on a lease/rental term, it must be Lease. Otherwise it should be buy. Field cannot be blank, be a number or any other word |
|---------------------------|--------------------------------------------------|
| **Invalid Minutes** | (Telecom)  
   **Field length is 28 characters**  
   Information in the column is longer than 28 characters. Put in number if it applies. It must be either blank, n/a, or filled in with number and include comma in the format. |
|---------------------------|--------------------------------------------------|
| **Invalid MSRP** | (Cooperative, ITSAC)  
   **Field length is 10 characters with 2-digit number after decimal point**  
   For cooperative it must zero or greater and is based on the unit price. It can never be a negative number or be blank. For ITSAC it must be zero. It can never be a negative number or be blank. |
| Invalid Part Number | (Cooperative) | **Field length is 50 characters**  
Must have either a number (alpha/numeric) or list N/A because it is a service). Should be one number per line |
|---------------------|---------------|--------------------------------------------------------------------------------|
| Invalid Product Item | (Telecom)     | **Field length is 50 characters**  
Field cannot be blank, must be filled in with name or number at 50 characters including spaces or less. |
| Invalid Product Type | (Cooperative) | **Field length is 100 characters**  
It is required on DBITS contracts issued under RFOs: DIR-SDD-TMP-197 & DIR-SDD-TMP-253  
Field must match spelling, punctuation of name in approved list. Should be blank otherwise. List can be found on your main DIR web page under Available Products and Services |
| Invalid Promotion Name | (Telecom) | **Field length is 50 characters**  
Information in the column is longer than 50 characters. Field can be blank, or N/A or filled in with information at 50 characters or less. |
| Invalid Publisher/Manufacturer | (Telecom) | **Field length is 100 characters**  
Column is either blank or has been miss-spelled. Must match approved manufacturer for the contract. |
| Invalid Quantity | (Cooperative, ITSAC, Telecom) | **Field length is 10 characters with to 4-digit number after the decimal point for Cooperative & ITSAC and 6-digit number after decimal point for Telecom**  
For credits/discounts the number needs to be in -.## or -#.#### format. All digits must display. Do not list more than allowed. Examples: 1.2345 but not 124.3438974 (too many digits after decimal point) or -34.43 but not (34.43). Number for credit can’t be in (). |
| Invalid Reference Number | (Cooperative, ITSAC, Telecom) | **Field length is 30 characters**  
Column is either blank or lists one of the following: N/A, na, cc, credit card. Can’t be blank or list payment method. |
| Invalid Reseller | (Cooperative) | **Field length is 255 characters**. Reseller applies to company authorized to sell products off your prime DIR contract – prime vendor is not a reseller.  
It must match name as it shows on your main DIR website page under Reseller Vendor Contacts by spelling, punctuation, etc. If |
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Invalid Reseller           | (ITSAC, Telecom)            | **Field length is 100 characters**  
Information in the column is longer than 100 characters. Field can be blank, or N/A or filled in with information at 100 characters or less.                                                                                                                                  |
| Invalid Sales Period       | (Cooperative, ITSAC, Telecom) | **Field length is 6 characters**  
Period is in YYYYMM format (example January 2017 is 201701). Period must be same month year as invoice date. If date is correct and you are reporting older month sales, you have opportunity to confirm and load in Online Edit function. |
| Invalid Ship Date          | (Cooperative)               | **Field length is 10 characters**  
The date must be on or after the contract start date and on or before the invoice date. Pre-billing before shipment or service is against statute. Approved formats are: M/D/YY, M/D/YYYY or MM/DD/YY. If date appears correct, ensure there are no extra spaces or blank lines inserted within the cell after it. |
| Invalid STAFFING SERVICES  | (ITSAC)                     | **Field length is 100 characters**  
Column is either blank or it is not ALL CAPS, or it has been misspelled. Must be: STAFFING SERVICES                                                                                                                                                    |
| Invalid State              | (Cooperative, ITSAC, Telecom) | **Field length is 2 characters**  
Must be all cap 2-digit abbreviation. Cannot be blank. Must be state within the United States.                                                                                                                                                                           |
| Invalid Subcontractor      | (Cooperative)               | **Field length is 255 characters**  
Subcontractor is a company authorized to sell services allowed off your DIR contract. It must match name in approved list by spelling, punctuation, etc. Check with your DIR contract manager if a name appears to be missing.                                                      |
| Invalid Subcontractor      | (Telecom)                   | **Field length is 100 characters**  
Information in the column is longer than 100 characters. Field can be blank, or N/A or filled in with information at 100 characters or less.                                                                                                                                 |
| Invalid Subcontractor      | (ITSAC)                     | **Field length is 100 characters**  
<pre><code>                                                                                                               |
</code></pre>
<table>
<thead>
<tr>
<th>Error Description</th>
<th>Scope</th>
<th>Details</th>
</tr>
</thead>
</table>
| Invalid Submitted Reporting Month                     | (Cooperative, ITSAC, Telecom) | **Field length is 6 characters**
This is month for previous period that just ended. It is always in YYYYYMM format. Unacceptable formats are 2016-12, December 2016, etc. Valid examples are 201612, 201701. You cannot re-load a report for a file that has been previously Accepted. Errors should be corrected on future reports. If you miss a previous month you must enter that month as a zero sales report before entering current month in the system. |
| Invalid Undefined Title                               | (ITSAC)                | If Column V is populated with 'Undefined Title', **the Undefined Title column X cannot be left blank. Must be filled in with the final negotiated title from the customer.** |
| Invalid Template                                      | (Cooperative, ITSAC, Telecom) | Open file and look in far right column. Is there an error description column? If yes, delete the entire column and reupload. If not, check if current template is protected. If yes, download a blank and use new version. If it is still not valid, your system may be automatically encrypting the file. Email ict.sales@dir.texas.gov for assistance. |
| Invalid Unit Price                                     | (Cooperative, ITSAC, Telecom) | **Field length is 10 characters with up 6-digit number after decimal point for Cooperative and ITSAC and 8-digit number after decimal point for Telecom**
For credits/discounts it can never be a negative. Number may include dollar sign or comma. |
| Invalid Vendor Name                                   | (Cooperative, ITSAC, Telecom) | **Field length is 150 characters**
Must match the approved name as it displays at the top of your main DIR contract website page and in the VSR Portal. It should show as default in the Upload and History screens. |
| Invalid Zip Code                                       | (Cooperative, ITSAC, Telecom) | **Field length is 10 characters**
Cannot be blank. Must display all digits. For zip codes starting with 0 put number in text format. Acceptable format are ##### (ex: 75731) or #######-#### (ex: 07543-9399) |
| Not Active Report Period                               |                        | This applies to any row where the Sales Period listed is for an older invoice date. If dates are incorrect, you will need to update the Sales Period as well as invoice date to be in current month of the report. If, however, the sales period is correct you will |
need to wait until the file goes to Pending User Action status. You will use Edit Online function and select the Previous Sales Period to validate you are including older month sales.

<table>
<thead>
<tr>
<th><strong>Not-to-Exceed Rate</strong></th>
<th>(ITSAC) Column K, Unit Price has an hourly rate listed that is higher than the contract Not-to-Exceed Rate. Either the Category, Title, or the Level may be incorrect, or the hourly rate you are billing is too high. Verify all information on the purchase order and check the “Approved Category&amp;NTE” tab on the template. The hourly rate being billed should never be higher than the contract Not-to-Exceed rate for the category.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Please provide Contract Discount Percentage plus Actual Discount Percentage or just Contract Price</strong></th>
<th>(Cooperative) Pricing in these columns are based on your approved Appendix C, Pricing Index. You are missing either contract or actual discount percentage (columns AB &amp; AC) or contract price. If line item is based on discount percentages, you must fill in both columns AB &amp; AC in #.###% format. If it is based on a set rate, then column AD is filled in in #.### format. It is based on the unit price for each line item.</th>
</tr>
</thead>
</table>

8.8 Payment Methods

<table>
<thead>
<tr>
<th>Remit Payment via ACH (recommended)</th>
<th>Remit Payment by Check</th>
<th>Remit Payment via Overnight Mail (if requested)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download ACH Payment Form from the DIR website if needed (link provided below)</td>
<td>Include Contract Number(s), Reporting Month, and Admin Fee(s) in remittance information section of check</td>
<td>Include Contract Number(s), Reporting Month, and Admin Fee(s) in remittance information section of check</td>
</tr>
<tr>
<td>Receive completed setup form from DIR (approximately 10 business days)</td>
<td>Mail check to: Texas Department of Information Resources PO Box 12728 Austin TX 78711</td>
<td>Mail check to: Texas Department of Information Resources 300 W 15th St #1300 Austin TX 78701</td>
</tr>
<tr>
<td>Submit ACH via your bank’s payment portal: Include contract number(s), report month, and admin fee(s) in remittance section (if available)</td>
<td>Follow up with a completed remittance form to <a href="mailto:adminfee@dir.texas.gov">adminfee@dir.texas.gov</a> to ensure payment(s) are applied correctly</td>
<td>Follow up with a completed remittance form to <a href="mailto:adminfee@dir.texas.gov">adminfee@dir.texas.gov</a> to ensure payment(s) are applied correctly</td>
</tr>
<tr>
<td>Follow up with a completed remittance form to <a href="mailto:adminfee@dir.texas.gov">adminfee@dir.texas.gov</a> to ensure payment(s) are applied correctly</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Link to obtain both the ACH Authorization form and the DIR Remittance form:

https://dir.texas.gov/View-Information-For-Vendors/Pages/Content.aspx?id=19
8.9 ACH Authorization Form (Sample)

It is only necessary to complete the section outlined in orange. The form will be returned with a DIR account number within 10 business days.

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**AUTHORIZATION FORM FOR AUTOMATED CLEARINGHOUSE (ACH) VENDOR PAYMENTS**

This form serves as an agreement between DIR, the State of Texas’ financial institution, and the paying company to provide services associated with the transmission of ACH business payments to DIR’s account. Please complete the COMPANY INFORMATION section and email it back to adminfee@dir.texas.gov

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**DIR INFORMATION**

- **Address:** 300 West 15th Street, Suite 1300 P.O. BOX 13564
- **City, State, Zip:** Austin, TX 78701 Austin, Texas 78711-3564
- **Contact:** Barry Huescher
- **Phone:** 512-463-3958
- **Contact:** Michelle Lampkin
- **Phone:** 512-463-3382

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**STATE OF TEXAS FINANCIAL INSTITUTION INFORMATION**

- **Name:** JP Morgan Chase
- **Address:** 700 Lavaca Street
- **City, State, Zip:** Austin, TX 78701
- **ACH Coordinator:** Sefe Garza
- **Phone:** 512-936-8460
- **Routing Number:** 021409169
- **Type:** Checking
- **Account Number:**

---

**COMPANY INFORMATION**

- **Name:**
- **Address:**
- **City, State, Zip:**
- **Contact Person:**
- **DIR Contract #:**
- **Phone Number:**
- **E-mail:**

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**FOR AGENCY USE ONLY**

- **Name of Entity:**
- **PCA:**
- **Appn:**
- **COBJ:**
- **AOBJ:**
- **TCode:**
- **Fund:**

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### 8.10 Remittance Form (Sample)

The remittance form duplicates the remittance advice found on system-generated checks and in the ACH payment memo field (provided there is enough space). Sending the DIR remittance form directly to adminfee@dir.texas.gov allows DIR personnel to access remittance advice. When paying by check, this information remains at the off-site DIR lockbox location.

#### Admin Fee Payment Remittance Form

| Instructions: Use the following Admin Fee Payment Remittance form to assist DIR with identifying and applying Admin Fees associated with your contract(s). Admin Fees are due the 25th of the month following submission of this report, unless stated otherwise in your Contract, Appendix A. |
| Example of Reporting Timeline: Invoiced sales during the month of January (1st through 31st) must be reported via the Vendor Sales Report by the 15th of the following month (between February 1st - 15th). If the 15th falls on a weekend or holiday, then the VSR is due the following business day. Once DIR processes and approves the submitted VSR, DIR will email the Total Admin Fee (Final Admin Fee + Late Fees (if applicable)) between March 1st – 10th to the Vendor Contract Manager and any other listed contacts. Payment of Admin Fees (via ACH or Check) is due on or before March 25th. |

**IF PAYING BY CHECK,** enter your Contract Number(s) on the check memo line (or accompanying form) and enclose the completed Admin Fee Payment Remittance Form and email a copy to: adminfee@dir.texas.gov.

**Mail Checks to:**  
Department of Information Resources  
ATTN: Accounts Receivable  
PO Box 12728  
Austin, TX 78711

**Express or Overnight Shipping:**  
Department of Information Resources  
ATTN: Accounts Receivable  
300 West 15th Street, Suite 1300  
Austin, TX 78701

**IF PAYING BY ACH/EFT PAYMENT,** email a copy of this completed form to: adminfee@dir.texas.gov.  
To sign up for ACH payments, [download the form](#) or request a form from adminfee@dir.texas.gov and allow approximately 30 days for processing.

| Vendor Name (ABC Company) |  |
| Vendor Contact Name (John Smith) |  |
| Vendor Contact Phone |  |
| Vendor Contact Email |  |

| Date of Remittance (MM/DD/YYYY) |  |
| Month of Sales Reported (YYYYMM) |  |
| Method of Payment (ACH or CK#) |  |

<table>
<thead>
<tr>
<th>Contract Number (ex. DIR-CPO-XXXX or DIR-TSO-XXXX)</th>
<th>Total Sales</th>
<th>Admin Fee Percentage</th>
<th>Late Fees (if applicable)</th>
<th>Admin Fee Payment</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>%</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Use additional lines for multiple contracts with each Admin Fee Payment)

<table>
<thead>
<tr>
<th>Total Amount Remitted (Admin Fee(s) + Late Fees)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

(Use additional lines for multiple contracts with each Admin Fee Payment)
9.0 Resources

9.1 Contact Information

9.1.1 Assistance with Vendor Sales Reports
For general assistance with Vendor Sales Reports: ict.sales@dir.texas.gov

9.1.2 Assistance with the ITSAC Portal
For assistance with the ITSAC Portal: dirstaffaugmentation@dir.texas.gov

9.1.3 Assistance with the HUB Subcontracting Form
To submit a new form, or to receive assistance: dir.hub@dir.texas.gov

9.1.4 VSR Portal Assistance Online
Access the basics of submitting a VSR from the DIR website

9.2 Additional Resources

9.2.1 Government Codes
To view the government codes please visit the DIR website here:

https://www.dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=25

9.2.2 HUB
Comptroller of Public Accounts Historically Underutilized Business (HUB) Program

HUB Subcontracting Forms

DIR HUB Program

9.2.3 DIRBasics on YouTube
Videos related to the ITSAC Portal, contract basics and other topics of interest