Master Contracts
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You will remember that all of our system initiatives are being driven by three simple objectives:

Simplification

Standardization

Consolidation
Clearly, the creation of master contracts is a by-product of these objectives.

What is the goal of master contracting? It is to identify opportunities for the system to leverage its size and reputation, align and consolidate vendor contracts, and share information about products and services.
Specific Goals

• Leverage size
  • Lower costs
  • Superior levels of support
• Align contracts
• Consolidate contracts
  • Decrease administration costs
  • Most advantageous terms
• Share best practices
• Establish master contracts
  • Competitively bid contracts
  • Approved by OGC
  • Immediate availability

Let’s unpack this goal.
First, we want to leverage the size of the system.
This should result in lower costs and superior levels of support at no additional cost.

Second, we want to align contracts.
We want to decrease the number of solutions that the members use to solve a common problem.

Third, we want to consolidate contracts.
We want to decrease the overhead of maintaining multiple contracts with the same vendor.
We also want to ensure that each member gets the most advantageous terms from each vendor.

Fourth, we want to share best practices. We want each member to have access to information about the best products and best services.

Which results, finally, in master contracts. Contracts that are competitively bid, approved by OGC, and in place for immediate member use.
That brings us to the master contracts themselves. To assist you in better understanding the contracts, I have broken them into two categories – discretionary and assessed.

The system has established six discretionary master contracts.

The first is the Cisco Smartnet contract. This contract consolidated 604 Cisco Smartnet contracts into a single system-wide master contract. This contract lowered costs, provided members with “gold-level” support, and diminished overhead costs related to contract administration.
This contract provides members with the ability to add (or change) any Cisco-related product/service requiring Smartnet maintenance.

The second is Diligent Boardbooks. Diligent Boardbooks is a SAAS solution to securely create, distribute, and collaborate on board meeting materials. It improves governance, simplifies management of board materials, tightens security, and enables paperless meetings. While this license is currently only being used by the Board of Regents Office, this system-wide contract is available for all members to use. It may be the perfect tool for advisory boards, foundations, or alumni associations.

The third is Hootsuite. Hootsuite enables Members to manage social networks, schedule messages, and measure social media from a dashboard. Hootsuite premium licenses start at $120/month per user.
The fourth is Siteimprove. Siteimprove is a outside service that checks web pages, every five days, for spelling, grammar, broken links, and accessibility. The cost of this service is 54 cents per web page per year.

The fifth is Modo Labs. Kurogo Mobile Campus for Higher Ed is a complete mobile solution specifically for universities that allows you to quickly create a campus-wide app for prospects, students, faculty, staff and alumni. Pre-built modules for LMS, SIS, transit, dining, news, athletics, indoor and outdoor maps (and more) allow you to leverage any data source and deploy your app in no time, with virtually no IT resources. Modo Labs can allow you to easily build your own unique mobile experience—whether to enhance student recruitment, improve retention, engage alumni, or to achieve any other important university objective. This contract makes this product and any mobile application development or support services required available via a statement of work.
The sixth is Cisco WebEx. This web conferencing solution is available on a member-wide contract basis. Participating members are charged $1.44/month/license for all administration and/or faculty staff. Institutions are also given licenses for all students at no additional charge. The only real catch is that all web conferencing is envisioned to be via the internet. Members interested in adding telephones to the conferencing have to sign a contract for additional, negotiated charges.
On the horizon are discretionary master agreements for Banner services, electronic signature, attack and penetration, vulnerability assessment, generalized security consulting, SIEM log analysis, commodity security tool availability services (which will allow members to check-out tools versus having to individually purchase them), and contract management.
The second category of contracts are assessed contracts.

The system has established three assessed master contracts.

The first is Proofpoint.
This contract was originally adopted by TAMU-IT
in the face of a phishing attack it was experiencing
and then adopted by the System Office
for the members to use.
This product has been highly effective
at stopping and preventing phishing attacks
and for preventing data leakage (DLP)
by not allowing key information to be sent by e-mail.
Currently,
the System has a P.O. based on the TAMU-IT original contract
and a number of members use the Proofpoint product.
Most members now use either Proofpoint or Cisco’s Ironport to help protect data from being lost. The Board is expecting that all members will have implemented such a tool by the end of the calendar year or have a plan in place to fully implement data loss prevention with firm milestones.

The second is GovQA. GovQA is a SAAS solution for FOIA public record request management. The GovQA platform offers a branded web portal for the public to submit and track freedom of information requests, a secure database for each member’s requests, tailored workflows for each member, automatic status notifications/email reminders, and scheduled or custom reporting options.
The third is Syncplicity.
This contract is a five-year contract
that allows the backup/mirroring of information
that personnel keep
and also allows collaboration
between people wanting to share information
in a secure way.
This product allows us to have an instance per member,
set security policies on files,
and even allows us to prevent sensitive information
from leaving the country.
How do system master contracts come about? There are three primary ways.

First, members suggest that the System Office take the lead in negotiating a contract with a particular vendor being used by one or more members. Siteimprove is an example of this type of master contract.

Second, the members agree that a common solution is needed for a common problem. The System Office takes the lead in forming an ad-hoc committee of member representatives.
This committee oversees the evaluation and competitive award of a contract to a vendor best capable of solving the shared (common) problem. Syncplicity is an example of this type of master contract.

Third, the System Office works with a vendor whose products/services have already been selected by multiple members. The System Office works with the vendor to consolidate all of the contracts into a single system master contract – keeping the best pricing and the best terms. The System Office also works with procurement to ensure that the consolidated contract meets all procurement and legal obligations. Cisco SmartNet is an example of this type of contract.
Now that you understand how master contracts come about, where do you go to get your hands on such contracts?

The simplest way is to go to it.tamus.edu/system-it-services/. Employees with a NetID, can simply download a copy of the contract by clicking on the appropriate link.
Are there any questions?