

STATEWIDE TECHNOLOGY LEADERSHIP

4.1 Contract and Vendor Management

DTI provides broad technology leadership for the State in a collaborative manner, working with technology staff from other organizations, for the best interest of the State as a whole.

List of services

1. Contract Management
2. Vendor Management

1. Contract Management

Service Description – DTI identifies opportunities for state-wide contracts for technology products/services that could result in better costs, quality, or control for the State. Working with other State organizations, notably OMB, DTI pursues these opportunities through the contractual life-cycle (RFP, vendor selection, pre-bid meetings, etc) and on-going contract management. Examples of existing state-wide contracts include:

- Technical Staffing
- PC Hardware
- Network Services
- Oracle and Microsoft

Features / Benefits / Costs – The features of each contract are documented therein. In general, the result is better costs, quality, or control for the State. It can also reduce the time and effort required by a customer to execute RFPs or other procurement processes.

How to request services – Each state-wide contract has its own mechanism for requesting services. Reference the existing contracts on the OMB [Government Support Services](#).

Customers may recommend opportunities for additional state-wide contracts through [*Your IRM](#) or your [*Customer Relationship Specialist](#). A partial list is available at [*Vendor Information](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Check the Office of Management and Budget for applicable purchasing guidelines.

*Access to this document/web page/website requires the viewer to have access to Delaware's State Network (Extranet). If you have access to the State Network and viewing is still not possible – please contact your Customer Relationship Specialist.

STATEWIDE TECHNOLOGY LEADERSHIP**2. Vendor Management**

Service Description – DTI engages the prominent technology vendors in order to leverage the overall state-wide relationship. In some cases, state-wide contracts will be executed as noted in Contract Management above. Vendor Management includes encouraging vendors to offer training, value-added support, or other benefits of such “partnering” relationships. Another aspect is the opportunity to leverage this relationship to escalate issue resolutions, both technical and non-technical.

Features / Benefits / Costs – Effective management of key vendor relationships adds value to the basic investments made by customers, and usually results in cost savings as well.

How to request services – Speak with your *[Customer Relationship Specialist](#) about existing vendor relationships or any suggestions for new ones.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site.

*Access to this document/web page/website requires the viewer to have access to Delaware’s State Network (Extranet). If you have access to the State Network and viewing is still not possible – please contact your Customer Relationship Specialist.