



# Commercial Off-the-Shelf (COTS) Software and Related Services



Texas Department of Information Resources

## CGI Technologies and Solutions Inc. DIR Contract Information

CGI Technologies and Solutions Inc. (CGI) provides Software (COTS) and Related Services, through this contract. CGI offers its own brand CGI SaaS Enterprise Resource Planning Solution for Finances, Human Resources, Budgeting, Procurement and other Key Operations, and a SaaS Case Management Solution primarily used by Health and Human Services Agencies. In addition, CGI offers a variety of related services that include but are not limited to Implementation, Configuration, Project Management, Business Analysis, plus Technical Support, etc. Customers can purchase directly through this DIR contract. Contracts may be used by state and local government, public education, other public entities in Texas, as well as public entities outside the state. Resellers are not available for this contract.

**Contract Number:** DIR-CPO-5858

**Contract Link:** [DIR-CPO-5858 | Texas Department of Information Resources](#)

### Services Awarded:

[CGI Advantage® ERP](#): CGI Advantage is a unified ERP platform featuring a powerful combination of modern technology and built-for-government solutions. Based on more than 49 years of public sector expertise, the secure, intuitive platform is supported by an active client community that values innovation and access to CGI's global network of experts. [CGI Advantage® Collections software](#): Our collections solutions for state and local governments, Advantage Collections and Collections for Government, expedite collections of impaired accounts, resulting in improved revenue generation and customer service throughout your organization. Learn more about our [CGI Advantage ERP SaaS SLAs](#).

[CGI Transcend®](#): CGI Transcend is a modern, integrated case management platform designed to automate manual processes, connect data across programs and empower caseworkers with a 360-degree view of the families they serve. Learn more about our [CGI Transcend SLAs](#).

### Successful Respondent Contact Information

**George Schwarztrauber**

**Telephone:** 859.552.9593

**Email:** TXBU-SLG.US@cgi.com

## CGI AI Products and Services Contact Information

**Karen Smith**, Director – Texas Public Sector

**Email:** [txbu-slg.us@cgi.com](mailto:txbu-slg.us@cgi.com)

**Telephone:** (512) 626-1338

## Warranty Information

CGI is pleased to provide warranties for the services we provide. The warranties vary based on the nature of the project and the specific services being provided and will be mutually agreed upon with each customer.

## Quotes and Purchase Orders

For quotes and to place purchase orders, contact Karen Smith; [TXBU-SLG.US@cgi.com](mailto:TXBU-SLG.US@cgi.com).

Please note, all POs must reference DIR contract DIR-CPO-5858.

## Internet access to contract and pricing information

[COTS and Related Services Pricing](#).

## CGI Return Policy

Because SaaS is intangible, there is no product for our clients to return to us. However, at the end of the SaaS period (or other performance period as set forth in the Purchase Agreement), the client can opt not to renew the SaaS services, and all client data will be returned in the manner set forth in the Purchase Agreement.

## TX-RAMP Certified Cloud Products

For more information, visit [TX-RAMP Certified Cloud Products | Texas Department of Information Resources](#).

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## Reference Materials

**DIR Cooperative Contracts:** [Cooperative Contracts | Texas Department of Information Resources](#)

**Statement of Work Process:** [Statement of Work \(SOW\) Process | Texas Department of Information Resources](#)

We will also provide Vendor Accessibility Development Services Information Request (VADSIR) responses and Policy Driven Adoption for Accessibility (PDAA) documentation upon customer request.