



Washington State Department of
Enterprise Services

Information Technology Contracts Report

October 2020

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Information Technology Contracts Report

October 2020

BACKGROUND

The IT Contracts Report is required by a proviso in Chapter 357, Laws of 2020, section 147(9) [Engrossed Substitute Senate Bill 6168] of the [2019-21 Operating Budget – Supplemental](#). The proviso requires the Department of Enterprise Services (DES) to receive, compile, and submit a list of IT contracts for all state agencies and institutions of higher education to the legislative fiscal committees by October 31st of each year.

This is the second year DES is required to submit this report. In April 2020, DES held an IT Contracts Reporting debrief which was attended by approximately 200 people from agencies and institutions of higher education. This debrief allowed agencies to ask questions and DES the opportunity to clarify expectations. It was communicated to agencies that for their reports to be accepted, the following criteria must be met:

- Fill out ALL required fields. Do not leave any blanks in the required fields.
- Fill in the amount columns for every year the contract is active. DES will be checking to see if the amount columns are filled in for the contract start and end dates entered in the report.
- Only numerical figures in the amount columns. Any notes should be entered into the new contract amount explanation field.
- The tower fields must be entered as percentages and the total percentage column must equal 100%.

This report provides a narrative and analysis of the state's overall IT Contracts portfolio.

TOOLS

DES revised the IT Contracts reporting template this year. The updated version created two explanation columns where agencies were asked to input explanations around contract end dates as well as an explanation column to detail why there may be missing Fiscal Year amounts during active contract years.

Enhancements were made to the Enterprise Contract Management System, used by approximately 24 state agencies, to better support agencies with meeting this reporting requirement.

DES also maintained and updated the FAQ document and training documents for agencies to reference as they were compiling their reports. Additionally, DES supplied agencies with a list of IT Master Contracts along with the vendor reported spend so they could more easily and accurately report their use of master contracts. All documents referenced may be found on the [IT Contracts Reporting Webpage](#).

Information Technology Contracts Report

October 2020

CHALLENGES

There were three (3) main challenges agencies faced when meeting this request:

1. The deadline for agencies to submit their reports to DES was September 1, 2020, to allow DES the opportunity to provide a more thorough report and analysis to the legislative fiscal committees. However, only 34% of agencies successfully met the deadline.
2. Agencies do not use the same systems so Contractor/Vendor names submitted in agency reports were often slightly different as compared to other agency reports. DES scrubbed Contractor names to analyze the data and needed to make assumptions in some situations (i.e. Ednetics – Fiber Testing, Ednetics Hardware, Ednetics, Ednetics (Cisco SmartNet) = Ednetics).
3. Agency submissions were not always able to meet the requirements due to systems not holding historical data.

DATA INTEGRITY

DES required agencies to submit their reports six (6) weeks earlier than the prior year so we could review agency submissions not only for completeness but also for accuracy. DES does not have access to agency contract databases so an audit of the report submissions is not possible, but there was increased rigor around acceptance of agency reports. For the 2019 report, if required columns in reports were blank, such as missing contract numbers and/or missing total contract amount, DES rejected the agency submission and required resubmission. However, this year, DES reviewed each contract, the contract start and end dates, and also required complete information around the Fiscal Year Amount columns. If an agency did not provide amounts or an explanation for missing Fiscal Year Amount columns during the active dates of a contract, the report was rejected and DES required resubmission. In a presentation to agency leads, DES clarified expectations by communicating:

Ensure your report is accepted by:

- Filling out ALL of the required fields. Do not leave any blanks in the required fields.
- Fill in the amount columns for every year the contract is active. DES will be checking to see if the amount columns are filled in for the contract start and end dates entered in the report.
- Only enter numerical figures in the amount columns.

AGENCY RESPONSIVENESS

DES requested agencies submit their IT Contracts Reports by September 1, 2020, which was approximately six (6) weeks ahead of last year's deadline of October 15th. Agencies received direction in April that reports would be due September 1 this year and even so, as of September 1st only 34 percent of agencies had successfully met the requirement. At the time of the initial submission of this report and analysis, 86 percent of agencies are included. Below is a list of agencies not included in the report. Agencies who submitted a report but were either missing information or were asked to provide additional information/clarification before report acceptance,

Information Technology Contracts Report

October 2020

are designated with an asterisk (*). Agencies whose report has been submitted, accepted, but were received after the analysis was completed for this report are designated with a double asterisk (**). An updated report incorporating data received after October 12th will be provided on December 31, 2020.

Agencies not included in the report:

Bates Technical College (BATES) *
Beef Commission (BEEF)
Bellevue College (BC) *
Children, Youth, and Families, Department of (DCYF) **
Dairy Products Commission (DAIRY)
Hardwoods Commission (HRWD)
Health, Department of (DOH)
Housing Finance Commission, Washington State (HFC) *
Lake Washington Institute of Technology (LWIT) *
Olympic College (OLC) *
Pierce College (PIE) *
Renton Technical College (RTC) *
Salaries for Elected Officials, Washington Citizens' Commission on (COS)
Seattle Community College – District 6 (SCCD-6) *
Skagit Valley College (SVC)
The Evergreen State College (TESC)
Transportation Improvement Board (TIB) *
Walla Walla Community College (WLC) *
Washington Higher Education Facilities Authority (WHEFA)
Wenatchee Valley College (WVC)

Information Technology Contracts Report

October 2020

IT CONTRACTS PORTFOLIO SUMMARY

DATA FROM 2020 AGENCY IT CONTRACTS REPORT

The Total Contract Amounts reported by agencies and institutions of higher education in the 2020 IT Contracts Report is \$4.4 billion. This is over the life of each contract reported. Below are a series of tables that display the 10 vendors when the data is sorted by key fields. The data included in the following summary tables exclude the agencies listed above, which have not yet turned in completed reports.

Top 10 Vendors with the Most Total Contract Amounts and Number of Agency Users

This table shows that the largest spend was for FYI Properties, which is the owner of 1500 Jefferson which houses the state data center and the top 10 vendors range from a total spend of a half a billion to \$98 million across all state agencies and institutions of higher education.

Vendor	All FY Spend	# of Contracts	# of Agencies
FYI Properties	\$ 531,727,229	2	1
IBM	\$ 422,849,422	46	12
Microsoft	\$ 404,951,592	165	47
CDW Government, Inc.	\$ 227,245,910	129	37
Fast Enterprises LLC	\$ 209,759,482	5	3
SHI	\$ 176,040,665	342	60
Dell	\$ 173,190,956	130	42
Client Network Services	\$ 103,586,409	1	1
Electronic Transaction Consult	\$ 102,355,421	9	1
Deloitte Consulting, LLP	\$ 94,038,302	9	5

Top 10 vendors with the Most Contracts for All Fiscal Years

This table shows that SHI had the most contracts across all state agencies and institutions of higher education, with a total of 342 contracts with the 10th highest vendor, ESRI, Inc. having 74 contracts.

Vendor	All FY Spend	# of Contracts
SHI	\$ 176,040,665	342
Hewlett-Packard	\$ 45,719,149	247
Verizon Wireless Services LLC.	\$ 50,026,070	201
Microsoft	\$ 404,951,592	165
Dell	\$ 173,190,956	130
AT&T	\$ 25,853,276	129
CDW Government, Inc.	\$ 227,245,910	129
Ricoh USA, Inc.	\$ 49,150,071	121
Cisco Systems, Inc.	\$ 21,793,186	116
ESRI, Inc.	\$ 18,150,906	74

Information Technology Contracts Report

October 2020

Agencies reported \$682 million in IT Contracts spend in FY20, \$563 million for FY19 and \$398 million projected for FY21. The following tables display the top 10 IT Vendors spend reported for FY20.

Top 10 IT Vendors by FY2020 Combined Spend for Master Contracts and Non Master Contracts

SHI was reported to be the highest paid vendor in FY20, receiving approximately \$77 million from state agencies and institutions of higher education and the top 10 range ends with Microsoft having received approximately \$16 million. SHI purchases were largely categorized in the Application and End User IT towers.

Vendor	FY 20 IT Contract Report Spend
SHI	\$ 76,656,080
CDW Government, Inc.	\$ 57,209,112
Dell	\$ 40,620,946
IBM	\$ 36,484,836
Client Network Services	\$ 34,591,505
Deloitte Consulting, LLP	\$ 28,527,746
Electronic Transaction Consult	\$ 23,567,165
FYI Properties	\$ 23,086,165
Fast Enterprises LLC	\$ 16,656,755
Microsoft	\$ 16,214,585

Top 10 IT Vendors by FY2020 Spend for Master Contracts Only

This table shows of all IT Contracts reported by state agencies and institutions of higher education, which purchases were through a state Master Contract. You will see that using the table above as comparison, most of the highest paid vendors in FY20 were done so through the State Master Contracts. For example, of the approximately \$77 million spent with SHI, \$76 million of that spend was through State Master Contracts.

Vendor	FY 20 IT Contract Report Spend
SHI	\$ 75,853,156
CDW Government, Inc.	\$ 29,708,025
Dell	\$ 29,620,412
Microsoft	\$ 14,048,670
Verizon Wireless Services LLC.	\$ 7,175,577
Cisco Systems, Inc.	\$ 6,254,371
AT&T	\$ 4,427,460
Hewlett-Packard	\$ 4,140,216
IBM	\$ 4,131,679
En Pointe Technologies	\$ 4,023,294

Information Technology Contracts Report

October 2020

Top 10 IT Vendors by FY2020 Spend for Non Master Contracts

The table below shows spend reported by agencies for FY20 that was not through State Master Contracts. Client Network Services is the reported spend by the Health Care Authority, which has one contract with this vendor and is the state health care application.

Vendor	FY 20 IT Contract Report Spend
Client Network Services	\$ 34,591,505
IBM	\$ 32,353,157
Delloitte Consulting, LLP	\$ 28,527,746
CDW Government, Inc.	\$ 27,501,087
Electronic Transaction Consult	\$ 23,567,165
FYI Properties	\$ 23,086,165
Fast Enterprises LLC	\$ 16,656,755
WORKDAY INC	\$ 11,595,050
Dell	\$ 11,000,534
Comtech	\$ 10,561,540

When comparing the previous tables to the FY19 dataset, many of the vendors in the tables above were also the top vendors reported last year. Where there are differences, they can be explained most significantly by missing 2020 reports from the Department of Children, Youth and Families, and the Department of Health.

FY 20 Analysis Challenges

Interpreting and analyzing the dataset proves to be a challenge for a few different reasons.

First, agencies are required to report the IT contracts or contracts that have an IT component that was in effect on June 30, 2020. This report is a snapshot of contracts active on that date. If a contract ended before this date, it was not included in the agency's report making it nearly impossible to compare this year's report to last year's report. There may well have been significant dollars' worth of contracts that were active in 2020, with spend in Fiscal Year 2020 but not reported since they lapsed before June 30, 2020. Similarly, the estimate of \$398 million projected for FY21 will not be inclusive of contracts that will start after June 30, 2020.

If an agency reported a contract that expired after June 30, 2020, and did not report predicted future years spend, DES returned the report to the agency and identified the contracts that needed to include estimated future spend. Agencies either filled in the amount or used the "Explanation of Contract Amount" field to explain they were unable to provide the information.

Another issue is, in last years' IT Contracts Report, \$351 million in spend was shown in Fiscal Year 2019 but this year's report shows \$563 million in spend for the same Fiscal Year. This can be explained by DES clarifying expectations and increased rigor in the acceptance of agency reports. We know this data is not perfect but have confidence that this year's report is much improved over last year's.

Information Technology Contracts Report

October 2020

The report template has a field for agencies and institutes of higher education to indicate if a contract is a Master Contract or not. The tables below compare the vendor spend reported in the IT Contract Report by Agencies and Higher Educations to what was reported by Master Contract vendors.

Report	FY20 Spend
IT Master Contract Spend (reported by agencies)	\$ 255,773,619
IT Contract Master Contract's Total Spend (reported by vendors)	\$ 277,051,147
Difference	\$ (21,277,528)

Long Term and No End Date Contracts

There are a handful of contracts that end on 02/01/2099. After analysis, most of these contracts fall underneath the DES Master Contract 08215 "Information Technology Professional Services." This contract functions more as a "program" than a typical master contract with the first tier creating a vendor pool. Agencies and institutes of higher education must then perform a second-tier solicitation and execute their contracts with vendors accepted as a part of this program. End dates for those contracts are most likely shorter-term agreements but agencies were instructed to report their agreements underneath the Master Contract, using the Contract Start and Contract Max Term dates as their start and end dates.

No End Date contracts are represented by showing 99/99/9999 in the Contract End Date column. There are twenty-six (26) agencies that have contracts with no end dates and 257 contract records were reported as having no end date. The majority of the contracts with no end date fall in the "Applications" IT Tower (55 percent) with "End User" being the second highest Tower represented with no end date (20 percent). Included in the report is a "Contract Date Explanation" column where agencies were asked to explain why a contract does not have an end date. As these explanations widely vary, it is encouraged to filter the excel spreadsheet to gather further information regarding No End Date contracts.

Information Technology Contracts Report October 2020

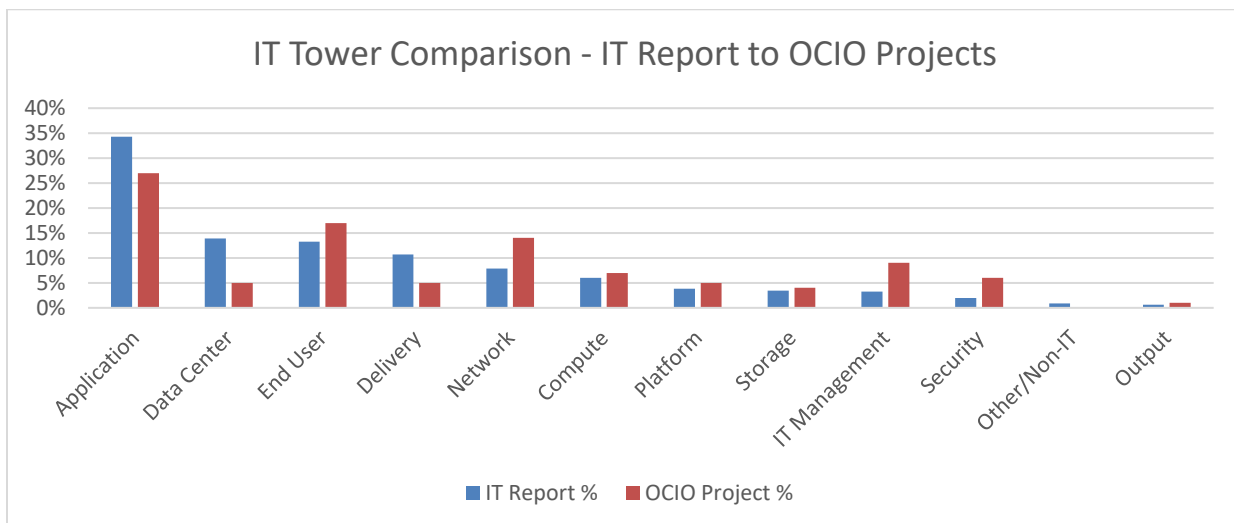
IT Tower Analysis and Tables

The following tables, graphs and charts give a look into the contract information reported by IT Tower. The types of services are defined by Technology Business Management IT Towers and include: Application, Compute, Data Center, Delivery, End User, IT Management, Network, Output, Platform, Security, Storage, and there is an option for Non-IT/Other for agencies to utilize as well. As with the previous tables, these charts and tables are missing data for those agencies that have not yet reported for 2020.

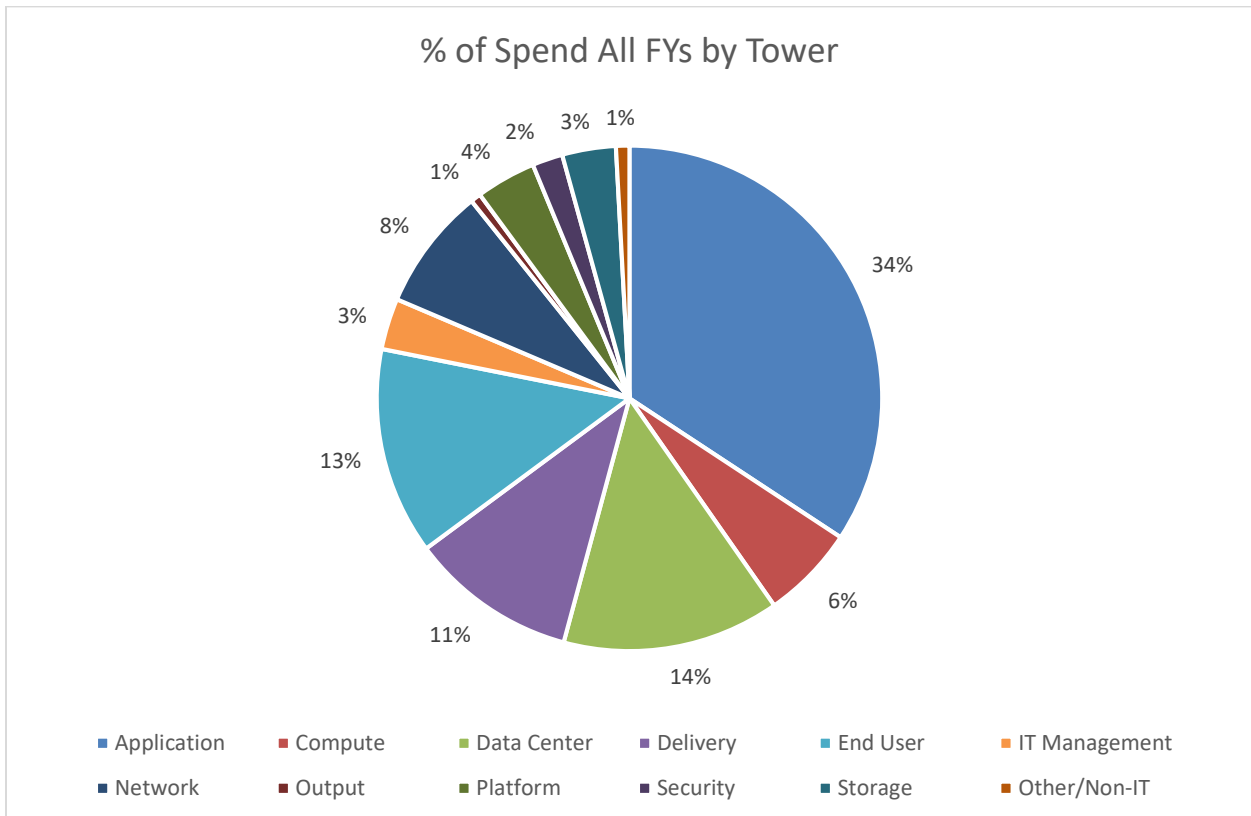
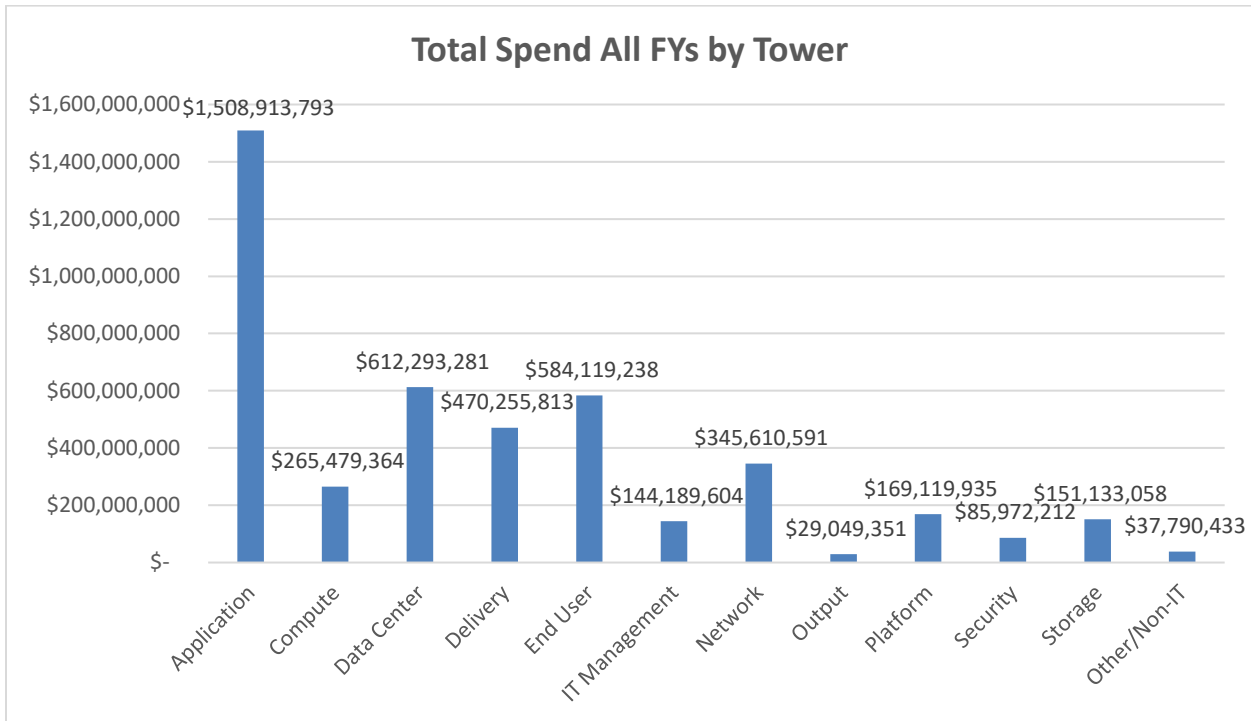
IT Tower Spend for All Fiscal Years and Total Amount of Contracts

IT Tower	Total Spend All FYs	% of Spend All FYs	Total Contracts	% of Contracts
Application	\$ 1,508,913,793	34%	1838	28%
Compute	\$ 265,479,364	6%	432	7%
Data Center	\$ 612,293,281	14%	240	4%
Delivery	\$ 470,255,813	11%	477	7%
End User	\$ 584,119,238	13%	1500	23%
IT Management	\$ 144,189,604	3%	138	2%
Network	\$ 345,610,591	8%	860	13%
Output	\$ 29,049,351	1%	62	1%
Platform	\$ 169,119,935	4%	222	3%
Security	\$ 85,972,212	2%	241	4%
Storage	\$ 151,133,058	3%	340	5%
Other/Non-IT	\$ 37,790,433	1%	194	3%
Total	4,403,926,673	100%	6544	100%

This first chart below compares towers reported in the IT Contracts Report to IT projects reported to the OCIO. The biggest variance is in the Data Center tower.

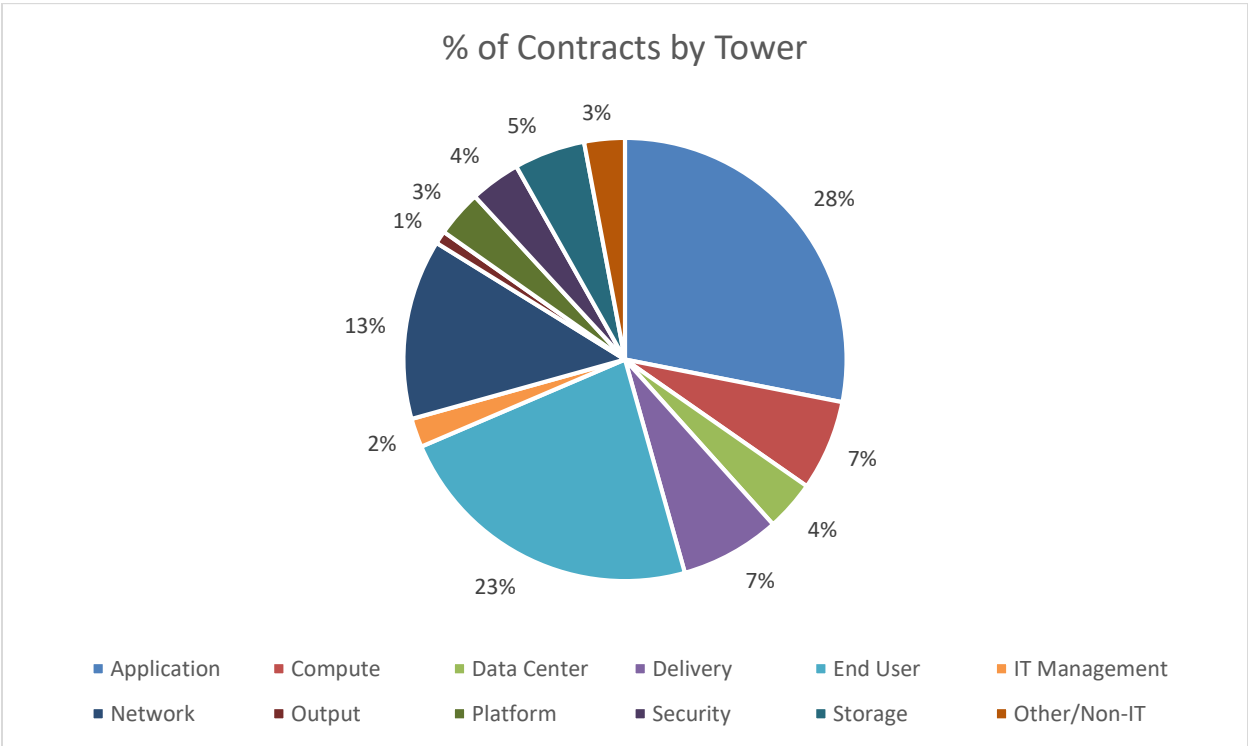
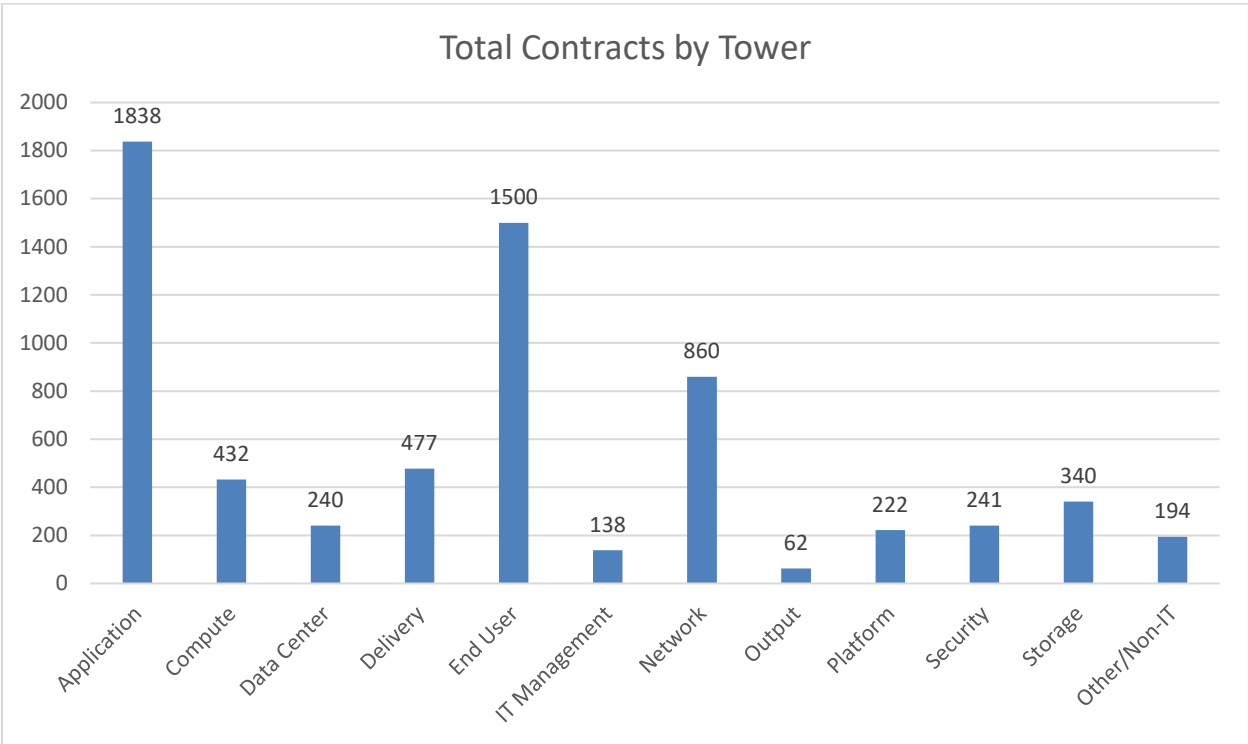


Information Technology Contracts Report October 2020

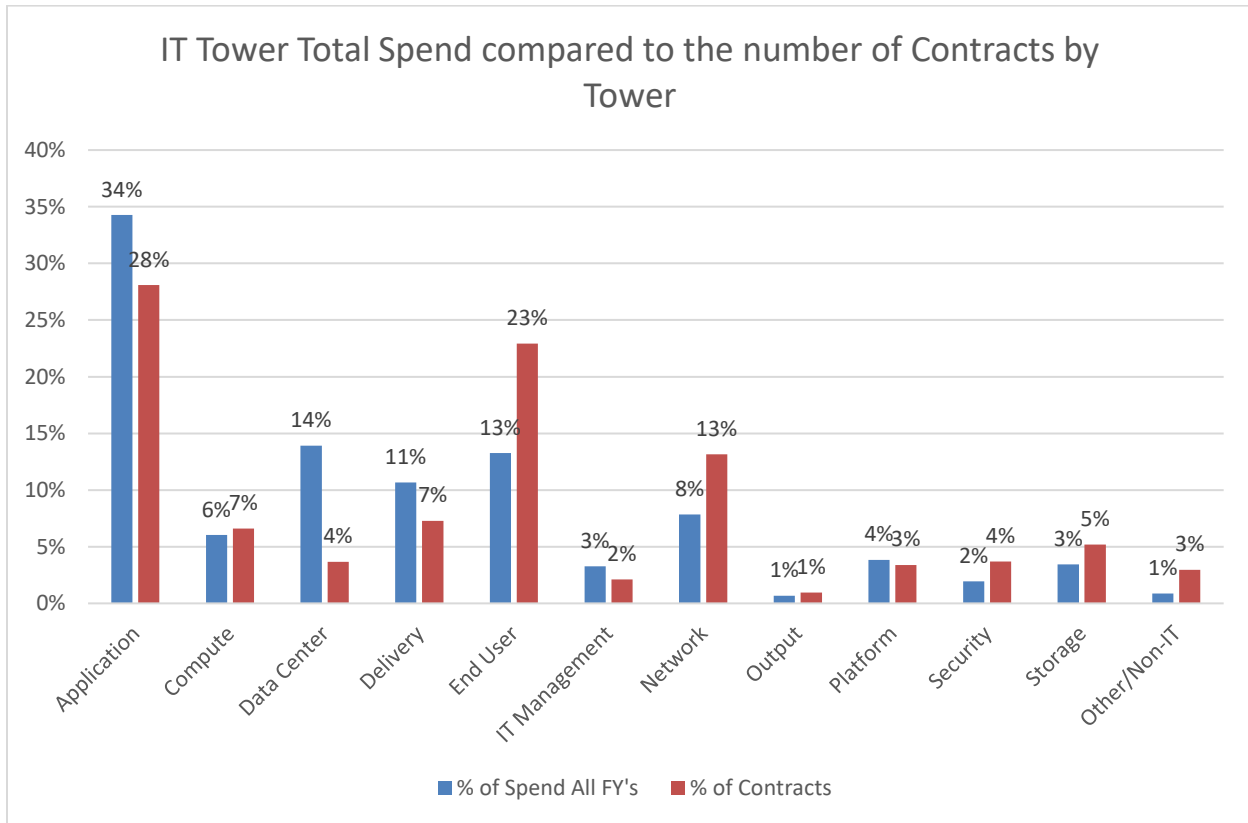


Information Technology Contracts Report

October 2020



Information Technology Contracts Report October 2020



More tables regarding spend can be found on separate worksheets in the excel workbook accompanying this report. Tables included:

- Fiscal Year Totals by Tower
- Fiscal Year Totals by Tower and Agency
- Number of Contracts by IT Tower
- Number of Contracts by IT Tower and Agency
- Vendors by Tower by Contracts
- Vendors by Tower by Spend

DES IT MASTER CONTRACTS PORTFOLIO SUMMARY

DES has a portfolio of master contracts with 800 IT vendors that covers about 25 different IT commodities. The total Fiscal Year (FY) 2020 IT master contracts spend by all state agencies, institutions of higher education, political subdivisions, and qualified non-profit organizations was approximately \$574 million, an increase of approximately \$33 million from the prior fiscal year. State agencies and institutions of higher educations are responsible for approximately 45 percent of this annual fiscal contract spend.

Information Technology Contracts Report

October 2020

FY20 Top IT Master Contracts by Spend

The tables below have been included to give a picture of DES' total IT Master Contracts Portfolio. The tables below show a combined breaking down the information into the categories of "State Agencies and Higher Education" and "Political Subdivisions and Qualified Non-Profits."

All Customer Summary

The Computer Equipment master contract had the most spend in FY20 and has 16 vendors available to purchase from on the Master Contract. The top 10 contracts in FY20 were the same top 10 master contracts in FY19 with slight rearrangement across the 7th through 10th master contracts.

Contract Title	Number of Vendors	FY20 Master Contract Spend
Computer Equipment	16	\$ 189,339,136
NASPO ValuePoint Software Resellers	4	\$ 109,595,254
NASPO Mobile Phones	5	\$ 81,908,065
Information Technology Professional Services	107	\$ 45,071,110
NASPO Data Communications	10	\$ 39,717,610
Copiers, Printer & Related Devices	7	\$ 26,848,318
Security Technology Services	7	\$ 9,760,471
Cloud Solutions	8	\$ 9,124,557
Illumination, Traffic Signal & Intelligent Transportation Systems Equipment	21	\$ 9,042,795
NVP Public Safety Communications Equipment	9	\$ 7,940,828

State Agency and Higher Education Summary

The table below shows FY20 master contract spend and the top 10 master contracts for only state agencies and institutions of higher education and is largely in line with the table above.

Contract Title	Number of Vendors	FY20 Master Contract Spend
Computer Equipment	14	\$ 73,472,988
NASPO ValuePoint Software Resellers	4	\$ 52,554,147
Information Technology Professional Services	100	\$ 40,972,844
NASPO Data Communications	6	\$ 21,117,143
NASPO Mobile Phones	5	\$ 19,821,832
Copiers, Printer & Related Devices	7	\$ 10,998,534
Cloud Solutions	6	\$ 4,550,750
Security Technology Services	4	\$ 3,784,830
WSCA (MA268) Public Cloud Hosting Service	1	\$ 3,717,960
IT Cabling	13	\$ 3,221,700

Information Technology Contracts Report

October 2020

Political Subdivisions and Qualified Non-Profits Summary

The table below shows FY20 master contract spend and the top contracts for only political subdivisions and qualified non-profits purchasing from DES IT master contracts and demonstrates that political subdivisions and qualified non-profit purchases exceed the amount of spend by state agencies and institutions of higher education.

Contract Title	Number of Vendors	FY20 Master Contract Spend
Computer Equipment	16	\$ 115,866,148
NASPO Mobile Phones	5	\$ 62,086,233
NASPO ValuePoint Software Resellers	4	\$ 57,041,107
NASPO Data Communications	10	\$ 18,600,467
Copiers, Printer & Related Devices	7	\$ 15,849,785
Illumination, Traffic Signal & Intelligent Transportation Systems Equipment	15	\$ 7,168,933
NVP Public Safety Communications Equipment	8	\$ 6,771,484
Security Technology Services	7	\$ 5,975,641
Cloud Solutions	6	\$ 4,573,807
Information Technology Professional Services	23	\$ 4,098,266

Notes:

- The above tables were compiled using the Fiscal Year 2020 vendor reported sales for DES IT Master Contracts.
- [NASPO Value Point](#) contracts are nationwide contracts that Washington State participates in through a statutorily authorized cooperative agreement.

FY2020 Top 10 Customers by IT Master Contracts Spend

The tables below show the customers purchasing the highest dollar amounts during FY20 from State master contracts. DES is the largest purchaser from statewide master contracts purchasing \$30 million, followed by DSHS having purchased \$23 million during FY20. The City of Seattle and King County are the third and fourth highest purchasers from DES master contracts.

All Customer Summary

Customer Name	FY20 Master Contract Spend
Department of Enterprise Services	\$ 30,407,671
Department of Social and Health Services	\$ 23,375,261
City of Seattle	\$ 21,874,071
King County	\$ 21,525,985
Department of Employment Security	\$ 19,579,473
Department of Transportation	\$ 18,261,179
Department of Corrections	\$ 17,254,279
Seattle School District 1	\$ 15,812,730
University of Washington	\$ 13,095,657
Sound Transit - Seattle	\$ 10,927,359

Information Technology Contracts Report
October 2020

State Agency and Higher Education Summary

Customer Name	FY20 Master Contract Spend
Department of Enterprise Services	\$ 30,407,671
Department of Social and Health Services	\$ 23,375,261
Department of Employment Security	\$ 19,579,473
Department of Transportation	\$ 18,261,179
Department of Corrections	\$ 17,254,279
University of Washington	\$ 13,095,657
Washington State Patrol	\$ 7,851,870
Department of Health	\$ 7,717,507
Washington State Health Care Authority	\$ 7,452,372
Department of Revenue	\$ 6,859,850

Political Subdivisions and Qualified Non-Profits Summary

Customer Name	FY20 Master Contract Spend
City of Seattle	\$ 21,874,071
King County	\$ 21,525,985
Seattle School District 1	\$ 15,812,730
Sound Transit - Seattle	\$ 10,927,359
City of Tacoma	\$ 7,806,270
Port of Seattle	\$ 5,900,785
Pierce County	\$ 5,379,567
Snohomish County	\$ 5,202,078
City of Spokane	\$ 4,165,989
Federal Way Public Schools	\$ 4,035,523

Top 10 IT Vendors by FY2020 Master Contract Spend

The following tables display the top 10 vendors purchased from during FY20 on DES master contracts. Dell is the top vendor and is on the Computer Equipment master contract while Verizon is the second top vendor and is on the NASPO Mobile Phones master contract. The top IT vendors are all on the top 10 IT master contracts. For example, Dell is on the state Computer Equipment master contract while Verizon Wireless is on the NASPO Mobile phones master contract.

Information Technology Contracts Report

October 2020

All Customer Summary

Vendor Name	FY20 Master Contract Spend
Dell	\$ 105,613,007
Verizon Wireless	\$ 72,040,262
SHI	\$ 63,110,143
HP Inc.	\$ 44,786,486
CDW Government, Inc.	\$ 32,666,133
Cisco Systems, Inc.	\$ 31,606,921
Ricoh USA, Inc.	\$ 14,315,728
En Pointe Technologies	\$ 13,431,948
Hewlett-Packard Enterprise Company	\$ 12,204,608
Lenovo Corporation	\$ 10,060,062

State Agency and Higher Education Summary

Vendor Name	FY20 Master Contract Spend
Dell	\$ 46,186,668
SHI	\$ 42,430,532
Verizon Wireless	\$ 17,810,450
Cisco Systems, Inc.	\$ 16,775,004
HP Inc.	\$ 9,426,740
Hewlett-Packard Enterprise Company	\$ 7,178,066
Ricoh USA, Inc.	\$ 6,535,161
CDW Government, Inc.	\$ 5,671,972
Treinen Associates, Inc.	\$ 5,355,516
En Pointe Technologies	\$ 5,148,198

Political Subdivisions and Qualified Non-Profits Summary

Vendor Name	FY20 Master Contract Spend
Dell	\$ 59,426,339
Verizon Wireless	\$ 54,229,812
HP Inc.	\$ 35,359,746
CDW Government Inc.	\$ 26,994,161
SHI	\$ 20,679,611
Cisco Systems, Inc.	\$ 14,831,917
Lenovo Corporation	\$ 8,959,099
En Pointe Technologies	\$ 8,283,750
Ricoh USA, Inc.	\$ 7,780,567
AT&T	\$ 5,969,127

Note:

- There are two separate HP companies – HP, Inc. is focused on servers, storage & networking equipment. Hewlett-Packard Enterprise Company supplies printers, laptops, desktops, and peripherals, which is why they are listed as separate line items above.

Information Technology Contracts Report
October 2020

IT Master Contract/Non-IT Master Contract Comparison

The following tables compare IT Master Contract sales to the Non-IT Master Contract sales for fiscal years 17 through 20. Of the total sales in FY20, IT Master Contract sales average about 46 percent for all customers, 49 percent for state agencies and higher education, and 44 percent for political subdivisions and qualified non-profits.

All Customer Summary

Contract Type	FY17	FY18	FY19	FY20
IT Contract	\$ 353,532,011	\$ 416,566,971	\$ 540,760,518	\$ 574,197,408
Non IT Master Contract	\$ 766,505,536	\$ 936,323,849	\$ 867,148,685	\$ 674,205,225
Total	\$ 1,120,037,547	\$ 1,352,890,820	\$ 1,407,909,203	\$ 1,248,402,633

State Agency and Higher Education Summary

Contract Type	FY17	FY18	FY19	FY20
IT Contract	\$ 163,282,521	\$ 190,758,252	\$ 257,510,284	\$ 255,773,619
Non IT Master Contract	\$ 355,846,375	\$ 313,155,952	\$ 332,029,970	\$ 271,142,622
Total	\$ 519,128,896	\$ 503,914,204	\$ 589,540,254	\$ 526,916,241

Political Subdivisions and Qualified Non-Profits Summary

Contract Type	FY17	FY18	FY19	FY20
IT Contract	\$ 190,249,489	\$ 225,808,719	\$ 283,250,234	\$ 318,423,789
Non IT Master Contract	\$ 410,659,161	\$ 623,167,897	\$ 535,118,714	\$ 403,062,603
Total	\$ 600,908,650	\$848,976,616	\$ 818,368,948	\$ 721,486,392

ACTION ITEMS

DES will provide an updated report when all remaining agencies have submitted their reports, or no later than December 31, 2020.