

DIR-CPO-5351

IQ Business Group (IQBG) — Texas Department of Information Resources

Contract information available on the [DIR-CPO-5351 Contract Page](#) | Part of the [DIR Cooperative Contracts Program](#)

Contract Overview

Through this contract, any Texas state agency, unit of local government, or institution of higher education can acquire, through IQBG, Enterprise Content Management (ECM) and Enterprise Information Management (EIM) related Software as a Service (SaaS) and client-hosted products — such as Active Navigation, DocFusion, OpenText, and Preservica — at significant discounts for Texas DIR customers. Professional Services such as installation, configuration, design, implementation, support, and maintenance are available with individual Statements of Work. This contract vehicle can also procure high-level assessments, requirements analysis, and solution design regardless of ECM or EIM platform.

Awarded Products & Services

Software Products

Active Navigation — Helps its customers reduce unstructured data risk, make better data management decisions, and comply with privacy regulations with solutions like ActiveNav Cloud, ActiveNav Compliance, and ActiveNav Governance. Available as SaaS and client-hosted.

OpenText — Suite of end-to-end enterprise content management solutions, from capture to full lifecycle management to archiving. OpenText integrates with systems that produce and consume information, extending content management deeper into the organization. Available as SaaS and client-hosted.

Preservica — Changing the way organizations protect and future-proof critical long-term digital information, Preservica archiving has been designed to tackle the unique challenges of ensuring digital information remains accessible and trustworthy over decades. Available as SaaS and client-hosted.

Collabware — Helps enterprises and governments achieve legislative and regulatory information management compliance by providing intelligent archiving, discovery, and records management solutions.

Exterro — Complete solution for managing data across litigation, compliance, and privacy obligations with solutions like e-Discovery, Privacy, Digital Forensics, and more.

Feith — From creation to capture to deletion, the Feith platform manages the complete information lifecycle for your records, documents, legacy data, cases, and tasks. Solutions include ECM, Case Management, Rapid Form Creation, and Document Capture.

M-Files — Replaces the old, inefficient folder structure ECM solutions with a metadata-based system that offers a smarter, more intuitive way to manage information. Available as SaaS and client-hosted.

RecordPoint — Intelligent information management helps government agencies reduce risk, achieve greater operational efficiency, and drive collaboration and innovation with solutions like Records 365, Data Privacy, and Data Inventory.

Professional Services

The following professional services are available under this contract via individual Statements of Work:

- Assessments (Program Maturity Assessments for Records Management, Information Governance, and Content Services)
- Policy & Schedule Development

- Information Governance
- Enterprise Content Management (ECM):
 - Document Management (DM)
 - Collaboration
 - Web Content Management
 - Records Management
 - Workflow & Business Process Management (BPM)
 - Email Management
 - Data Migrations
 - FOIA & eDiscovery
 - Conversion & Digitization
 - Support & Maintenance

How to Obtain Quotes & Place Purchase Orders

Customers contact the IQBG Regional Director for Texas for all product/service pricing information, to negotiate service level agreements and additional terms and conditions (if any), and to send purchase orders. All purchase orders must reference contract number DIR-CPO-5351. Payments are made directly to IQBG.

The IQBG Regional Director can assist in determining which ECM or EIM products and services best match your requirements and help create Purchase Orders and Statements of Work.

Contact Information

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Price Lists (MSRP / List Pricing)

The following price lists are specific to contract DIR-CPO-5351 and are available for download:

- [Product Brands and IQBG Professional Services Pricing Index](#)
- [IQBG Digitization Services Pricing with DIR Discount Percentage](#)

Voluntary Product Accessibility Templates (VPAT)

[Active Navigation VPAT](#)

[Exterro VPAT](#)

[Feith \(2\) VPAT](#)

[M-Files \(2\) VPAT](#)

[OpenText \(2\) VPAT](#)

[RecordPoint VPAT](#)

[Collabware VPAT](#)

[Feith \(1\) VPAT](#)

[M-Files \(1\) VPAT](#)

[OpenText \(1\) VPAT](#)

[Preservica VPAT](#)

Service Level Agreements

[Active Navigation SLA](#)

[Exterro SLA](#)

[OpenText SLA](#)

[RecordPoint SLA](#)

[Collabware SLA](#)

[M-Files SLA](#)

[Preservica SLA](#)

Texas Risk and Authorization Management Program (TX-RAMP)

The Texas Risk and Authorization Management Program provides a standardized approach for security assessment, certification, and continuous monitoring of cloud computing services that process the data of Texas state agencies.

[TX-RAMP Certified Cloud Products](#)

Warranty Information

Active Navigation Warranty

Active Navigation warrants that the Software will perform in substantial accordance with its accompanying technical documentation for a period of 90 days from the date of the order. Active Navigation will use commercially reasonable efforts to remedy covered warranty claims within a reasonable period of time, replace the Software, or refund the license fee paid. All other warranties are disclaimed to the maximum extent permitted by law.

OpenText Warranty

OpenText warrants that Software will be free of known viruses at first delivery and will perform substantially in accordance with its Documentation for 60 days from first delivery. OT will correct or work around issues within a commercially reasonable time, or refund applicable License Fees. OT does not warrant that the Software is error-free or will operate without interruption.

Preservica Warranty

Preservica undertakes that the Services will be performed substantially in accordance with the Documentation and with reasonable skill and care. Preservica will use reasonable endeavors to ensure Services meet the agreed Service Levels and will promptly correct any non-conformances at its expense.

Collabware Warranty

Collabware warrants that Collabspace will substantially conform to the written description of functionality, will be free of viruses and malicious code, and that Collabware will correct any material errors. All implied warranties are disclaimed to the maximum extent permitted by law.

Exterro Warranty

Exterro warrants that during the Subscription the Software will operate without a Defect that causes a material failure of Production instances to perform per the Documentation. If a material failure persists 30 days after written notice, Customer may terminate the affected Subscription and receive a refund of prepaid Subscription Fees for the remainder of that term.

Feith Warranty

Feith (FSS) warrants that Software will be free of known viruses at first delivery and will perform substantially in accordance with its Documentation for 60 days from first delivery. FSS will correct issues within a commercially reasonable time or refund applicable License Fees. FSS does not warrant error-free or uninterrupted operation.

M-Files Warranty

M-Files warrants that during the applicable Subscription Period, the Software Service will conform, in all material respects, with the applicable Documentation. Upon written notice, M-Files will provide remedial services within a reasonable time at no additional cost. M-Files does not warrant uninterrupted or error-free operation. All other warranties are disclaimed to the maximum extent permitted by law.

RecordPoint Warranty

RecordPoint warrants that the Software will perform substantially in accordance with its Documentation for the first 60 days after delivery. RP will fix known issues within a commercially reasonable time, or refund License Fees attributable to the breach during the Warranty Period. RP does not warrant error-free or uninterrupted operation.

Software Returns Policy

All software licenses, subscriptions, maintenance, support, and related software products are non-cancelable, non-returnable, and non-refundable once an order has been accepted or submitted to the applicable software publisher or manufacturer.

Due to the nature of software licensing and the immediate issuance, allocation, activation, or availability of license rights, no returns, exchanges, credits, or refunds will be permitted, including for unused, partially used, mistakenly ordered, or subsequently unneeded software.

The Customer is responsible for reviewing and confirming all product descriptions, license quantities, subscription terms, technical requirements, and compatibility considerations before placing an order. Any exception to this policy must be expressly approved in writing by IQ Business Group and the applicable software publisher or manufacturer, and may be subject to additional fees, restrictions, or restocking charges.

About the DIR Cooperative Contracts Program

This contract is part of the DIR Cooperative Contracts Program, created by the Texas Department of Information Resources (DIR). The Program creates contract vehicles that satisfy statewide procurement requirements for software products and associated implementation services. It combines the buying power of authorized customers to obtain volume-discounted pricing, shorten procurement timelines, and improve access to technology products. Under the Program, customers place orders with and issue payments directly to participating vendors.