

Collin County Information Technology Equipment Standards Justification

The following manufacturers/vendors are the standard suppliers of technology equipment within the county for specific technology areas. Items on the standards list must be new and not refurbished devices. While this list of standards will guide procurement, it does not necessarily preclude the IT department from soliciting bids based on generic specifications where the use of a specific manufacturer is not necessary or where a specific non-standard manufacturer is required for a specific line of business. This list is to serve as a guide subject to amendment, by future court order, as technology or market conditions dictate.

Technology Area: Audio Visual	
Manufacturer	Purpose
Sharp Corporation (a Foxconn Group subsidiary)	LED HDTV systems for video display. Selected as standard in county implementations for consistency and support needs.
Crestron Electronics, Inc.	Audio/Video system products include HDBaseT and AV over IP technology infrastructures that include transmitters, receivers, encoders, decoders, controllers, matrix switchers, management software, touch panels, cabling, cabinet enclosures, etc. Selected as a standard due to market position, technical direction, and no-cost training towards certification for government customers.
Shure Incorporated	Professional audio manufacturer for Microphones and audio electronics, Wireless Microphone Systems, Earphones, Headphones, In-Ear Monitoring, etc. County Enterprise standard for quality consistency.
Harman International Industries, Inc. (a Samsung Electronics subsidiary)	A/V systems of loud speakers, mixers, controllers, software, etc. selected as standard for consistency. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • AKG Acoustics • BSS Audio • Crown International • dbx Professional Products • Harman Kardon • JBL (JBL Paragon) • Lexicon • Martin Professional • Soundcraft • Studer • Harman Connected Services
Biamp Systems Corporation	Audio server, amplifier, input card and output cards selected as a standard for consistency, support and programming reasons.
Williams Sound, LLC	Assisted listening system selected as a standard for consistency, support and programming reasons.

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Axis Communications, Inc	Security and surveillance cameras used throughout the county and integrated with existing surveillance and recording software provided by Milestone Systems A/S. Axis camera standard is necessary due to passage of the National Defense Authorization Act (NDAA) banning some physical security manufacturers.
Watchguard Video	Enterprise solution for the County, standardizing In-car video equipment and body-cams under one vendor. Enterprise Solution requested in February 2018 (Court Order 2018-142-02-19).
Technology Area: Backup Solution	
Manufacturer	Purpose
Dell Technologies Inc.	The Dell EMC Infrastructure Solution Group provides support for Avamar and Data Domain hardware and software used for data file and virtual server "tapeless" disk based backup processes. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware
NetApp, Inc.	Existing hardware and software solution used to ensure image files and image metadata copies are available for disaster recovery needs; continued use of NetApp based solutions is limited to current installations. <i>(Systems will be deprecated upon data migration to Dell Isilon storage)</i>
Technology Area: Storage	
Manufacturer	Purpose
NetApp, Inc.	NetApp provides the county's existing file and image storage solutions; continued use of NetApp based solutions is limited to current installations.
Dell Technologies Inc.	The Dell EMC Infrastructure Solution Group provides support for storage solutions for Enterprise SQL Server, file and image storage, data backup, and data analytics; continued use of EMC based solutions selected for consistency of support operations. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware
Technology Area: Servers	
Manufacturer	Purpose
IBM	IBM Power 720 AS/400 based solution providing a legacy systems platform.

Cisco Systems, Inc.	Cisco UCS servers selected as the stand-alone server standard for telephony (VoIP) needs within the county based on leading market share position, support of Cisco switching within the server, familiarity of county technical staff with the platform and IBM's withdrawal from the Intel market; UCS selection applies to both rack mount and blade servers.
Dell Technologies, Inc.	The Dell EMC Infrastructure Solutions Group subsidiary provides stand alone, converged, and hyper-converged server systems used within the county; selected based on industry market share and consistency of support operations and industry leader with a continued technological advantage delivered through increased use of management capabilities. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware
Dell Technologies, Inc.	The Dell VMware subsidiary provides VMware server virtualization software used within the county to support nearly 400 virtual servers running on existing hardware; selected based on industry market share and consistency of support operations and industry leader with a continued technological advantage delivered through increased use of management capabilities. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware
Microsoft Corporation	Server class software enrolled in Microsoft Enterprise Agreement to provide upgrade and support privileges to the county. Development standards, based upon the MS technology stack, utilize: <ul style="list-style-type: none"> • Server Operating Systems • SQL Server • SharePoint • .NET • Exchange • Internet Information Server • WSUS
Technology Area: End User Computing	
Manufacturer	Purpose

Dell Technologies Inc.	PC manufacturer selected to be the desktop, laptop, monitor, ruggedized systems, and Windows tablet standard based on recent review and demo of system manufacturers and familiarity of technicians to support the devices. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware
Microsoft Corporation	End user class software enrolled in Microsoft Enterprise Agreement to provide upgrade and support privileges to the county.
Quatred, LLC <u>Quatred, BMI Systems Group</u>	The Quatred QUICK® (Quatred Universal Interface Control Kit) <u>CollectIT Inventory Bar Code Scanning system (and associated modules)</u> provides a real-time hardware and software system to deliver inventory and asset data to Tyler Technologies Munis <u>ERP System</u> . Quatred-BMI CollectIT is the <u>only</u> asset management system supported- <u>included on the current by</u> Tyler Technologies Munis <u>contract</u> .
Adobe, Inc.	Adobe enterprise term license agreement providing enterprise licenses for Adobe Acrobat Pro software.
Technology Area: Network	
Manufacturer	Purpose
Cisco Systems, Inc.	Existing network components selected as the standard for current and future server needs within the county based on leading market share position, familiarity of county technical staff with the platform; Existing county staff have various Cisco certifications.
Palo Alto Networks, Inc.	Next-generation Firewall (NGFW) that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules.
Panduit Corporation	Networking management, connections, patch panels, and cabling required to maintain the 25yr Panduit horizontal cabling certification and warranty within most existing, and all new, county buildings.
F5 Networks, Inc.	Load balancing services delivered via appliance based systems.

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AT&T Corp	FirstNet is an independent authority within the U.S. Department of Commerce. Authorized by Congress in 2012, its mission is to develop, build and operate the nationwide, broadband network that equips first responders to save lives and protect U.S. communities. On September 19, 2017, Texas Governor Greg Abbott announced decision to partner with FirstNet and AT&T. FirstNet is provided under the AT&T DIR Contract for Wireless, data and voice plans.
CradlePoint, Inc	Mobile routers used to connect a mobile data computer (MDC) housed in a first responder vehicle to the FirstNet system. CradlePoint is the State of Texas standard for connections to FirstNet and is on the State of Texas DIR contract.
Sierra Wireless, Inc	Mobile routers, approved by Watchguard Video, deployed in Constable vehicles to support real-time upload of in-car and body worn video direct to Watchguard cloud storage environment.
Gigamon, Inc.	Packet broker appliance based solution to split and route network traffic
Nagios Enterprises, LLC.	Monitoring software for mission-critical infrastructure components including applications, services, operating systems, network protocols, systems metrics, and network infrastructure.
Technology Area: Telephone	
Manufacturer	Purpose
Cisco Systems, Inc.	Existing phone system used within the county for desktop, wall, conference room, video calling, PC based video conference and PC based "soft" phone applications; selected based on existing phone infrastructure, market share and consistency of support operations; Existing county staff are highly trained in Cisco voice.
Apple, Inc.	Cell phones issued to selected employees with business need to remain on call.
Plantronics, Inc.	Headsets, wired and wireless, used with Cisco phones
Technology Area: Printer/Plotter	
Manufacturer	Purpose
Lexmark International, Inc.	Selected printer manufacturer based on compatibility with existing county management software and consistency of support operations; Three classes of color and black & white printers along with a departmental multi-function printer will be selected each fiscal year based on the current fleet available from the manufacturer.
HP Inc.	Selected plotter manufacturer based on past experience with reliability and familiarity of existing staff with management and control software.
Tyler Technologies, Inc.	Court case management system integrated ticket writer device, ticket printer, and accessories, including configured hardware and installed software, for use with rugged
Technology Area: Scanner	
Manufacturer	Purpose
Fujitsu America, Inc. (a Fujitsu Limited subsidiary)	Selected scanner manufacturer based on requirements from the county court case management vendor and for consistency of support.
Technology Area: Power Management	
Manufacturer	Purpose

Schneider Electric SE	APC - UPS systems and management software used by Facilities department for management and monitoring of the systems across the network. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Square D • Pelco • APC
Technology Area: Security Software and Systems	
Manufacturer	Purpose
McAfee, LLC	McAfee IPS software. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • McAfee • Intel • TPG Capital • Thomas Bravo
Trend Micro Incorporated	Antivirus software used to protect county servers and desktops.
Imperva, Inc.	Cyber security software and hardware to protect sensitive data and application software from both external attacks and internal threats, and to ensure regulatory
Forcepoint LLC	ForcePoint Websense website filter and security software.
FireEye (a Raytheon Company subsidiary)	Used to protect our network by providing comprehensive prevention, detection and response capabilities.
BeyondTrust Corporation (a Francisco Partners subsidiary)	Provides privileged access and identity management software solutions. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Bomgar • PowerBroker
KnowBe4, LLC	Enterprise security awareness training and simulated phishing platform to manage ongoing social engineering vulnerabilities through education, assessment, monitoring, and testing of the county employee base.
Varonis	Provides data protection and classification of data files throughout the county to monitor, audit, and identify access to directories and files by department, user, or domain group to obtain a least privilege model to mitigate data exposure and loss risk within the county.
Rapid7	Vulnerability management solution to identify, report, and track remediation of security vulnerabilities in systems and software that run on the Collin County network. This solution is automated and provides a risk score for our environment based on the severity of the vulnerabilities, known exploits in the wild, and complexity of the exploit.

Dell Technologies Inc.	The Dell Secureworks Solution Group provides managed IT security services. This includes security monitoring and alerting for Active Directory, IPS, and the firewalls. Subsidiary companies are comprised of: <ul style="list-style-type: none"> • Dell • Dell Client Solutions Group • Dell EMC Infrastructure Solutions Group • Dell EMC Services • RSA • Virtustream • Pivotal • Secureworks • VMware 	
Cisco Systems, Inc.	Web based security solutions helping to secure direct internet access, in addition to DNS-layer security and interactive threat intelligence. Also, includes secure web gateway, firewall, and cloud access security broker (CASB) functionality, delivered from a single cloud security service.	
Cisco Systems, Inc.	Multi-factor authentication solution to validate identities of employees for external access of county network and systems.	
Digicert, Inc.	Secure socket layer provider for county security certificates.	
StealthWatch	Intrusion prevention and detection software used to secure the county network.	
Expel	Managed detection and response solution to provide 24/7 monitoring and alerting of the counties Elastic Endgame EDR security tool installed on the county workstations.	
Ivanti	Application patch management solution.	
Technology Area: Enterprise Solutions		
Vendor	Purpose	Sole Source
STR Software Corporation	AventX fax software used to support end-user fax requirements and facilitate blood warrant process with the Odyssey judicial software.	
Tyler Technologies, Inc.	Tyler Technologies, Inc. provides integrated technology and management services for the public sector with a focus on local governments. The company offers financial management, including modular fund accounting systems for government agencies and not- for-profit entities; and utility billing systems to support the billing and collection of metered and non-metered services. The Enterprise Software Solutions segment provides municipal and county governments and schools with software systems to meet their information technology and automation needs for mission-critical 'back-office' functions such as financial management solutions (i.e. Tyler Munis), employee shift scheduling software (i.e. Executime) , and courts and justice (i.e. Tyler Odyssey) processes which include courts, jail, jury, probation, and other related services.	Yes 2015-379-06-22
Oracle America, Inc.	Oracle provides the PeopleSoft software used for personnel and payroll processes.	

Mythics, Inc.	Provides the Micro Focus COBOL software used to support the Oracle PeopleSoft software. <i>NOTE: Micro Focus COBOL is required to operate Oracle PeopleSoft</i>	
Appsian	Oracle PeopleSoft specific web application firewall used to secure the web access portal.	
Texas Conference of Urban Counties	Juvenile case management software used for juvenile probation case processing. Hosted solution provided through the Texas CUC Techshare program.	
ACOM Solutions, Inc.	Secure check printing selected by the Auditor's office used to issue payroll, accounts payable, and ad-hoc checks.	
ServiceNow, Inc.	ServiceNow IT Service Management (ITSM) is a cloud-based platform as a service ticketing system that includes Incident Management, Change and Release Management, Request Management, Now Mobile, Mobile Agent, Virtual Agent, Predictive Intelligence, Vendor Manager Workspace, Enterprise Onboarding and Transitions, Knowledge Management and Asset and Cost Management.	
Destiny Software Inc.	Web based agenda software system used for Commissioner Court agenda processing, AgendaQuick .	
Election Systems & Software, LLC (ES&S)	Hardware and Software providing for election automation needs such as digital optical scanners, elections databases, touchscreen ballot marking devices, accessible voting, automation tools, and ballot printing.	
Environmental Systems Research Institute, Inc. (ESRI)	Geographic information software used to develop maps, data, and other location based applications within the county – ArcGIS and the associated technology stack.	Yes 2014-739-10-06
IDERA, Inc.	Database management tools that allow Collin County Database Administrators to design, develop, secure, monitor and improve databases systems management and control software hosted on the Microsoft SQL Server databases. Subsidiary companies include: <ul style="list-style-type: none"> • Embarcadero Technologies • Assembla • Precise Software • LANSA • Ranorex GmbH • PointSecure • Gurock & TestRail 	
InFax, Inc.	Information display system, including configured hardware and installed software, used to provide court docket, directions, general information, and targeted message broadcasts to public and to detention center populations sold and supported by the manufacturer as an all-inclusive unit	
RT Lawrence Corporation	Payment and remittance processing software used by the Tax Office to process tax payments.	

~~FY2020-FY2021~~ Standards List – Commissioner Court Agenda Item: Approved

SpindleMedia Inc.	Tax collection and disbursement automation software specifically for Texas Tax Collectors to automate virtually every task in the tax office from creating mass billing statements to a double entry general ledger accounting system; from tracking and reporting Beer, Wine and Liquor permits to a VIT package; and to filing mobile home state reports.	Yes 2014-479-07-28
Superion, LLC	Formerly, Sungard Public Sector. Legacy ERP system HTE, Naviline, QRep, and Procurement Card used for back-office processing. This is being replaced by the Tyler Munis system. Maintenance will be continued on the HTE system for two years post Munis go-live.	
VOTEC Corporation	VEMACS Voter Election Management and Compliance and VoteSafe Electronic Poll Book software used for voter registration, election management, e-Pollbook, and voter check-in used by the Elections department for mandated and	Yes 2016-423-06-20
Cistera Networks, Inc.	Event Alerting and Notification software for simultaneous multi-modal messaging to provide internal rapid broadcast capability via the phone system.	
Granicus, Inc	County Clerk records management software AiLiS (Automated integrated Land Information System) providing full life cycle of the land (deeds, titles, etc.) and vitals (birth, marriage or death certificates) records processes and AmRedact for redaction services.	Yes 2015-699-09-28
Avenu Government Systems, LLC	District Clerk end-to-end jury management solution. AgileJury, AgileJury eJuror, AgileJury IVR.	Yes 2016-275-04-25
Everbridge, Inc.	Web based critical communications and enterprise safety solution which sends messages via telephone, text message and email used by District Clerk and Public emergency notification and broadcast service.	
Integrated Computer Solutions, Inc. (ICS)	Public safety software used for computer aided dispatch, records management (IBRS), and patrol management (ICS Mobile).	Yes 2007-051-01-23
Compulink Management Center, INC. dba LaserFiche	Records management software used to store and manage county records managed by the IT Records department. MCCI is sole sourced as the County's Laserfiche reseller.	Yes 2008-1027-11-11
Milestone Systems Inc. (a Kudelski SA subsidiary)	Video surveillance and recording software used for building security within and around county buildings.	

Ontario Systems, LLC	Government focused revenue collection (RevQ) software used by the County Clerk Court Collections unit.	
NetMotion Software, Inc.	Mobile performance management software focusing on security, management, and optimization of mobile data.	
ProofPoint	Email archiving and Spam filtering services, filters spam, malware, and non-malware threats with accurate	
Laserfiche, Inc.	An Electronic Content Management suite of products to manage and automate the county's records.	
Elastic.co	The Elastic Stack is a core development tool for making data usable in real time and at scale for search, logging, security and analytics use cases.	
Tableau	Data visualization software used within the county to graphically present, visualize, and analyze both structured and unstructured data.	
Tyler Technologies, Inc.	Integrated credit card processing system combining hardware and customized software supporting Tyler Odyssey court and judicial management payments.	
Certified Payments	Integrated credit card processing system combining hardware and software supporting tax and county clerk payments.	
dormakaba Workforce Solutions, LLC	Provider of b-comm software and dormakaba time clocks used to collect employee time punches for upload to the PeopleSoft Human Resource Management and Payroll system.	
Mentalix, Inc.	Fingerprint scanning and Federal submission system.	
PaperCut Software International	Print management software to assist with waste minimization, reduced consumable usage, increased document security, and print behavior metrics.	
Cummins Allison, Corp.	Counterfeit bill scanners.	
Open Options	Building access control software.	
HID Global Corporation	Building access control hardware and identification badges.	
NEMO-Q	Line management and queuing system with in-person and SMS based line wait options.	
OneStat.com	Web site usage tracking software.	
SWAGIT	Commissioner Court video recording and streaming solution.	
SymPro, Inc.	Debt management and investment management software.	
Bonfire	Proposal management software used by Purchasing for county procurement processing.	
1Spatial, Inc.	Software providing automated data validation, cleaning, transformation and enhancement for geo-spatial data.	

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Ion Wave Technologies, Inc.	Electronic bidding software used by Purchasing.	
Opex Corporation	Mail management and document imaging system.	
AutoDESK	AutoCAD design software used to for engineering reviews.	
Blue Prism	Robotics automation tool.	
DocuSign	Electronic signature solution.	
Technology Area: Departmental Solutions		
Vendor	Purpose	Department
Microplex	Microplex printer and burster system used to print and separate voter registration cards.	Elections
Pure Storage, Inc.	Storage solution used for Elastic Search security log event reporting.	Information Technology
Keyper Systems	Public works vehicle key management hardware and software solution integrated to the county ID badge and access control system.	Public Works
Verizon Connect Network Fleet, Inc.	GPS tracking and reporting hardware and software solution used to manage county fleet vehicles.	Public Works
Sumuri, LLC	Sumuri computer systems, designed by Certified Forensic Computer Examiners, for the purpose of investigating child exploitation cases and other digital forensic work at the sheriff's office. Compatible with county standard storage systems.	Sheriff's Office
TimeKeeping Systems, Inc.	Electronic rounds monitoring hardware and software solution used within adult detention centers.	Sheriff's Office
Global Tel*Link	Video visitation hardware and software solution used within adult detention centers.	Sheriff's Office
Survivr PBC	Virtual reality law enforcement training platform.	Sheriff's Office
Galvanize, Inc.	Audit analytic software.	Auditor
ACOM Solutions, Inc.	Check printing software used to print jury checks.	Auditor
Ideagen	Internal audit software.	Auditor
Columbia Ultimate, Inc.	Revenue collection software used for court collections.	County Clerk
ProSystemtech	Key management software used for building key management.	Facilities
IBM	Security analyst software used by Fusion Center analysts.	Sheriff's Office
VersionONE, Inc.	Agile SCRUM planning software.	Information Technology

Biddle Consulting Group, Inc.	OPAC HR testing software used for applicant testing.	Human Resources
Sterling Solutions	Veteran's services advocate and benefits software.	Human Resources
IPSwitch	Secure FTP services.	Information Technology
VanDyke Software	Switch and router configuration software.	Information Technology
Solarwinds	Remote PC support and configuration software.	Information Technology
SystemTools Software, Inc.	Server software maintenance tool.	Information Technology
Noble Software Group	Juvenile Assessment platform for case management action plans.	Juvenile Probation
VertIQ Software, LLC.	Medical examiner case management software.	Medical Examiner
PubWorks	Work order, service request, fleet maintenance, asset management, and job costing public works software solution.	Public Works
SynTech Systems, Inc.	Fuel management hardware and software solution.	Public Works
Sitech-Tejas	Road construction and roadway modeling software.	Public Works
AFIX Technologies, Inc.	Fingerprint and palm-print matching and identification system.	Sheriff's Office
CMB Archives CO, LLC.	CJIS web viewer.	Sheriff's Office
Citizen Observer	tip411 web-based toolset allowing public to interact with law enforcement and provide information.	Sheriff's Office
Blue Peak Logic	Law enforcement skills management tracking system.	Sheriff's Office
Leads Online	Investigation tool for metal recycle programs and pawn shops.	Sheriff's Office
NEC Corporation of America	Automated fingerprint identification system.	Sheriff's Office
Watch Systems	Offender watch annual subscription and sex offender self-registration system.	Sheriff's Office
Faro Technologies, Inc.	3D crime scene mapping solution.	Sheriff's Office
RT Lawrence Corporation	Payment processing software providing software system to automate check processing.	Tax Office

Spindlemedia, Inc.	Property tax software.	Tax Office
Technology Area: Fiber Cabling Infrastructure		
Installation Vendor	Purpose	Sole Source
CAPCO Contractors, Inc.	Used for fiber cabling installation and support as required per ILA with Collin College. ILA states that County will contract directly with District's contracted vendor for any additional fiber needed to connect County facilities to the Fiber Optic Wide Area	See Purpose 2015-842-11-16