

## COMMISSION AGENDA ITEM

### Item 8(e) – DocuSign Renewal



**Date:** November 21, 2024  
**To:** California State Lottery Commission  
**From:** Harjinder K. Shergill Chima *HKC*  
Director  
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Information Technology Services Division  
**Subject:** **Item 8(e) – DocuSign Renewal**

### ISSUE

The California State Lottery (Lottery) seeks Commission approval to renew the subscription and support services for DocuSign, Inc.'s (DocuSign) digital signature technology to support enterprise-wide electronic signature processes. The total agreement amount is \$280,000.00 with a term date of January 31, 2025, through January 30, 2026.

### BACKGROUND

In 2019, the Lottery performed a product capability analysis on six digital signature companies to compare critical capabilities of the leading digital signature solutions. The analysis focused on four functions which would enhance Lottery operations:

1. Electronic Signature – Enable the Lottery to be able to uniquely validate and authenticate the signer through the secure functionality of an electronic signature.
2. Lifecycle Management – Enable the Lottery to leverage the use of automatic workflows to identify routing, electronically sign, and archive documents in a manner that automates and streamlines processes but also provides a permanent audit trail to ensure proper retention per Lottery retention schedules.
3. Application Programming Interface (API) Focus – API interface capabilities will provide the Lottery with the flexibility to continually build on the business capabilities and features of the electronic signature while ensuring integration capabilities with existing and new Lottery IT systems.
4. Cloud Security – For enhanced security and classification of data, the Lottery requires a cloud-based electronic signature and document management solution that is Federal Risk

## COMMISSION AGENDA ITEM

### Item 8(e) – DocuSign Renewal

and Authorization Management Program (FedRAMP) certified and meets cloud security requirements.

Upon the review of several products, the Lottery concluded that DocuSign met the enterprise needs of the Lottery and procured DocuSign in 2020 to implement an enterprise-wide electronic signature solution.

The Lottery implemented DocuSign in 2020 to meet critical business and employee needs to automate many critical paper-based and manual processes such as attendance and time reporting. This transition eliminated many manual paperwork processing steps and improved efficiency Lottery-wide. Since 2023, DocuSign has enabled Lottery staff to electronically sign documents on multiple types of devices including desktops, tablets, and mobile devices. Since the Lottery renewed its subscription in 2023, the Lottery's environmental savings utilizing DocuSign includes 73,007 lbs. of carbon emissions, 91,582 gallons of water, and 31,103 lbs. of wood saved.

### **DISCUSSION**

Since implementing DocuSign in 2020, the Lottery has deployed over 55 DocuSign e-signature templates and automated workflows supporting the most common and critical processes to keep the Lottery operating under a hybrid in-office/telework environment. The Lottery is currently routing and signing over 4,900 electronic documents per month (which is a 1,000 document increase from Lottery's usage in 2023) and continues to prioritize and develop additional e-signature templates and automated workflows. Since the previous renewal in 2023, the Lottery has also enabled additional abilities for staff to electronically sign documents on multiple device types which increases operational efficiency under a hybrid in-office/telework environment.

Renewal of DocuSign will allow the Lottery to continue using fully digital processes for signing important documents like time sheets, State Controller's Office (SCO) prize payment claim schedules, invoice approvals, procurement packages, and internal transmittal and approval folders. The Lottery is currently working to produce a repeatable and sustainable process for automating document workflows and to improve the efficiency of processes that currently rely on manual routing and wet signatures. These operational efficiencies and capabilities would be eliminated or severely hampered if the Lottery reverted to wet signatures and manual approval processes. Electronic signature functionality has been identified as a requirement to meet ongoing business needs. DocuSign provides the technology services necessary for the Lottery to further expand its electronic signature capabilities.

The Lottery's formal competitive procedures will not apply to this procurement, pursuant to the exception set forth in Lottery Regulations Section 8.1.2.C as follows:

## COMMISSION AGENDA ITEM

### Item 8(e) – DocuSign Renewal

“The goods or services will be acquired using a standard United States General

Services Administration Agreement or a State of California, Department of General Services Master Services Agreement, Multiple Award Schedule, Master Rental

Agreement, or other such agreement which establishes a list of pre-qualified bidders who have agreed to contract terms and prices.”

The Lottery utilized a leveraged procurement agreement, requesting bids from multiple resellers that participate in the Software Licensing Program administered by the State of California, Department of General Services (SLP-21-70-0027I). The lowest bid was submitted by Allied Network Solutions Inc.

### **RECOMMENDATION**

The Lottery recommends that the Commission approve renewal of the subscription services for DocuSign digital signature technology. The total contract amount is \$280,000.00 with a term date of January 31, 2025, through January 30, 2026.