

## COMMISSION AGENDA ITEM

### Item 8(b) – DocuSign Renewal



**Date:** November 20, 2025

**To:** California State Lottery Commission

**From:** Harjinder K. Shergill Chima - *HKC*  
Director

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**Subject:** **Item 8(b) – 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. The total agreement amount is \$652,935 with a term date of January 31, 2026, through January 30, 2028.

### **BACKGROUND**

Since DocuSign was implemented in 2020, Lottery operations have continued to evolve and require the operational support of a digital signature platform. This includes support of a hybrid work environment where obtaining physical “wet” signatures would be cumbersome, and where additional security and authentication measures for confidential and sensitive documents are mandatory requirements.

DocuSign has enabled Lottery staff to electronically sign documents on multiple types of devices including desktops, tablets, and mobile devices. Digitizing signature-based processes has reduced the Lottery's operational costs of printing, distribution, and storage of hard copy documents by an estimated \$4.30 per document. The Lottery has improved productivity by streamlining workflows, saving approximately 37 minutes on manual tasks such as creating, processing, and archiving documents. Moreover, with the utilization of DocuSign, the Lottery has reduced its environmental footprint. The past three years the Lottery has reduced 213,373 lbs. of carbon emissions and 267,664 gallons of water, saved 90,904 lbs. of wood, and eliminated 14,772 lbs. of waste. This is equivalent to removing 19 cars from the road, skipping 193 loads of laundry, conserving 272 trees, or saving 799,655 pages of paper.

In 2025, the Lottery performed a new product capability analysis that focused on four functions which would continue to enhance Lottery operations: Electronic Signature, Lifecycle Management, Application Programming Interface (API), and Cloud Security. This review confirmed that DocuSign continues to meet the operational needs of the Lottery as an enterprise-wide electronic signature solution.

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#### **DISCUSSION**

Since initially implementing DocuSign, the Lottery has deployed over 90 DocuSign e-signature templates and automated workflows supporting the most common and critical processes. This includes fully digital processes for signing important documents like timesheets, claim schedules, invoice approvals, procurement packages, internal transmittal sheets, HR forms, and IT change requests. The Lottery continues to prioritize and develop additional e-signature templates and automated workflows as business needs evolve.

Digitization using electronic signature functionality is essential for the Lottery to effectively and efficiently meet current business needs. Operational efficiencies gained using DocuSign would be lost if the Lottery did not renew DocuSign and reverted to wet signatures and manual approval processes. Additionally, the DocuSign platform ensures that sensitive and confidential documents are managed and handled in a more secure manner compared to hard-copy, manual processes. DocuSign provides robust authentication mechanisms, which protect electronic documents from unauthorized access. Documents are encrypted, protecting them from unauthorized access. Digital signatures also ensure document integrity through cryptographic techniques that make any alterations easily detectable and significantly reduce the risk of forgery. The DocuSign platform provides detailed audit trails, enhancing transparency and accountability. Additionally, digital signatures comply with various legal and regulatory standards, ensuring intention to sign and identity validation. For these reasons, the continued use of DocuSign ensures the Lottery can continue to digitize document signing processes, safely and securely.

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:

“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-21-70-00271). The lowest bid was submitted by Allied Network Solutions, Inc.

#### **RECOMMENDATION**

The Lottery recommends the Commission approve renewing the subscription and support services for DocuSign's digital signature technology. The total contract amount is \$652,935 with a term date of January 31, 2026, through January 30, 2028.