



Texas Department of Information Resources

About the Go DIRECT Program

The Go DIRECT Program allows customers to purchase items directly from a DIR-contracted vendor. Customers contact the vendor for product and pricing information. They also send their purchase orders, with the DIR contract number, and payments directly to the Go DIRECT vendor, not to DIR. This streamlines the order process so customers receive their products/services quickly. Most of DIR's contracts are Go DIRECT. For non-Go DIRECT orders, customers make their purchase orders payable to DIR and send orders and payments directly to DIR.

Products with Go DIRECT Options

- [Cable Modem Products](#)
- [Classroom Interactive Products](#)
- [Computers](#)
- [Court Case Management Software](#)
- [Data Storage/Storage Area Network Equipment](#)
- [Digital Photography](#)
- [Graphing Calculators](#)
- [IT Equipment](#)
- [Monitors](#)
- [Networking Equipment](#)
- [PDAs](#)
- [Printers](#)
- [Projectors](#)
- [Scanners](#)
- [Security Products \(IT\)](#)
- [Security Software](#)
- [Software](#)
- [Surveillance Camera Equipment](#)
- [Telephone Equipment](#)
- [Uninterruptible Power Supply \(UPS\)](#)
- [Videoconferencing & Communications Equipment](#)

Services with Go DIRECT Options

- [Break/Fix Services \(Equipment Repair\)](#)
- [Cabling Services](#)
- [Disaster Recovery](#)
- [IT Services](#)
- [IT Telecommunications Managed Services](#)
- [Interpreter Services](#)
- [Leasing](#)
- [Local Telephone Services](#)
- [Maintenance Services](#)
- [Managed Document Output Services](#)

- [Paging Services](#)
- [Payphone Long Distance Services](#)
- [Seat Management](#)
- [Satellite Services](#)
- [Security Services \(IT\)](#)
- [Staffing Services \(IT\)](#)
- [Support Services](#)
- [Technical Services](#)
- [Training – In-home Learning](#)
- [Training – Instructor-led](#)
- [Training – Technology-based](#)
- [Wireless and Cellular Services \(Voice and Data\)](#)
- [Wireless Mesh Products](#)

Benefits of the Go DIRect Program

- Meets all requirements of State of Texas term contracts
- All products and services qualify under E-Rate.
- Allows DIR customers to take advantage of the purchasing power of the State of Texas
- Streamlines order processing
- Enables procurement card and/or credit card purchases
- DIR's administrative fee has already been included in the vendor pricing

How to Order

Eligible customers can acquire IT products and services through DIR quickly and at reduced costs.

How to Order from a Go DIRect vendor

DIR's Go DIRect Program allows customers to purchase items directly from a DIR-contracted vendor. This streamlines the entire order process so customers receive their orders quickly. Most DIR contracts are Go DIRect. Visit the [Go DIRect](#) page for more information on the program.

The process varies, depending on the product and vendor, but is basically as follows:

1. The customer visits the DIR/vendor Web page or contacts the vendor representative for product and pricing information.
2. The customer accesses the vendor's on-line order form or gets a form from the vendor.
3. The customer generates a purchase order, made payable to **the vendor** for the amount of the order.
Important: On the purchase order the customer **must** reference the DIR contract number, which is displayed on the DIR Web page for each Go DIRect vendor.
4. The customer sends the signed purchase order and quote or order form to the vendor via fax or through the mail. Fax numbers are shown on the DIR Web page for the vendor.
IMPORTANT: Do not send an order by **both** fax and mail. This may cause the order to be duplicated or delayed.
5. The vendor processes the order and sends the product to the customer.
6. The vendor invoices the customer.
7. The customer pays the vendor.

General Ordering Guidelines

Customers must follow the guidelines below to ensure that orders are processed quickly and accurately:

- All order forms must be submitted with a signed copy of the entity's purchase order.
- All order forms must have the purchase order number written in the appropriate space.
- All order forms must include a legible PHYSICAL SHIP TO address (not a P.O. box number) and a contact name, telephone number, and e-mail address for this address.
- All order forms must include a legible INVOICE TO address, a contact name, and telephone number for this address.
- Products being ordered must be indicated on the order form correctly.
- The total products listed on the order form must match the total products ordered on the purchase order (price, quantity, and description).

Additional links

[Delivery](#)

[Licensing](#)

[Invoicing/Payments](#)

[Returns/Exchanges](#)