

DocuSign is an electronic signature service that makes any workflow or approval a simple, fast, secure and fully digital process. You can use any device, anywhere, at any time. It is a Software as a Service (SaaS) offering with no server hardware or software requirements. DocuSign has been designed to be both browser and device agnostic. It is user compatible with all browsers (Chrome, Safari, IE, Edge etc.) - therefore it is accessible online and mobile. DocuSign also provides a native sending application for iOS, Android and Windows devices.

BIT signed a master service agreement for Enterprise Pro licensing in February 2020. As of February 2020, the following agencies had adopted DocuSign: BHR, BIT, BFM, DPS, DHS, DOH, DSS, DOE, GFP, DENR, DOT.

Pricing is on a per-envelope basis. The negotiated price on February 2020 was \$4.83 per envelope and includes the Premier support plan. Pricing will be re-evaluated during the annual renewal process.

Training

- Free for State users under the current contract.
- Self-paced curriculum or Instructor-led workshops or Custom training.
- Free Topic Videos - <https://support.docusign.com/en/videos>
- DocuSign University Customer Training Catalog - https://support.docusign.com/resource/1509121046000/DSU_Customer_Training_Catalog

Support

- Standard, Plus, Premier and Enterprise Premier
- Support Plan details located at <https://www.docusign.com/features-and-benefits/support-plans-pricing>.

Glossary of Terms

- **DocuSign Administrator** - Establish and manage a DocuSign account used by DocuSign Signers and Senders. Admins manage account provisioning, software integrations, customizations, and overall account settings.
- **DocuSign Sender** - Prepare and send DocuSign envelopes for signature. Senders determine envelope requirements and workflow management. Senders also manage the processing of a DocuSign envelope.
- **DocuSign Signer** - Receive DocuSign envelopes for signature. Signers open an envelope, authenticate, provide information requested and electronically or digitally sign the documents.
- **Transaction/Envelope** - The start of a workflow or document being sent for signature.
- **Seat** - An individual who initiates the start of a workflow or document for signature.

Contacts

- DocuSign Contact: Brian Chung (Brian.Chung@docusign.com or 714.318.9888)
- BIT Contact: Heather Perry (Heather.Perry@state.sd.us or 605.773.2008)