

Case Study

NASPO ValuePoint: A trusted model for state procurement

STREAMLINING TRADITIONAL PROCUREMENT PROCESSES AND BOOSTING RESIDENT SATISFACTION

Idaho

streamlined procurement processes from years to weeks, enabling the state to meet web-based accessibility standards in record time

New Jersey

standardized procurement processes across state agencies

Louisiana

reduced procurement timelines from an average year and a half to just several months

Alabama

Safeguarded digital services against disruption



SOLUTIONS USED NASPO ValuePoint

PROFILE

NASPO ValuePoint is a cooperative purchasing program of the National Association of State Procurement Officials (NASPO) that facilitates public procurement solicitations and agreements using a lead-state model. NASPO aggregates U.S. state and territory demand to deliver high-value, reliable, and competitively sourced cooperative contracts – offering public entities competitive prices, favorable terms and conditions, and value-added services. To date, multiple states served by Tyler Technologies have leveraged the NASPO model to procure solutions ranging from payment processing to client portal infrastructure, including Louisiana (2022), Alabama (2023), Idaho (2024), and New Jersey (2025).

CHALLENGE

Whether deploying new statewide technology solutions or purchasing new pencils for county schools, traditional procurement processes are time and resource intensive for state and local agencies. The rigid nature of RFP/Q evaluation schemes, criteria, and cycles can keep RFPs stuck in endless review rounds, and complicated legal contracts with vendors can be expensive and inflexible. Especially when it comes to finding the right technology stack, the multi-year procurement cycles that result from these challenges can impede existing technological operations, delay timelines for critical projects, and ultimately disrupt essential service delivery to residents.

SOLUTION

Unlike traditional processes, the NASPO (National Association of State and Procurement Officials) ValuePoint contract vehicle enables states to accelerate procurement timelines without compromising public procurement standards. Using the NASPO vehicle, state procurement offices can leverage standardized contracts with trusted vendors, allowing for streamlined processes, increased cost savings, and enhanced flexibility.

“The NASPO ValuePoint contract vehicle is value based, cost effective, and keeps the procurement cycle time to a minimum. Ultimately, this reduced the time it took for Idaho to deliver quality services to citizens.”

— **Jeff Walker**, General Manager, Tyler in Idaho

RESULTS

With a list of preapproved and best-in-class vendors, states and agencies can move through the procurement process quickly, deliver quality services to residents more effectively, and ensure transparency across the board using the NASPO ValuePoint contract vehicle.

The State of **Idaho** offers one example: with an urgent need to ensure ADA compliance and meet federal requirements across state websites, Idaho did not have 12+ months to spend in a traditional procurement cycle to find the right vendor and deploy website changes. With NASPO, the state was able to engage Tyler Technologies in several months, not years, and update state websites and digital assets to be fully compliant – fast.

New Jersey provides another example: leveraging NASPO ValuePoint not only enabled the state to quickly deploy a new cashiering solution through Tyler, but also provided for other agencies within the state to take advantage of the existing NASPO contract. New Jersey State Parks was able to modernize and expand their online reservations system on an accelerated timeline, better stewarding staff resources and enhancing services to park visitors.

In **Alabama**, longer contract durations available under the NASPO model extended the time between rebid cycles, helping to safeguard against potential disruptions to the delivery of digital services, including payment processing.

Meanwhile, NASPO ValuePoint enabled **Louisiana** to reduce procurement cycles from an average of 18 months to only two weeks in some cases, significantly enhancing the state’s ability to quickly deploy solutions like Tyler’s Application Platform and Courts & Justice software.

CONCLUSION

When procurement processes take months or years - as they often do when approached traditionally – it can put a drain on staff resources, costs, and opportunities. The impact of this is not only felt by state personnel; it is also absorbed by residents. At best, residents can access government services they need on a delayed timeline. At worst, services are disrupted or altogether unavailable, making citizen engagement a direct casualty of time-consuming processes.

Streamlining state procurement of goods and services not only enables states and agencies to reduce deployment timelines, but also maximizes staff resources, ensures citizens can access essential services quickly, and helps states meet federal compliance as policies and mandates change.

As more public entities adopt the NASPO ValuePoint model and vendor lists continue to grow, states and agencies that leverage this contract vehicle will reap the benefits both internally and in providing quality services to the public.

Learn more about leveraging [NASPO ValuePoint](#) to deploy Tyler’s extensive suite of built-for-government solutions.