

Purpose: This Procedure is to outline the steps to obtain all necessary approvals for purchasing computer hardware and software. This Procedure is applicable to all institutional departments.

Prior Requirements: Departments are required to obtain approval from the applicable budget authority before starting the procurement process.

Standardization: OIT has standardized on Dell computer hardware. The standardization is based on: 1) ensuring compatibility with existing infrastructure; 2) ensuring that the hardware meets necessary requirements for future software upgrades; 3) ensuring ITS can support the hardware; 4) ensuring the hardware has preferred warranty terms (4-year onsite, next business day warranty); 5) maximizing cooperative price agreements; and 6) creating a standard procurement process. Exceptions to this standardization may be granted by ITS and Purchasing and Contract Services on a limited basis. OIT requires, to the maximum extent possible, the purchase of EPEAT Silver or higher computers and monitors.

COMPUTERS (DESKTOPS AND LAPTOPS)

Procedure: When a department decides to purchase new computer equipment, they should:

1. Contact the OIT Help Desk in order to identify the type of equipment necessary for the intended purpose. The department has two options: standard computer or custom configuration. ITS sets the minimum level of quality required for new hardware purchases. Users can purchase above that level and still receive support, but not below.
 - a. Standard Computer: The OIT Help Desk publishes a list of the recommended standard computers from Dell at <http://my.oit.edu>. Select the Technology Services tab, then click on Price Quotes link. Quotes include a variety of desktop and laptop options.
 - b. Custom Configuration: The OIT Help desk will assist in the development of a quote from Dell and Apple based on specific needs. Submit a request by emailing the ITS Help Desk to start the custom configuration process.
 2. Once a computer is selected, the department should create a purchase order. In the text field, the department should identify the quote number and indicate that ITS has reviewed and approved. Departments cannot direct purchase computers using their P-card or direct invoicing. Help Desk requires five business days' notice for new computer setup after it arrives.
 3. Once all necessary approvals are provided for the purchase, Purchasing will email or fax a copy of the PO to the vendor and copy the department requestor and the ITS HelpDesk.
 4. When the computer is delivered to ITS, ITS will schedule a time to setup the computer for the department.
- Note: Departments may not purchase tablet computers (i.e. IPAD, Nook) without a business purpose and approval from the applicable dean or Vice President. Departments must coordinate the purchase through Purchasing and Contract Services. Approval of data packages will be approved on a limited case-by-case basis and in accordance with the OIT Communication Allowance Agreement.

MISCELLANEOUS COMPUTER HARDWARE

Procedure: When a department needs to purchase miscellaneous specialized computer hardware for classroom or lab requirements, the department should:

1. Check the Purchasing and Contract Services website for current contracts. It is highly recommended that departments utilize these contracts rather than vendors that do not have a contract with OIT or a cooperative purchasing entity.
2. If the equipment cost exceeds the direct procurement threshold, you must contact Purchasing and Contract Services to conduct the required procurement procedure.
3. The department must coordinate the purchase with ITS to ensure compatibility and support. If ITS is unable to support the hardware, the department must obtain the written approval by the applicable dean or vice president to complete the purchase.
4. Once the miscellaneous specialized computer hardware is selected, the department should create a purchase order. In the text field, the department should identify the quote number, indicate that ITS has review and approved, or in the alternative that ITS has reviewed and denied support. If ITS has reviewed and denied support, the department must provide Purchasing with documentation that the applicable dean or vice president has approved of the purchase without ITS' support services.
5. The department must provide Purchasing with a copy of the quote associated with the purchase order.
6. Once all necessary approvals are provided for the purchase, Purchasing will email or fax a copy of the PO to the vendor and copy the department requestor and the ITS HelpDesk.
7. If the department is requesting ITS to build a computer using the hardware, it must submit a FACTS work ticket detailing the request at <http://my.oit.edu>. If the hardware is delivered to ITS, ITS will schedule a time to setup the computer or provide the hardware to the department.
8. ITS does not support printers, but will make recommendations and assist with obtaining quotes. Printer purchases must comply with university requirements regarding printers.

SOFTWARE

OIT has a variety of software licenses available to faculty, staff and students through OIT contracts or cooperative price agreements. Software licenses generally fall into four categories: 1) software that is purchased on a “per user” or “per workstation” basis and must be paid for at the time you install it; 2) software that has been purchased by OIT and can be installed on any OIT workstation; 3) software that is available at a significant discount from the manufacturer through a volume licensing plan; or 4) custom configured software that requires a specific license and maintenance agreement.

Procedure: When a department needs to purchase software, the department should:

1. Check with Technology Services tab at <http://my.oit.edu>. Select the “Software” link. If the requested software is listed, instructions will be provided on how to obtain it. Depending on the availability the department will have to:
 - a. Directly download the software from an OIT or third party website;
 - b. Submit a request to the ITS Help Desk to obtain the software license; or
 - c. Contract Purchasing to obtain the license from a cooperative agreement.
2. Regardless of how the department obtains the software, the department must coordinate the purchase with ITS to ensure compatibility and support. If ITS is unable to support the hardware, the department must obtain the written approval by the applicable dean or vice president to complete the purchase.

3. If the department is unable to find the necessary software on the website, the department should Contact Purchasing to explain alternative options and to describe purchasing and contracting requirements. Sometimes a competitive procurement will need to be conducted to acquire the software. Often companies require both a license and maintenance agreement (occasionally a professional services agreement as well) to obtain the software. These agreements usually need to be revised and negotiated to comply with state laws. Departments should ensure enough lead-time to complete the procurement and contract negotiation process.
4. License Documentation Requirements. Depending on what type of license the department acquires, there are different process for maintaining the license documentation.
 - a. For “per user” or “per workstation” basis licenses, the department must maintain documentation to evidence the right to use the software on the identified workstation.
 - b. For campus-wide licenses, ITS will maintain the license, however, departments must update ITS when adding or removing licenses from workstations to ensure compliance with any license restrictions or limitations on installations.
 - c. For specialty software, the department will be responsible for contract administration, however, Purchasing will keep the original license agreements. Purchasing will endeavor to remind departments before license expiration, however, the responsibility ultimately falls on the department to track the licenses.
5. Budget Requirements for Extended Licenses. If a license requires annual payments, the department is required to encumber the obligation using the purchase order process at the beginning of each new fiscal year. Because this is for budgeting purposes only, the department should indicate as such in the item text so that a new purchase order is not sent out to the vendor.