City of Riverside
Administrative Manual

Effective Date:	07/2017
Latest Revision Date:	10/2017
Next Review Date:	07/2018
Policy Owner(s):	Innovation and Technology Department

Approved:

Department

City Manager

SUBJECT:

Technology Selection and Acquisition Policy

PURPOSE:

To establish a procedure for all City department requests for the selecting, acquiring, or leasing of electronic, computer, or information technology related equipment or services including software, installation, implementation, or programming services. To protect and secure the City of Riverside's information technology investment and operations and to ensure the City's information technology equipment and systems are standardized.

In a proactive effort to be wise stewards of City resources, the Innovation and Technology (IT) Department recommends technologies that are sustainable, compatible with existing systems, and that can be efficiently supported. In order to ensure that technology purchases meet City standards, IT must be involved in all information technology related purchase requests in order to provide:

1. Compatibility with the City's network environment
2. Hardware and software that can be efficiently supported
3. Availability of sufficient IT and City resources (including initial and recurring costs)
4. Suitability based on needs assessment
5. Licensing compliance for software purchase
6. Compliance with the City's security policy

Purchase of Standard Technology

Standardization allows the City to efficiently select and manage technology, obtain better technology pricing, reduce maintenance costs, and increase access to training and assistance. IT re-evaluates these standards periodically based on common needs, vendor offerings, cost, reliability, supportability, quality, sustainability, compliance with recycling policies, and timeliness of vendor response.

Purchase of Non-Standard Technology

Purchase requests of non-standard technology components should be minimal and justified through extenuating circumstances. This includes technology purchased through grants and other non-City funds. The IT Department will not support purchase requests for any technology-related item, unless the request was made through and/or with the knowledge and approval of IT.

When departments are considering the purchase of information technology related software, hardware, and or services or considering new systems for in-house development, IT must review and approve vendor selections, consultant engagements, development plans, assist departments in drafting Request for Proposals prior to publication, and contract language. In these instances, individuals or groups will be asked to start the process by requesting IT involvement.

POLICY:

A. Departments must solicit IT's early involvement, review, and approval for all IT-related purchases. Examples include:
   - Desktop PCs
   - Laptops
   - Ruggedized laptops
   - Servers, storage systems, or other data center equipment
   - IP data networking equipment
   - Telephone system equipment
   - Printers
   - Monitors
   - Security cameras
   - Video conferencing hardware
   - Smart televisions
   - Departmental or enterprise applications
   - Software
   - Software licenses, upgrades, or maintenance/support
   - Software as a Service (SaaS)
   - Mobile phones
   - Tablets
   - Internet of Things (IoT) Devices
   - Any other technology that is network or WiFi capable, or contains software, firmware, or a microchip

B. The following City system purchases are exempt from IT Department review, however, the respective department heads, or designees, shall maintain oversight:
   - Industrial control systems that are not connected to the City's corporate network (e.g., SCADA, certain isolated fiber optic systems)
   - Handheld and mobile radios
   - 911 Phone system
   - Police special operations mobile phones

C. Departments must request all orders using the IT order request form found on the City Intranet at http://intranet/Sites/IT/Lists/ITOrderRequestForm.

D. Standard list of IT-related items and exceptions can be found on the City Intranet at: http://intranet/Sites/IT/Documents. The order request form also contains a link to the standards list.

E. Requests for equipment that does not meet City standards requires requestor to complete the Exceptions field in the IT order request form.

F. SaaS is software hosted by the software manufacturer, typically in the form of a web-based application or mobile app, and is commonly licensed as a subscription. Departments are encouraged to review the SaaS Pre-Selection Checklist prior to submitting a request to IT. The checklist provides guiding questions to begin determining solution suitability. It can be found on the City Intranet at: http://intranet/Sites/IT/Documents.

PROCEDURE:

All procurements shall comply with the City's Purchasing Resolution and applicable policies; any equipment not exempted above shall also be approved by the IT Department prior to purchase.