

No. IT-003	Policy Name: PC/Desktop Purchase Policy & Standards
Effective Date: 7-1-2011 Last Revised Date: 12-19-2014	Citywide Policy _ IT Policy <u>X</u> IT Procedure _
Approved By: IT Director	

Replaces IT-004

PC/Desktop Purchase Policy & Standards

Why We Centralize PC Purchases

Many employees have asked why we have gone to a centralized PC purchasing model.

The City is spending literally hundreds of thousands of dollars on PCs and related equipment every year, with limited mechanisms to track those investments. This limits our decision-making ability. When companies like Microsoft offer discount pricing for products, we are unable to capitalize on this without coordinated efforts.

In addition, the City must be able to stand up to any software audits, to show that we are in compliance with licensing requirements from multiple software vendors. Central management of our purchases becomes essential to our success.

If you have a business need for a desktop or laptop that is not currently offered, contact the IT HelpDesk at helpdesk@hampton.gov. We will follow up to discuss your business need, and make adjustments when necessary.

We are working hard to meet your needs and provide the best value to our citizens for their investment in technology.

PC/Desktop Purchase Policy & Standards

Procedures for PC and Laptop Purchases

The City purchases 4-year warranties for all Dell equipment. IT recommends that all PCs on the network be under warranty, to provide the best response possible if a technical problem occurs. IT also recommends that departments plan to replace their PCs on a 4-year cycle.

Quote Process

The process has changed, and you will no longer be creating quotes on the Dell site.

1. Determine your budget, the types of computers you need (desktop, laptop, workstation), and the quantity of each. Include the size monitor you need, the quantity, and any other details. If you are unsure, include your questions in your email to him.
2. Send this information to Garry Hickerson (ghickerson@Infian.com) via email. Garry will provide you with a quote within 3 days, as well as a phone number if you'd like to discuss options.
3. Quotes are valid for 60 days. Your requisitions should therefore be entered into NWS, approved by IT, and promoted to a PO by Procurement within 45 days.

We offer 3 standard models as shown below. Each has options, such as memory, monitor quantities and sizes, docking stations, etc. Typical prices are shown below. Please note that MS Office licenses are not included in these price ranges and are listed separately:

- Desktop PC: ◦ \$950 – 1,300 each (monitor not included)
- Laptop: ◦ \$1,185 – 1,800 each
- WorkStation for GIS/other applications that require non-standard processors: ◦ \$1,500 and up each (monitor not included)
- Monitors: ◦ \$150 and higher

- Microsoft Office:
 - \$247.59 for Standard (Outlook, Word, Excel, & PowerPoint)
 - \$337.16 for Professional (Outlook, Word, Excel, PowerPoint, Access, Publisher)

New World Systems Process

IT is the 3rd level approver for computer purchases. It's critical that you follow these NWS instructions, or your order cannot be processed.

1. Create two requisitions in NWS using the instructions below:
 - Processing PC orders with NWS
 - Processing PC orders with NWS - Software Licenses
2. Attach the eQuote from Infian to both requisitions.

When your order arrives, IT will coordinate delivery/setup with the point of contact indicated in your requisitions.

About Other Offers

You may see other offers which appear to be better deals than what is available from the State contract. Our systems come with standard 4-year warranties compared to a typical 1-year warranty in the home market. They are rated for business use rather than personal/home use, which means the components are sturdier than most home market pc's. Further, many retail offers are quoted with home versions of the operating system and various business software packages, and are not licensed for/compatible with our network. If you would like us to investigate a specific offer, please mail or fax it directly to Kathy Fisher (kfisher@hampton.gov) and we will research it.