


Policy ID: OIT-23-01

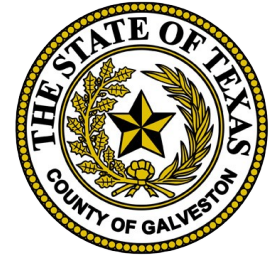
Title: Technology Procurement Policy

Affected Agencies: All County Agencies and Departments

Facilitating Department: Office of Information Technology

Chief Information Officer signature: 

Date signed and effective: 3/24/2023



1. Overview

Information Technology procurement for Galveston County must be managed to ensure compatibility of services and security, control costs of technology and services, reduce redundancies and single points of failure.

2. Purpose

The purpose of this policy is to define standards, procedures, and restrictions for the purchase of all IT hardware, software, subscriptions, licenses, computer-related components, and technical services with Galveston County funds.

3. Scope

The Galveston County Technology Procurement Policy applies to all users including elected and appointed officials, employees, temporary and independent contract workers who access the Galveston County technology infrastructure.

4. Policy

Purchases of all technology and technical services for Galveston County, including grant-funded items, must be approved and coordinated through the Galveston County Office of Information Technology (OIT). These include, but are not limited to:

- Desktops, laptops, smartphones, cell phones, tablets, and servers
- Software running on the above-mentioned devices
- Peripheral equipment, such as printers and scanners
- Cables or connectivity-related devices
- Audio/visual equipment
- Physical security such as access control and security cameras

This policy extends to technical services, such as off-site disaster recovery solutions, internet service providers, technology professional services, and technology cloud services. Technical services must be reviewed and recommended by Galveston County OIT. This may include:

- Professionals or firms contracted for application development and maintenance
- Web services provided by a third party
- Consulting professionals
- Cloud and hosted technology subscriptions and services
- Technical training services
- Disaster recovery services
- Hosted telephone services
- Telephone network services
- Data network services

Computers including but not limited to micro PCs, desktops, laptops, 2-in-1s, and tablets must meet OIT standards. These standards can be obtained for a specific use by contacting the Office of Information Technology through the Service Desk, tickets@galvestoncountytexas.gov.

All hardware, software or components purchased with Galveston County funds are the property of Galveston County.

4.1 Procurement Planning

Planning for major and minor technology purchases should begin before and early in the annual budget process. All final requests are due to OIT annually before March 1st of every year. Departments should identify needs as early as possible and request OIT's assistance in having those initial conversations. If items are not identified as part of the annual budget creation process, it is possible that funding and IT-related resources will not be available to meet future needs. Careful planning is crucial to the continued success of technology in business operations.

Planning Meeting

Depending on the size and complexity of the project, the department should request a planning meeting with key staff to consult with OIT and Professional Services in order to discuss the proposed project budget, objectives, timeframe, and department priorities. This meeting is encouraged for projects of a sizeable budget and complexity.

In lieu of or after a Planning Meeting, the objectives, business case, identification of several potential solutions, estimated costs should be documented and provided by the department to OIT. OIT can work with departments to assist in creating this documentation.

For non-project procurements such as computers, other hardware, software, audio/visual needs, consulting services, training, telephones and professional services, these items must, as previously mentioned, be part of the annual budget process and requested no later than March 1st for the next fiscal year. Requests for technology-related needs must be submitted to OIT via the Service Desk at <https://servicedesk.galvestoncountytexas.gov/> or by emailing tickets@galvestoncountytexas.gov.

4.2 Procurement Process

Non-budgeted Items

All non-budgeted purchase requests must be submitted to OIT, via the Service Desk, for final purchase approval. If the requested item is already in inventory, it will be made available to the requester, assuming that it meets organizational goals. Requests must be submitted by a department head, elected official, appointee or authorized requester. All other purchase requests are subject to funding availability, assuming that it meets organizational goals and is deemed functional and compatible with the Galveston County technology infrastructure.

Procurement and Selection

OIT will work with Purchasing and the department to determine and conduct the appropriate selection and procurement process based on the procurement policies set forth by the Purchasing Agent.

5. Roles and Responsibilities

Departments will play a lead role in justifying the business need for new technology procurements. They will actively work with OIT to arrange for funding, evaluate software and services, and perform the necessary tasks through eventual implementation.

OIT will provide acquisition and support of software and hardware, assist with requirements, ensure the infrastructure can and should support the needed software, identify and assist in integrating software with existing systems and provide support as possible.

OIT is responsible for technology-related quotes.

Purchasing oversees procurement guidelines and ensures those guidelines are being met.

6. Policy Compliance

6.1 Compliance

This policy will be enforced by the Chief Information Officer (CIO) or designee. Violations may result in restriction of access, or more severe penalties depending on the level of non-compliance.

6.2 Exceptions

Departments requesting exceptions shall provide such requests to the CIO or designee. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk upon granting the exception, risk mitigation measures to be undertaken by OIT, initiatives, actions and a time-frame for achieving the minimum compliance level with the policies set forth herein.

Requests for exceptions to this policy shall be reviewed by the CIO or designee and confer with the requesting department.