

## CHAPTER 7

# ACQUIRING TECHNOLOGY RESOURCES

### PURPOSE:

To define the steps to be taken by the Department to review and justify proposed technology resource acquisitions prior to the initiation of the acquisition cycle.

### AUTHORITY:

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

### SCOPE:

This procedure applies to all Department staff requesting technology resources and services.

### REFERENCES:

Chapter 3 of this Manual  
Chapter 8 of this Manual  
Section 282.0051(6), Florida Statutes  
Section 216.181(5), Florida Statutes

## 7.1 SERVICE AND SUPPORTABILITY REVIEW

**7.1.1** Service and Supportability Reviews, are required prior to the acquisition of certain types of Information Technology Resources (ITRs) as specified in **section 7.2.1**. The purpose of a Service and Supportability Review is to ensure that the acquisition is appropriate to meet user requirements and that Department standards for ITRs are being followed. End users submitting **Information Resource Requests** (IRR) are responsible and accountable for providing an accurate justification to explain why the requested resources are needed. The service and supportability reviewer is responsible and accountable for ensuring the justification is technically feasible and adequate to justify the requested resources. Exceptions to Department standards will be considered based on adequate justification supplied by the end user.

**7.1.2** Users shall obtain Service and Supportability Reviews via an IRR from within the Technology Request System (TRS). Staff from the Office of Information Technology's (OIT) District IT Services Managers will be available to assist end users in completing this section as needed.

## **7.2. Information Resource Requests**

**7.2.1** IRRs ensure product purchases not only function to the Department's needs but are also compatible with its current technology infrastructure. The IRR review process prevents the purchase of duplicate applications, provides access to existing alternatives with comparable functions and aids in the acquisition of a cost-effective, task-specific product.

IRRs are required for the acquisition of all ITRs (including hardware, software, and data technology resources as defined in the ***Enterprise Business Glossary***) with the following exceptions:

- (A) Consumable supplies (paper, cables, printer toner, DVDs, etc.) or
- (B) Computerized traffic systems and control devices which are used solely for the purpose of motor vehicle traffic control and monitoring

**NOTE:** While those items listed above do not require an IRR, the procurement documents for such resources, with the exception of consumables, shall be annotated with the following statement and signed by the person authorizing the purchase:

"I certify that this acquisition does not require an IRR per ***Chapter 7 of the Transportation Technology Manual.***

Signed: \_\_\_\_\_ "

For acquisitions not requiring procurement documents, such as some purchasing card purchases, the person approving or authorizing the acquisition is accountable and responsible for certifying whether or not the acquisition requires an IRR.

**7.2.2** Any and all technology resources which are to be donated to the Department must have an IRR completed and approved before the Department can accept such resources. Once donated to the Department, the original resource owner forfeits ownership of the resource.

**7.2.3** IRRs along with the procurement documents, shall be submitted for Service and Supportability Reviews via the IRR section of the TRS. Reviewers are responsible for coordinating the distribution of IRR acquisitions with the appropriate technology support staff.

**7.2.4** Reviewers are required to obtain additional reviews for items that are outside their scope of expertise.

**7.2.5** IRRs shall be turned around within 10 working days after receipt or the reviewer must notify the requestor that additional time is needed for research and analysis and give an estimate of when a response is anticipated.

### **7.3 FINAL APPROVAL - TECHNICAL REVIEWER AND CIO**

**7.3.1** Upon the conclusion of the Services and Supportability Review, the reviewer shall determine if further approval is needed by the CIO and denote such on the designated area of the IRR. Further approval by the CIO is required based on the following criteria:

- (A) The total cost is equal to or exceeds \$50,000; or
- (B) The ITR acquisition involves exceptions to the Department's existing hardware and software standards; or
- (C) Other reasons as deemed necessary by the reviewer.

### **7.4 IRRs RELATED TO THE PURCHASE OF A NEW PC**

**7.4.1** For all IRRs related to the purchase of a new PC, the cost center purchasing the new PC may be charged a one-time fee for the acquisition and maintenance of routine software. The Cost Center purchasing a new PC is required to obtain an extended warranty on all laptop and Windows tablet PC workstations, extending the warranty period to 4 years on-site, next business day coverage. Cost Centers are not required to purchase an extended warranty for desktop workstations as long as the unit comes with at least the standard three (3) year on-site, next business day coverage normally provided with business or workstation class systems. If for any reason the particular brand, make or model of desktop does not come standard with an equivalent or higher level of warranty coverage, one will need to be acquired at the time of purchase.

OIT is responsible for the acquisition and maintenance for **Common Standard Software** for computers on the OIT maintained internal DOT network. Hardware maintenance for PCs is handled by OIT for Turnpike resources. If necessary, budget transfer shall take place in November of each year, for PCs purchased in the prior fiscal year. To transfer these funds from the cost center purchasing the new PC to the appropriate cost center within OIT and/or the district data center. **These fees do not apply to PC replacement purchases.**

**7.4.2** Each cost center manager must also specify how many personnel are in their work unit and how many PCs are in their work unit. A justification must be given as to why additional PCs are needed. This information must be included in the justification field of the IRR.

**Note: This information is not needed for PC replacement purchases.**

**7.4.3** For PC replacement purchases, cost centers receiving new replacement PCs are required to transfer an existing PC to OIT. Unless an exception is approved by the CIO, the replaced PCs must either be traded-in toward the purchase of the new PCs or processed for surplus and donated to other State agencies (provided other agencies are interested in the replaced equipment, otherwise follow normal surplus procedures). The justification shall identify each individual PC that needs replacement. PCs that will be replaced will need to be identified prior to the purchase of the new PCs.

**7.4.4** All technology purchases that have a total cost of \$250,000.00 or more shall be reviewed with the Florida Digital Services, unless the purchase is specifically mandated by the Legislature for compliance with standards established pursuant to **Section 282.0051(6), F.S.**

## **7.5 COMPLETION OF IRRs**

**7.5.1** Once an IRR is approved, the requesting user shall attach a printout of the IRR to the associated procurement documents prior to submitting the documents for processing.

**7.5.2** The Purchasing Officer, District Purchasing Director and Manager of the Procurement Office shall ensure that management controls are implemented within their respective offices to verify IRRs are included with all procurement documents for acquisitions requiring an IRR. Acquisitions that require an IRR but lack the associated documentation shall be returned to the requestor indicating that the acquisition requires an IRR.

**7.5.3** Purchases equal to or in excess of \$500,000.00 may require additional approval by the Secretary or the appropriate Assistant Secretary depending upon the nature of the request. The requirement for further approval by the Secretary or appropriate Assistant Secretary shall be determined by the CIO. Pursuant to **Section 216.181(5), F.S.** “An amendment to the original operating budget for a technology project or initiative that involves more than one agency, has an outcome that impacts another agency, or exceeds \$500,000 in total cost over a 1-year period, except for those projects that are a continuation of hardware or software maintenance or software licensing agreements, or that are for desktop replacement that is similar to the technology currently in use must be approved by the Executive Office of the Governor for the executive branch or by the Chief Justice for the judicial branch, and shall be subject to approval by the Legislative Budget Commission as well as the notice and objection procedures set forth in s. 216.177.”

## **7.6 ASSISTANCE WITH THE IRR PROCESS**

**7.6.1** OIT shall provide assistance to the user community in recommending hardware and software configurations, developing and tracking procurement documents, analyzing user needs, and selecting appropriate technology resources to meet needs requirements.

### **TRAINING:**

Information Resource Request (IRR) CBT

### **FORMS:**

None Required.

### **METHODS & PRACTICES RESOURCES:**

Information Resource Request (IRR) Process.pdf  
Pre-Information Resource Request (Pre-IRR) Process.pdf