City of Riverside
Administrative Manual

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Policy Owner(s):	Innovation and Technology Department

Approved:

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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
7. Senate Bill 272 reporting compliance
8. Litigation hold, E-Discovery and California Public records request requirements
9. Disaster recovery and business continuity

City employees shall incorporate whenever possible the following factors when procuring materials, products and services:

A. Environmental factors to be considered include, but are not limited to:
   1. Conservation of resources, including the use of energy, water and materials
   2. Waste minimization, both within their operations and though reduction of packaging
   3. Recyclability, recycled content, energy efficiency and consumption
   4. Greenhouse gas emissions
   5. Pollutant releases
   6. Impacts on biodiversity

    B. Social equity factors to be considered include, but are not limited to:
1. Human health impacts
2. Fair labor practices, livable wages and worker rights
3. Environmental justice (disproportionate environmental and health impacts on different population groups)

    C. Economic prosperity factors to be considered include, but are not limited to:
1. Supporting job creation and facilitating opportunities for small-and-medium sized enterprises and social impact businesses
2. Providing a living wage (at a minimum) to employees and contractors
3. Use of local businesses and vendors whenever possible

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, Security, Integration, and Compatibility with existing systems, Fiscal and Technical sustainability, Regulatory compliance, Industry best practice, 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 or the Purchasing 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 the CIO.

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, consulting 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 prior to engaging vendors, developing RFP's, Requisition, or obtaining estimates.

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

- o Departmental or enterprise applications
- o Software
- o Software licenses, upgrades, or maintenance/support
- o Software as a Service (SaaS)
- o Mobile phones
- o Tablets
- o Internet of Things (IoT) Devices
- o Any other technology that is network or Wi-Fi capable or contains software, firmware, or a microchip

B. Departments must request all orders using the IT order request form found on the City Intranet at https://riversideca.teamdynamix.com/TDClient/2478/Portal/Requests/ServiceDet?ID=50025

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

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

E. 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: https://riversideca.teamdynamix.com/TDClient/2478/Portal/Requests/ServiceDet?ID=48484.

F. Environmental Standards and Product Certifications
- o Standards: The City standard for all electronic acquisitions shall be compliant at least to:
  - ▪ The U.S. Environmental Protection Agency (USEPA) standards whenever published for a product or service; and
  - ▪ The State of California prohibited toxins list that prohibits specified chemicals (https://dtsc.ca.gov/toxics-in-products/) and use of certain hazardous substances in electronic devices (https://dtsc.ca.gov/restrictions-on-the-use-of-certain-hazardous-substances-rohs-in-electronic-devices/)
- o Third-Party Certifications: City departments should use the most stringent third-party label standard available for a product or service being acquired (examples: Energy Star, EPEAT Registered, Green Seal, Environmental Choice, and Forest Stewardship Foundation)
  - ▪ Required: Energy Star
  - ▪ Preferred: EPEAT Bronze or Gold Registered

PROCEDURE:

All procurements shall comply with the City's Purchasing Resolution and applicable policies; Procurement of any software, technology hardware and professional service shall be approved by the IT Department prior to purchase.

SOURCE OF AUTHORITY:

- Envision Riverside 2025 Strategic Plan: Sustainability and Resiliency Cross-Cutting Thread and Environmental Stewardship Strategic Priority; Equity Cross-Cutting Thread; Economic Prosperity Strategic Priority; Infrastructure, Mobility & Connectivity Strategic Priority

- Poised for Prosperity Roadmap – An Economic Development Strategic Framework for the City of Riverside and its Community and Regional Partners (2020)
- Economic Prosperity Action Plan and Climate Action Plan (January 2016)