



GENERAL ORDER

GENERAL ORDER 400.01

Technology Procurement Policy

BUREAU OF TECHNOLOGY SERVICES

Issue Date: December 23, 2015

Revision Date: N/A

1 APPLICABILITY

2 All career and volunteer uniformed, civilian and contingent personnel.

3 POLICY

4 To establish procedures for the purchasing of hardware, software, Information Technology (IT)
5 or communications services by the Department of Fire and Rescue Services (Department).

6 DEFINITIONS

7 ➤ **Hardware** - Any physical device used for IT or Communications purposes such as
8 desktop and laptop computers, tablets, printers, keyboards, mice and other
9 pointing/input devices, portable disk drives, scanners, docking stations, radios, pagers,
10 phones, and networking equipment.

11 ➤ **Software** - Any downloadable or media-based program that runs on a computer.

12 ➤ **Services** - actions performed by vendors or contractors for pay, including Internet access
13 and web-hosting services, email services, software-as-a-service for data collection,
14 custom form development, communications and email services.
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16

17 PROCEDURES

18 GENERAL:

19 All procurement, paid or unpaid, of hardware, software, IT, or communications services by
20 Department personnel shall be approved by the Chief Technology Officer (CTO) of the Bureau
21 of Technology Services (BOTS) and the Executive Officer unless explicitly identified as an
22 exception by this policy. It shall be up to the CTO and the Executive Officer to determine how
23 purchases shall be made, unless a purchase is being made using a PDQ card in accordance with
24 the exceptions list.
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26 REQUEST PROCEDURE FOR TECHNOLOGY PURCHASES:

27 Requests for technology purchases shall be made on the approved Department of Technology
28 and Communication Services (DTCS) form, see Attachment A, and shall be submitted through
29 the chain of command to the CTO. Requests shall not go directly to County DTCS. All



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30 Department technology approval request forms shall be internally approved and then
31 submitted by BOTS directly to County DTCS. The request should include:

- 32 • Completed County DTCS IT Purchase Request Form (Attachment A).
- 33 • Department Purchase Request, signed by the Bureau Chief and with the cost center for
34 purchase identified.
- 35 • Any additional appropriate justification that describes the need and impact of the
36 purchase.

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38 EXCEPTIONS:

39 A list of exceptions can be accessed in Attachment B. Items on this list may be purchased only
40 by those members of the Department who have been approved for the use of a PDQ card.
41 Department members, within the guidelines of this policy, are authorized by the County IT
42 Procurement Policy to make purchases **in support of emergency services operations**, as
43 defined by the CTO and the Executive Officer, up to \$1,000. Those purchases may include **only**
44 **the items on the exceptions list**, unless authorized by the CTO and the Executive Officer.

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46 HARDWARE AND PRINTERS:

47 No member of the Department shall engage a vendor or obtain, either through Department
48 funds or free sources, hardware, hardware peripherals, or services, without the approval of the
49 CTO and the Executive Officer.

50

51 It is the policy of BOTS to not buy printers. High-speed, high-volume printers are provided
52 under lease to the County. Special use printers may be approved by the CTO and the Executive
53 Officer. However, BOTS no longer supports the purchase or issue of personal printers on an
54 individual's desk or in an individual's office where a leased, high-volume printer is accessible.
55 Existing, non-leased printers may continue to be used and supplies purchased for them, but
56 they will not be repaired or replaced when they fail. If there is a perceived need for additional
57 printing capability in any work area, a request shall be filed through the chain of command, and
58 will be reviewed by the CTO and the Executive Officer. In the event that a valid need is
59 identified, BOTS will arrange for a contract with the appropriate vendor and a leased printer
60 will be installed.

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62 SOFTWARE AND SERVICES:

63 No member of the Department shall engage a vendor, or obtain, either through Department
64 funds or free sources, software or services, without the approval of the CTO and the Executive
65 Officer. Installation of software, including no-cost software, on County-owned hardware must
66 be in compliance with County policy and authorized by the Department CTO. Software that is
67 pre-approved for installation can be found in Attachment B.

68 REFERENCES

- 69 • Howard County IT Procurement Policy
- 70 • Howard County Office of Purchasing Procurement Card Guidelines



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71 **SUMMARY OF DOCUMENT CHANGES**

72 New General Order

73 **FORMS/ATTACHMENTS**

- 74 • Attachment A: County DTCS IT Purchase Request Form
- 75 • Attachment B: DFRS Technology Procurement Exceptions, Hardware and Software

76 **APPROVED**

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John S. Butler, Fire Chief
Office of the Fire Chief

Author:

Steven H. Wilson, Chief Technology Officer
Bureau of Technology Services



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Attachment A

Department of Technology & Communication Services IT Purchase Request Form

Requestor Name:	Requestor Department:	Requestor Phone Number:
Business Area:	Fund:	Fund Center:

If funded by a Capital Project, please provide the following:

Capital Project	WBS Code

Please Provide:

Item(s) Requested	Unit Cost	Quantity	Total Price

Purpose of Request

Approved:

Chief Technology Officer

Deputy Chief/Executive Officer

DTCS Only

Purchase: Approved Denied Modified

Reason For Denial or Modification:

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Attachment B

TECHNOLOGY PROCUREMENT PROCEDURE EXCEPTIONS LIST

Purchase of the following items still requires a Department Purchase Request approved by your supervisor.

HARDWARE ACCESSORIES (FOR DEPARTMENT-OWNED HARDWARE ONLY)

- iPad accessories
 - Styluses, cases, covers, blue-tooth keyboards, chargers, interface cables
- Printer supplies
 - Toner and similar supplies for existing printers
- Computer media
 - Blank CD and DVD media (Not to include USB Flash Drives)
- Televisions (Not to include monitors)
- Mac computer peripherals
 - CD/DVD Drives
 - Memory Upgrades (Does NOT include USB Flash or external hard drives)
 - Protective Cases
 - Lightning/Thunderbolt Cables
 - Chargers

SOFTWARE (FOR DEPARTMENT-OWNED HARDWARE ONLY)

- Open-Source and Freeware Software
 - OpenOffice (Windows) (www.openoffice.org)
 - Chrome Browser (Windows, Mac) (<https://www.google.com/intl/en/chrome/>)
 - Mozilla Firefox Browser (Windows, Mac) (<https://www.mozilla.org/en-US/firefox/new/>)
 - The GIMP Image Manipulation (Windows, Mac) (<https://www.gimp.org/>)
 - VLC Media Player (<http://www.videolan.org/vlc/index.html>)
 - Irfanview Graphic Viewer and Editor (Windows) (<http://www.irfanview.com/>)
 - iWisoft Video Converter (Windows) (<http://www.iwisoft.com/videoconverter/>)
 - MWsnap Screen Capture (Windows) (<http://www.mirekw.com/winfreeware/mwsnap.html>)
 - Free PDF to Word Converter (Windows) (<http://www.free-pdf-to-word-converter.com/>)
 - Free PDF X-Change Viewer (Windows) (<http://www.tracker-software.com/>)
 - Audacity (<http://audacityteam.org>)
 - CutePDF (<http://www.cutepdf.com/>)
- Paid Software
 - Parallels (Mac) (for running Windows programs)