

Information Technology Policy

IT Investment Review Process

ITP Number ITP-BUS002	Effective Date May 13, 2005
Category Business	Supersedes ITP-PRO001
Contact RA-ITCentral@pa.gov	Scheduled Review July 2019

1. Purpose

Provides policy and procedures for the Office of Administration, Office of Information Technology, Enterprise (OA/OIT Enterprise) review of certain information technology (IT) investments.

2. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction with investments that impact enterprise information technology resources must comply with the guidance set forth in this ITP.

3. Definitions

- (a) **Information Technology Invitation To Qualify (IT ITQ):** A multiple award contract used to procure IT services from contractors pre-qualified in various IT service categories.
- (b) **Interagency Agreement (IA):** A binding, contractual arrangement between an executive agency (as defined under the Commonwealth Attorneys Act, 71 P.S. §§ 732-101, et seq.) and an independent agency. Refer to Part I, Chapter 53, "Interagency Agreements, Memoranda of Understanding and Intergovernmental Agreements" of the Procurement Handbook.
- (c) **Intergovernmental Agreement (IGA):** A binding contractual arrangement executed by an executive agency with the federal government or its agencies, another state or its agencies, with instrumentalities of the Commonwealth (boroughs, cities, counties, state-related institutions, etc.) or a local public procurement unit. Refer to Part I, Chapter 53, "Interagency Agreements, Memoranda of Understanding and Intergovernmental Agreements" of the Procurement Handbook.
- (d) **Invitation For Bids (IFB):** All documents, including those either attached or incorporated by reference, used for soliciting bids. Refer to Part I, Chapter 2, "Definitions" and Section A of Part I Chapter 6 "Method of Awarding Contracts" of the Procurement Handbook.
- (e) **Issuing Officer:** The sole point of contact for the offerors or contractors to contact the purchasing agency with any questions in regard to an RFP or RFQ.
- (f) **Memorandum of Understanding (MOU):** A cooperative arrangement between executive agencies, as defined in the Commonwealth Attorneys Act, 71 P.S. §§

732-101 et seq., which does not create any contractual rights or obligations between the signatory agencies or any other parties. Refer to Part I, Chapter 53, "Interagency Agreements, Memoranda of Understanding and Intergovernmental Agreements" of the Procurement Handbook.

- (g) **New Software:** Applies to purchases of software when:
 - The product does not currently exist on a contract
 - There is no existing license agreement that has been approved by appropriate legal entities
- (h) **PA Compute Services (PACS):** A contract that provides the Commonwealth with data center services on a consumption basis through an on-demand model.
- (i) **Request for Proposal (RFP):** An RFP is a competitive sealed method of procurement where proposals are solicited and the award is made to the responsible offeror whose proposal is determined, in writing, to be the most advantageous to the purchasing agency. Refer to Part I, Chapter 2, "Definitions" and Section A of Part I Chapter 6 "Method of Awarding Contracts" of the Procurement Handbook.
- (j) **Request for Quote (RFQ):** An RFQ is a competitive sealed method of procurement where quotes are solicited and the award is made to the responsible contractor whose quote is determined, in writing, to be the most advantageous to the purchasing agency. Refer to Part I, Chapter 2, "Definitions" and Section A of Part I Chapter 6 "Method of Awarding Contracts" of the Procurement Handbook.
- (k) **Sole Source:** The process by which an agency requests a sole/single vendor to procure materials or services.

4. Policy

Agencies are to review the Procurement Handbook (refer to Section 7 for location) to ensure compliance with all investment and procurement processes and follow the procedures outlined in section 5 of this ITP. The following investments must comply with section 5 Procedures and obtain approval from OA/OIT Enterprise:

- Solicitations for information technology (RFP, RFQ or IFB) or Sole Source procurements in excess of \$250,000.
- Interagency Agreements (IA), Intergovernmental Agreements (IGA) and Memoranda of Understanding (MOU) with IT-related components, regardless of dollar value
- All procurements for a product other than a named standard, regardless of dollar value
- Contract amendments greater than \$250,000 or when the original procurement value was greater than \$250,000
- PACS requests for services and/or change requests
- Special procurements regardless of dollar value:
 - New software
 - Facilities Hardening
 - Servers and Server Storage
 - Digital Document Management

- Production level printing, finishing or mailing equipment and/or software solutions
- Equipment, maintenance, and tower agreements for the Pennsylvania Statewide Radio Network (PA-STARNet)

5. Procedures:

Authorized users must initiate a review and follow the procedures outlined in this section.

Note: Please allow for a ten (10) business day review cycle.

5.1 Solicitation (RFP, RFQ, IFB) or Sole Source

- **Review Process:**
 - The issuing office (Department of General Services (DGS) or Agency) will prepare all documentation required for final review and submit via the review process (COPPAR)
- **Threshold:** Greater than \$250,000.00
- **Required Documentation:** Final procurement/investment documents including all appendices.

5.2 Interagency Agreements (IA), Intergovernmental Agreements (IGA), and Memoranda of Understandings (MOU), with IT-related Components

- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Threshold:** No minimum threshold
- **Required Documentation:** The IA, IGA, or MOU and all attachments

5.3 Procurements for a Product other than a Named Standard

- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Threshold:** No minimum threshold
- **Required Documentation:**
 - Vendor quotes including contract reference.
 - If purchasing via a new investment, follow the procurement instructions for that method

5.4 Contract Amendments

- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency

- **Threshold:**
 - Amendment is greater than \$250,000 or
 - When the original investment value was greater than \$250,000, regardless of amendment costs
- **Required Documentation:**
 - Original contract or purchase order
 - All previous amendments

5.5 PACS Requests

- **Guidance:**
 - Agency must initiate all requests through the assigned PACS Client Executive
 - Refer to the [IT Central data center page](#) for PACS Client Executive information

5.6 Special Investments (New Software)

- **Guidance:**
 - This category includes new software for contract, non-contract, and purchasing card (p-card) purchases
- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - Vendor quotes and associated statement of work

5.7 Special Investments (Facilities Hardening)

- **Guidance:**
 - This category is specific to data center activities and include, but not limited to, the purchase of uninterruptable power supplies (UPS), cabling, IT wiring to outlets, fiber backbones, switches, and generators
 - The documentation requirements apply if invested via a contract
 - If purchasing via a new investment, follow the procurement instructions for that method
- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - A valid price quote

5.8 Special Investments (Servers and Storage)

- **Guidance:**
 - This category applies to the purchase of any server or server storage device
- **Review Process:**
 - Agency submits all required documentation via the review process (COPPAR)

- OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - A valid price quote

5.9 Special Investments (Digital Document Management (DDM) services)

- **Guidance:**
 - DDM services include mail pick-up/delivery, mail opening and sorting, scanning/imaging, remittance processing, data capture/purification, exporting of data/images, and back-scanning/indexing of existing paper records
- **Review Process:**
 - When requesting DDM services, agencies are to give the Department of Revenue, Bureau of Imaging and Document Management (BIDM) the right of first refusal. After the request is submitted to BIDM, BIDM will perform an assessment of the agency's requirements to determine whether it is capable of performing all or some of the work. If BIDM determines the request is within its capabilities, BIDM will issue cost and timeline information to the agency within a reasonable timeframe.
 - If BIDM declines providing the services, agencies must utilize the UniqueSource, designated second right of refusal, prior to any procurement being issued.
 - Agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - BIDM determination
 - Vendor quotes including contract reference
 - If purchasing via a new investment, follow the procurement instructions for that method
- **Contact Information:**
 - Website: [Digital Document Management and Micrographic Services](#)
 - Email: RA-ddmm@pa.gov
 - Phone: 717-787-4112

5.10 Special Investments (Production level printing, finishing, mailing equipment and/or software solutions)

- **Guidance:**
 - This category includes printing equipment available through the Digital Production Equipment contract and the Mailroom Equipment contract
 - The equipment is only available to agency print shops
 - Required documentation applies if procuring via a contract
 - If purchasing via a new investment, follow the procurement instructions for that method
- **Review Process:**
 - When requesting new production-level equipment under the Digital Production Equipment contract or the Mailroom Equipment contract, agencies must contact the [DGS Bureau of Publications](#) at least four (4) months in advance to allow for sufficient time to conduct a detailed analysis of the agency's printing needs

- NOTE: The above applies to all new production level purchases/leases and to maintenance-only services; does not apply to stand-alone mail metering systems
- Once approved by DGS Bureau of Publications, agency submits all required documentation via the review process (COPPAR)
- OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - Statement of intended use for the equipment
 - Price quotation
 - For lease, license, or contract:
 - Copy of agreement
 - Invoice or other financial documents
- **Contact Information:**
 - Customer Account Managers listing: [Publications and Media Services Customer Service](#)

5.11 Special Investments (Equipment, maintenance and tower agreements for the Pennsylvania Statewide Radio Network (PA-STARNet))

- **Guidance:**
 - This category includes:
 - Radios, accessories, and other equipment connected to PA-STARNet, including the contracted maintenance of this equipment
 - Land Mobile Radio (LMR) base stations, antenna's, and subscriber equipment
 - Microwave, wireless and wired data connectivity networked into or across PA-STARNET
 - Tower or tower site leases, licenses, and contracts for two-way radio communications systems, regardless of whether part of PA-STARNet or another two-way radio system
 - Required documentation applies if procured via a contract.
 - If purchasing via a new investment, follow the instructions for the procurement method after consulting with the Statewide Radio Network Division.
 - Purchasers of radio equipment are to note that owning equipment does not imply, by itself, any right to connect to or make use of PA-STARNet
- **Review Process:**
 - All requests are to be preceded by planning through the Customer Service Manager of Statewide Radio Network Division of the Pennsylvania State Police (PSP)
 - For further information regarding roles and responsibilities for the PA Statewide Radio Network, please see Management Directive 245.15 *Pennsylvania Statewide Radio Network*
 - Once approved by PSP Statewide Radio Network Division, agency submits all required documentation via the review process (COPPAR)
 - OA/OIT Enterprise reviews, makes a determination, and notifies the agency
- **Required Documentation:**
 - Statement of intended use for the equipment
 - Price quotation
 - For lease, license, or contract:

- Copy of agreement
 - Invoice or other financial documents
 - Statement of need
- **Contact Information:**
 - 717-214-6664 or 717-772-8005
 - Website: [PA Statewide Radio Network](#)

6. Shopping Cart Requirement

Upon final approval of Section 5 Procedures, the approval letter must be attached to the shopping cart. Shopping carts are required for all IT purchases.

7. Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: <http://www.oa.pa.gov/Policies/Pages/Glossary.aspx>

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>

- Pennsylvania eMarketplace portal: <http://www.emarketplace.state.pa.us>
- Procurement Handbook: <http://www.dgs.pa.gov/State%20Government/Materials-and-Services-Procurement/Procurement-Handbook/Pages/default.aspx>
- ITP-BUS004 *IT Waiver Review Process*
- ITP-SEC000 *Information Security Policy*
- ITP-SEC019 *Data Classification Policy*

8. Authority

Executive Order 2016-06, Enterprise Information Technology Governance

9. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov> for Commonwealth personnel and on the Office of Administration public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

10. Exemption from This Policy

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located on IT Central at <https://itcentral.pa.gov>. Agency CIO approval is required.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	05/13/2005	Base Document
Revision	04/23/2009	Added new contract numbers for specialty printers to the table
Revision	05/19/2009	Added emergency procurements to table; updated Contract Extension/Advice of Change/Change Order section of table; and updated Grant Application Instructions section of table.
Revision	07/15/2009	Added IT Procurement/Waiver Review Process flowchart
Revision	05/12/2010	Updated to incorporate the COPPAR Tool into the process.
Revision	09/17/2010	Updated contract number for Digital Production Equipment contract (4400004575) or the Mailroom Equipment contract (4400005332).
Revision	11/18/2010	ITP Refresh
Revision	01/05/2011	Added Digital Document Management
Revision	07/2011	Updated for OA/OIT Procurement IT Procurement delegation; ITP waiver process addressed in BUS004
Revision	09/20/2011	Deleted: "For IT Master Contracts/Enterprise Agreements or individual work/task orders issued against those contracts/agreements OA/OIT will review and approve all procurements, regardless of dollar value." Added clarification language for sole source and emergency procurements noting that OA/IT Procurement will submit agency submitted documentation through the OA Process (COPPAR).
Revision	12/23/2011	Added OA/OIT review for all procurements of servers and storage.
Revision	03/20/2012	Deleted "IT Research Services Subscriptions" section.
Revision	11/05/2014	Updated ITP format Added Background section Added Definitions section Added <i>staff augmentation contract</i> (Section 6) Added <i>Amendments</i> wording and removed Change Order / Extension wording in IT Procurement Review table (Section 7 (v)) Updated Contract Amendments Threshold statement; removed two Notes statements (Section 7 (v)) Removed OA/OIT Procurement submitting sole source requests on behalf of the agency (Section 7 (vi)) Rephrased Note in Facilities Hardening for clarification (Section 7 (ix 4)) Added link to State Contract Listing (Section 8) Updated, added URLs and POCs
Revision	05/26/2015	In Section 6 (ii), added for software and related services in excess of and, excluding maintenance renewals after IT statewide contract In Section 6 (ii), deleted excluding the IT ITQ and the IT Staff Augmentation Contract language In Section 7 (ii), added Purchase Orders from Software Contracts, excluding maintenance renewals In Section 7 (ii), deleted (excluding ITQ & IT Staff Augmentation) In Section 7 (vii), deleted After agency submission...for expedited review

Revision	05/31/2017	<p>Removed Background section</p> <p>Added additional Definitions</p> <p>Changed 20-business day SLA to 10-business days</p> <p>Added reference to Pre-COPPAR review process</p> <p>Updated URLs throughout</p> <p>Replaced Data Powerhouse with PACS</p> <p>Revised definition of Emergency from “Existence of the threat” to “Existence of an event or a situation...”</p>
Revision	07/22/2018	<p>Move to Business policy domain from Procurement policy domain</p> <p>Changed policy from Procurement to Investment Review</p> <p>Updated Definitions section and moved to Policy Glossary</p> <p>Removed PO from Software Contracts, Emergency Procurements requirements</p> <p>Combined Sole Source with other methods</p> <p>Added new software review regardless of dollar value</p> <p>Added Shopping Cart requirement guidance</p> <p>Added reference to Policy Glossary site</p> <p>Revised language throughout for clarity</p>
Revision	07/25/2018	<p>Added UniqueSource as second right to refusal for DDM services</p>