

OCIO Information Technology Procurement Guide

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IT Purchasing Overview

IT Purchasing is responsible for reviewing and approving purchases that impact UT System's technology environment. Unlike general purchases, IT purchases must be evaluated by the Office of Technology Information to ensure they meet accessibility requirements and align with security and privacy standards.

This guide provides departments with an overview of the purchasing requirements specific to IT Purchasing, including purchase types, request requirements, and what to expect during the process.

If you have any questions about this information, please email itpurchasing@utsystem.edu.

Quick Reference

Terms

ACR – Accessibility Conformance Report [AKA: a completed VPAT]. Compliance report documenting accessibility features and deficiencies of a product

Centralized Applications – Software subscriptions and services managed by OTIS

DSA – Designated Signature Authority. Cost center approver.

Decentralized Applications – Software subscriptions and services managed by individual departments

EIR – Electronic and Information Resources. Includes information technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, duplication, storage, or delivery of data or information.

ISOTRAQ – Information Security Office Third Party Risk Assessment

Nonstandard Equipment – Hardware that is outside of standard Dell workstation.

VPAT – Voluntary Product Accessibility Template. Blank template for generating an ACR. Shows which WCAG requirements are met. Vendor must use VPAT version 2.5 or higher.

WCAG – Web Content Accessibility Guidelines. Version 2.1, Level AA is the technical standard for state and local government agencies.

Purchase Types and Submitting a Request

Type	Details	Where to Send the Request
Software	Decentralized applications purchased and managed by individual departments.	itpurchasing@utsystem.edu for OTIS approval
	Centralized applications managed by OTIS [Central Apps]	Visit Portal: help.utsystem.edu Email: Help@utsystem.edu
Hardware	- Non-standard equipment - Workstation requests for new positions	itpurchasing@utsystem.edu
	- Standard Equipment - Workstation requests for existing positions (AKA: Refreshes)	Visit Portal: help.utsystem.edu Email: Help@utsystem.edu

Process Overview

Detailed information for each step can be found in the Deep Dive section of this document.

1. Determine Need

- a. [Hardware](#)
 - I. Standard Hardware
 - II. Non-Standard Hardware
- b. [Software](#)
 - I. Centralized Software
 - II. Decentralized Software

2. Obtain Quote

- a. Hardware – coordinate hardware purchases with OTIS.
- b. [Software](#)

3. Request Technology Reviews

- a. [Hardware Requests](#)
 - I. OTIS Review
- b. [Software Requests](#)
 - I. ISOTRAQ
 - II. [EIR Review](#)
 - III. OTIS Review

4. Complete Purchase

What to Expect From the IT Purchasing Process

Once a request is submitted to IT Purchasing, it will move through a review and coordination process prior to approval and purchase.

Information Gathering

- IT Purchasing may follow up to clarify product details, intended use, or request additional documentation needed for review (such as accessibility or security information)
- For hardware requests, OTIS may review specifications to confirm the equipment meets the business need and is compatible with existing systems
- For software requests, OTIS will verify that required accessibility and security reviews have been initiated

Next Steps

- IT Purchasing will provide approval or request additional information if needed

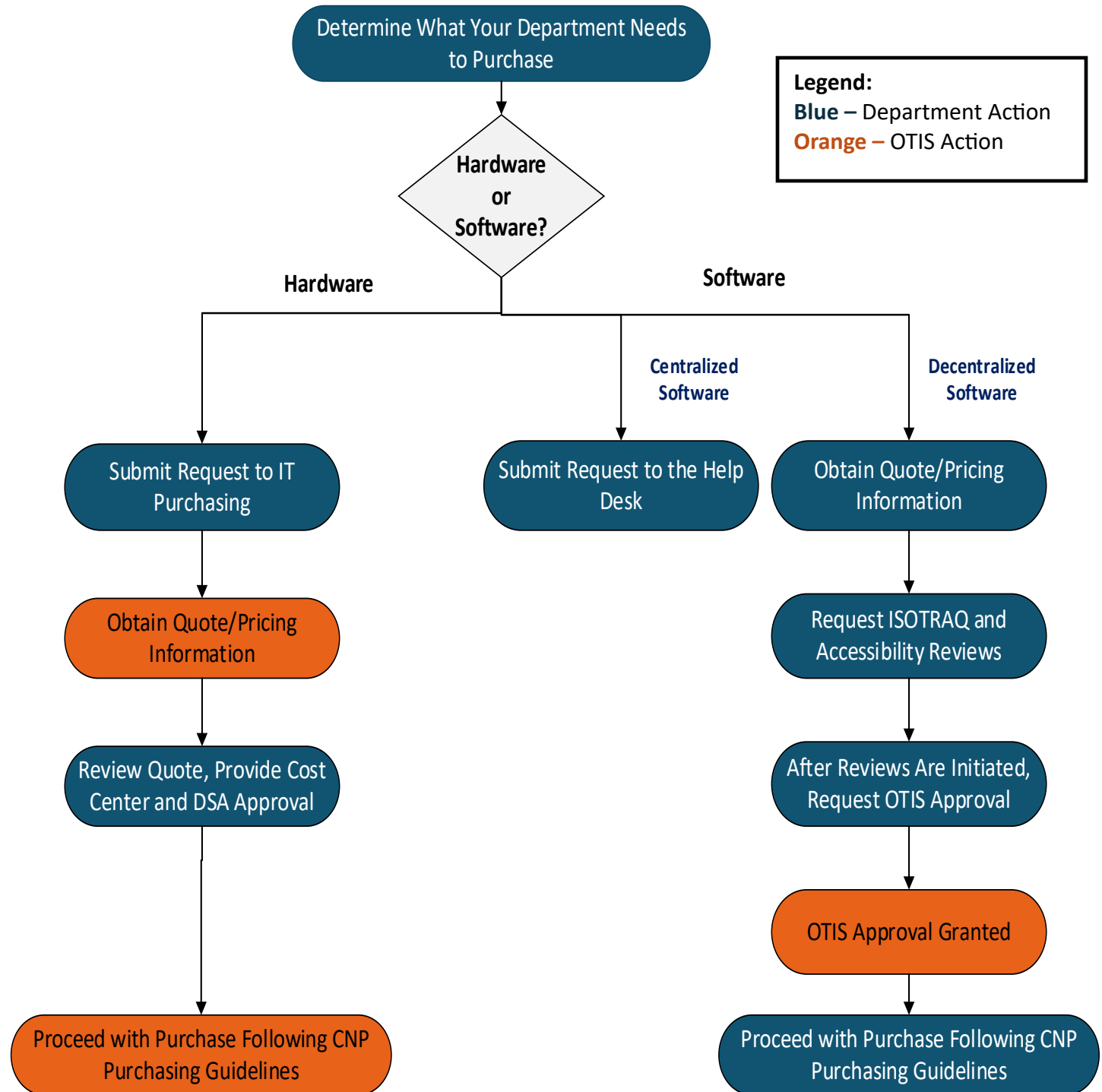
- If IT Purchasing is facilitating the purchase, a quote will be provided, and funding will be confirmed before the order is placed
- If the department is responsible for the purchase, the department may proceed once OTIS approval has been issued

Purchase Deployment

OTIS will coordinate delivery or setup as needed, in partnership with the Help Desk for hardware and system access.

Deep Dive: Purchasing IT Goods/Services

Process Map



Hardware

Hardware purchases fall into two categories: standard and non-standard equipment.

Standard Equipment

Standard equipment is everything included in the OCIO standard workstation.

Workstations are provisioned as a complete set to ensure employees have all required equipment to perform their job duties and to maintain consistency across departments.

Standard workstation components include:

- Dell Pro 13" Laptop
- Dell Docking Station
- Dell Keyboard and Mouse Set
- Dell Headset and Charging Stand
- Dell Webcam
- [2] Dell 27" Monitors



NOTE: Every fulltime position should have a workstation “assigned” to it that gets refreshed every 4 years. More information about the refresh process can be found here – [Device Refresh Lifecycle Guide](#).

Requesting New Workstations

Departments must purchase a full-workstation set-up for new full-time positions. Unlike workstation refreshes for existing positions, which are managed through the Help Desk, new workstation requests require coordination through IT Purchasing to ensure proper equipment is ordered and funding is applied correctly.

For help with standard equipment, submit a ticket to the Help Desk. Visit help.utsystem.edu, or email help@utsystem.edu

To request additional standard equipment for part-time positions or general office, email itpurchasing@utsystem.edu.

Non-standard Equipment

Non-standard equipment is anything outside of the standard workstation. These items require IT Purchasing review to confirm that the specifications meet the business needs and that the equipment can be supported by OTIS.

Request and Purchase Process

Non-standard equipment requests go to itpurchasing@utsystem.edu. Requests for controlled equipment will be reviewed by the Client Services Manager to ensure the correct product, accessories, and support is purchased.

Request emails should include the following information –

1. Product Name and Description

- a. Include a link or screenshot if you want a specific product and a brief description of what it's for.

2. Department Cost Center

- a. Departments are fiscally responsible for non-standard equipment. Please be sure to include your cost center with your request.

3. Manager Approval

- a. Approval from the cost center Designated Signature Authority is required.

Pre-approved Equipment

Departments are permitted to purchase the following items **without** OTIS approval –

- Batteries (Energizer or Duracell)
- Earbuds (wired or wireless)
- Keyboard and Mice (Dell or Logitech branded)



NOTE - nonstandard equipment purchased by individual departments is not supported by Client Services.

Best Practices for Purchasing Equipment

Purchasing policies and guidelines must still be followed when acquiring pre-approved equipment.

Departments should first confirm whether the requested item is available through the UT System EShop before purchasing from an external vendor. Using the EShop helps ensure compliance with procurement requirements and leverages established contracts.

If departments choose to purchase the item through Amazon, they should carefully review the seller information. Purchases should be limited to items sold by Amazon or the manufacturer to ensure product quality and reliability. Purchases from third-party sellers on Amazon are not recommended.

Prohibited Technology

Certain technologies and applications are prohibited by the State of Texas due to national security, privacy, and data protection concerns. As a state agency, UT System is required to comply with these restrictions. As such, requests that include prohibited technologies will not be approved by IT Purchasing.

To review UT System's policy on prohibited technologies, please visit - [UTS 200 Prohibited Technology and Covered Applications | The University of Texas System](#)

To see the full list of prohibited technologies, please visit - [Covered Applications and Prohibited Technologies | Texas Department of Information Resources](#).

Software

Software purchases are categorized as centralized or decentralized.

Centralized Applications

Centralized applications are managed by OTIS and are reviewed, approved, and supported at the enterprise level.

Centralizing software allows OTIS to ensure consistency across departments, maintain security and accessibility compliance, and provide ongoing support. In many cases, centralized applications are also more cost-effective due to enterprise licensing agreements.

OCIO Centralized Software:

Microsoft 365 Software (Office Suite, Power BI, etc.)

- Access to Office 365 products is automatically given to employees when they are given network access.
- Additional Microsoft products like Power Automate, Power BI, etc. will need to be requested from IT Purchasing.

Adobe

- Access to Adobe 25.1 can be requested from the Help Desk.
- Departments are charged back for their usage on an annual basis. Cost depends on number of users and their license type.
 - Acrobat Pro Licenses - \$129.99
 - Creative Cloud License - \$259.99

****OTIS will NOT charge departments back for their Adobe usage in FY26.**

Zoom

- Access can be requested from the Help Desk. If we don't have the product you need, IT Purchasing will coordinate the procurement.

Decentralized Applications

Software subscriptions and services owned and managed by individual departments. These require OTIS approval **before** purchasing. The purpose of OTIS' review is to confirm that the application meets accessibility standards and does not introduce security or privacy risks.

After OTIS approval is provided, the department is responsible for completing the purchase using standard procurement methods.

Understanding Software Purchases and License Types

Software is typically sold using one of two license models: perpetual licenses or subscription-based licenses.

- A **perpetual license** is a one-time purchase that allows continued use of the software purchased. However, these licenses often require additional software maintenance or support agreements to receive updates, patches, and vendor support.
- A **subscription-based license** is a recurring cost (monthly or annually) that provides access to the software, along with updates and support for the duration of the subscription. Most modern software applications are sold using this model.

It is important for departments to understand the type of license being purchased, as both models may require ongoing funding.



NOTE: Per OCIO IT standards, maintenance and support should be purchased with all perpetual licenses to ensure the software remains secure, supported, and up to date. Software maintenance is typically sold as a recurring annual subscription.

Software Renewals

All software renewals must be submitted to IT Purchasing for review to ensure continued compliance with accessibility, security, and institutional requirements.

This applies to both subscription-based software and perpetual licenses with maintenance agreements.

Obtaining a Quote

Obtaining a quote before initiating reviews or approvals can help expedite the purchasing process and provide OTIS with the information needed to evaluate the request.

Quotes should be obtained using the correct solicitation method as outlined in CNP's Procurement Process.

If your department would like to purchase through a certified reseller - UT System maintains a Supply Chain Alliance agreement with **SHI Government Solutions**, which covers many commonly requested software products. Departments interested in obtaining software pricing through SHI may contact their team at utsystem@shi.com.

To review bid, quotes & proposal requirements for goods and services, please visit - [Procurement Guidelines Matrix](#)

Request and Approval Process

In accordance with Contracts and Procurement purchasing policies, the following information is required for software purchases and should be sent to itpurchasing@utsystem.edu **BEFORE** the purchase is made -

1. Product Name and Description

- a. Who will use it, what will they use it for, how much will it cost

2. Accessibility EIR Approval** - please send the following documents to itpurchasing@utsystem.edu and mknnox@utsystem.edu for review

- a. [Accessibility Intake Form](#)
- b. Completed VPAT from vendor - this is also known as an Accessibility Conformance Report (ACR)

3. ISOTRAQ Confirmation

- a. An ISOTRAQ should be requested from ISO for new software purchases and renewals.
- b. Please visit the [ISO Sharepoint page](#) for more information.



NOTE: Accessibility and ISOTRAQ reviews **must be initiated** before requesting OTIS approval, but they do not have to be finished.

****Additional information regarding the Accessibility EIR review can be found in the [Technology and Accessibility section on Page 14](#).**

For more information regarding UT System's policy for software purchases, please visit - [3.4 Contracts for Software, Cloud-based Solutions and Websites | The University of Texas System](#)

For more information regarding general contracting, please visit - [Contracts and Contracting Resources | The University of Texas System](#)

Pre-approved Software Applications for FY2026

OTIS has a blanket approval process for the following applications. Departments must still request an ISOTRAQ for the software application they purchase.

- Canva
- TechSmith Snag-it
- TechSmith Camtasia
- Doodle

Procards and Software Purchases

Software outside of the Procard pre-approved list should not be purchased using a department's ProCard. If Procard usage is required, please email Procard@UTSystem.edu and Candace Misko for approval.

For more information regarding Procard purchases and to see the pre-approved list of software, please visit - [ProCard Allowed and Disallowed Purchases](#)

If you have any questions about this information, please email itpurchasing@utsystem.edu.

Technology Purchases and Accessibility

Accessibility Requirements for Electronic and Information Resources (EIR)

Electronic and Information Resources (EIR) includes technology products and services used to create, store, access, process, or communicate information. UT System policy (UTS 150) require accessibility to be considered as part of technology purchases.

As part of the technology review process, OTIS reviews accessibility documentation to help identify potential barriers, evaluate accessibility risks, and support compliance. For software and cloud-based software solutions, the accessibility status of the product must be reviewed and approved before purchase, regardless of dollar value.



NOTE: The term does not include equipment that contains embedded information technology that is used as an integral part of the product. For example, thermostats or temperature control devices and medical equipment that contain information technology that is integral to its operation, are not EIR.

When is an Accessibility Review Required?

Accessibility review is required when purchasing, renewing, or implementing:

- Software subscriptions
- Cloud-based services
- Web-based applications
- Mobile applications
- Hardware or technology products with user interfaces
- Technology used by employees, students, applicants, or members of the public

Documentation and Review Process

To initiate an accessibility review:

1. **Complete the [Accessibility Intake Form](#)**
2. **Request accessibility documentation from the vendor, including:**
 - a. Accessibility Conformance Reports (ACR/VPAT)
 - i. Instructions for requesting a VPAT can be found under the Accessibility section here - [3.4 Contracts for Software, Cloud-based Solutions and Websites](#)
 - b. Information regarding known accessibility limitations or remediation efforts, if requested during the review
3. **Submit the completed Intake Form and supporting documentation to:**
 - a. itpurchasing@utsystem.edu **AND**
 - b. mknnox@utsystem.edu
4. **OTIS will review the documentation and contact the department if additional information is needed.**

Important Notes

- Accessibility review is intended to identify accessibility risks and document known limitations.
- Accessibility review does not certify that a product is fully accessible.
- Accessibility and ISOTRAQ reviews do not need to be completed before submitting an OTIS software approval request; however, both reviews should be initiated as early as possible in the procurement process.
- Obtaining accessibility documentation early can help prevent delays during procurement and contract review.

UT System Policy (UTS 150) - [Access by Persons with Disabilities to Electronic and Information Resources Procured or Developed by The University of Texas System Administration and The University of Texas System Institutions](#)

OGC Bulletin 2006-1 - [Access by Persons with Disabilities to EIR Procured by UT System Administration and UT System Institutions](#)

State policy (1 TAC 206/213) - [Digital Accessibility Policy | Texas Department of Information Resources](#)

Federal policy (Section 508) - [IT Accessibility Laws and Policies | Section508.gov](#)

UT System Web Team and Accessibility Group SharePoint - [UT System Accessibility - Home](#)

If you have any questions about this information, please email itpurchasing@utsystem.edu.