

Arapahoe Community College

Information Technology Procedures

Software Procurement Process and Guidelines

March 11, 2019

References: SP 3-125c; SP 8-61a

Scope

This procedure applies to procuring computer software for faculty, staff, classrooms and offices at Arapahoe Community College.

Purpose

Arapahoe Community College (ACC) is committed to managing its technology resources in an innovative, organized, fiscally responsible manner in order to fulfill its mission. The Information Technology (IT) department seeks to encourage and support current, innovative software use in instructional technology in the classroom setting.

Overview

The Information Technology department serves as an information source and origination point for all software procurement. The standards and recommendations in this document are based on instructional and workplace need, installation and compatibility, support and troubleshooting, and cost containment.

IT maintains a list of standard software based on current installations designed to cover a variety of typical instructional, office and productivity needs. If the functionality required can be achieved through software on this list, the preference is to do so, though this process accommodates non-standard requests as outlined.

IT will evaluate software requests based on ability to support and compatibility with existing campus systems. Where these two criteria are challenges, IT will work with the requesting area to find alternatives or explore requirements for additional investment in equipment or training. When purchasing non-standard software, IT will make a reasonable attempt to provide support, but cannot guarantee support for equipment or software where our support staff are unfamiliar or lack support knowledge and training.

In addition to IT evaluation, requests for most software will require separate approval from Fiscal to evaluate legal and contract terms and conditions, eLearning for accessibility review, and Purchasing for financial compliance. The Software Procurement Checklist facilitates this process.

Software acquisitions are intended to serve the entire ACC community. Technology requests that are part of a grant or non-standard funding source should include a budget and plan for long-term sustainability of licenses and renewals after the life of the grant or funding source.

Guidelines

All standard and non-standard software purchase must begin with the Software Procurement Checklist. The checklist facilitates the following reviews:

Instructional Intent/Business Rationale

Describe the instructional goal, problem you are trying to solve, or the opportunity you want to leverage. This description might include a brief overview of why this software is important to the instructional mission or success of the college, the functionality or capability that is needed, and/or any legal requirements that are being addressed.

If the software will process / store data please include data elements that will be collected / stored (i.e., will the data include names, Social Security Number, credit card processing, student data, alumni data, etc.).

Existing Software Evaluation

Requests should be matched to existing software to ensure technology investment is leveraged where possible. The IT Director will review functionality with existing software inventory both internal to the College and CCCS. Our bias is to leverage existing technology. Where there is duplication, further evaluation may be required.

Compatibility Review

All requested software will be reviewed for compatibility to ensure it will function as expected within the existing environment to include the following factors:

- Hardware, including peripheral devices where applicable.
- Software: Operating systems, browsers and their plug-ins,
- Network: Do special bandwidth needs or security allowances exist?
- External considerations: Will the software be dependent on an application or service external to the College environment?

Accessibility Review

All requested software will be reviewed for accessibility to ensure adherence to accessibility procedures and conform to WCAG 2.0 compliance. Accessibility compliance will be carried out by eLearning. If software is not accessible, an explanation and alternate accessible software should be listed in the Instructional Intent/Business Rationale section.

Contract Review

If the software requires a contract, the Contracts Coordinator will require review and may require specific language in any contract.

Contracts personnel will work with the vendor to change contract language. If this process is unsuccessful the requestor may submit the CCCS Indemnification Procedure for final approvals. [SP8-170 - Contractual Indemnification](#).

Procurement Evaluation

Procurement or purchasing department can assist with determining whether a bid, RFP or direct purchase is the best option and will assure that state purchasing rules are followed.

If the software only requires a EULA (End User License Agreements), send the approved letter to the vendor documenting the state statute which supersedes the EULA language.

Exception Process

In some cases, our standard software may not address the instructional or business goals and alternate solutions may outweigh the benefits of using software in our existing library. IT approval of alternates and exceptions will be based on the instructional goals and business rationale. Exceptions to Accessibility, Contract and Procurement requirements will be approved by those respective departments.

License and Copyright Compliance

Any person who purchases a copy of software has no right to make additional copies without the express consent of the copyright owner, except to (1) copy the software onto a single computer, and (2) to make "another copy for archival purposes only," as specifically provided in the Copyright Act (Section 117). Unauthorized duplication of software constitutes copyright infringement regardless of whether it is done for sale, for free distribution, or for the copier's own use. Copiers are liable for the resulting copyright infringement whether they knew their conduct violated the law or not.

Unlicensed copying of copyrighted or proprietary software on computers belonging to the College is strictly prohibited. ACC employees not in compliance with this guideline will be subject to employee disciplinary action in accordance with personnel policy.

Arapahoe Community College will allow the use of software on the College's computers (including laboratories, classrooms, offices, and off-site locations) if the software is either:

- a) Public domain (freeware) accompanied by a written statement attesting to its status;
- b) Covered by a licensing agreement with the software author, vendor, or developer;
- c) Donated to or purchased by the College and accompanied by a written record of a bona fide contribution;
- d) Under evaluation by the users in order to determine possible future purchase within the guidelines or at the request of the software author, vendor, or developer (beta test), accompanied by an agreement between the College and software provider; or,
- e) Written or developed by a college employee for the exclusive use by the College and is accompanied by a written record of an agreement between the College and employee.