

IT Procurement Policy

City of Hendersonville

Per General Statute 143B-1320(a)(11), Information Technology (IT) refers to Set of tools, processes, and methodologies, including, but not limited to, coding and programming; data communications, data conversion, and data analysis; architecture; planning; storage and retrieval; systems analysis and design; systems control; mobile applications; and equipment and services employed to collect, process, and present information to support the operation of an organization. The term also includes office automation, multimedia, telecommunications, and any personnel and support personnel required for planning and operations.

Competition is not required for IT-related procurements with an estimated cost of \$30,000.00 or less.

Purchases that involve custom software with no hardware included may be considered service contracts at times. In those cases, the purchase should be treated as a non-professional service where the City's non-professional service policy is utilized.

For hardware, off-the-shelf software, or a combination of software and hardware, the City authorizes departments to procure in one of the following manners:

- **Best Value Procurement/Best Overall Proposal via a Request for Proposal**
 - Per General Statute 143-135.9, these procurements are defined as “The selection of a contractor based on a determination of which proposal offers the best trade-off between price and performance, where quality is considered an integral performance factor. The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the vendor's proposal; the vendor's past performance; and the evaluated probability of performing the requirements stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance.”
 - This is not to be used for hardware-only purchases.
 - While price is an optional factor for consideration in some situations, it is not a preferred factor to be utilized in these instances.
- **Lowest Responsive, Responsible Bidder via an Invitation For Bid**
 - This can be used for hardware –only purchases and purchases where a combination of hardware, software, and services are included.
 - Minimally acceptable specifications must be thoroughly defined in the solicitation.
 - If the estimated cost is \$90,000.00 or above, the formal bidding process in G.S. 143-129 is required.
 - If the estimated cost is \$30,000.00 or above but below \$90,000.00, informal bidding processes outlined in G.S. 143-131 may be utilized.
- **Competition Waivers**
 - Competition may be waived in situations where one of the lawful exceptions listed on the City's PO Quote Form can be accurately and thoroughly justified.