

GUIDELINES FOR ACQUISITION OF COMPUTER EQUIPMENT AND SOFTWARE

In order to best utilize the funding provided to Western as a state institution, the University has established standards for the purchase of computer equipment. The purpose of these standards is to:

- a) Ensure the lowest life-cycle cost to the University as a whole.
- b) Ensure compatibility across university computer, network, and software systems.
- c) Facilitate the lowest cost and most reliability for operation, warranty work, and maintenance on the equipment acquired.
- d) Facilitate collaboration and training.

Since ongoing costs of using and replacing equipment (i.e. lifecycle costs) exceed the initial acquisition cost, such initial purchase costs are not a primary determinant in selecting equipment for purchase. The Purchasing Department aggressively pursues discounts on standard computer equipment, in many cases providing a lower cost than alternative brands.

Process For Purchasing Computers

Most campus computer needs can be met through use of the University's standard purchasing agreements. Each vendor providing equipment pre-approved for purchase maintains a web site that can be used to facilitate and expedite purchases. Specific information for ordering each type of computer is found below in the Purchasing Standard Computers section. The general process for most purchases is:

- Simply go to the vendor web site set up for WWU users and select the desktop or laptop computer needed from those provided on the site.
- If one of the computers with a standard hardware configuration listed on the front page of the vendor web sites for WWU meet your needs consider purchasing without further customization, as these computers are likely to have the best prices and quickest delivery (desktops and laptops only).
- Purchases of servers, specialized peripherals (e.g. storage devices like SANs and NAS), and other advanced equipment cannot be made directly off the vendor websites. Such purchases are usually coordinated between Purchasing, ATUS, and Technical Services.
- Purchases of computers for student computer labs and classrooms are best coordinated through Rob Galbraith of ATUS (650-3368).

Campus personnel create a quote from the web site, complete a purchase form and after proper signatures are obtained forward the completed purchase form to Purchasing. On equipment over \$1,000 a second signature is required. For Academic departments send the purchase form to the Provost's designee, Barbara Fasser. All other departments must have their VP's signature on the purchase form. Purchases funded by grants must be signed by a representative of Research and Sponsored Programs (RSP).

Exceptions To The Standards

Exceptions to campus computer purchasing standards will only be provided in cases where no comparable product is available from standards vendors. Therefore, those requesting exceptions to the purchasing standards will first be encouraged to review standard vendor products for comparability. ATUS can assist users with finding comparable desktops and laptops and Technical Services can assist with comparison of server and storage specifications. If a purchaser finds that a comparable product is not available from standards vendors a Computer Purchase Exception Form must be filled out and submitted to the Director of Academic Technology and User Services. Exceptions will be approved when it can be shown that standard computers and software are unable to meet special department needs. Initial pricing of computers will not be a justification for an exception.

Purchasing Campus Standard Computers

Computers that meet campus standards can be purchased quickly and easily by using the vendor websites noted below:

- **Desktop Personal Computers:** The campus has standardized on Dell OptiPlex and Gateway E-Series PC desktop computers. Customized WWU accessible web sites for both companies are kept current with standard configurations and options lists. Shoppers should configure a system, print out a quote, obtain proper signatures, and then forward a requisition to Purchasing. Purchase of the standard configurations shown on the website generally provides the quickest and least expensive option. If a department is buying ten or more computers with the same configuration, they should contact Purchasing to see if a quantity discount can be secured. All new PC computers from Dell or Gateway are shipped with the university's standard software image that includes licensed versions of the campus standard Microsoft operating system and Current Microsoft office, plus essential network settings and software. ATUS has trained and certified technicians who are able to provide manufacturer authorized warranty service for both Dell and Gateway computers. Purchasers who need assistance with computer specifications beyond that provided by the vendor web sites or Purchasing should contact Fred Robson at 650-7737.
 - **Dell Custom Website:** New users must be approved by Dell. To obtain an invitation, send an e-mail to Jonna.Watson@dell.com (Jonna underscore Watson@dell.com) or to Susan.Banton@wwu.edu and an e-mail invitation will be sent. If you already have a user name and password the link is: <https://signin.dell.com/premier/portal/login.aspx>
 - **Gateway Custom Website:** As of December 2006, Gateway's website is under construction. Please contact our gateway rep, Erron Woodard, (800) 211-4952 x 25833, Erron.Woodard@Gateway.com
- **Laptop Computers:** Western recommends the purchase of Dell, Gateway or Apple laptop computers. Purchases may be made by using the vendor websites noted in the Desktop PC and Apple sections. Purchase of other brands of laptops must be coordinated directly with Purchasing. Keep in mind that only

Dell, Gateway, and Apple laptops can receive warranty service from ATUS staff on campus.

- **Apple Macintosh Computers:** WWU has a campus purchase agreement with Apple to order Macintosh computers and other Apple products directly from the Apple Online Store. Any campus requestor may access the full Apple product line at the website and review specifications and education pricing. Shoppers are encouraged to review the various WWU recommended systems. Shoppers should configure a system, print out a quote, and then forward a requisition to Purchasing for completion. Purchases of ten or more Apple computers should be coordinated with Purchasing, as further discounts may be available. Purchasers who need assistance with computer specifications beyond that provided by the vendor web sites or Purchasing should contact Wayne Price at 650-3020. WWU has an established service provider agreement with Apple which allows ATUS technicians to provide factory level service and support.
 - **Apple Website:** <http://store.apple.com/Catalog/US/Images/routingpage.html>
- **Server Purchases:** The campus has standardized on Hewlett Packard (formerly Compaq/HP) and, in some cases, Dell servers. Server purchases are especially critical because of the need for higher levels of security, network compatibility, and service. All new servers are required to be established with the university's standard security and network settings and must use the current version of server software with completely up-to-date patches and service packs. Within the HP and Dell server lines, purchase of specified commercial-grade lines of equipment is required. Users are not required to purchase pre-specified server configurations, as there is significant variability in specific server requirements. For information on server specifications, refer to the following websites:
 - HP Servers: <http://www.hp.com/buy/wwu>
 - Dell Servers: <https://signin.dell.com/premier/portal/login.aspx>

Pricing for HP and Dell servers must be obtained by contacting Purchasing; often, Purchasing will work with Technical Services to secure pricing that is significantly less than that shown on vendor websites. Purchasing will review all server specifications from HP and Dell with Western's Technical Services group, to ensure compatibility with campus network and service standards. Purchases of servers are therefore encouraged to coordinate server purchases in advance with Robbin Hoppe of Technical Services (650-4341).

All other devices which attach to the network through a server (e.g. NAS or SAN storage) must also be purchased from standard vendors and reviewed by Technical Services.

- **Warranties on Desktops and Laptops:** The campus requires a three year warranty on both desktops and laptops. Additionally, Complete Care from Dell and Accidental Damage Protection from Gateway are strongly recommended for laptops. For Apple Products, an AppleCare Parts Agreement is required. The part numbers for AppleCare Parts Agreements are available under the tab "Special Products" on the right hand side of the Apple site directly under "Recommended Systems."

- **Software:** Standard software is generally considered software such as the Apple OS X “Tiger”, Microsoft Operating Systems (Windows 2000, Windows XP, etc.) or the Microsoft Office Suites which include Word, Excel, PowerPoint and Access. For most types of standard software, WWU has contract agreements which give us either special educational discounts or site license privileges which greatly reduce the cost. ATUS Software Services manages the distribution and licensing of most of such software. Check the ATUS Software Services web site for more information. All other software purchases are handled by purchasing.
ATUS Software Website <http://west.wvu.edu/atus/software/resources.asp>
- **Printers and Scanners:** The campus has standardized on Hewlett Packard models. Recommended models will vary by usage. Purchasers who need assistance with specifications beyond that provided by the vendor web site or Purchasing should contact Fred Robson at 650-7737. See the following website for product specifications and pricing: <http://www.hp.com/buy/wvu>

Resources:

PC Computer Configuration, complete systems, printers and monitors:

Susan Banton, Purchasing x2430

Fred Robson, ATUS x7737

http://www.wvu.edu/depts/purchasing/product_pricing_computers.shtml

All other Computer accessories:

Debby Short, Purchasing X3186

Apple Computer configuration, pricing

Susan Banton, Purchasing x2430

Wayne Price, ATUS x 3020

Server Configuration and location;

Robbin Hoppe, Technical Services x4341

Software:

ATUS Software Service x3159

Susan Banton, Purchasing X2430

<http://west.wvu.edu/atus/software/resources.asp>

Printers and Scanners:

Fred Robson, ATUS x 7737

Susan Banton, Purchasing x2430

<http://www.hp.com/buy/wvu> or

http://www.wvu.edu/depts/purchasing/product_pricing_printers.shtml

Computer Repair:

ATUS Help Desk x3333

ADMCS Help Desk x4444

