

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

SOUTHWESTERN AREA GUIDANCE LETTER (SWAGL) 20 – 02 PROCESS FOR INFORMATION TECHNOLOGY SERVICES

DATE OF ISSUE

March 5, 2021

EFFECTIVE DATE

March 9, 2021

APPLICABILITY

Southwestern Area Workforce Development Board Sub-recipients: WIOA Adult/DW; Youth; One-Stop Operator

PURPOSE

This guidance letter contains a standard operating procedure for the procurement of information technology services based on computers that have been purchased by the board for customer use or purchased by sub-recipients for their staff.

REFERENCES

A. SAWDB Fiscal Policies

BACKGROUND

In PY18, the SAWDB purchased 100 computers through the NM Department of Workforce Solutions (DWS) for use by customers, not staff, for various workforce centers/offices in the Southwestern area. DWS purchased, at their expense, software licenses for the computers.

This guidance letter delineates who will pay for the software support on these computers, hardware repair, as well as computers purchased directly by sub-recipients for their staff.

DEFINITIONS

- A. **Purchase Order** or PO is an official document issued by a buyer committing to pay the seller for the sale of specific products or services to be delivered in the future.
- B. **Receipt of Goods** states that the items contained in the purchase order have been received in good condition and in accordance with the specification contained in the purchase order.
- C. **Requisition** means a request for supply of, especially by official order or public use.
- D. **Specification** is a precise description of the physical characteristics, quality, or desired outcomes of a commodity or service to be procured, which a supplier must be able to produce or deliver to be considered for award of a contract.

REQUIREMENTS & ACTION

A. COMPUTER SUPPORT & REPAIR

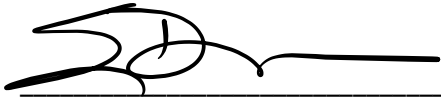
- 1) The One-Stop Operator will have and manage passwords with the partners to access the internet modem at board-leased workforce centers/offices in Socorro, TorC, Sunland Park, and the office suites at Loretto Centre in Las Cruces, NM. DWS' IT will have and manage the passwords for the state-owned centers in Las Cruces, Deming, and Silver City.

- 2) Computers purchased by the SAWDB containing their inventory tags that are used by customers will have their software issues addressed by IT at DWS, as they purchased the software. DWS IT support will maintain the user licenses, connect the computers to modems, and address any other software issue.
- 3) Computers purchased by the SAWDB and have their inventory tags that are used by customers, such in the resource room, will have their hardware issues addressed by the Administrative Entity of SAWDB. The AE will procure the necessary services to assess the computer's issue and approve the repairs. The repair costs will be paid by the SAWDB.
- 4) Computers purchased by sub-recipients for their staff will procure and pay for software, hardware, and repair services from their program budget.
- 5) Computers requiring connectivity to a shared printer will require that the printer vendor, e.g. Sharp or Xerox, install the necessary software for the connection. Partners will make the request through the One-Stop Operator who will initiate a requisition that will result in a direct bill from the SAWDB's fiscal agent to the partner. Certain partners may have their own administrative access for their computer equipment that restrict the vendor from accessing their computer equipment. In this case, the partner and vendor will work together to connect the printer or modem.

INQUIRIES

Questions related to this letter may be directed to the fiscal administrator or Administrative Entity at (575) 744-4857.

ATTESTED



WIOA Administrator

3/9/2021
Date