# Hardware, Software, or IT Accessory Purchases Begin with a Quote Request

The first step towards purchasing IT equipment is to complete and submit an IT Quotes Request form found in the State of Delaware Self-Service Portal (ServiceNow). The IT Quotes Request form is routed to the DTI Enterprise Desktop LAN (EDL) Team to work with the appropriate vendor to obtain a quote. Vendor response time can vary. However, most quotes are received within 5-7 business days. Upon receiving the quote from the vendor, EDL will email it to the individual who submitted the request (requester) and their agency's business and/or financial approvers.

Self-Service Portal Instructions

Open the Self-Service Portal (ServiceNow), select "Request Something,"
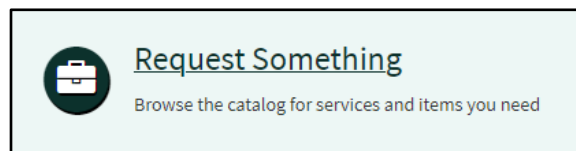
A new screen will launch. Select (1) Hardware & Software to open the submenu,

Select the appropriate type of Request (2) PC Hardware, PC Software, or Accessories,

Select (3) IT Quotes Request to open the form,
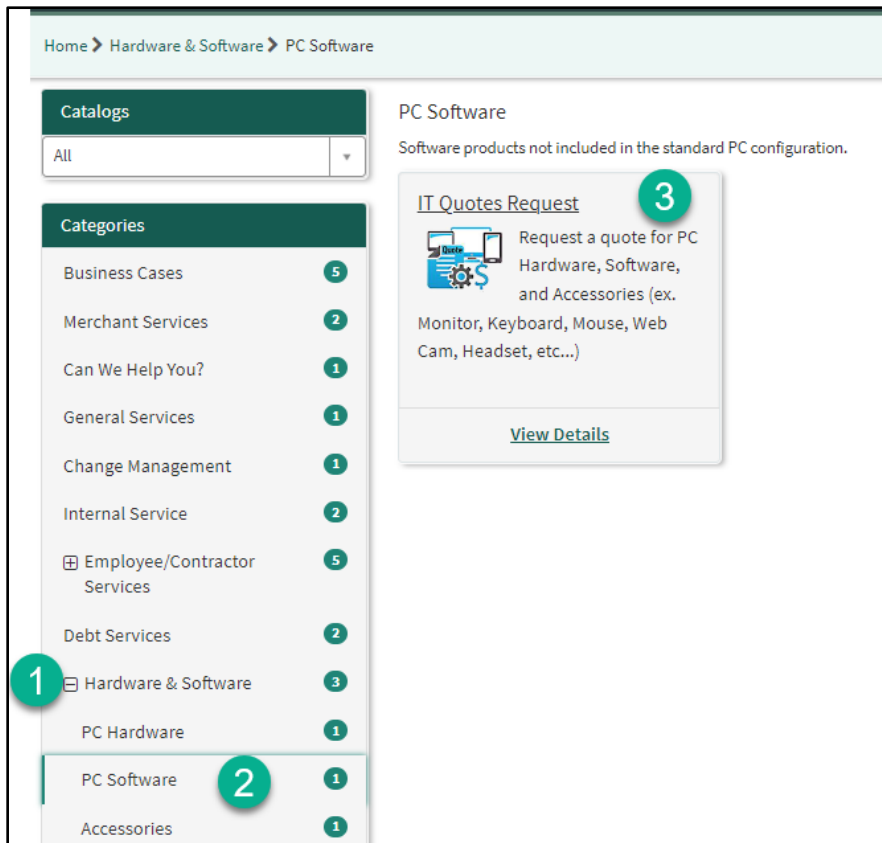
The IT Quotes Request form will launch. Complete all *required fields on the form (4).

Note: DSHA is identified as "**Executive – DSHA**" in the Department field.

Upon completion of the form, select (5) Submit.

The Process:

The process for obtaining a quote for an IT equipment purchase is as follows:

1. A requester completes and submits an IT Quotes Request through the [IT Self-Service Portal (ServiceNow)](#).
   - The requester will receive an email notification from ServiceNow confirming the IT Quotes Request ticket has been opened and includes the assigned ticket number.
   - Requesters can monitor the request status through the IT Self-Service Portal using the ticket number provided in the email notification.

2. The EDL Team will work tickets in the order of date received, oldest first. The EDL Team will review the request to ensure it meets State of Delaware standards for Hardware and/or verify appropriate system requirements for Software purchases. Any concerns will be discussed with the requester to ensure alignment with State Standards.

3. Requests are generally submitted to the Vendor within 3 business days of the ticket submission date. The EDL Team submits the request to the appropriate vendor and monitors the request for a timely response. When the vendor does not respond to a quote within 3 business days, EDL will reach out to the vendor for an explanation of the delay and attempt to escalate the request if needed.

4. Upon receiving the quote from the vendor, EDL will email it to the requester and their agency's business and/or financial approvers. The email will contain verbiage to explain the next steps for ordering. See the sample *ITC Quote Notification* verbiage at the end of this document.

5. The EDL technician will close the IT Quotes Request ticket.
   - The requester will receive an email notification from ServiceNow indicating that the IT Quotes Request ticket has been closed/completed.
   - No further action is needed by the requester.
   - The requester's agency business/financial approvers will take the next steps to review the quote and complete the purchase/order of the hardware/software.
   - EDL will not take any further action unless notification (see Step 6) is received that a purchase has been made or hardware is received.

6. The Agency's Business and/or Financial Approver(s) review the Quote:
   - If the **decision is to proceed** with the purchase/order:
     - o The Business Approver will place the order with the vendor using the provided quote.
     - o The Business Approver will submit Proof of License\Purchase to EDL by emailing the EDL Quotes mailbox (DTI_EDL_IT_Quotes@delaware.gov).
   - If there are **questions** about the quote:
     - o The Business Approver will work with the requester to gain clarification.
     - o After working with the requester, the Approver may contact EDL by emailing DTI_EDL_IT_Quotes@delaware.gov if more information is needed.
     - o If a different item is needed, a new IT Quotes Request must be submitted.
   - If the purchase/order **is declined or not approved**:
     - o The Business/Financial Approver will contact the requester to communicate the decision.
     - o No further action is needed. (NOTE: The provided quote remains valid until the specified expiration date and may be used for purchasing should the decision change. A new IT Quotes Request must be submitted if the expiration date has passed.)

7. Upon receipt of the physical IT hardware at an EDL Campus location, or when Proof of Software License\Purchase is received in the DTI_EDL_IT_Quotes@delaware.gov, EDL will open a ticket for deployment of the item**.**
   - **If the purchase was for hardware,** the EDL Campus receiving the hardware will:
     - o Track receipt of the hardware and complete any necessary inventory steps.
     - o EDL will open a Hardware Deployment request ticket in ServiceNow – this provides tracking for the configuration and deployment of the device:
       - ▪ The requester will receive a notification email from ServiceNow indicating the deployment request ticket has been opened.
       - ▪ Status can be traced via the request ticket number.
       - ▪ The requester will be contacted by an EDL Technician to schedule device deployment.

- **If the purchase was for software**, the EDL technicians monitoring the DTI_EDL_IT_Quotes@delaware.gov mailbox will:
    - Take receipt of the Software Proof of License/Purchase as an action item to deploy the software.
    - EDL will open a Software Deployment request ticket in ServiceNow – this provides tracking for the software deployment:
        - The requester will receive a notification email from ServiceNow indicating the deployment request ticket has been opened.
        - Status can be traced via the request ticket number.
        - The requester will be contacted by an EDL Technician to schedule deployment of the Software.
        - Software can often be deployed remotely; however, in some cases, EDL may need to physically access the device on which the software will be deployed.

8. Upon successfully deploying the requested Hardware/Software, EDL will close the Hardware/Software Deployment Request ticket.
    - The requester will receive a notification email from ServiceNow indicating the request was completed.

NOTES:

- The EDL Quotes team monitors the DTI_EDL_IT_Quotes@delaware.gov mailbox for communication with vendors, questions from approvers regarding previous quotes, and submissions of proof of licenses/purchases. Requests for new IT Quotes will not be processed from this mailbox as they must be submitted through an IT Quotes Request ticket in ServiceNow, as mentioned in step 1 of this process.

- Each Agency is responsible for tracking and managing Software licensing except for Adobe Cloud Products. EDL does manage licensing for Adobe Cloud Products and will collaborate annually with each Agency and the Agency's Partner Services Engagement Specialist regarding annual renewals.

Quotes Email Notification - Sample Verbiage
Once the Vendor provides the quote to the EDL team, the following email notification is sent with the quote attached. The email is sent to the requester as well as to the Agency's Business and/or Financial approver:

Greetings,

Attached is the quote that you requested. Your Agency's Business and/or Financial Approver group(s) have been copied on this email to take the next steps in ordering the items(s) to complete your request. The requested quote attached will be used to place your order for IT Products or Services in the above-referenced RITM Number related to your recent IT Hardware/Software Request.

No further action is required from you. This ticket will be closed as complete.
If you have any concerns or questions, please feel free to reach out to DTI_EDL_IT_QUOTES@delaware.gov.

Changes in specifications should be entered as a separate ticket as they will require technical review prior to quote activity taking place. This quote expiration is listed on the attached Quote.

Please contact the DTI_Servicedesk@delaware.gov if you need assistance installing/deploying the hardware/software after receiving the item.

- *Hardware orders that are sent to an EDL Campus will have Deployment tickets created in the requester's name after received by EDL Support Admin Staff.*

- *Software proof of purchase licenses that are sent to DTI_EDL_IT_Quotes@delaware.gov will have tickets for deployment sent to EDL Engineering*