

ITS Procurement & Asset Tracking Overview

Information Technology Services (ITS) provides quotes to agencies to ensure requested equipment is **supported, compatible**, and aligned with **state security and interoperability standards**.

While ITS does not formally “approve” purchases, the act of providing a quote indicates that the item meets ITS technical and security requirements. **Final purchasing authority lies with the agency**, specifically the individual managing the payment source.

How to Request a Quote

1. Submit a **procurement request (REQ)** via [ServiceNow](#).
2. The REQ routes to your agency’s designated approver.
3. Once approved, it generates:
 - A **Request Item (RITM)**
 - A **Source Task (SCTASK)** for ITS Procurement Services
4. An ITS team member prepares the quote and attaches it to the RITM, triggering an **email notification** to the requester.

After Receiving the Quote

Once you receive your quote:

- Follow your **agency’s internal procurement procedures**, including:
 - Obtaining necessary approvals
 - Creating a **Purchase Order (PO)** in **Luma** or your agency’s procurement system
- Once the order is placed:
 - Add a comment to the **RITM** with your agency’s **PO number** for tracking
- If you decide **not to proceed** with the purchase, please update the RITM so the ticket can be closed.

Dell Purchases:

- Most computer equipment is sourced through **Dell**, which provides a portal for generating quotes and placing orders directly.
- Your agency must have a **tax-exempt Dell portal account**. If you don’t have one, contact ITSProcurementTeam@its.idaho.gov for assistance. Most Idaho State agencies already have a Dell portal account setup.

HP & Other Vendors:

- HP equipment is provided by a **third-party vendor**, not through a portal.
- These orders must be placed **manually** by the agency:
 - Email the **vendor directly** with the **quote and PO attached**
 - **CC ITSPurchaseTeam@its.idaho.gov** so ITS can record your agency's PO and assist with asset tracking
- Please note: HP orders may have longer lead times due to manual processing.

Hardware Asset Management (HAM) in ServiceNow

ITS uses ServiceNow's **Hardware Asset Management (HAM)** module to track IT assets. This includes:

- Location
- End-user assignment
- Serial and asset tag numbers
- Asset lifecycle and disposal

A **PO number is required** to add an asset to HAM, which is why we request agencies to update the RITM once an order is placed.

Shipping & Deployment

Desktops and laptops should be shipped to **ITS** for configuration and deployment. Please use the shipping addresses below as appropriate.

Peripherals (monitors, docking stations, etc.) may be shipped **directly to the agency** if ordered separately.

Note: ITS **cannot deploy or track** assets that are not entered into the HAM system.

Shipping Instructions based on Quantity:

For orders of 1-5 computers, please use the following shipping address:

EASTERN IDAHO

Department of Environmental Quality
Attn: ITS Staff
900 N Skyline Dr, Suite B
Idaho Falls, ID 83402

NORTHERN IDAHO

Department of Environmental Quality

Attn: ITS Staff
2110 Ironwood Pkwy
Coeur d'Alene, ID 83814

Idaho Department of Fish and Game
Attn: ITS Staff
3316 16th St
Lewiston, ID 83501

BOISE AND ALL OTHER LOCATIONS

Information Technology Service
Attn: ITS Procurement Team (Ticket number from Step 1)
11351 W Chinden Blvd, Building 6
Boise, ID 83714
208-605-4135
ITSProcurementTeam@its.idaho.gov

For orders of 6-50 computers, please use the following shipping address:

Information Technology Service
Attn: ITS Procurement Team (Ticket number from Step 1)
11351 W Chinden Blvd, Building 6
Boise, ID 83714
208-605-4135
ITSProcurementTeam@its.idaho.gov

For orders of 50 or more computers, please call 208-605-4144 for planning.

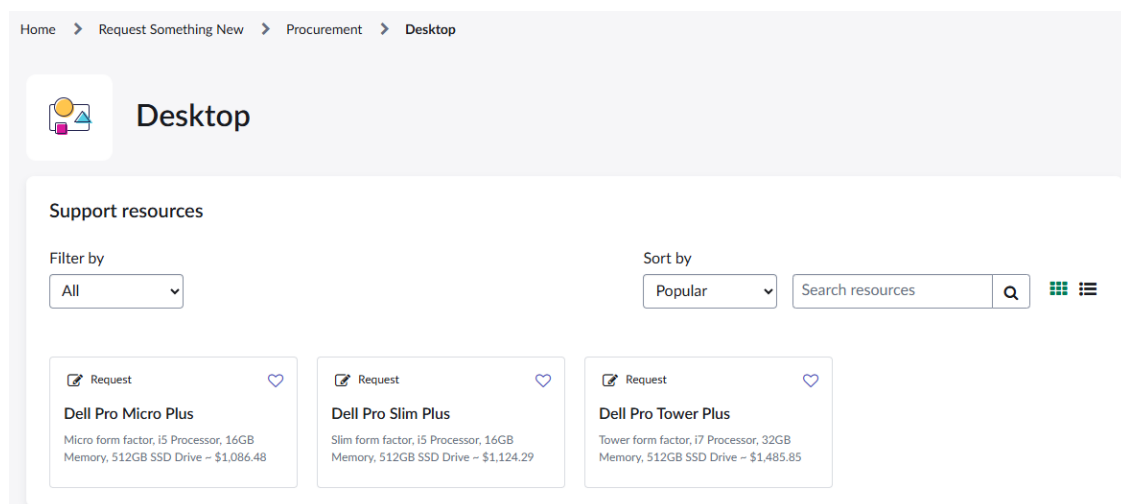
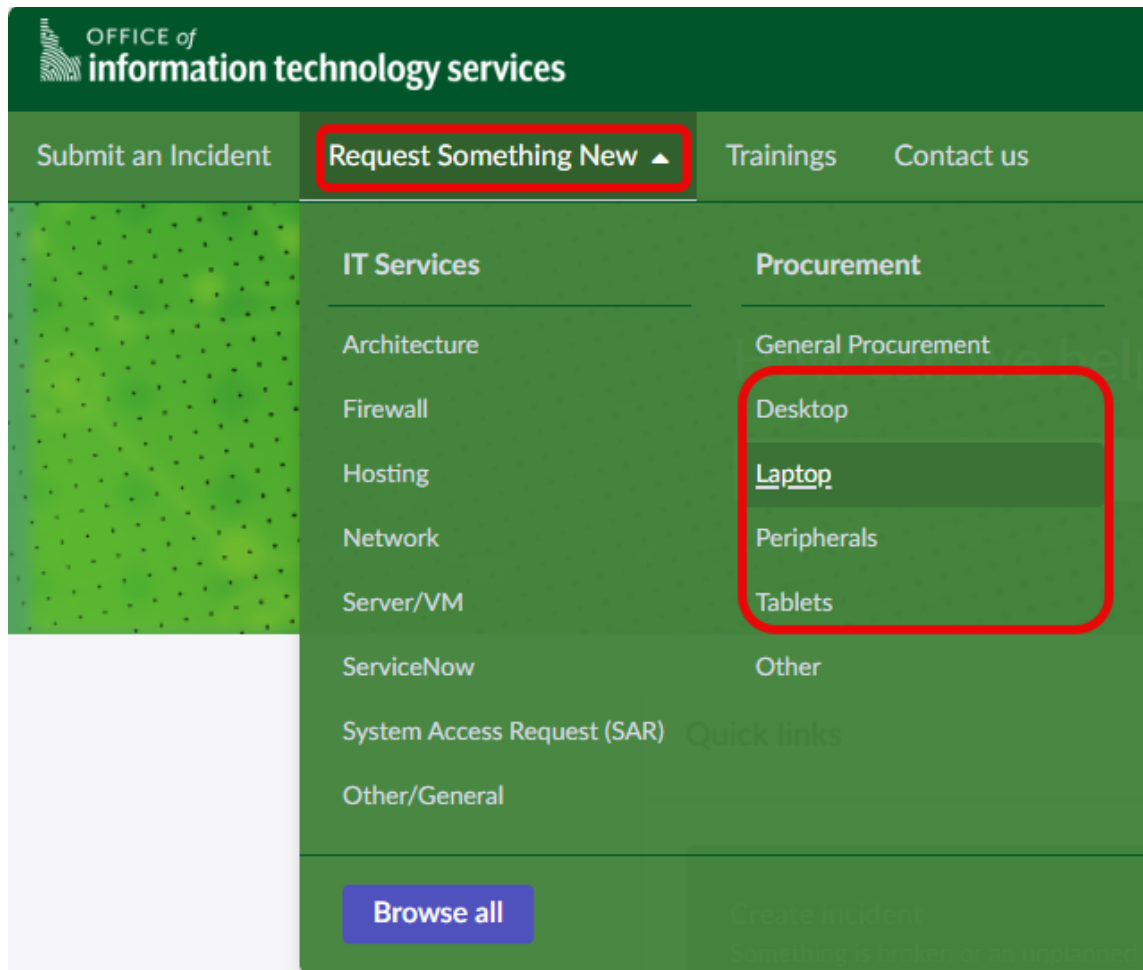
Direct Agency Orders

If an agency purchases equipment **without an ITS Procurement ticket**:


- ITS must manually create the HAM asset using the **PO number** provided by the agency
- A **manual deployment task** will also need to be created

To streamline asset tracking and deployment, we strongly recommend submitting all procurement requests through ITS.

Submitting an [ITS Service Desk](#) procurement ticket:



Home > Request Something New > Procurement > Laptop





Laptop

Support resources

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 Request
 



Dell Pro 14 Plus

PB14250 - 2in1, 14" Display, i7 Processor, 16GB Memory, 512GB SSD Drive ~...

 Request
 



Dell Pro Max 16

MC16250 - 16" Display, i5 Processor, 16GB Memory, 512GB SSD Drive ~...

 Request
 

Dell Pro Max 14


MC14250 - 14" Display, i5 Processor, 16GB Memory, 512GB SSD Drive ~...

 Request
 

Dell Pro Rugged 14

Rugged, 14" Display, i7 Processor, 16GB Memory, 512GB SSD Drive ~ \$2,439.85

Home > Request Something New > Procurement > Peripherals





Peripherals

Support resources

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 Request
 



Dell 24"

Dell Pro 24" Plus Monitor ~ \$132.04

 Request
 



Dell Pro Thunderbolt Dock

Pro Thunderbolt 4 Smart Dock ~ \$222.75

 Request
 



Dell 27"

Dell Pro 27" Plus Monitor ~ \$158.00

 Request
 



Dell 32" USB-C Hub

Dell 32" USB-C Hub Monitor ~ 300.83

 Request
 



Dell UltraSharp 27"

Dell UltraSharp 27" Monitor ~ 274.31

 Request
 



Dell UltraSharp 38" Curved USB-C Hub

Dell UltraSharp 38" Curved USB-C Hub Monitor ~ \$833.61

 Request
 

Dell UltraSharp 43" USB-C Hub


Dell UltraSharp 43" 4K USB-C Hub ~ \$781.94

 Request
 

Dell UltraSharp 49" Curved

Dell UltraSharp 49" Curved Monitor ~ \$1021.94

Home > Request Something New > Procurement > Tablets





Tablets

Support resources

Filter by: All



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Search resources

 Request
 



iPad Air 13"

Apple iPad Air (8.3"), Space Gray, 256GB, Wi-Fi Only ~ \$849.00

 Request
 



iPad Pro 13"

Apple iPad Pro (13"), Space Black, 512GB, Wi-Fi only ~ \$1399.00

 Request
 



iPad 11"

Apple iPad (11"), Silver, 256GB, Wi-Fi Only ~ \$429.00

 Request
 

iPad Mini 8.3"

Apple iPad Mini (8.3"), Space Gray, 128GB, Wi-Fi Only ~ \$449.00

 Request
 

Galaxy Tab 10.1"

Samsung Galaxy Tab (10.1"), 128GB, Wi-Fi Only ~ \$543.41

