

### Introduction

Provided below is information pertaining to the use of ServiceNow to submit waiver requests to OCA and ADM for Solicitations, 12X and 12T.

### Which Departments must Use this Process?

- **Solicitation Waivers:** Solicitation Waiver requests using this process are limited to Chapter 21 Contracts for Non Construction Commodities, General Services and Professional Services.
- **12T Waivers:** 12T Waiver requests using this process are required for ALL covered City contracts, including Chapter 21 Contracts, Chapter 6 Contracts, Grant Agreements and Property Contracts.
- **12X Waivers:** 12X Waiver requests using this process are required for ALL covered City contracts, including Chapter 21 Contracts, Chapter 6 Contracts, Grant Agreements and Property Contracts.

### Approval Process

- **Solicitation Waivers:** Solicitation Waiver requests route from the Department Initiator to the Department Head to OCA for final approval.
- **12T Waivers:** 12T Waiver requests route from the Department Initiator to the Department Head to OCA for final approval. However, the following three grounds for requesting a 12T Waiver will be approved automatically by the Department Head and will NOT route to OCA for approval:



12T.8(g) Investments and Trust Funds



12T.8(h) SFPUC Bulk Water, Power and Gas



12T.8(j) Minors and Dependent Adults

Though the above three selections will not be approved by OCA, the data will be recorded in ServiceNow to ensure proper reporting to ADM in accordance with the Admin Code.

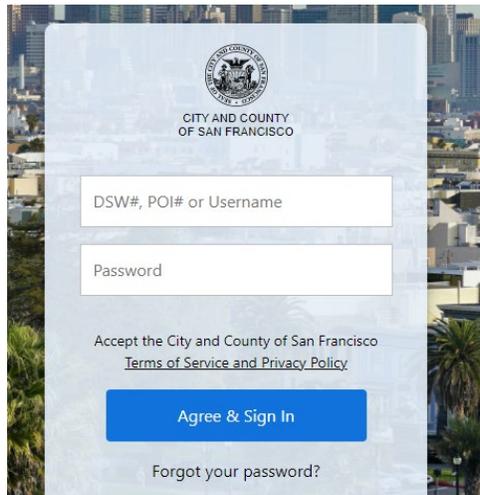
- **12X Waivers:** 12X Waiver requests route from the Department Initiator to the Department Head. They are NOT subject to OCA or ADM approval. However,

## How to use ServiceNow to Submit Waiver Requests for Solicitations, 12X and 12T (7-1-21)

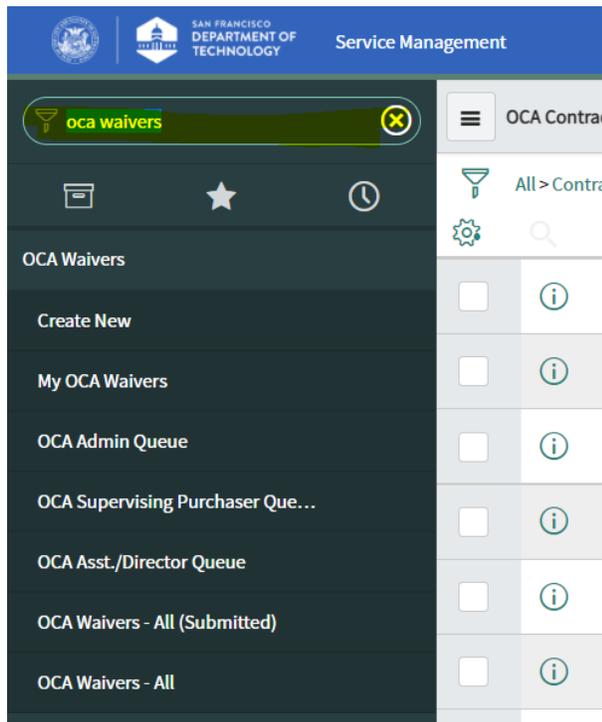
these three waiver requests will be recorded in ServiceNow to ensure proper reporting to ADM in accordance with the Admin Code. A copy of the approved waiver will be sent to the Department Initiator, Department Head and OCA. **Departments must upload a copy of the approved 12X waiver into PeopleSoft's new PO and Contract fields for 12X waivers.**

### Instructions on how to Use ServiceNow to Submit Requests

1) Log into ServiceNow at <https://myapps.sfgov.org/ccsfportal/signin>

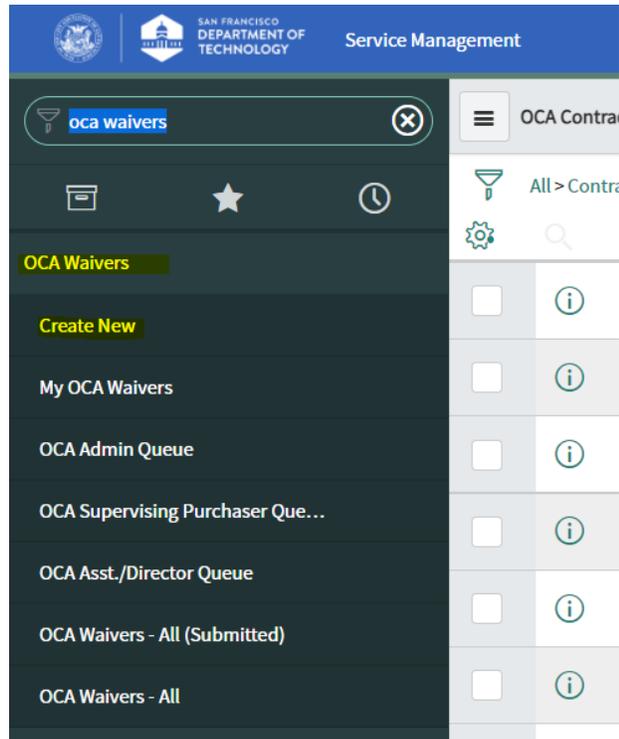


2) Enter **OCA Waivers** into the search field.



## How to use ServiceNow to Submit Waiver Requests for Solicitations, 12X and 12T (7-1-21)

### 3) Select Create New.



### 4) Select Solicitation Waiver, 12T Waiver or 12X Waiver.



Please select OCA Waiver Request type

-  Request to Waive Solicitation Requirements
-  Request to Waive the Requirements of Chapter 12T (Consideration of Criminal History)
-  Request to Waive the Requirements of Chapter 12X (Prohibition on Contracting in States that Allow Discrimination)

### Questions?

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