

**City & County of San Francisco
Office of Contract Administration (OCA)**

**Application User Guide for
Requests to Waive Competitive Solicitation Requirements**



April 2019

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I. Quick Facts

This Application User Guide provides basic instructions for navigating the Office of Contract Administration (OCA) “Request to Waive Competitive Solicitation Requirements” using ServiceNow. This process **replaces the paper version of the Sole Source Waiver Request Form P-21.5(b)** and that form should no longer be completed for a waiver request to OCA.

What is the purpose of the OCA Waiver Request?

The purpose is to request OCA to waive or modify its solicitation requirements for purchases greater than \$10,000. **An approved request is limited to the amounts stated in the submission.** If the requesting department seeks to exceed the approved amounts, it must submit a new request for the increased amount.

When should the requester initiate the OCA Waiver Request?

OCA Waiver Requests must be submitted to and approved by OCA **prior** to the encumbrance of funds and/or contract execution.

Who can open a request for an OCA Waiver Request?

A request to waive competitive solicitation requirements using ServiceNow may be opened by any City department staff with CCSF Active Directory email credentials.

What is the Approval Process for an OCA Waiver Request?

A request through this application will initially be routed to the requestor’s **Department Head**, or an individual delegated with such authority. Once approved by the Department Head, the request will route to OCA.

If OCA requires additional information but no corrections, OCA will request additional information from the department. *A request for additional information will not restart the approval process.*

If OCA requires corrections to be made to the submission, OCA will reject the request back to the department to make those corrections. *A rejection will restart the approval process.*

Once a request has been approved by OCA, the initiator will be notified by email.

Can I replace my Department Head with someone else?

Your Department Head determines who may be delegated with signatory authority for the purpose of submitting a request in this portal. However, please ensure OCA has a memo on file with the names of the individuals so delegated and/or attach a copy of such memo with your request.

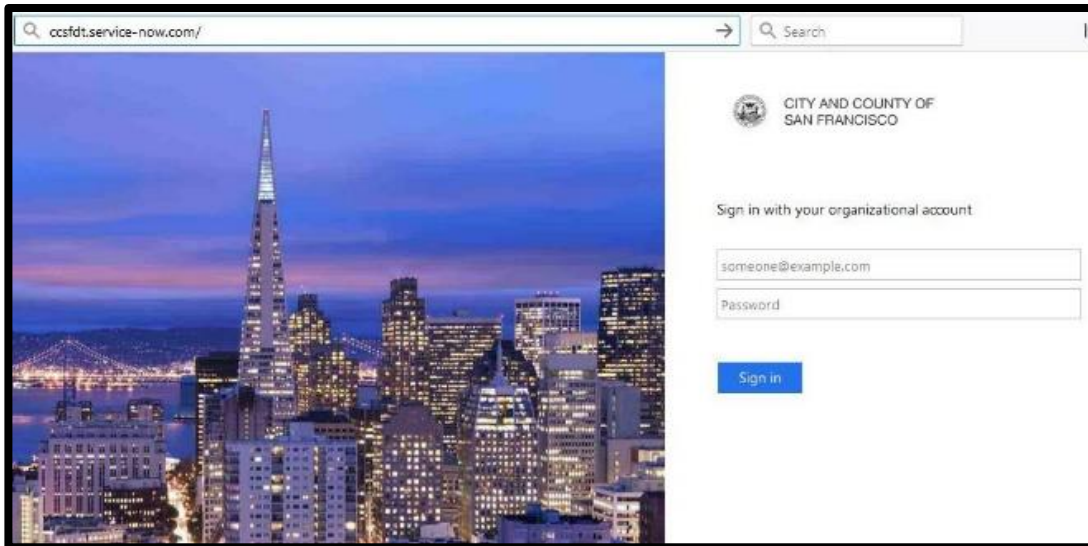
What documents should I include/upload with my request?

To submit a complete request, attach (1) all documents requested by the questions you answer and (2) Any supporting documentation for the dollar amount requested, such as a quote. *Do not attach OCA’s Sole Source Waiver Request Form P-21.5(b) as this form has been replaced by this application.*

For additional details regarding the OCA Request to Waive Competitive Solicitation Requirements submission, please contact the Office of Contract Administration (415-554-6743).

II. How to Initiate and Complete an OCA Waiver Request

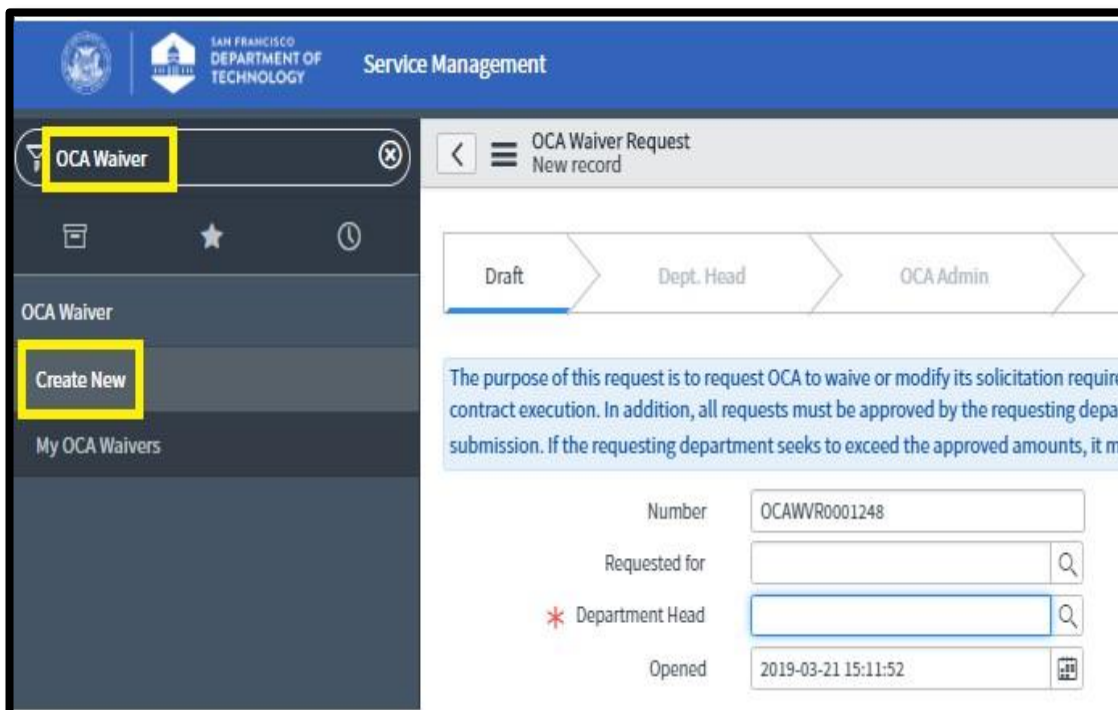
1. **Go to ServiceNow:** ccsfdt.service-now.com.
2. **Sign in** with your CCSF Active Directory email credentials.



3. Create a New Request:

On the left-hand navigation menu, **search for “OCA Waiver”** application and **select “Create New”**. To view your other submissions, select **“My OCA Waivers.”**

Navigator > OCA Waiver > Create New



4. **Complete all fields on the top half of the record** in accordance with below screenshot:

The screenshot shows the 'OCA Waiver Request - OCAWVR0001238' form. At the top right, there is a 'Save' button and a link to 'Attach supporting documentation here' with a paperclip icon. Below this is a 'Request Status' progress bar with stages: Draft (highlighted with a red box), Dept. Head, OCA Admin, Supervising Purchaser, Asst./Director, Completed, and Rejected. A blue information box explains the purpose of the request. The form fields include: Number (OCAWVR0001238), Request Status (Draft), Requested for (Defaults to logged in user, field is editable), Requesting Department (Defaults to Requested For user's department, field is read only), Department Head (with a magnifying glass icon), Requester Phone, Opened (2019-03-20 19:40:56), Opened by (Defaults to logged in user, field is read only), and Watch list (with a lock icon and a magnifying glass icon). Annotations include: 'Asterisks denote required fields' pointing to the 'Requested for' and 'Department Head' fields; 'Click magnifying glass to select name from CCSF directory' pointing to the magnifying glass icons; and 'Click lock to open/close watch list' and 'Click magnifying glass to select names from CCSF directory' pointing to the lock and magnifying glass icons in the Watch list section.

Note: Only the Department Head can determine who in your department may be delegates with signatory authority for the purpose of submitting a request in this Portal. If someone other than the Department Head is listed as the approver, please ensure OCA has a memo on file with the names of the individuals so delegated and/or attach a copy of such memo with your request.

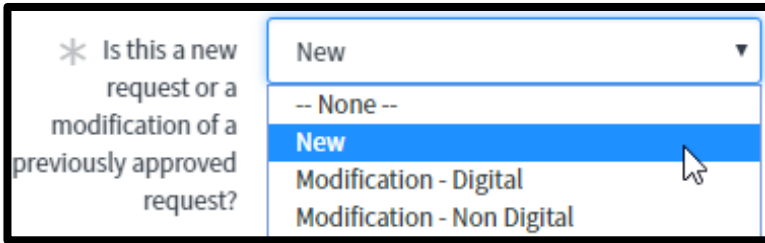
5. Scrolling down the record, **complete the Short Description** field by providing a brief description stating the reason for the OCA Waiver request.
6. If applicable, **select Supplier ID** by clicking the magnifying glass next to the field and searching for the appropriate Supplier ID for the request.

The screenshot shows two form fields. The first is 'Short Description' with a red asterisk and a placeholder text 'Provide a brief description of the request'. The second is 'Supplier ID' with a red asterisk and a magnifying glass icon. An annotation 'Click magnifying glass to search available Supplier IDs' points to the magnifying glass icon.

7. Select whether the request is **NEW** or a **MODIFICATION**.

a. **New Requests:**

Select **New** from the drop down:



A screenshot of a dropdown menu. The label on the left is '* Is this a new request or a modification of a previously approved request?'. The dropdown is open, showing options: 'New', '-- None --', 'New', 'Modification - Digital', and 'Modification - Non Digital'. A mouse cursor is pointing at the 'New' option.

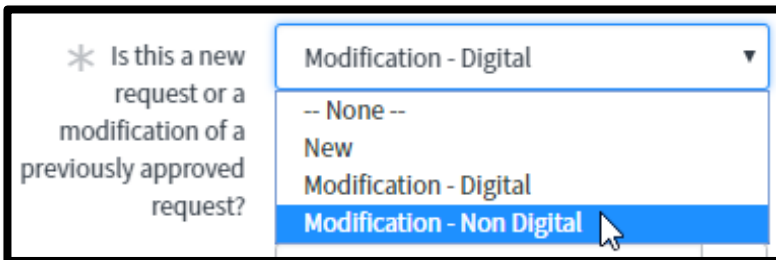
Enter the **requested dollar amount** for the OCA Waiver Request:



A screenshot of a form. On the left, the label '* Is this a new request or a modification of a previously approved request?' is followed by a dropdown menu with 'New' selected. To the right, the label '* Requested Amount' is followed by a dollar sign '\$' and a text input field containing '0.00'.

b. **Modifications to a request previously approved outside of ServiceNow:**

Select **Modification – Non-Digital** from the dropdown menu



A screenshot of a dropdown menu. The label on the left is '* Is this a new request or a modification of a previously approved request?'. The dropdown is open, showing options: 'Modification - Digital', '-- None --', 'New', 'Modification - Digital', and 'Modification - Non Digital'. A mouse cursor is pointing at the 'Modification - Non Digital' option.

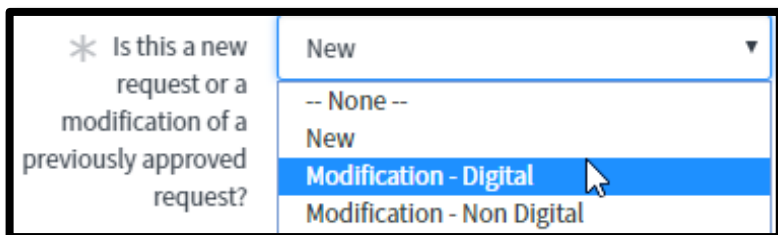
Complete additional fields:



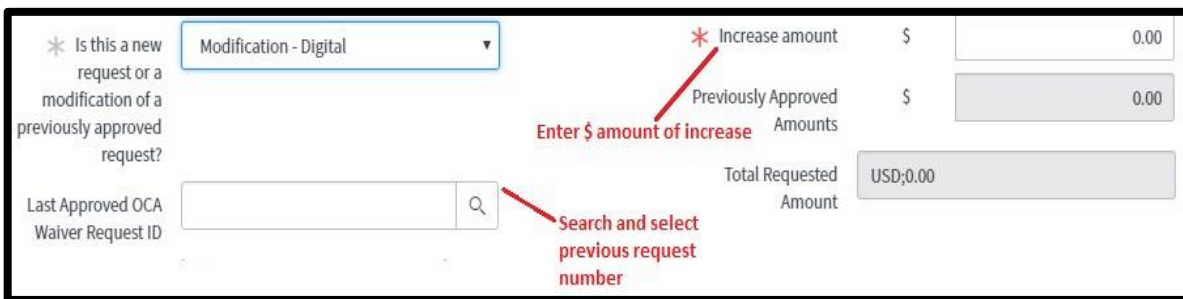
A screenshot of a form. On the left, the label '* Is this a new request or a modification of a previously approved request?' is followed by a dropdown menu with 'Modification - Non Digital' selected. To the right, there are three fields: '* Increase amount' with a dollar sign '\$' and a text input field containing '0.00'; 'Previously Approved Amounts' with a dollar sign '\$' and a text input field containing '0.00'; and 'Total Requested Amount' with a text input field containing 'USD;0.00'. Red arrows point from the text 'Enter \$ amount of increase' to the 'Increase amount' field, and from 'Enter previously approved amount' to the 'Previously Approved Amounts' field.

c. **Modifications to a request previously approved in ServiceNow:**

Select **Modification – Digital** from the dropdown menu

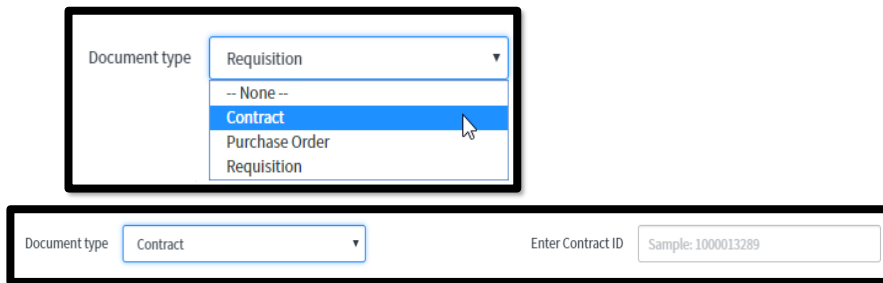


Complete additional fields.

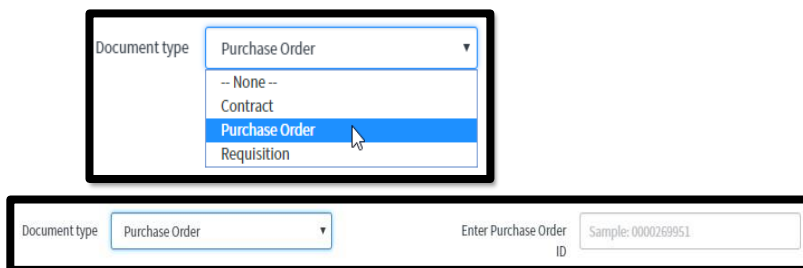


8. **Select Document Type:**

a. **Contracts:** Select Contract and enter 10-digit Contract ID, if known, in the Enter Contract ID field.



b. **Purchase Orders:** Select Purchase Order and enter 10-digit Purchase Order ID, if known, in the Enter Purchase Order ID field:



- c. **Requisitions:** Select Requisition and enter 10-digit Requisition ID, if known, in the Enter Requisition ID field:

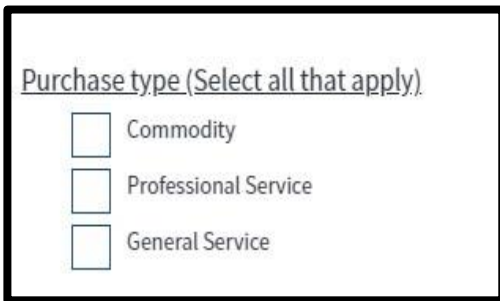


Document type: Purchase Order (dropdown menu with options: -- None --, Contract, Purchase Order, Requisition)



Document type: Requisition (dropdown menu) Enter Requisition ID: Sample: 0000269951 (input field)

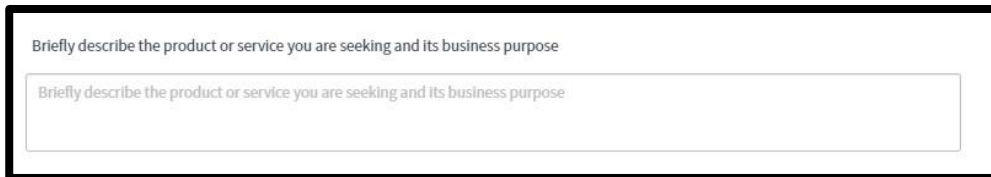
9. Select **Purchase Type/s** if known, check all that apply:



Purchase type (Select all that apply)

- Commodity
- Professional Service
- General Service

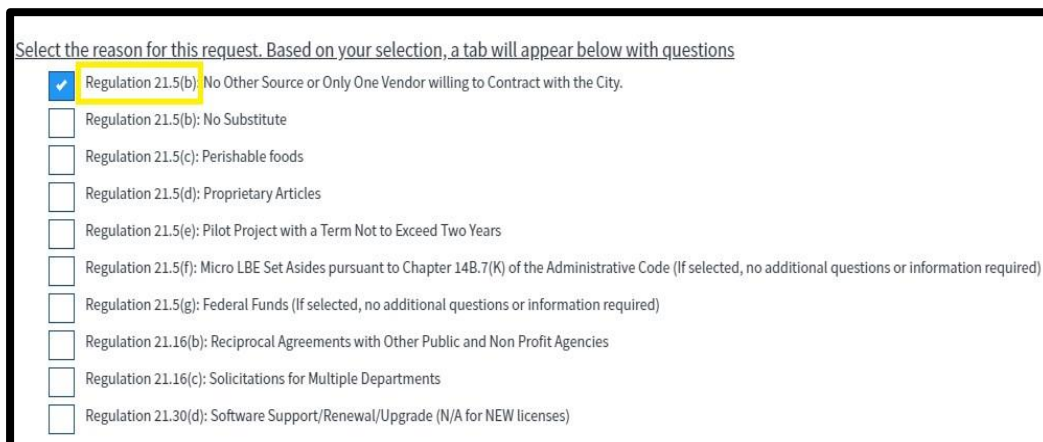
10. **Provide a description of the requested product** or service and a business justification:



Briefly describe the product or service you are seeking and its business purpose

Briefly describe the product or service you are seeking and its business purpose (input field)

11. **Select reason(s) for the request** from the list of available options:



Select the reason for this request. Based on your selection, a tab will appear below with questions

- Regulation 21.5(b): No Other Source or Only One Vendor willing to Contract with the City.
- Regulation 21.5(b): No Substitute
- Regulation 21.5(c): Perishable foods
- Regulation 21.5(d): Proprietary Articles
- Regulation 21.5(e): Pilot Project with a Term Not to Exceed Two Years
- Regulation 21.5(f): Micro LBE Set Asides pursuant to Chapter 14B.7(K) of the Administrative Code (If selected, no additional questions or information required)
- Regulation 21.5(g): Federal Funds (If selected, no additional questions or information required)
- Regulation 21.16(b): Reciprocal Agreements with Other Public and Non Profit Agencies
- Regulation 21.16(c): Solicitations for Multiple Departments
- Regulation 21.30(d): Software Support/Renewal/Upgrade (N/A for NEW licenses)

12. **Answer all questions.** Based on the selected reason(s), an additional tab will be exposed with a list of mandatory questions to be completed.

Regulation 21.5(b1) * Activities

If this request pertains to support for proprietary software licenses or equipment, OCA may approve this request pursuant to Admin Code Section 21.30(d). However, departments must still provide a response to each question below.

1. What is the purpose of this product or service?
2. Why is this the only product or service that will meet the City's needs?
3. If applicable, is the product or services proprietary in nature such that it is available from only one source?
If yes, please provide a letter from the supplier supporting this assertion.
4. If applicable, how long have the goods or services been used by your department?
5. What steps were taken to verify that this is the only vendor or contractor that can provide the services or products
6. What efforts were made to obtain the best possible price?
7. If there are compliance issues, have you received a waiver from CMD?

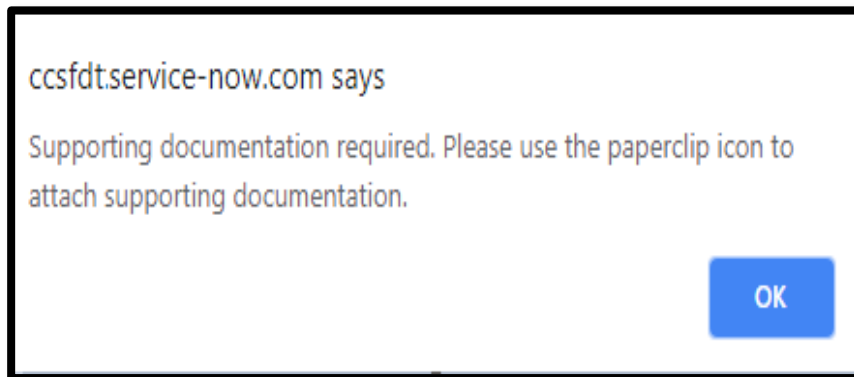
13. Upload Documents:

To submit a complete request, attach:

- (1) all documents requested by the questions you answer and
- (2) Any supporting documentation for the dollar amount requested, such as a quote.

Do not attach OCA's Sole Source Waiver Request Form P-21.5(b) as this form has been replaced by this application.

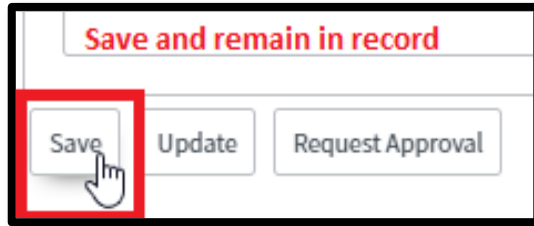
If you do not upload required documents, you will receive the following message:



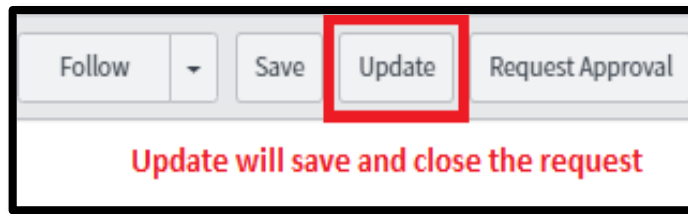
14. Save or Update Record:

In the upper right-hand or lower left-hand corner of the screen, you can choose to SAVE or UPDATE your record.

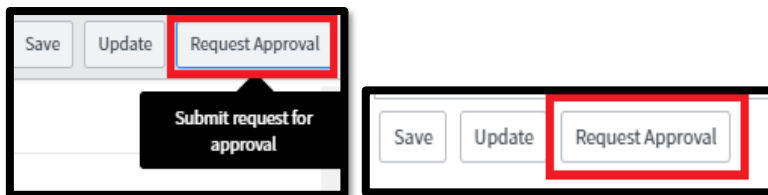
Save will save the record for further completion or review:



Update will save the record and then close it. You may return to it later for further completion:



15. **Request Approval.** The Request Approval button is located both at top right and lower left of the screen.



Upon submission, no edits can be made to the request.

16. Approval Path for a Submitted Request:

- a. **Department Head:** Request is routed to your Department Head or delegated authority you entered.
- b. **OCA Admin:** Once approved by your Department Head, the request is routed to OCA Admin staff who will assign the request to an OCA Supervising Purchaser and an OCA Assistant Director/Director.
- c. **OCA Supervising Purchaser:** Reviews, Approves, Rejects or Requests Additional Information.
- d. **OCA Assistant Director/Director:** Reviews, Approves, Rejects or Requests Additional Information.

Description of Possible OCA Actions:

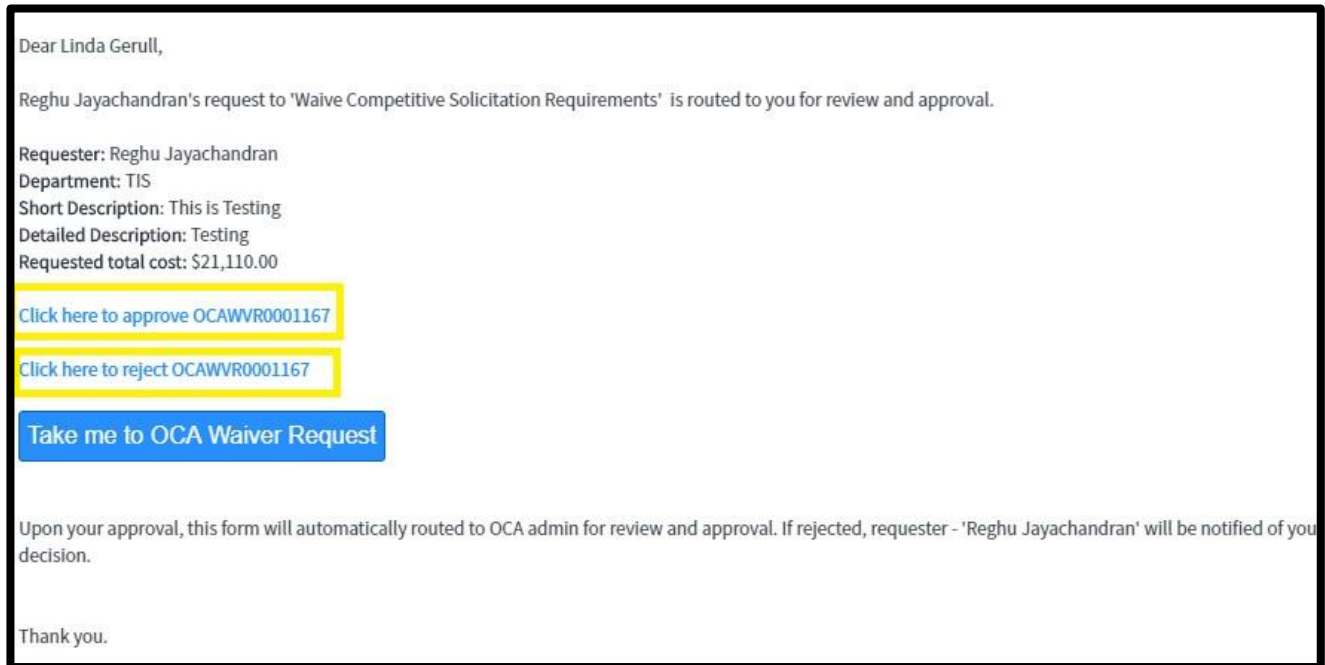
- **If OCA requires additional information but no corrections,** OCA will request additional information from the department. A request for additional information will not restart the approval process.
- **If OCA requires corrections to be made to the submission,** OCA will reject the request back to the department to make those corrections. A rejection will restart the approval process.
- **OCA Approves:** Once a request has been approved by OCA, the initiator will be notified by email.

III. Department Head Approval for an OCA Waiver Request

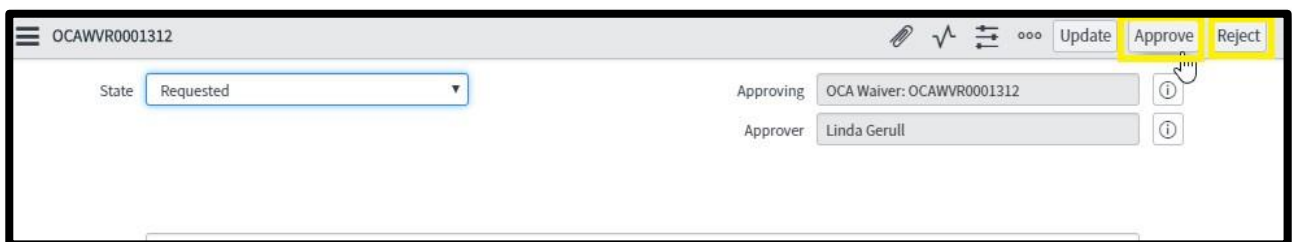
Upon submission of a request, the Department Head **will receive an email to approve the request upon submission for approval.**

The Department Head can:

- (1) Approve the request by clicking on the “**Approve**” link in the body of the email
- (2) Reject the request by clicking on the “**Reject**” link in the body of the email
- (3) View the request details by clicking on the “**Take me to OCA Waiver Request**” button in the body of the email.



Under Option 3, the Department Head must approve or reject within the body of the request as shown below:



IV. Appendix: ServiceNow Form Key Terms & Concepts

- **What is ServiceNow?** ServiceNow is provided “in the cloud” as a software-as-a-service (SaaS). ServiceNow houses all the components of the product including the hardware and databases which your organization accesses using a web browser.

CCSF Department of Technology’s ServiceNow instance hosts the custom OCA Sole Source Waiver application developed by DT and can be reached at ccsfdt.service-now.com

- **Number Field** – This is the record/request unique identifier. It is system generated and a restricted field. To ensure that the number field cannot be changed when first opening a ticket, this field is read-only and mandatory.
- **Requested for** - The Requested for field identifies who the request is being opened for and is mandatory.
- **Request Status** – The Request Status field displays the current state of the request.
- **Requesting Department** - Identifies the Requester’s department and will pre-populate based upon the Requester. The Department field is read-only.
- **Requester Phone** – Auto populated if requester business phone number is available in Active Directory. This data can be edited and populated manually as well.
- **Opened By** – This field identifies who opened/created the request. This field is populated by the system and is read only.
- **Opened** – The opened field displays date and time when the request is initially created in draft mode.
- **Short Description** – A brief description of the request. This field is mandatory upon creation of a request.
- **Watch list** - This field enables addition of users who are interested in tracking the progress of a request. Persons listed on the Watch list will have visibility to the record and receive the same notifications that are sent to the requester.
- **Additional Comments (Customer visible)** – A journal field to be used to share comments which are visible to the end-user.
- **Reference Fields:**

You may see certain fields on your form that have a magnifying glass to the right of the blank space. These are known as Reference fields, because you must *refer* to an existing form in this field. For example, in the Caller Reference field, you cannot just free type a user name; instead, you must select an existing record from the User list.

1. To view the list of available reference values, click the magnifying glass.
2. A list of records opens that corresponds to that reference field. For example, the magnifying glass in the Requested for opens a list of Users; whereas the magnifying glass in the Supplier ID field opens a list of Supplier IDs. Select the desired record by clicking on the underlined value in the first column.
3. The selected value now appears in the Reference field.
4. This selected value refers to another form, which you can access by clicking the Reference Icon to the right of the field value.

Hint: You don’t have to open the magnifying glass to search for your reference value if you already know what you are looking for. Simply begin typing the value in the Reference field and select from the resulting list.

Number: OCAWVR0001022

Requested for: carol wo

Showing 1 through 6 of 6

- Carol Wolther carol.wolther@sfmta.com
- Carol Wong carol.r.wong@sfgov.org
- Carol Wong carol.w.wong@sfgov.org
- Carol Wong carol.x.wong@sfgov.org
- Carol Wong Carol.X.Wong@sfmta.com
- Carol Wood carol.wood@sfusd.edu

Reference fields are identified by a magnifying glass

Simply begin typing the expected value, if known and Select the appropriate value from the drop-down list.

To browse the entire list of possible values, click the Magnifying Glass.

Users Go to Name Search 1 to 4 of 4

All > Name starts with carol won


Name	First name	Last name	Email	Department
carol won	Search	Search	Search	Search
Carol Wong	Carol	Wong	carol.r.wong@sfgov.org	CAT
Carol Wong	Carol	Wong	carol.x.wong@sfgov.org	ADM
Carol Wong	Carol	Wong	Carol.X.Wong@sfmta.com	MTA
Carol Wong	Carol	Wong	carol.w.wong@sfgov.org	FIR

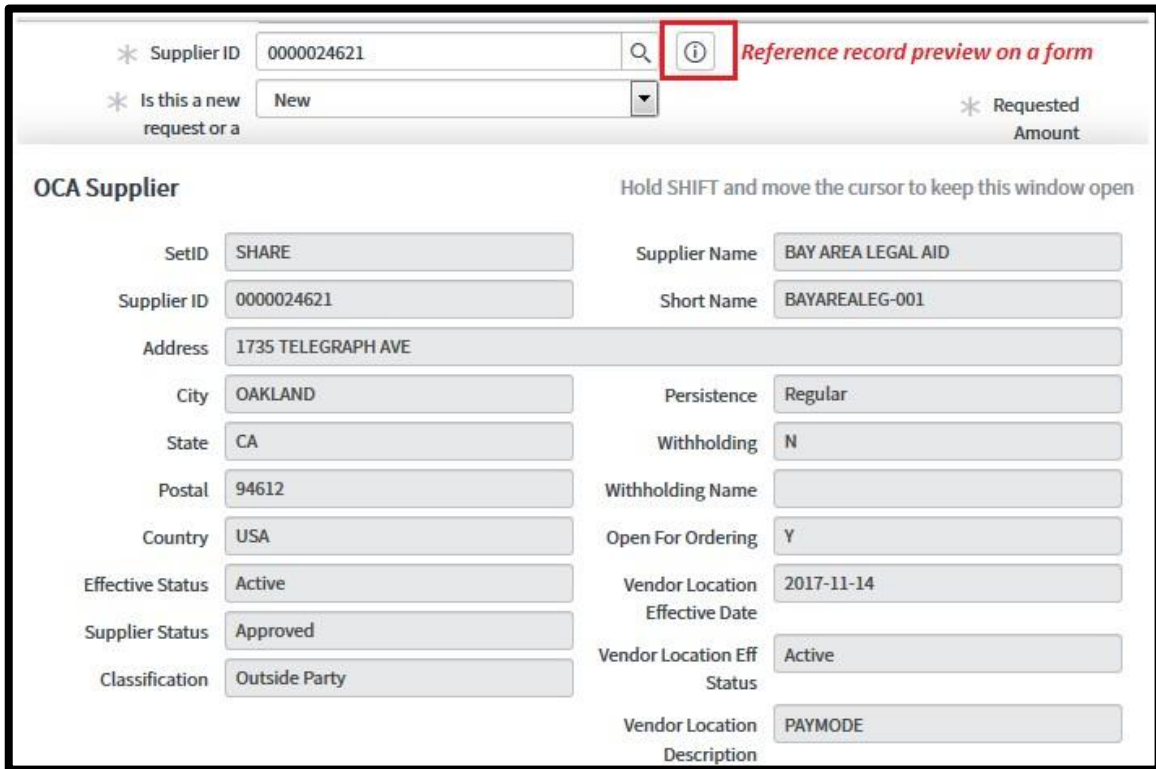
Hint: Want a shortcut to fill out Reference fields? Simply begin typing the reference value and select it from the list

If a reference value is accepted, the field background remains white and additional icons may appear to the right of the field (i.e. Reference icon). If the field turns red, that means the value is not recognized, and you will not be able to save the record.


Requested for: janet young Invalid reference

Requested for: Carol Wong


- **Reference Icon:** On forms, the reference icon () appears by populated reference fields. Clicking the icon opens a read-only preview of the referenced record.



The screenshot shows a form for an OCA Supplier. At the top, there is a search bar with the Supplier ID '0000024621' and a reference icon (i) highlighted in a red box. To the right of the search bar, it says 'Reference record preview on a form'. Below the search bar, there is a dropdown menu for 'Is this a new request or a' with 'New' selected, and a 'Requested Amount' field. The main form area is titled 'OCA Supplier' and contains various fields for supplier information, including SetID, Supplier ID, Address, City, State, Postal, Country, Effective Status, Supplier Status, Classification, Supplier Name, Short Name, Persistence, Withholding, Withholding Name, Open For Ordering, Vendor Location Effective Date, Vendor Location Status, and Vendor Location Description.

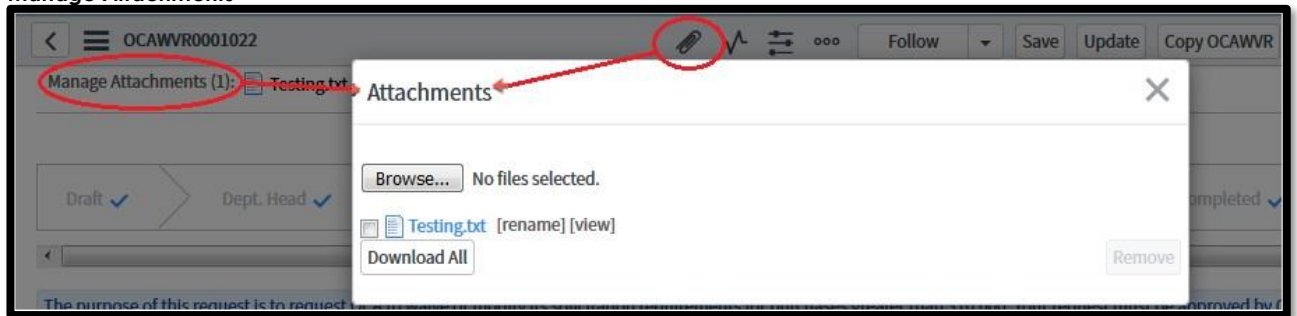
- **Add attachments:** You can upload a file as an attachment to your record using the following steps:
 1. Navigate to the record.
 2. Click the attachments icon ().
 3. Click Choose Files or Browse, depending on your browser, and navigate to a file.
 4. (Optional) Upload multiple files in one of the following ways.
 - a. Select multiple files at the same time in the file browser. *Internet Explorer does not support this feature.*
 - b. Add each file on a separate line by clicking Add Another Attachment, and then clicking Choose Files on the next line. Repeat until all desired files are selected. This feature is available in all supported browsers.
 5. Click Attach.
 - a. Attached files appear in the Current file attachments list and at the top of the form. A message appears if a file is not attached because it is too large or is a restricted file type. Administrators can configure these limits.
 6. Close the pop-up window to return to the form.

- **Manage attachments:** You can view, rename, and remove the attachments on a record, and add additional attachments.

1. Navigate to the record.
2. Click the attachments icon () or the Manage Attachments link if files are already attached.

The number of attachments for a record is listed on the Manage Attachments link.

Manage Attachments



3. To rename an attachment, complete the following steps.
 - a. Click [rename] beside the file name at the top of the form or in the pop-up window.
 - b. Edit the file name and press the Enter key.

Note: Press the Esc key instead of the Enter key to undo your changes and cancel rename.

4. To remove attachments, click the Manage Attachments link and complete the following steps.
 - a. Select the check boxes next to the attachments to delete.
 - b. Click Remove. The attachment disappears and the pop-up window remains open.

Note: After a record has been closed/completed, you cannot delete the attachments for that record.

5. To add additional attachments, complete the following steps.
 - a. Click Choose Files.
 - b. Select the file to attach and click Open.
 - c. Click Attach.
6. Close the pop-up window to return to the form.