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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.

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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


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:

   ![Screenshot of OCA Waiver Request Form]

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

   a. **New Requests:**

   Select **New** from the drop down:

   ![Select New](image)

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

   ![Enter requested dollar amount](image)

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

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

   ![Select Modification – Non-Digital](image)

   Complete additional fields:

   ![Complete additional fields](image)
c. Modifications to a request previously approved in ServiceNow:

Select Modification – Digital from the dropdown menu

![Dropdown menu for selecting a request type](image1)

Complete additional fields.

![Additional fields for specifying request details](image2)

8. Select Document Type:

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

![Contract selection and ID entry](image3)

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

![Purchase order selection and ID entry](image4)
c. **Requisitions**: Select Requisition and enter 10-digit Requisition ID, if known, in the Enter Requisition ID field:

![Requisition Selection](image)

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

![Purchase Types](image)

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

![Description Field](image)

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

![Reason Selection](image)
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.

![Image of a tab with mandatory questions]

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:

![Message saying supporting documentation required]

ccsfds.service-now.com says
Supporting documentation required. Please use the paperclip icon to attach supporting documentation.
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:

   ![Save and remain in record](image)

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

   ![Update will save and close the request](image)

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

   ![Submit request for approval](image)

   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.
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.
- **Reference Icon**: On forms, the reference icon (หมายเลข 1) appears by populated reference fields. Clicking the icon opens a read-only preview of the referenced record.

- **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 (หมายเลข 2).
  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 (_attached) or the Manage Attachments link if files are already attached.

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

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.