

Bidder Questions/Clarifications
Requests for Proposals for Point of Sale Cashiering System
RFP# TTX2019-01

Request for Clarification/Question	City and County of San Francisco (City) Response
1 Whether companies from Outside USA can apply for this? (like, from India or Canada)	There are no limitations on Proposer location. If the Proposer meets the minimum requirements, the Proposer is encouraged to apply. However, City data may not be transmitted or hosted outside of the United States of America and must remain within the country.
2 Whether we need to come over there for meetings?	Proposer will be required to perform in-person demonstrations as part of the RFP process. If chosen, Proposer must attend procurement meetings at the Treasurer & Tax Collector for key components of implementation including requirements gathering, system development, testing, training and go-live activities.
3 Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See response to Question #1.
4 Can we submit the proposals via email?	All proposals must be provided both in hard copy (either mailed or delivered in-person) and electronic format via a USB stick as described in Section 3.2 of the RFP. Submissions may not be emailed.
5 The Minimum qualification of annual revenues of at least \$20 Million seems like an arbitrary amount that is unrelated to the ability to deliver a solution that satisfies all the City requirements. Our organization provides the services requested in the RFP to the top tier U.S. cities. This requirement will result in a reduction of qualified responses to your RFP. Will the City consider removing this item to expand the pool of qualified respondents?	The Prime contractor must meet the Minimum Qualifications as written in the RFP. Any Proposal that does not demonstrate that the Proposer meets the Minimum Qualifications listed in RFP at the time of Proposal submission will be considered nonresponsive and will not be evaluated or eligible for award of any subsequent contract(s) for the requested system or services. Firms may partner with Prime contractors that meet the Minimum Qualifications.
6 The Respondent can settle all funds the next business day into the City's bank accounts, including from credit card	The current credit card processors for in-person payments are Bank of America Merchant Services and CityBase/First Data.

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<p>transactions. The processing network is who controls the funding process to the bank. In order for the Respondent to meet this requirement they will need to maintain the merchant account. Are merchant services in scope for this project? If not, would the City reword this requirement to reflect the daily settlement activity from the gateway to the Processor and remove the reference to funding the City's bank accounts?</p>	<p>However, the Respondent may choose to propose its own credit card processor which must then settle funds the following business day into the City's bank account. The requirement to settle funds the next business day excludes cash, which is the City's responsibility.</p>
<p>7 Non-functional requirements 1.08: The System will provide robust, flexible, and easy-to-use ad hoc reporting tools that allow non-technical users to define what data is captured, how data is filtered, and how data is displayed. Please provide examples related to "...how data is displayed". What are the expectations?</p>	<p>The expectation is the system has a flexible reporting tool that allows users (not programmers and not vendors) to configure reports based on the data captured in the system. The reports should be exportable in multiple formats (csv, excel, printable pdf).</p>
<p>8 Non-functional requirements 1.11: The System will provide controls to maintain data integrity in a multi-user environment by preventing concurrent users from updating the same record simultaneously. Please define the "same record", is this a host system record or cashiering record? Please provide a use case.</p>	<p>This requirement refers to the records in the cashiering system. A use case where this requirement would apply is an instance where one user attempts to modify or delete a record while another user is accepting payment on that record.</p>
<p>9 Non-functional requirements 4.03: The System will support loading customer invoice data in a routinely scheduled and totally automated (hands free) method. Please provide a use case.</p>	<p>For example, each morning the Tax Collector will send a batch file of obligations to a network server. The Tax Collector expects the chosen point of sale system to sweep the network drive for the new file, import the file into the system on a schedule that is not initiated by a user.</p>
<p>10 We wanted to know if the company annual revenue minimum can be lowered to 9 million from 20 million. Our company meets all the criteria of the RFP to qualify, except this one. Thanks</p>	<p>See response to Question #5.</p>
<p>11 Can CCSF please confirm whether or not a performance bond is required?</p>	<p>Standard insurance and bonding requirements are outlined in the Sample Agreement P-600 in Sections 4.8 and 5.1, and the Sample Agreement P-648 in Sections 4.10 and 5.1. Whether a</p>

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		performance bond is necessary, and the amount of that bond, will be determined during the contract negotiation process.
12	Can vendors propose pricing for both on premise and SaaS options?	Yes.
13	Page - 11 - 4.1.5 - Demonstration Topics: Can CCSF please further describe and explain the topic identified as “ ‘fuzzy logic technology’ to packet payments”?	The requirement for "fuzzy logic technology" is further outlined in Template C - Project Approach question 3.1.3.
14	Template A - “The Respondent can host a shopping cart experience...” this requirement implies an online shopping cart experience. Is CCSF asking vendors to propose an online payment channel for all payments in addition to the front counter cashiering channel?	In the current system, DBI is able to place multiple obligations from different projects into a single transaction. This requirement does not contemplate an online channel, but rather an in-person process where multiple payments can be bundled into one transaction. For example, a user representing multiple architects or homeowners may be paying for multiple projects in a single transaction, or one user may be paying multiple departments in a single transaction.
15	Template A - The last two requirements refer to the settlement of funds. Is CCSF asking vendors to propose payment processing or is CCSF asking vendors to work with the City’s existing credit card processor? Can the City please provide the name of the current credit card processor(s) and or gateway(s) currently used?	See response to Question #6.

16 Template C – Project Approach - TTX Cashing Use Cases – What are the transaction volumes for each of the “30 different payment types that settle into 15 different host systems”?

TTX Collections Summary

The following is a summary of collections for a 12 month period.

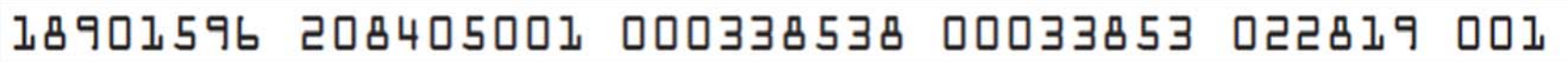
*Payment Client may have many different collection types.

**Currently, all interfaces with collection systems are via batch file uploads or reports moved manually.

Payment Client*	Count	Collection System**
False Alarm Monitoring	50	APS (Salesforce)
Business Taxes & Fee	8024	AUMENTUM (Thomson Reuters)
Delinquent Revenue	1052	CSS Impact
Dog	283	Chameleon
MTA Passes and Maps	770	Manual Reporting
Business Licenses	483	AUMENTUM (Thomson Reuters)
Secured Property	43250	CCSF Mainframe (4 applications)
Unsecured Property	1066	CCSF Mainframe (2 applications)
Water	2391	PUC Collection System
SF TV	8	Manual Reporting
Miscellaneous	386	Various
Environmental Health	153	EHDS - CCSF Proprietary System
Totals	57,916	

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17 Template D - Functional Requirements - 1.1.15 “The System will provide the ability to encode and endorse checks”. What check encoding is required? Is this MICR encoding of check amounts, if not please explain?	The requirement was referring to standard MICR encoding of check amounts. Note that CCSF does not currently encode checks, and instead virtually endorses them on the reverse side of the check with date, transaction information, and CCSF account details.
18 Template D - Functional Requirements - 1.4.10 “The System will provide the ability to print daily deposit reports by account for remittance to various financial institutions and other City departments”. What type of account is being referenced (e.g. CCSF bank account, customer AR account)?	The current cash receipts report provides a summary of collections by general ledger account as well as by tender. This report enables accounting groups to balance to both the General Ledger as well as top the bank deposit. A description of a sample cash receipt is attached as a separate page.
19 Template D - Functional Requirements - 1.4.13 Is “appropriate systems for document storage and remittance/receivables processing” – is this referring to interfacing with OnBase as described the Template C - Project Approach section 3.2 TTX?	The "appropriate systems" referred to Requirement 1.4.13 could reference any departmental document storage or permitting system of record. These systems include OnBase, Accela and others.
20 Template D - Non Functional Requirements - 3.03 What PC hardware specifications/Operating System is in place today for cashiering workstations?	PC hardware and operating systems vary by department. However, all departments use standard PCs and laptops, running Windows 7 and higher and supporting current web browsers.
21 For the Permit Center implementation and City Hall TTX upgrade implementation respectively, how many staff are anticipated to use the new Cashiering System?	As referenced in Section 2.1 of the RFP, the City Hall TTX upgrade requires 5-7 cashiering stations, and the Permit Center implementation requires 30 cashiering stations.
22 Does San Francisco have current Point of Sale peripheral hardware, such as receipt printers, cash drawers, or check scanners, that would ideally be used with the replacement solution? If so, could you provide the make and model of each existing peripheral?	The City does not plan to continue to use legacy hardware with the new cashiering solution.
23 Does San Francisco have an existing contract with an electronic payment provider that the Cashiering System should utilize for credit and debit processing?	See response to Question #6.

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24	How many transactions are processed annually through iPayments? Please provide the number of transactions in DBI as well as the number processed in TTX.	<p>Collections for a full year of iPayment processing are as follows:</p> <table border="1"> <thead> <tr> <th>Department</th> <th>Total Count</th> <th>Total Dollars</th> </tr> </thead> <tbody> <tr> <td>TTX</td> <td>41,872</td> <td>\$ 255,722,823.00</td> </tr> <tr> <td>DBI</td> <td>25,282</td> <td>\$ 141,973,686.35</td> </tr> </tbody> </table> <p>** The Permit Center Departments are currently being finalized and inventories of collections types and amounts are not available in time for the publishing of these answers. The analysis related to Permit Center collections is expected to be ready by June 2019.</p>			Department	Total Count	Total Dollars	TTX	41,872	\$ 255,722,823.00	DBI	25,282	\$ 141,973,686.35
Department	Total Count	Total Dollars											
TTX	41,872	\$ 255,722,823.00											
DBI	25,282	\$ 141,973,686.35											
25	Regarding the Scope of Work on page 4, “Kiosks must accept cash, debit and credit and check and must be fully ADA-compliant”: Is it the City’s intent that the Cashiering System proposal include self-service customer kiosks? Are there kiosks in place or is this a new vision? Could the City indicate any plans for the number of kiosks to deploy and what systems the kiosks would accept payments for (i.e. Accela, Aumentum, PeopleSoft A/R, etc.)?	The City's intent is for the cashiering system to include self-service kiosks. This is a new initiative for the City and details are still in development, including the number of kiosks necessary. The City expects that all payments (and host systems) served by the cashiering point of sale system would also be available on the self-service kiosks.											
26	Could the City provide more details on the following demo topic listed on page 9: “Fuzzy logic technology” to packet payments’	See response to Question #13.											
27	Regarding the Scope of Work on page 4: “Robust functionality to support remote deposit capture with image cash letter (ICL) services for high volume and high dollar thresholds”: Is the intent to process back-office batches of mailed-in payments, or to ensure that all check collections through front counter cashiering stations are submitted to Bank of America using ICL? If processing bulk back-office transactions, please indicate the peak daily and annual estimated check volume.	The cashiering system will not be responsible for the back-office check processing. All remittance processing is handled through a separate system.											

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<p>28 The Qualification Items list includes the minimum requirement that “The Respondent has at least one installation of the proposed commercial off-the-shelf (COTS) solution that handles an annual transaction volume of 115,000 or more.” The solicitation also allows for the Prime Solution Provider to assemble a team to provide a solution that meets the requirements detailed in the solicitation.</p> <p>Question: If a Prime Solution Provider elects to assemble a team with other firms, we assume that the referenced minimum qualification requirement can be met by the Prime Solution Provider or any of the team members. Please confirm this assumption.</p>	<p>See response to Question #5.</p>
<p>29 What is the daily or monthly expected and/or historical payment volume for each location?</p>	<p>See response to Question #16.</p>
<p>30 Clarify the procedure for “high dollar thresholds”, what is required?</p>	<p>The cashiering system will provide a management alert when a payment above a certain dollar amount is received or processed.</p>
<p>31 How are mailed in payments handled?</p>	<p>See response to Question #27.</p>
<p>32 Can you provide a sample of the bar code and OCR documents that will require data capture?</p>	<p>The City currently utilizes only OCR and not bar codes, but the City plans to work with the cashiering vendor to develop whatever technology is most effective. A sample OCR code is below:</p>
<p>Sample OCR Code</p>	
	
<p>33 What is the bank of deposit for ICL services?</p>	<p>Currently, the City uses Bank of America.</p>
<p>34 For POS, is there any expectation for a mobile POS device (Square-like devices)?</p>	<p>The City plans to work with the cashiering system vendor to find the most appropriate solution to meet the City's needs.</p>

Daily Cash Receipts Report

Important Features

1. ENDPOINT identifies the tender which links to a particular bank account
2. Bank Deposit ID: Is a key element in facilitating the integration with the PeopleSoft Account Receivable Module. This data element is generated from the payment collection system and sent to Bank of America in the deposit as well as to PeopleSoft.
3. Summary by collection enables balancing and reconciliation activities

Consolidation Date: 11/15/2018										Report Generated: 11/15/2018	
Client Id: 10, 11, 12, 13, 14, 15, 16, 20, 21, 22, 23, 24, 25, 30, 31, 50, 90, 901, 17, 55											
ENDPOINT: Cash										Bank Deposit Id: 0008004466	
UNIT	Account	Account Description	Fund Id	Dept Id	Authoriz Id	Business Unit	Project Id	Activity	Analysis Type	Check Count	Amount
Host File											
BDR - CITY HALL - CLEARING	469999	Other General Government Chrg	10000	232356	10000	SFGOV	10001751	0001	REV	6	\$1,005.20
BT Registration	411310	Business Registration Tax	10000	230018	10000	SFGOV	10026733	0001	REV	3	\$1,344.70
Delinquent Business Tax Clearing	461199	Other General Government Chrg	10000	232356	10000	SFGOV	10001751	0001	REV	1	\$75.00
Secured Real Estate	103420	103400TTXSecuredCY(TeeterPlan)	29110	232344	10000	SFGOV	10001748	0001	BAL	67	\$229,908.80
Secured Supplemental Current	103430	103400TTXSupplSb813-Secured-CY	29110	232344	10000	SFGOV	10001748	0001	BAL	11	\$141.74
UPP Current	103450	103400TTXUnsecured-CY	29110	232344	10000	SFGOV	10001748	0001	BAL	4	\$1,120.12
Water Bills	468111	Sale Of Water-SF Consumers	25940	232396	10000	SFGOV	10029994	0018	REV	2	\$296.59
Subtotal Host File										94	\$233,892.15
										Check Count Total:	94
										Endpoint Total:	\$233,892.15

Summary Page

Overview of all collections by tender for the day

Consolidation Date: 11/15/2018										Report Generated: 11/15/2018	
Client Id: 10, 11, 12, 13, 14, 15, 16, 20, 21, 22, 23, 24, 25, 30, 31, 50, 90, 901, 17, 55											
Deposits										Amount	
Cashiering Cash										\$233,892.15	
Cashiering Paper										\$577.61	
Link2Gov - Business Tax										\$802,674.93	
Link2Gov Import Files										\$7,339,407.31	
Mail-In & Cashier TTX ICL										\$16,350,402.77	
Wire Endpoint										\$2,849,708.87	
Deposit Totals:										\$27,576,663.64	

Q&A ADDENDUM: APRIL 23, 2019

The City and County of San Francisco has established a Technology Marketplace that proposers may use for partnerships. Firms listed in the Technology Marketplace have existing contracts with the City. Tier One firms may be the prime and contain subcontractors/partners for this proposal. See the attached document for a list of Tier One firms.



OCA TECHNOLOGY PURCHASING GUIDELINES

DATE OF RELEASE:

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Version 1.1

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Introduction

Introduction

OCA Policy regarding Technology Purchases

All technology purchases must go through the Office of Contract Administration (OCA) and may be subject to review by the City and County of San Francisco's Department of Technology ("DT"). Departments may not use Departmental Delegated Authority (aka Prop Q) purchasing authority for technology purchases.

What is a Technology Purchase?

Technology goods or services include computers, hardware, software systems, software maintenance, telecommunications or other digital technology products or sensitive items that contain data. Where a product has a strong technological element and otherwise interacts with the City's networks, it will be deemed to be a technology purchase.

Commodities v. Professional Services

The rules for purchasing differ when dealing with Commodities or Professional Services. In general, Commodities are bid out by OCA while Professional Services are solicited by the Department. Where a purchase involves both Commodities and Professional Services, the Department will be expected to solicit the entire transaction, applying the rules concerning Commodities and Professional Services to their respective parts of the transaction.

Commodities include:

- Hardware
- Software
- Software Support
- Software Subscriptions where no additional element of services are involved.

Professional Services include:

- Customizations Services
- Configuration Services
- Integration Services
- SaaS with added services such as Managed Services
- Onsite Training

SaaS Considerations

The City encourages the use of cloud services when cost efficiencies are available, risk mitigation strategies are in place, and the services support the City's data sharing strategy through interoperable systems. However, for all cloud services, Departments must first conduct a risk assessment of data privacy risks using the following table. **In addition, the department CIO or IT Manager must explicitly express which level applies to the data and provide written approval before the use of any cloud service.**

SaaS Data class	Description	Potential adverse impact
Level 1 Public	Data available for public access or release.	None - Low
Level 2 Internal Use	Data that is normal operating information, but is not proactively released to the public. Viewing and use is intended for employees; it could be made available Citywide or to specific employees in a department, division or business unit. Certain data may be made available to external parties upon their request.	Low
Level 3 Sensitive	Data intended for release on a need-to-know basis. Data regulated by privacy laws or regulations or restricted by a regulatory agency or contract, grant, or other agreement terms and conditions.	Low - Moderate
Level 4 Protected	Data that triggers requirement for notification to affected parties or public authorities in case of a security breach.	Moderate
Level 5 Restricted	This data poses direct threats to human life or catastrophic loss of major assets and critical infrastructure (e.g. triggering lengthy periods of outages to critical processes or services for residents).* <i>*Before classifying data as Level 5 Restricted, you should speak with leadership in your department and the City's Chief Information Security Officer. Only in rare instances will data be classified at this level. For example, in the federal NIST guidance, homeland security, national defense and intelligence information is classified as "high" impact.</i>	High

Different Options for purchasing Technology

As discussed in greater detail in this guide, there are four ways by which to purchase technology. Each method has its own set of rules and procedures which further varies depending on whether the department is purchasing Commodities or Professional Services. A summary of the different purchasing options is provided below.

Option	Main Considerations
Technology Marketplace: <i>Requisition to Purchase Order</i>	<ul style="list-style-type: none"> - Solicitations limited to Tech Marketplace Resellers. - Over \$25K, bid out by OCA - Department cannot sign Supplier agreement. - \$2.5MM limit - Not appropriate for SaaS purchases involving data with Risk Level 3-Moderate, 4 and 5.
Open Market <i>Requisition to Purchase Order</i>	<ul style="list-style-type: none"> - Over \$10K, bid out by OCA - Solicitations made to the public unless OCA approves a waiver from the City's solicitation requirements. - Permitted under limited circumstances. Cannot be used for Professional Services greater than \$10,000 and for most purchases involving software licensing or maintenance. - Supplier accepts City's Standard Terms and Conditions and <u>Department cannot sign Suppliers agreement.</u>
Open Market: <i>Departmental Contract</i>	<ul style="list-style-type: none"> - Competitive solicitations required for transactions over \$10K. - Solicitations made to the public unless OCA approves a waiver from the City's solicitation requirements. - Parties negotiate and execute an agreement. - Approvals require multiple agencies, including City Attorney.
DT Enterprise Agreements	<p>The following Enterprise Agreements are administered by DT. All such purchases must be done using the EA contracts in place, either directly with DT approval or through DT by work order. For assistance, please contact DT at: CityEA@sfgov.org</p> <ol style="list-style-type: none"> 1. Adobe (through En Pointe Technologies Sales LLC) 2. AirWatch (through Eaton & Associates) 3. AT&T Landline 4. AT&T Wireless 5. CityBase (Administered by TTX) 6. Comcast 7. Commvault (through Presidio Networked Solutions) 8. DocuSign 9. Environmental Systems Research Institute (ESRI) 10. Hyland OnBase (through Wausau Financial Systems, Inc.) 11. Infor (through XTech, Administered by DPW) 12. Microsoft (through PCMG) 13. Motorola 14. Salesforce (through Carahsoft) 15. Sprint 16. Verizon 17. VMWare (through En Pointe Technologies Sales LLC)

Naming Convention for Requisitions & Contracts

It is important that departments enter requisition titles using the department Identifier followed by "IT" so that OCA knows it is an IT related request and what department it is for. *Failure to adhere to this convention will result in your request being returned for correction.*

Illustrative Examples:

- **DT-IT** 102726 STG MAINT RENEWAL
- **HSA-IT** QTS Maintenance
- **DPH-IT** MADI CONSULTANT

Term Sheets (Technology Market Place solicitations only)

Term Sheets restate the rights and obligations of the Technology Marketplace Suppliers as set forth in their agreements with the City. Each Terms Sheet is limited to a specific type of purchase, i.e., Software Licenses, Software Support, SaaS Subscriptions, Equipment, and Equipment Maintenance. Depending on what is being purchased, the relevant Term Sheet(s) must be attached to each solicitation made to Technology Marketplace Suppliers.

Using the City's Technology Marketplace for Technology Purchases

Using the City's Technology Marketplace for Technology Purchases

When to use this option

The Office of Contract Administration ("OCA") has multi-year contracts with various suppliers for the purchase of technology goods and services on behalf of City departments. These suppliers make up the City's "Technology Marketplace". This option is the preferred method by which to procure most IT goods and services, unless a valid reason exists to pursue other procurement options.

Drawbacks of this option

- **Departments may not sign any agreements with the manufacturer under this option.** Instead, the manufacturer must ask that the selected Technology Marketplace Supplier to sign its agreements on the Department's behalf.
- The manufacturer must be willing to sell its product through one of OCA's Technology Marketplace suppliers.
- Purchase orders, including all change orders, cannot exceed \$2,500,000.

How does it work?

Requisition to PO: To make a purchase through the Technology Marketplace, submit a Requisition in PeopleSoft, along with all required documents. Upon reviewing the requisition, OCA will issue a Purchase Order (**not** a blanket contract) to the appropriate Technology Marketplace supplier. The purchase order is considered a "release" against OCA's contract with that supplier.

Funding Considerations: In general, purchase orders require the **full** funding/encumbrance of funds upfront. However, under limited circumstances, OCA may allow purchase order issued through the Technology Marketplace to be funded over time via change orders, so long as all approvals were obtained at full amount.

Commodities v. Professional Services: Technology Marketplace purchasing requirements vary depending on whether the purchase is for commodities or professional services. The rules also vary depending on whether the purchase amount is under or over \$25,000. Although departments can name the products they want to buy through the Technology Marketplace resellers, they may not name the subcontractors they want to work with when it comes to professional services that cost more than \$25,000.

Supplier Tiers: The Technology Marketplace consists of three "Tiers" of suppliers. Tier 1 suppliers have the largest contract capacities starting at \$20M, Tier 2 contract are set at \$3M, while Tier 3 suppliers have the smallest capacities starting at \$110K capable of expanding up to \$600K.

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none">• Can sell wide range of products and services.• Transaction Limits: \$2,500,000 for Products and Services.	<ul style="list-style-type: none">• Can sell wide range of products & services except Cloud Products.• Transaction Limits: \$220K for Products, \$600K for Services.	<ul style="list-style-type: none">• Can sell products that fall under the categories for which they are LBE certified.• Transaction Limits: \$110K for Products and Services.

Technology Marketplace RQ to PO Checklist

Tech Marketplace RQ to PO Checklist: Commodities

1. Competitive Solicitations:

Under \$25K: Competitive solicitations are not required. Request quote from a Tech Marketplace supplier of your choice authorized to sell the goods you are seeking. *If appropriate, begin with Tier 3s, then Tier 2s, then Tier 1s.* Upload into People Soft Requisition "Comments and Attachments" the selected quote.

Over \$25K: Competitive solicitations are required and will be conducted by OCA. The lowest price bidder will be selected. Request a quote from the manufacturer or a Tech Marketplace supplier authorized to sell the goods you are seeking. Upload into People Soft Requisition "Comments and Attachments" the quote, ensuring it contains universal part numbers, descriptions and exact quantities by item.

2. DT Review: Refer to the DT CIO Policy to determine if DT review is required. Using [DT's Service Now](#) platform, submit your request to DT for approval. A purchase is deemed approved if DT does not object within 5 days after submission. Upload into People Soft Requisition "Comments and Attachments" a copy of the email received from DT as confirmation.

3. Justification: Answer each question below in the Requisition "Approval Justification" field:

- i. What are you buying and why?
- ii. Did you obtain approval from your IT Director?
- iii. SaaS/Subscriptions: Is the data security level 3-Low or lower, and is the data hosted on or off site?

4. Shipping and Billing Information: In Header Comments, provide complete shipping and billing address information, including contact name and email. For licenses/subscriptions, include email where registration information to be sent.

5. OCA Review and PO Issuance: Once approved by your Accounting, the Requisition is routed to OCA where it is bid out (if applicable) and issued as a PO. The PO must be approved by Accounting. Once your Accounting approves the PO, OCA will email a copy of the PO to the Supplier and the requesting Department.

Tech Marketplace RQ to PO Checklist: Professional Services

1. Competitive Solicitations:

Under \$25K: Competitive solicitations are not required. Request a quote and a Scope of Work from a Tech Marketplace supplier of your choice authorized to sell the services you are seeking. *If appropriate, begin with Tier 3s, then Tier 2s, then Tier 1s.* Upload into People Soft Requisition "Comments and Attachments" the Quote and SOW.

Over \$25K: Competitive solicitations are required and will be conducted by the department using an informal RFP to the appropriate Technology Marketplace Tier. **Tiers cannot be mixed.** Proposals will be evaluated based on the metrics provided in the RFP. Upload into People Soft Requisition "Comments and Attachments" separate copies of the RFP, all Proposals, Selected Quote, Selected SOW and Evaluations. Do not combine these documents into one file.

2. DT Review: DT review is required. Using [DT's Service Now](#) platform, submit your request to DT for approval. A purchase is deemed approved if DT does not object within 5 days after submission. Upload into People Soft Requisition "Comments and Attachments" a copy of the email received from DT as confirmation.

3. Local 21 Review: Local 21 must review the purchase of all professional services through the Technology Marketplace. Departments will request this approval using [Local 21's web portal](#). Upload into People Soft Requisition "Comments and Attachments" a copy of the email received from Local 21 as confirmation.

4. CMD Forms 2A and 2B: If over \$100,000, CMD Forms 2A & 2B are required. Request forms from Proposer and submit them to CMD (currently [Selormey Dzikunu](#)), along with the SOW and Quote, for approval. Upload into People Soft Requisition "Comments and Attachments" a copy of CMD's approval and CMD Forms 2A and 2B.

5. Justification: Answer each question below in the Requisition "Approval Justification" field:

1. What are you buying and why?
2. Did you obtain approval from your IT Director?
3. SaaS/Subscriptions: Is the data security level 3-Low or lower, and is the data hosted on or off site??

6. OCA Review and PO Issuance: Once approved by your Accounting, the Requisition is routed to OCA where it is issued into a PO. Once your Accounting approves the PO, OCA will email a copy of the PO to the Supplier and the requesting Department.

Technology Marketplace Suppliers by Tier

Tier 1 Suppliers

Can sell identified products and categories.

	Supplier Name	Primary Contact	PS Contract ID
	CCS Global Tech ID # 0000032444	Raminder Singh MBEprogram@ccsglobaltech.com 858-208-4131	1000012601
	CDW Government ID # 0000023205	Jason Schwartz JasonS@cdw.com 847-419-7542	1000012602
	Central Computers ID # 0000023129	For all Quote Requests/PO's, use: sfgov@centralcomputers.com Chester Yeung chester@centralcomputers.com 415-495-5888x8122	1000012603
	ComputerLand ID # 0000022410	For all Quote Requests/PO's, use: sfgovsales@cland.com Cathy Souza csouza@cland.com 408-519-3230	1000012604
	ConvergeOne ID # 0000030047	Adam Eisenberg aeisenberg@convergeone.com 415-969-6880	1000012605
	Cornerstone JV ID # 0000022243	Derek Lawson dlawson@cornerstoneconcilium.com 415-705-7800x228	1000012606
	DPP Tech ID # 0000020897	Puran Moorjani pm@dpptech.com 925-914-7000	1000012607
	Dynamic Systems ID # 0000021099	For all Quote Requests/PO's, use: CCSF@dynamicssystemsinc.com Ken Clement ken.clement@dynamicssystemsinc.com 916-872-3521	1000012608
	En Pointe ID # 0000020671	For all Quote Requests/PO's, use: ccsfquotes@pcm.com Kathy Perez kperez@enpointe.com 800-819-7501	1000012609
	InterVision ID # 0000030163	Sarah Fletcher sarah.fletcher@intervision.com 408-567-4259	1000012610
	Presidio ID # 0000012909	Dan Ornelas dornelas@presidio.com 415-501-9011	1000012611
	Robert Half ID # 0000012107	Maureen Burchert Techmarket@roberthalf.com 415-260-7120	1000012612
	Slalom ID # 0000010886	Eli Hill elih@slalom.com 650-305-0807	1000012613
	Softnet Solutions ID # 0000010802	John Galluccio johng@softnets.com 408-542-0888	1000012614

	Stellar ID # 0000010447	Chris Donohue cdonohue@stellarservices.com 505-660-9889	1000012615
	Variedy ID # 0000037842	Alex Dang adang@variedy.com 949-610-4232	1000012616
	World Wide Technology ID # 0000008050	Nadia Basilio nadia.basilio@wwt.com 408-655-7481	1000012617
	X Tech JV ID # 0000008003	For all Quote Requests/PO's, use the 3 emails: Sales@XtechJV.com Sales@21tech.com Xtech@eatonassoc.com John Eaton jeaton@eatonassoc.com 415-282-1188 x233 AND Brad Baker brad.baker@21tech.com 415-385-6785	1000012618
	Zones ID # 0000038064	For all Quote Requests/PO's, use: SF@zones.com Ken Mollison Kenneth.Mollison@zones.com 916-549-4474 AND Saad Bhatti Saad.Bhatti@zones.com 253-545-7318	1000012619

Tier 2 Suppliers

Can sell identified products and categories except Cloud Services.
SaaS.

Supplier Name	Primary Contact	PS Contract ID
Ameritech ID # 0000025514	Herick Loi Herick@ameritechcomputer.com 415-282-6500	1000012721
BridgeMicro ID # 0000024019	Byron Ling Byron.ling@bridgemicro.net 415-902-1075	1000012722
Delta-CM Pros JV ID # 0000038360	Steve Ike Account Manager sike@deltacs.com 415-519-4063	1000012723
Elyon ID # 0000032448	Karen Morphy karenmorphy@elyonstrategies.com 916-652-7789	1000012724
IPSOFACTO ID # 0000018143	Jeff Stauffer Jeff@ipsufacto.net 415-362-2922	1000012725
LearnIT ID # 0000016427	Matt Murawski matt.murawski@learnit.com 415-946-6483 OR Jose Castro 415-946-6496	1000012726
NuSpective ID # 0000014048	Bob Murtagh bmurtagh@nuspective.com 925-271-7554	1000012727
Pantheon ID # 0000037146	David Sutphin david.sutphin@pantheon.io 415-939-6944	1000012728
Staples ID # 0000010525	Beth Reeder Beth.Reeder@Staples.com 408-393-6880	1000012729
Vox ID # 0000008559	Tonja Marcus tmarcus@voxns.com 650-989-1054 And John Romero jromero@voxns.com 650-989-1024	1000012730

Tier 3 Suppliers

Can only sell products that fall under the categories for which they are certified as a Local Business Enterprise.

Supplier Name	Primary Contact	PS Contract ID	LBE Certification Categories
Actnet Advanced Technology Corporation ID # 0000026254	Julie Zhou, President julie@actnetonline.com 415-661-9000	1000012952	EQ108
		1000012953	GS093
		1000012954	GS109
		1000012955	GS131
Beta Nineties Computer, Inc. ID # 0000024375	James Tang, GM jimt@beta90.com 415-974-1188	1000012956	EQ108
		1000012957	GS093
Diamond Technology, Inc. ID # 0000021431	James Diamond, Director james@diamonddti.net 415-422-0073	1000012958	EQ108
		1000012959	GS093
		1000012960	GS109
Exygy, Inc. ID # 0000020358	Zack Berke, Managing Partner zach@exygy.com aashna.shah@exygy.com 415-992-7251x201	1000012961	GS109
		1000012962	GS131
		1000012963	GS132
Farallon Geographics, Inc. ID # 0000020303	Kathryn Olson, Controller kolson@fargeo.com 415-227-1140	1000012964	GS109

Tier 3 (Continued)

			1000012965	GS132
	Five Paths, LLC ID # 0000020121	J. Eric Leland, Partner eric@fivepaths.com 510-375-2396	1000012966	GS109
			1000012968	GS131
			1000012969	GS132
	GenSigma LLC ID # 0000033704	Vijay Thirumalai CEO & President vijayt@gensigma.com 650-248-5206	1000012970	GS093
			1000012971	GS132
	Parthex Tech, Inc. ID # 0000022710	Jakshi Bharwad, CEO parthextech@gmail.com 650-868-6359	1000012972	EQ108
	Spiral Scout, LLC ID # 0000010624	John Griffin, CEO john@spiralscout.com 215-688-2751	1000012973	GS109
			1000012974	GS132
	Studio 151 ID # 0000010311	For all Quote Requests/PO's, use: info@studio151corp.com Derek Slone, Project Engineer derek@studio151corp.com 650-477-6117	1000012975	GS093
	T&S Trading Co. ID # 0000010057	Hok To, Manager hokhou@gmail.com 415-613-6698	1000012976	EQ108
			1000012977	GS093
			1000012978	GS109
	Toptek Micro Center, Inc. ID # 0000009339	Julian Lee, President julianlee@pacbell.net 415-250-1368	1000012980	EQ108
Two Rivers, Corp. ID # 0000028618	Loretta Masters, Operations Manager lmasters@tworiverscorp.com 916-826-2334	1000012981	GS109	
Xterra Solutions Inc. ID # 0000008001	Jenny Ung, Operations Manager jung@xterrasolutions.com 415-844-9700	1000012982	EQ108	

			1000012983	GS093
			1000012984	GS109

Technology Marketplace

Tiers 1 & 2 Goods and Services

			CISCO	DELL	HP	HPE	IBM	JUNIPER	MICROSOFT	VMWARE	OTHER
Tier 1	1	CCS Gobal Tech									
	2	CDW Government	X	X	X	X	X	X	X	X	X
	3	Central Computers	X	X	X	X	X	X	X	X	X
	4	Computerland	X	X	X	X	X	X	X	X	X
	5	ConvergeOne	X	X	X	X	X	X	X	X	X
	6	Cornerstone JV	X	X	X	X	X	X		X	X
	7	DPP Tech									
	8	Dynamic Systems	X	X		X		X		X	X
	9	En Pointe	X	X	X	X	X	X	X	X	X
	10	Intervision	X	X		X		X		X	X
	11	Presidio	X	X	X	X	X	X	X	X	X
	12	Robert Half							X		
	13	Slalom									
	14	Softnet		X	X	X	X		X		
	15	Stellar									
	16	Variety									
	17	World Wide Technology	X	X	X		X	X	X	X	X
	18	X Tech JV	X	X	X	X	X	X	X	X	X
	19	Zones	X	X	X	X	X	X	X	X	X
Tier 2	1	Ameritech	X	X	X	X	X	X	X	X	X
	2	BridgeMicro	X	X	X	X	X		X	X	X
	3	Delta-CM Pros JV									
	4	Elyon									X
	5	Ipsos Facto	X	X			X		X	X	X
	6	LearnIT									
	7	NuSpective	X	X		X					X
	8	Pantheon									X
	9	Staples		X	X	X			X		X
	10	Vox	X								X

			HARDWARE MAINTENANCE	TRAINING	PROFESSIONAL SERVICES	CLOUD SERVICES
Tier 1	1	CCS Gobal Tech		X	X	X
	2	CDW Government	X	X	X	
	3	Central Computers	X		X	
	4	Computerland	X	X	X	X
	5	ConvergeOne	X	X	X	X
	6	Cornerstone JV	X	X	X	X
	7	DPP Tech			X	X
	8	Dynamic Systems	X		X	X
	9	En Pointe	X	X	X	X
	10	Intervision	X		X	X
	11	Presidio	X		X	X
	12	Robert Half			X	X
	13	Slalom				X
	14	Softnet	X		X	
	15	Stellar		X	X	
	16	Variety				X
	17	World Wide Technology		X	X	
	18	X Tech JV	X	X	X	X
	19	Zones	X	X	X	X
Tier 2	1	Ameritech	X		X	
	2	BridgeMicro				
	3	Delta-CM Pros JV	X	X	X	
	4	Elyon		X	X	
	5	Ipsos Facto	X	X	X	
	6	LearnIT		X		
	7	NuSpective				
	8	Pantheon				
	9	Staples				
	10	Vox				

Technology Marketplace Tier 3 Goods and Services

			Category EQ108 MQs Computer Hardware, Software, and Peripheral Equipment	Category GS093 MQs Computer Systems Equipment Maintenance and Repair	Category GS109 MQs Computer System Services	Category GS131 MQs Computer Training Services	Category GS132 MQs Database Development and Analysis Services
Tier 3	1	Actmet Advanced Technology Corporation	X	X	X	X	
	2	Beta Nineties Computer, Inc.	X	X			
	3	Diamond Technology, Inc.	X	X	X		X
	4	Exygy, Inc.			X	X	X
	5	Farallon Geographics, Inc.			X		X
	6	Five Paths, LLC			X	X	X
	7	GenSigma LLC		X			X
	8	Parthex Tech, Inc.	X				
	9	Spiral Scout, LLC			X		X
	10	Studio 151		X			
	11	T&S Trading Co.	X	X	X		
	12	toptek micro center, Inc.	X				
	13	Two Rivers, Corp.			X		
	14	Xterra Solutions Inc.	X	X	X		

Using the **Open** **Market** for **Technology** **Purchases**

Using the **Open Market** for Technology Purchases

When to use this option

This option can be used when it is not possible to go through a Technology Marketplace supplier. It is also the required option if a purchase exceeds \$2.5MM or if you are purchasing something for which a DIRECT relationship with the supplier is preferred. This includes SaaS purchases involving the storage of sensitive data.

Drawbacks of this option

This option is much lengthier than purchasing through the Technology Marketplace Resellers because the Department is purchasing from a supplier that does not have an existing contract with the City. As such, the City and Supplier must either negotiate a new contract (which requires multiple agency approvals and a minimum of three to four months) or mutually agree to the City's "Standard Terms and Conditions" (aka the "P-250") (which does not allow the department to sign any agreement with the supplier and does not adequately address IT-related legal concerns).

How does it work?

Competitive Solicitations to the Public: If the transaction is greater than \$10,000, this option requires competitive solicitations to the public, making the process much more formal and the pool of responses much greater than using the Technology Marketplace process. Alternatively, the department may request a waiver from OCA's solicitation rules using the OCA Waiver Portal (Link Pending). A formal waiver request is not required if the purchase is under \$10,000.

Supplier Requirements: Anyone can bid on public bids. However, only a City supplier may receive an award. Becoming a City Supplier requires multiple steps and forms through the City's [Supplier Portal](#). All suppliers selling goods to the City must possess a:

- (A) **City Supplier ID;**
- (B) A valid **Business Tax License** (or be deemed as Not Doing Business in San Francisco); and
- (C) Be **12B Compliant** by the Contract Monitoring Division ("CMD") or obtain a waiver. Exception: Software Maintenance Agreements under \$10,000,000 and Software Licensing Agreements without any technical services are not subject to Chapter 12B [see Admin. Code Sec. 21.30(b)].

Contracting Requirements:

- (A) **RQ to PO:** The Supplier accepts the City's "Standard Terms and Conditions" (aka the "P-250") whereby the purchasing department may not sign any agreement with the supplier. Because the P-250 does not adequately address IT-related legal concerns, this option is generally not acceptable to the supplier; or
- (B) **Departmental Contract:** The parties negotiate a contract, a process that requires significant effort, time and review by multiple City agencies including the City attorney's office.

Open Market RQ to PO Checklist

Open Market RQ to PO Checklist: Commodities	Open Market RQ to PO Checklist: Professional Services
<p>1. Competitive Solicitations:</p> <p>Under \$10K: Competitive solicitations are not required. Request quote from the supplier of your choice. <u>Upload into People Soft Requisition "Comments and Attachments" the selected quote.</u></p> <p>Over \$10K: Competitive solicitations are required and will be conducted by OCA. The lowest price bidder will be selected.</p> <ul style="list-style-type: none"> Do not name a product; provide specifications. Alternatively, request a waiver from OCA's solicitation rules using the OCA Waiver Portal. <u>Upload into People Soft Requisition "Comments and Attachments" the product specs and exact quantities or the approved OCA Waiver.</u> <p>2. DT Review: Refer to the DT CIO Policy to determine if DT review is required. Using DT's Service Now platform http://bit.ly/SFCIORReview, submit your request to DT for approval. A purchase is deemed approved if DT does not object within 5 days after submission. <u>Upload into People Soft Requisition "Comments and Attachments" a copy of the email received from DT.</u></p> <p>3. Insurance: If the Supplier is known at the time of submission, <u>Upload into People Soft Requisition "Comments and Attachments" the Supplier's Certificate of Insurance showing coverage for General Liability, Auto, Technology E&O and Workers Comp along with all Endorsements.</u></p> <ul style="list-style-type: none"> The GL and Auto must be endorsed to "CCSF, its officers, agents and employees." The Workers Compensation must be accompanied by a Waiver of Subrogation endorsed to "CCSF, its officers, agents and employees." <p>Risk Manager approval is required to waive any item above.</p> <p>1. Justification: Answer each question below in the Requisition "Approval Justification" field:</p> <ol style="list-style-type: none"> What are you buying and why? Did you obtain approval from your IT Director? <u>SaaS/Subscriptions:</u> Is the data security level 3-Low or lower, and is the data hosted on or off site? <p>4. OCA Review and PO Issuance: Once approved by your Accounting, the Requisition is routed to OCA where it is bid out (if applicable) and issued into a PO. Once your Accounting approves the PO, OCA will email a copy of the PO and the City's Standard Terms and Conditions to the Supplier and the requesting Department.</p>	<p>1. Competitive Solicitations:</p> <p>Under \$10K: Competitive solicitations are not required. <u>Upload into People Soft Requisition "Comments and Attachments" a quote and Scope of Work from a Supplier of your choice.</u></p> <p>Over \$10K: Not Permitted under this option.</p> <p>2. DT Review: DT review is required. Using DT's Service Now platform http://bit.ly/SFCIORReview, submit your request to DT for approval. A purchase is deemed approved if DT does not object within 5 days after the request has been submitted. <u>Upload into People Soft Requisition "Comments and Attachments" a copy of the email received from DT as confirmation.</u></p> <p>3. Civil Service Approval: Civil Service Approval: The Civil Service must review the purchase of <u>all</u> professional services outside of the Technology Marketplace using the Civil Service Web Portal. If under \$100,000, the review is expedited. <u>Upload into PeopleSoft a copy of the email received from Civil Service approving the purchase.</u></p> <p>4. Insurance: <u>Upload into People Soft Requisition "Comments and Attachments" the Supplier's Certificate of Insurance showing coverage for General Liability, Auto, Technology E&O and Workers Comp along with all Endorsements.</u></p> <ul style="list-style-type: none"> The GL and Auto must be endorsed to "The City and County of San Francisco, its officers, agents and employees." The Workers Compensation must be accompanied by a Waiver of Subrogation endorsed to "The City and County of San Francisco, its officers, agents and employees." <p>Risk Manager approval is required to waive any item above.</p> <p>2. Justification: Answer each question below in the Requisition "Approval Justification" field:</p> <ol style="list-style-type: none"> What are you buying and what is the purpose of it? Did you obtain approval from your IT Director? <u>SaaS/Subscriptions:</u> Is the data security level 3-Low or lower, and is the data hosted on or off site? <p>5. OCA Review and PO Issuance: Once approved by your Accounting, the Requisition is routed to OCA where it is issued into a PO. Once your Accounting approves the PO, OCA will email a copy of the PO and the City's Standard Terms and Conditions to the Supplier and the requesting Department.</p>

Open Market Department Contract Checklist

Open Market Dept. Contract Checklist: Commodities	Open Market Dept. Contract Checklist: Professional Services
<p>1A. Competitive Solicitations:</p> <p>Under \$10K: Competitive solicitations are not required. Request quote from the supplier of your choice.</p> <p>Over \$10K: Competitive solicitations are required and will be conducted by OCA through a bid to the Open Market. The lowest price bidder will be selected.</p> <ul style="list-style-type: none"> The Department cannot name a product but must instead name the specifications it requires. Alternatively, the department may request a waiver from OCA's solicitation rules using the OCA Waiver Portal (link pending). 	<p>1B. Competitive Solicitations:</p> <p>Under \$10K: Competitive solicitations are not required. Request quote and Scope of Work from the supplier of your choice.</p> <p>Over \$10K: Competitive solicitations are required and will be conducted by the Department using a formal RFP in the Open Market. Proposals will be evaluated based on the metrics provided in the RFP.</p> <ul style="list-style-type: none"> Contact the Contract Monitoring Division (CMD): Contact CMD to determine what LBE Goals, if any, are required for the solicitation. CMD will oversee the RFP process and must approve the final selection. City Attorney: Contact your City Attorney to ensure the RFP is complete and provides meets all legal requirements of the City.

POST SELECTION & AWARD

- City Attorney Review:** All contracts require City attorney review. Depending on the type of purchase, the dept must use the appropriate City contract template as its starting point.
- DT Review:** DT review is required. Using DT's Service Now platform, submit your request to DT for approval. A purchase is deemed approved if DT does not object within 5 days after the request has been submitted.
- Insurance and Risk Manager Review:** The supplier must provide insurance in accordance with the negotiated agreement. The Supplier's Certificate of Insurance must generally include coverage for General Liability, Auto, Technology E&O and Workers Comp along with all Endorsements.
 - The GL and Auto must be endorsed to "The City and County of San Francisco, its officers, agents and employees."
 - The Workers Compensation must be accompanied by a Waiver of Subrogation endorsed to "The City and County of San Francisco, its officers, agents and employees."

Request and submit to OCA approved waivers from the Risk Manager for each item not submitted.
- Civil Service Approval:** If the Contract involves any Professional Services, the Civil Service Commission must review the purchase of all professional services outside of the Technology Marketplace using the [Civil Service Web Portal](#). If under \$100,000, the review is expedited after the required Union Notification Period has lapsed.
- Health Care Accountability Ordinance (HCAO) and Minimum Compensation Ordinance (MCO):** If the Contract involves any Professional Services, there will be HCAO and MCO requirements for the Supplier to fulfill. If they cannot, the Department must obtain a waiver from the Office of Labor Standards Enforcement (OLSE) for each ordinance.
- CMD Form 3:** The supplier must sign CMD Form 3 indicating that it complies fully with the provisions of Chapter 14B of the San Francisco Administrative Code.
- First Source Hiring Form.** If the contract involves more than \$50,000 in Commodities and/or Professional Services, the supplier must complete and submit the City's First Source Hiring Form agreeing to participate in the San Francisco Workforce Development System and comply with the provisions of the First Source Hiring Program pursuant to Chapter 83 of the San Francisco Administrative Code related to entry level positions. Since most

technology contracts do not require the services of entry level positions in their performance, most suppliers need not do anything to comply with this ordinance beyond completing the form. However, they must still complete and sign the form and agree to comply with it should the program apply to them with regard to the contract.

9. Contract Execution: Only the Department Head (or his/her delegate) has the authority to sign a contract on behalf of an agency. In addition, the contract must be signed by the City Attorney and the Supplier before being submitted to OCA for its signature.

10. OCA Approval and PO Issuance:

a. Contract Package: After obtaining all required approvals, submit to OCA a contract package packet consisting of:

- i. Cover Letter summarizing the transaction including but not limited to: the purpose of the contract, the contract amount (or change in amount), the contract duration (or change in duration); any other relevant information;
- ii. Hard copies of ALL documents required by this checklist; and
- iii. Three hard copies of the contract with original signatures of the Supplier, Department Head and City Attorney.

OCA will review the contract package, sign all three copies of the contract and return two of the fully executed copies back to the Department who will then send one copy to the Supplier.

b. PeopleSoft: Once OCA has signed the contract and returned executed copies back to the Department, the Department must:

- i. Upload all documents sent to OCA, along with a copy of the fully executed contract, into PeopleSoft;
- ii. Submit the contract in PeopleSoft for OCA approval;
- iii. Notify OCA that the contract has been submitted in PeopleSoft for OCA approval; and
- iv. Upon OCA's approval of the contract in PS, execute and dispatch the agreement in PeopleSoft.

c. PO Issuance: Once the above steps have been completed, the department may issue POs against the approved and executed contract for the amount and duration of the contract without returning to OCA and/or other relevant agencies for re-approvals.

Request to Waive OCA's Solicitation Requirements for using the Open Market

Departments may request OCA to waive or modify its solicitation requirements for purchases greater than \$10,000 conducted outside of the Technology Marketplace. Your request must be approved by OCA prior to the encumbrance of funds and/or contract execution. In addition, all requests must be approved by the requesting Department's Director or an individual delegated with such authority. An approved request is limited to the amounts stated in this submission. If the requesting department seeks to exceed the approved amounts, it must submit a new request for the increased amount.

To submit a waiver request, use OCA's online waiver submission platform (**Link Pending**). You will be presented with the following options for making request. Each will present its own set of questions that you must answer.

- Regulation 21.5(b):** No Other Source or Only One Vendor willing to Contract with the City.
- Regulation 21.5(b):** No Substitute – Bid Required
- Regulation 21.5(b):** No Substitute – No Bid Required
- Regulation 21.5(c):** Perishable foods
- Regulation 21.5(d):** Proprietary Articles – Bid Required
- Regulation 21.5(d):** Proprietary Articles – No Bid Required
 - Prop 1:** Charts, globes and maps
 - Prop 2:** Books, magazines, pamphlets, periodicals, online content agreements and streaming services containing proprietary content.
 - Prop 3:** Specialized equipment, materials and supplies for instructional purposes. Specialized educational tests and testing services
 - Prop 4:** Fine arts; music; plays; works of art; films; audio and video cassettes; etc.
 - Prop 5:** Medicines and drugs.
 - Prop 6:** Medical, surgical and dental equipment; instruments; prosthetic devices, special supplies.
 - Prop 10:** Animals.
 - Prop 12:** Repairs for equipment, including service and parts when repairs must be done by the manufacturer, the installer of equipment or system, or when repairs by others would void the warranty.
- Regulation 21.5(e):** Pilot Project with a Term Not to Exceed Two Years
- Regulation 21.5(f):** Micro LBE Set Asides
- Regulation 21.5(g):** Federal Funds
- Regulation 21.16:** Reciprocal Agreements with Other Public and Non Profit Agencies; Solicitations for Multiple Departments

DT CIO

Review Policy

DT CIO Review

This policy ensures that IT procurements are assessed by the Chief Information Officer (CIO), primarily for the following purposes:

1. Evaluate and minimize network security risks associated with IT procurements;
2. Evaluate and minimize degradation of network performance due to IT procurements that introduce added complexity or potentially incompatible infrastructure to City data networks; and
3. Evaluate the potential for material cost savings or administrative benefits to the City from strategic sourcing efforts.

Preapproved IT Procurements

Standard items with no perceived impact to cybersecurity and/or network performance do not require review. However, *DT shall review those items, whether identified as preapproved or not, that may create a potential cybersecurity vulnerability or network performance issue.*

IT procurements are deemed preapproved if ALL items in the procurement appear on the preapproved list below:

1. Desktop computers, laptops, tablets, monitors, keyboards, mice, desktop printers, accessories (e.g. connection cables and adapters), ink cartridges, and toner
2. Cat 6 (ethernet) cable, fiber, patching and splicing materials and other associated tools and supplies
3. Software products purchased under a Department of Technology Enterprise Contract.
4. Renewal or extension of existing software licenses, subscriptions or support that previously received CIO review and approval
5. Hardware maintenance or support contracts
6. Technology Training
7. Procurements initiated by the Department of Technology (since they are subject to an internal CIO review process)

Please consult with DT for the most recent list of preapproved items. If you are unsure whether a proposed procurement is one of the preapproved items, please submit the procurement for CIO review via ServiceNow.

How to Initiate CIO Review

Departments initiate CIO review via DT's online [ServiceNow](#) platform.

CIO Review Timeline and Notification

If DT does not respond within 5 business days, the requestor will receive an email indicating the request is deemed approved through CIO Review.

Requestors will receive emails from DT indicating whether their request is approved, on hold for further review, on hold pending further information from the requestor, deemed approved due to the passage of 5 business days without any response from DT to the initial request, or, in rare cases, disapproved along with the reason.

Document CIO Review Approval in PeopleSoft

Upon receipt of approval, please document this in PeopleSoft by noting in the requisition "Approval Justification" field "CIO Review approved per CIO Review ServiceNow Ticket #" as evidence you engaged DT.

NIGP Codes to be used for all Technology Purchases

NIGP Codes for All Technology Purchases

Category	NIGP Code
COMPUTER HARDWARE	20400
COMPUTER SOFTWARE	20900
SOFTWARE & HARDWARE MAINTENANCE	92000
PROFESSIONAL / TECHNICAL SERVICES	92000
TELECOMMUNICATION/MEDIA PRODUCTS	72500
TELECOMMUNICATION/MEDIA SERVICES	91500
CALIFORNIA RECYCLING FEE	96339

Other Considerations

Other Considerations

1. Pricing

All Technology Marketplace Contractors will be required to extend their most favorable pricing for products and services to the City during the term of the Agreement. This most favorable pricing must be at least equivalent to the pricing that the Contractor makes available to major companies or other public entities comparable in size and/or requirements to the City.

2. Mandatory federal and state fees

Contractor shall be responsible for collecting applicable federal and state mandatory fees with no additional cost mark-up to City, and shall be responsible for remitting the fees to the appropriate agency, including, but not limited to, the California Electronic Waste Recycling Fee: <http://www.boe.ca.gov/sptaxprog/ewaste.htm>

3. Payment for Travel Expenses and Other Direct Costs (ODC)

The need for travel under this Agreement or ODCs shall be approved in advance of the date of travel in writing by a memo stating the dates of the travel, the purpose, the planned expenses by person, with the City's Project Manager's dated signature indicating approval. Reimbursable expenses shall include actual direct costs (with no markup) of expenses directly incurred by Contractor. Payments will be made by City to Contractor within 30 days after the City has received Contractor's invoice for expenses, submitted in compliance with the United States General Services Administration per diem rates (CONUS) for San Francisco at <http://www.gsa.gov>.

The following items will be eligible for reimbursement as ODCs:

Contractor's out-of-town travel ("out-of-town" shall mean outside the nine Bay Area counties: San Francisco, Alameda, Marin, Santa Clara, Sonoma, Contra Costa, Napa, San Mateo, Solano);
Contractor's out-of-town meal, travel and lodging expenses for project-related business trips, including, but not limited to: Rental vehicle - Contractor must select the most economical rental agency and type of vehicle available and acquire any commercial rate or government discount available when the vehicle is rented;
Personal vehicle use - Contractor will be paid per mile as established by the United State Internal Revenue Service and only for that portion of travel that is outside the nine Bay Area counties. Contractor shall submit to the City an approved mileage log with his/her expense sheet; Contractor meal and lodging expenses shall be reasonable and actual but limited to CONUS per diem rates. Anything not listed above is not eligible for reimbursement.

1. Used products

Purchasing used products through the Technology Marketplace is expressly prohibited. In rare situations, refurbished products may be considered. In extremely rare instances, reconditioned or used products are available.

2. Cancellations

Cancellations must be requested through OCA prior to delivery for non-special or non-standard Hardware and Software products.

3. Deliveries

All products shall be:

Delivered inside the building free of charge and should designate "FOB Destination."

Delivered within 10 City business days after contractor receives purchase order, unless the product is not available from manufacturer/ distributor.

If there is a delay in delivery, contractors are required to notify ordering departments within 72 hours.

4. Returns

Departments will be credited in full for all unopened products from Cisco, Dell, HP, and IBM within 30 calendar days of delivery without any restocking fees. For all other products, contractors may pass restocking fees from third party suppliers. Administrative costs & handling fees are not allowed.

5. Warranties

Authorized contractors must offer or facilitate warranty services for products sold through the Marketplace, and pass title of product purchased to the City within 48 business hours.

6. Prepayments

No prepayments are allowed in advance or for orders not delivered in full for hardware and software agreements. Prepayment may be allowed in some cases for software maintenance services only. Departments should fully understand compliance requirements in such cases.

7. Packing Slips:

All deliveries should be accompanied by a packing slip that shows the purchase order number, a complete list of items delivered, and the department name and a contact person.

Keep all packing slips for your files and provide a copy with the invoice for the order submitted following your department procedures.

8. Substitutions

Substitutes are not allowed without approval from the ordering department and coordination with OCA.

9. Maintenance

Note terms of maintenance on the quote form and in the PeopleSoft requisition. Maintenance of any kind must be ordered separately from a Hardware/Software order, unless it is included with the original purchase. For exceptions, contact OCA staff.

10. Change Orders

All change orders need to be approved by OCA. If OCA does not automatically appear in the Approval Path of your Change Order, Please contact OCA to coordinate your desired change.