

# Ordering Procedures for Term Contract 77901 – Avaya Equipment, Materials, Supplies, and Ancillary Services

The use of this term contract for the procurement of Avaya equipment, materials, supplies and ancillary services is mandatory. All City departments, with the exception of the San Francisco International Airport, must submit requests for Avaya equipment and services directly to the Department of Technology (DT).

## Ordering Procedures for Equipment Only

1. DT submits an itemized quote request to AdvanTel. The quote request is to be emailed to: [TCallagy@Advantel.com](mailto:TCallagy@Advantel.com)
2. AdvanTel responds with an itemized quote listing each item required for purchase within 3 business days. For each item quoted, AdvanTel indicates if the item is quoted per Item 1 (22% discount from GSA schedule) or Item 2 (various % discounts from the Avaya National Price List for non-GSA schedule items).
3. DT initiates the order by submitting a requisition in ADPICS. BPSF00003814 is entered into the blanket PO ID field on the 2100 requisition header screen in ADPICS. The following commodity codes are used:

Contract Item	Description	Commodity Code
Item 1	Equipment included in the Ayava GSA schedule	9725-55-56
Item 2	Equipment included in the Avaya National Price List (Non-GSA schedule items)	9725-55-57

4. The requisition is submitted for DT CIO approval. A copy of the quote, the requisition number and other supporting documentation is emailed to the DT CIO for review.
5. When the requisition is approved by the DT CIO, the DT CIO emails a copy of the quote, the requisition number and other supporting documentation to OCA's Computer Store email address: [Computer.Store@sfgov.org](mailto:Computer.Store@sfgov.org)
6. OCA reviews the requisition and the itemized quote and then posts the requisition to a purchase order. A scanned copy of the purchase order is emailed to AdvanTel to the following email address: [TCallagy@Advantel.com](mailto:TCallagy@Advantel.com)

## Ordering Procedures for Equipment with Installation or Professional Services Engagements

1. DT submits a Statement of Work with an itemized quote request to AdvanTel. The quote request is to be emailed to: [TCallagy@Advantel.com](mailto:TCallagy@Advantel.com). For complex projects DT will schedule a site visit with AdvanTel. In the case that DT hasn't determined a specific solution, a general Scope of Work with key deliverables is to be emailed to: [TCallagy@Advantel.com](mailto:TCallagy@Advantel.com)
2. If professional services (project management or software engineering, for example) are included in the Statement of Work, the requesting department is responsible for securing PSC approval for the request prior to submitting the requisition for approval. For professional services requests below \$50,000, expedited PSC approval from DHR is required. For professional services requests \$50,000 and above, PSC approval from the Civil Service Commission is required. Please allow adequate time. PSC approval can take up to six weeks.
3. AdvanTel responds with a Statement of Work with an itemized quote listing each service and item required for purchase within 5 business days after the site visit or request for quote, whichever is later. AdvanTel may also respond with alternate solutions with Statements of Work with itemized quotes listing each service and item required for purchase. For each quoted item or service, AdvanTel indicates if the item or service is quoted per Item 1 (22% discount from GSA schedule) or Item 2 (various % discounts from the Avaya National Price List for non-GSA schedule items and services).

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4. DT initiates the order by submitting a requisition in ADPICS. BPSF00003814 is entered into the blanket PO ID field on the 2100 requisition header screen in ADPICS. The following commodity codes are used:

Contract Item	Description	Commodity Code
Item 1	Equipment included in the Ayava GSA schedule	9725-55-56
Item 1	Services included in the Ayava GSA schedule	9725-55-93
Item 2	Equipment included in the Avaya National Price List (Non-GSA schedule items)	9725-55-57
Item 2	Services included in the Avaya National Price List (Non-GSA schedule services)	9725-55-94

5. The requisition is submitted for DT CIO approval. A copy of the quote, the Statement of Work, PSC approval, the requisition number and other supporting documentation is emailed to the DT CIO for review.
6. When the requisition is approved by the DT CIO, the DT CIO emails a copy of the quote, the Statement of Work, PSC approval, the requisition number and other supporting documentation to OCA's Computer Store email address: [Computer.Store@sfgov.org](mailto:Computer.Store@sfgov.org)
7. OCA reviews the requisition and the itemized quote and then posts the requisition to a purchase order. A scanned copy of the purchase order is emailed to AdvanTel to the following email address: [TCallagy@Advantel.com](mailto:TCallagy@Advantel.com)

## Ordering Procedure Summary

