




London N. Breed
Mayor

Alaric Degrafinried
Director and Purchaser

MEMORANDUM

Date: March 29, 2019
To: All Departments
From: Alaric Degrafinried 
Subject: New process – waiver requests

Beginning April 1, 2019, all requests to the Office of Contract Administration (OCA) to waive competitive solicitation requirements, including but not limited to sole source waiver requests, must be submitted using OCA's ServiceNow Self-Service Portal. Paper requests will no longer be accepted.

To submit a new request:

1. Go to DT's ServiceNow at <http://ccsfdt.service-now.com>
2. Sign in with your CCSF Active Directory (email) credentials
3. On the top left corner, filter for "OCA Waiver"
4. Select "Create New"
5. Once a record has been open, select the basis of your request, answer all questions and upload all required documents, including quotes or other documents related to the total amount requested.

You can also use the portal to track and report your requests.

For additional details, refer to the attached document, "ServiceNow Request to waive Competitive Solicitation Requirements Application User Guide".

If you have any questions, please consult with your regular Purchasing contact or call OCA's main office number for further assistance (415-554-6743).