

One-Times Acquisitions (OTA) Escalation Process for Request for Documentation/Review/Approvals

Step	OTA Action	Time for Resolutions	Cumulative Time <u>(Business Days)</u>
1.	OTA Buyer sends email to Point-of-Contact (POC) of customer state agency requesting documentation (Cost Worksheet, Statement of Work, Administration, Technical Requirements etc.), approval documents (i.e., SIMM 71B) & review and approvals.	Minimum of 5 business days for POC to provide the requested documents/approvals. If resolution is received to the point where OTA can continue with processing the request, OTA will move forward with processing. If no resolution to the issue is received in a manner that OTA can move forward, then go to Step 2.	5
2.	OTA Buyer sends follow up email to POC and CCs POC Manager and the OTA Supervisor informing them they need resolution within 3 business days, or the Request is in jeopardy of being returned to the customer state agency.	Minimum of 3 business days. If resolution is received to the point where OTA can continue with processing the request, OTA will move forward with processing. If no resolution to the issue is received in a manner that OTA can move forward, then go to Step 3.	3
3.	OTA Supervisor sends follow up email to customer state agency POC, Purchasing Authority Contact (PAC) and CCs: OTA Section Manager informing them they need resolution within 3 days, or the request will be cancelled.	Minimum of 3 days. If resolution is received that allows OTA to continue with the processing the Request, then OTA will move forward with processing. If no resolution to the issue is received in a manner that OTA can move forward, then to go Step 4.	3
4.	OTA Section Manager escalates to Acquisitions Branch Manager with recommendation to cancel Request based on escalation process. Acquisitions Branch Manager will provide final approval to cancel Request.	Acquisitions Branch Manager to provide approval for cancellation of Request within 3 business days from receipt of recommendation from OTA Section Manager. Go to Step. 5 for cancellation.	3

Step	OTA Action	Time for Resolutions	Cumulative Time <u>(Business Days)</u>
5.	<p>Upon cancellation, the OTA Supervisor will send the following email to the customer state agency POC, POC Manager, PAC, and OTA Section Manager: <i>Unfortunately, we have been unable to obtain the necessary documentation to complete your Procurement Request after multiple communication and escalation attempts. Please resubmit your Procurement Request with the required information.</i></p>	<p>OTA Buyer will document SharePoint and will cancel the request.</p> <p>The original Request submittal date is no longer valid since original Request was submitted incomplete. Reissued Requests will be based on resubmittal date and will be subjected to the OTA Broadcast Bulletin for Fiscal Year Due Dates for receipt of Requests for Non-IT Goods and IT Goods and Services.</p>	1