



State of Ohio Administrative Policy

Telecommunications Utility Services

No:
Information Technology
IT-12

Effective:
October 13, 2016

Issued By:

Robert Blair, Director

1.0 Purpose

This policy provides requirements concerning the acquisition of **telecommunications utility services** such as local and long-distance calling, and voice, data and **wireless** services.

A glossary of terms found in this policy is located in Appendix A - Definitions. The first occurrence of a defined term is in **bold italics**.

2.0 Policy

2.1 Agencies subject to Department of Administrative Services (DAS) Office of Information Technology (OIT) superintendence shall submit all requests for telecommunications utility services through a designated telecommunications coordinator using the Ohio ServiceNow Customer Service Portal.

2.2 When acquiring or renewing wireless telephone service, agencies shall give preference to a DAS OIT negotiated wireless contract should one meet their business needs.

2.2.1 Prior to selecting a wireless service contract, agencies shall follow the wireless service evaluation guidelines outlined in Ohio Administrative Policy IT-11, "Use of State Telephones," in order to appropriately determine the wireless telephone service needs for each individual or group of individuals.

2.2.2 Expenditures for wireless telecommunications services shall be classified in the Ohio Administrative Knowledge System (OAKS) using account code 524067, referenced as "Wireless Telecommunication." Expenditures on wireless bills for non-service charges such as wireless telephones, accessories, equipment, consulting and repair shall be appropriately classified in OAKS using an account code other than 524067.

- 2.2.3 Prior to renewing a state wireless telephone service contract, each agency shall complete a review of its individual and group state wireless telephone service contract needs. The evaluation shall determine if wireless telephones are still needed, if the existing contract is still the most appropriate for meeting business needs considering usage patterns, and if the contract is still the most cost effective.
- 2.3 When acquiring telecommunications services, agencies may acquire services in accordance with the provisions of the DAS Controlling Board waiver without a competitive bid requirement. Such services include those offered under DAS OIT held contracts or those defined by the **Public Utilities Commission of Ohio (PUCO)** having regular published rates available to all customers.
- 2.4 For agencies desiring to acquire telecommunications services through a competitive bidding process, any such competitive bidding process shall be coordinated by DAS OIT.
- 2.5 Each state agency shall validate telecommunications utility services billing for correct rates and usage.
- 2.6 Annually, agencies shall review and validate all of their telecommunications services. As a minimum, this annual review shall include:
- A determination of whether the service is still needed, and
 - A review of the overall satisfaction with the vendor's service.
- 2.6.1 For telecommunications services authorized by DAS OIT that are not included in DAS OIT contracts, agencies shall be required to include in their annual review of telecommunications utility services the following additional elements:
- A verification that the rates being charged by the vendor are accurate and remain competitive, and
 - An assessment that the vendor remains financially solvent and, therefore, will be able to continue providing quality service.
- 2.7 **Procedures:** Agencies shall establish both a primary and secondary point of contact to serve as a telecommunications coordinator.
- 2.7.1 The telecommunications coordinator shall be responsible for placing voice, data and video service orders, and thereby making a financial commitment on behalf of the agency for those services. In addition, the telecommunications coordinator shall be charged with verifying billing and conducting annual reviews.
- 2.7.2 All telecommunications utility services, including services provided by and billed by DAS OIT, shall be requested using the Ohio ServiceNow Customer Service Portal by an agency's designated telecommunications coordinator.

2.7.3 When requesting telecommunications services that are not covered under DAS OIT contracts or DAS OIT contracts without set fees, agencies shall additionally:

2.7.3.1 Utilize the Ohio ServiceNow Customer Service Portal to submit the following supporting information regarding the telecommunications utility service chosen in order to establish that cost and service quality have been considered:

2.7.3.1.1 An indication as to how many vendors provide the service

2.7.3.1.2 A listing of the telecommunications providers that were considered

2.7.3.1.3 At least three quotations for the type of telecommunications utility service desired when three or more vendors provide the service

2.7.3.1.4 An identification of the selected provider

2.7.3.1.5 An estimate of the usage/cost of the utility service

2.7.3.1.6 A brief business case justification for why the particular telecommunications utility service was selected, which shall include brief descriptions of the following:

- The services that will be provided
- Operator services (only if applicable)
- International services (only if applicable)
- Coverage area (only if applicable)
- Calling cards (only if applicable)
- Billing detail
- Billing correction procedures
- Financial solvency of the vendor
- What distinguished this service provider above all others
- Any other pertinent information to help justify the selection

2.7.3.1.7 Purchase/lease **terms and conditions** for the selected utility

2.7.3.1.8 For regulated services, a certification from the vendor that the prices do not exceed their tariff, indicating the applicable section of their tariff and the name of the agency, PUCO or FCC, with whom the tariff is filed, and signed by an authorized agent of the vendor.

2.7.4 Retain the original versions of the submitted documents.

2.8 DAS OIT shall review any request for telecommunications utility services, and may grant the request, request additional information, or deny the request.

3.0 Authority

ORC 9.30, 125.02, 125.021, 125.023, 125.04, 125.041, 125.06, 125.18

4.0 Revision History

Date	Description of Change
12/07/1992	Original Policy.
03/01/1996	This Policy replaces all previously released memoranda and specifically obsoletes DAS Policy OPP-006 issued December 7, 1992.
12/01/2004	This policy replaces all previously released memoranda and specifically obsoletes Ohio IT Policy ITP H.6, "Telecommunications Utility Services," issued March 1, 1996. Revisions reflect substantive changes in policy and procedure.
10/26/2007	Removed the Central Accounting System (CAS) object code for wireless telecommunication and replaced with the corresponding Ohio Administrative Knowledge System (OAKS) account code.
10/13/2016	Transferred policy content to a new State of Ohio Administrative Policy Template. Re-numbered policy to IT-12 to be consistent with new numbering format.
10/13/2018	Scheduled policy review.

5.0 Inquiries

Direct inquiries about telecommunications contracts to:

Enterprise IT Contracting Administrator
Enterprise IT Contracting Services
Office of Information Technology
Ohio Department of Administrative Services
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

1-614-466-6930 | DAS.IT-EITC@das.ohio.gov

Direct inquiries about state accounting and OAKS account codes to:

Office of Budget and Management
State Accounting
Ohio Office of Budget and Management

30 E. Broad Street, 34th Floor
Columbus, Ohio 43215

1-614-466-6674 | <http://obm.ohio.gov/StateAccounting/default.aspx>

Direct inquiries about this policy to:

State IT Policy Manager
Enterprise IT Architecture & Policy
Office of Information Technology
Ohio Department of Administrative Services
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

1-614-466-6930 | DAS.State.ITPolicy.Manager@das.ohio.gov

State of Ohio Administrative Policies may be found online at
www.das.ohio.gov/forStateAgencies/Policies.aspx

Appendix A - Definitions

- a. Public Utilities Commission of Ohio (PUCO). The PUCO is a state agency that is responsible for ensuring that all residential and business consumers have access to adequate, safe, and reliable utility services at fair prices. In addition, the PUCO facilitates an environment that provides competitive choices. With regard to telecommunications, the PUCO establishes minimum telephone service standards, which telephone companies operating in Ohio must follow. The PUCO also establishes guidelines for local companies to follow when competing with each other.

All regulated utilities must file rate and service schedules, known as *tariffs*, with the PUCO.

- b. Tariffs. The tariffs specify how much a utility may charge for a regulated service. A utility can only charge customers the amounts listed in the tariffs approved by the regulating authority. Tariffs also contain the terms under which a utility must provide its services.
- c. Telecommunications Utility Services. Telecommunications utility services include but are not limited to local, long distance, private line voice and data, and wireless services. The Public Utilities Commission of Ohio is responsible for defining what is considered to be a telecommunications utility service, and therefore what is covered under the OIT Controlling Board waiver.
- d. Terms and Conditions. Language included in a contract that describes limits and expectations related to performance under the contract.
- e. Wireless. Cellular, radio and other types of mobile telephone services.

Appendix B - Resources

Document Name
<i>Ohio Revised Code Sections 125.06, 9.30</i> http://codes.ohio.gov/orc
<i>Tariffs for Intrastate Services</i> http://www.puco.ohio.gov/puco/docketing
<i>DAS OIT Telecommunications Contracts</i> http://www.das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices/tabid/123/Default.aspx