



<h2>State of Ohio IT Policy</h2> <p>Telecommunications Utility Services</p>	<b>No:</b> <b>ITP-H.6</b>
	<b>Effective:</b> <b>12/01/2004</b>
	<b>Issued By:</b> Gregory S. Jackson Director, Office of Information Technology State Chief Information Officer <b>Published By:</b> Statewide IT Policy Investment and Governance Division

### 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.

### 2.0 Scope

Pursuant to Ohio IT Policy ITP-A.1, "Authority of the State Chief Information Officer to Establish Policy Regarding the Acquisition and Use of Computer and Telecommunications Products and Services," this state policy applies to every organized body, office, or agency established by the laws of the state for the exercise of any function of state government except for those specifically exempted.

The scope of this information technology policy includes state computer and telecommunications systems and the employees, contractors, temporary personnel and other agents of the state who use and administer such systems.

### 3.0 Background

On February 12, 1996, the Controlling Board granted a request by the Department of Administrative Services (DAS) on behalf of all state agencies to waive competitive bidding requirements when obtaining telecommunications transmission services either under DAS contracts or at lower rates than **tariffs** allowed in Section 9.30 of the ORC. The waiver has been renewed each biennium since.

In fiscal year 2005, the Office of Information Technology (OIT) initiated a program of comprehensive wireless services contracts for use by state agencies.

### 4.0 References

4.1 Ohio IT Policy ITP-A.1, "Authority of the State Chief Information Officer to Establish Policy Regarding the Acquisition and Use of Computer and Telecommunications Products and Services," defines the authority of the state chief information officer to establish State of Ohio information technology policies as they relate to state

agencies' acquisition and use of information technology, including, but not limited to, hardware, software, technology services and security.

- 4.2 Section 125.06 of the Ohio Revised Code outlines the authority of DAS to issue a release and permit to an agency to secure telecommunications and computer supplies or services.
- 4.3 Section 9.30 of the Ohio Revised Code outlines the contracting for utility services without advertising for bids for services with regular published rates available to all customers. Special discounts and contracts are not covered by Section 9.30 of the Ohio Revised Code.
- 4.4 Ohio IT Policy ITP H.2, "Use of State Telephones," provides guidance regarding the use of both **wired** and wireless state telephone service.
- 4.5 A glossary of terms found in this policy is located in Section 8.0 – Definitions. The first occurrence of a defined term is in **bold italics**.

## 5.0 Policy

- 5.1 Agencies subject to OIT superintendence pursuant to Ohio IT Policy ITP-A.1 shall submit all requests for telecommunications utility services through a designated telecommunications coordinator using the **Technology Service Request System** (TSR) in accordance with the respective applicable provisions in section 6.0 of this policy.
- 5.2 When acquiring or renewing wireless telephone service, agencies shall give preference to an OIT negotiated wireless contract should one meet their business needs.
  - 5.2.1 Prior to selecting a wireless service contract, agencies shall follow the wireless service evaluation guidelines outlined in Ohio IT Policy ITP-H.2, "Use of State Telephones," in order to appropriately determine the wireless telephone service needs for each individual or group of individuals.
  - 5.2.2 Expenditures for wireless telecommunications services shall be classified in the Ohio Administrative Knowledge System (OAKS) using account code 524204, 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 524204.
  - 5.2.3 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.
- 5.3 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 OIT held

contracts or those defined by the **Public Utilities Commission of Ohio** (PUCO) having regular published rates available to all customers.

- 5.4 For agencies desiring to acquire telecommunications services through a competitive bidding process, any such competitive bidding process shall be coordinated by OIT.
- 5.5 Each state agency shall validate telecommunications utility services billing for correct rates and usage.
- 5.6 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.
- 5.6.1 For telecommunications services authorized by OIT that are not included in 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.

## 6.0 Procedures

- 6.1 Agencies shall establish both a primary and secondary point of contact to serve as a telecommunications coordinator.
  - 6.1.1 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.
- 6.2 All telecommunications utility services, including services provided by and billed by OIT, shall be requested using the online TSR by an agency's designated telecommunications coordinator.
- 6.3 When requesting telecommunications services that are not covered under OIT contracts or OIT contracts without set fees, agencies shall additionally:
  - 6.3.1 Utilize the online TSR system to submit the following supporting information regarding the telecommunications utility service chosen in order to establish that cost and service quality have been considered:
    - 6.3.1.1 An indication as to how many vendors provide the service
    - 6.3.1.2 A listing of the telecommunications providers that were considered

- 6.3.1.3 At least three quotations for the type of telecommunications utility service desired when three or more vendors provide the service
- 6.3.1.4 An identification of the selected provider
- 6.3.1.5 An estimate of the usage/cost of the utility service
- 6.3.1.6 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
- 6.3.1.7 Purchase/lease **terms and conditions** for the selected utility
- 6.3.1.8 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.

6.3.2 Retain the original versions of the submitted documents.

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

## 7.0 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.
12/01/2009	Scheduled policy review.

## 8.0 Definitions

8.1 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.

8.2 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.

8.3 Technology Service Request System (TSR). The Technology Service Request System (TSR) is an online system for requesting telecommunications technology services such as digital private lines, local and/or long distance services, voicemail, Internet access and firewall services. These requests are submitted to the Office of Information Technology online.

8.4 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.

8.5 Terms and Conditions. Language included in a contract that describes limits and expectations related to performance under the contract.

8.6 Wired. Traditional landline local and long distance service.

8.7 Wireless. Cellular, radio and other types of mobile telephone services.

## 9.0 Related Resources

Document Name
Ohio Revised Code Sections 125.06, 9.30
Tariffs for intrastate services are available at <a href="http://www.puco.ohio.gov/puco/docketing">http://www.puco.ohio.gov/puco/docketing</a> .
Information about OIT held telecommunications contracts is available at: <a href="http://www.oit.ohio.gov/sdd/contracts/index.aspx">http://www.oit.ohio.gov/sdd/contracts/index.aspx</a>

## 10.0 Inquiries

Direct inquiries about network services to:

Network Services Program Administrator  
Ohio Office of Information Technology  
1320 Arthur E. Adams Drive  
Columbus, Ohio 43231

Telephone: 614-728-4701  
Facsimile: 614-387-2953  
E-mail: [State.NetworkServices.Manager@oit.ohio.gov](mailto:State.NetworkServices.Manager@oit.ohio.gov)

Direct inquiries about telecommunications contracts to:

Contract Manager, Unified Network Services  
Ohio Office of Information Technology  
1320 Arthur E. Adams Drive  
Columbus, Ohio 43231

Telephone: 614-466-6060  
Facsimile: 614-466-8159  
E-mail: [State.NetworkServices.Manager@oit.ohio.gov](mailto:State.NetworkServices.Manager@oit.ohio.gov)

Direct inquiries about state accounting and OAKS account codes to:

Office of Budget and Management HelpDesk, State Accounting  
Ohio Office of Budget and Management  
30 E. Broad Street, 34<sup>th</sup> Floor  
Columbus, Ohio 43215

Telephone: 614-466-3993  
Online: <http://www.obm.ohio.gov/cas/index.asp>

Direct inquiries about this policy to:

Statewide IT Policy  
Investment and Governance Division  
Ohio Office of Information Technology  
30 E. Broad Street, 39<sup>th</sup> Floor  
Columbus, Ohio 43215

Telephone: 614-644-9352  
Facsimile: 614-644-9152  
E-mail: [State.ITPolicy.Manager@oit.ohio.gov](mailto:State.ITPolicy.Manager@oit.ohio.gov)

Ohio IT Policy can be found on the Internet at: [www.ohio.gov/itp](http://www.ohio.gov/itp).

## **11.0 Attachments**

None.