

**SERVICE LEVEL COMMITMENT
for
APPROVAL OF EMERGENCY PROCUREMENTS**

This Service Level Commitment applies when an agency seeks prior approval to procure materials or service on an emergency basis.

Policy for emergency procurements can be found in <https://www.dgs.pa.gov/Documents/Procurement%20Forms/Handbook/Pt2/Pt%20II%20Ch%2006%20Emergency%20Procurements.pdf> of The Procurement Handbook.

Emergency Procurements - Definitions and Roles

EMERGENCY PROCUREMENTS - A procedure used by agencies to procure goods or services that are urgently needed, and the procurement cannot be delayed by use of formal competitive procedures.

Responsibilities

Agency	DGS
<ul style="list-style-type: none">• Request Approval Internally• Ascertains Funding Availability• Emails DGS with Emergency Request• Solicits Telephone Bids from at Least Two Responsible Suppliers, If Practical• Develops Statement of Work, If Necessary• Receives Quotes and Records Appropriately• Receives DGS Approval (when practical)• Places Order with Lowest Responsible Bidder (if quotes were obtained)• Creates Emergency Purchase Order ("EPO")• Attaches Appropriate Documentation to Emergency Purchase Order (EPO)	<ul style="list-style-type: none">• Reviews and Approves or Disapproves the Email with Emergency Procurement Approval Request• Reviews and Approves/Disapproves/Returns for Correction the Electronic Emergency Request Form• Reviews and Approves the Emergency Purchase Order

Routings And Approvals

A written determination of the basis for the emergency and the Emergency Procurement Approval Request form must be included with every request. The form can be accessed at:

<http://www.emarketplace.state.pa.us/EP.aspx?id>

Initial Emergency Procurement Request emails and Approval Request Forms should be directed to the DGS, Chief Procurement Officer, or Assignee:

Minimum Documentation Requirements

- Estimated Costs/Supplier Cost Quote
- Statement of Work
- Justification Documentation
- CRP Documentation. Refer to Management Directive 215.9, Amended Contractor Responsibility Program
- Emergency Procurement Request Form
- Terms and Conditions
- Emergency Declaration, if Applicable

Service Level Commitment

For situations in which the health, safety, and welfare dictate, DGS will grant an immediate approval of the emergency procurement. In situations where DGS is unavailable to respond, and health, safety and welfare are at risk, it will be incumbent upon the agency to proceed with the emergency procurement and provide appropriate documentation to DGS within a reasonable amount of time.

For situations other than outlined above, DGS will respond to the Emergency Procurement Request within 2 business days of receipt.