

**SERVICE LEVEL COMMITMENT
 for
SUPPLIES MANUFACTURED AND SERVICES PERFORMED BY PERSONS WITH DISABILITIES**

This Service Level Commitment applies when an agency seeks fair market determination from the Department of General Services, Bureau of Procurement (“DGS BOP”) for supplies manufactured and services performed by persons with disabilities.

Regardless of the estimated cost, DGS BOP must establish a fair market price for all supplies and services that will be purchased through the statewide requirements contract with UniqueSource Products & Services (“UniqueSource”).

UniqueSource- Definitions and Roles

Definitions and Authority - Section 520 of the Commonwealth Procurement Code requires Commonwealth agencies to procure supplies manufactured and/or services performed by persons with disabilities whenever those supplies and/or services are available at a fair market price (as determined by DGS). UniqueSource is the umbrella agency representing the interests of persons with disabilities in Commonwealth contracting.

Responsibilities

Agencies are **required to purchase supplies and/or services from UniqueSource** when the items are included on the most recent DGS-approved UniqueSource Carve-Out list, and/or the DGS-approved Price List. For those supplies and/or services that are being procured from UniqueSource under Section 520, but do not have a pre-determined price, agencies must contact DGS BOP to establish fair market prices. The UniqueSource Price List is attached to the contract overview form on eMarketplace.

Agency	DGS
<ul style="list-style-type: none"> • Determines the need for supplies or services available through UniqueSource by consulting the DGS-approved UniqueSource Carve-Out list and/or the DGS-approved Price List. • For services, prepares a work statement/specification, including performance standards. • For services, notifies UniqueSource of the proposed procurement with request that UniqueSource determine whether it is capable of and interested in providing the desired services. The final specification/ 	<ul style="list-style-type: none"> • Approves the UniqueSource Carve-Out list, and all pre-established fair market prices for the Price List. • Reviews and approves changes to the Carve-Out list as suggested by UniqueSource or the Commonwealth at appropriate intervals. • Reviews specification/work statement for services with subject matter experts. • Makes recommendations and changes where appropriate.

<p>work statement is included with the notice to UniqueSource.</p> <ul style="list-style-type: none">• For services, forwards a copy of the notice and final specification/work statement to the DGS Program Manager for fair market determination, if there is no pre-established fair market price.• Creates a "shopping cart" for the supplies and services via the SRM Material Service Contract Catalog (MSCC), the describe requirements section in SRM, or orders supplies with pre-established fair market prices via the UniqueSource eCommerce Site using your p-card.	<ul style="list-style-type: none">• Establishes fair market price for supplies or services.• Reviews UniqueSource request to provide services. Approves or disapproves UniqueSource request, in consultation with purchasing agency.• Ensures compliance with statutory requirements.• Reviews UniqueSource contract performance for contract compliance.
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The following summary provides detail on UniqueSource procurement responsibilities:

Complete instructions and procedures for UniqueSource purchasing are contained in the UniqueSource Operational Agreement executed between UniqueSource and the Commonwealth, and are available on the DGS website: <http://www.emarketplace.state.pa.us/FileDownload.aspx?file=4400004306\ContractFile.pdf> and/or <http://www.emarketplace.state.pa.us/FileDownload.aspx?file=4400004695\ContractFile.pdf>

Routing and Approvals

Before proceeding with the release of any solicitation for services referenced on the Carve-Out list, the purchasing agency must notify UniqueSource of the proposed procurement with a request that UniqueSource determine whether it is capable of and interested in providing the desired service in accordance with the specification/work statement. For more complex specifications/work statements, such as call centers/help desks, the purchasing agency may forward the specification/work statement to the DGS Program Manager for review and approval by a DGS Commodity Specialist prior to releasing the specification/work statement to UniqueSource.

Where the purchasing agency desires to use factors other than cost to procure services and would otherwise issue a Request for Proposals ("RFP"), the purchasing agency shall prepare a specification/work statement. It is not necessary to use the standard Commonwealth RFP format for the UniqueSource work statement.

Purchasing agency requests shall be sent to the following UniqueSource contact(s) and a copy to the DGS Program Manager.

UniqueSource Services:

Tracy DeBlasio
Email: services@UniqueSource.com
Tel. 717-317-9578
Fax 800-447-8860

UniqueSource Supplies:

Michelle Anson
Email: products@UniqueSource.com
Tel. 717-317-9577
Fax 800-447-8860

DGS Program Manager:

Betty Goodling-Weimer

Email: RA-UniqueSource@pa.gov (GS, UniqueSource resource account)

Tel. 717-787-7324

Fax 717-783-6241

After UniqueSource receives and reviews the specification/work statement, and if it is interested in performing the service, UniqueSource will submit its work plan and request that DGS establish a fair market price and determine whether or not UniqueSource's work plan meets the direct labor and payment requirements of the Procurement Code.

Minimum Documentation Requirements

- Specification/Statement of Work
- Estimated Costs

Service Level Commitment

This entire process may take up to 30 calendar days from an agency's initiation of a procurement; however, DGS will do its best to shorten the timeframe whenever possible.

The purchasing agency's request shall specify a reasonable time period, not to be fewer than five (5) business days, for UniqueSource to respond to the request, or, if a site-visit is required, within ten (10) business days after receipt of the specification/work statement. Where the agency would otherwise use a Request For Proposals rather than a bid for a procurement, the purchasing agency shall request a written proposal from UniqueSource and shall set a reasonable required time frame for UniqueSource to respond with its proposal. Ordinarily for a full proposal, UniqueSource should be given thirty days to respond.
