



# Telecommunications Bulletin

Customer Service Center (CSC)

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## ***New Telecommunications Procurement Guidelines***

Provisioning and Projects staff in the CMS Customer Service Center are operating under procurement guidelines as clarified by Matt Brown, Chief Procurement Officer (CPO) for General Services.

Effectively immediately, all telecommunications service orders (TSRs, TDRs, WSRs, PSRs) over \$15K require signature by the agency's State Procurement Officer (SPO). Order costs are calculated based on CMS costs and include all installation charges and any new, recurring monthly charges based on an annual amount (multiplied by 12 and not based on fiscal years).

Each agency may establish its own internal approval process. The agency SPO may elect to routinely sign all telecommunications service orders before submission. Alternately, the SPO may prefer waiting to sign orders until CMS has determined the value is over \$15K. In this case, the CMS CSS2 will scan and return the service order to the telecommunications coordinator. The coordinator is then responsible for obtaining the signature of the SPO and scanning/returning the service order to the CMS CSS2 for processing.

If you have questions regarding pricing or specific costs of any project or service order, please contact your agency's assigned CMS Communications Systems Specialist 2 (CSS2) to obtain a price quote.

### **CMS/CSC Agency Assigned CSS2 Staff:**

George Aguilar	217-785-8665	Tim Lechowski	312-814-5889
Vernon Burchett	217-785-9033	Rick Nuss	217-524-4794
Carol Doerfler	217-524-1000	Joe Patterson	217-524-0808
Ed Fedor	217-524-9911	Betty Russell	217-785-4441
Richard Freimuth	217-785-9211		

### **Mail all original service orders to:**

CMS Customer Service Center  
Attn: Provisioning  
120 West Jefferson Street – 2<sup>nd</sup> Floor  
Springfield, IL 62702-5103