

### 5.5.5 Requesting Standard Office Supplies

#### (a) Policy

California Correctional Health Care Services (CCHCS) Business Operations Section (BOS) Operations Support Unit shall provide access to standard office supplies from CCHCS headquarters for all CCHCS and Division of Health Care Services (DHCS) offices including the Central Fill Pharmacy, Health and Imaging Records Center (HIRC), regional offices, and the Division of Juvenile Justice (DJJ).

#### (b) Procedure

##### (1) Business Operations Liaison and Alternate

- (A) Each program shall identify a BOS liaison and an alternate. The Business Operations liaison shall be the primary contact for any standard office supply request submitted.
- (B) The program shall provide the program name and contact information of the BOS liaison and alternate via email to the Staff Services Manager I, Operations Support Unit, and shall ensure the contact information is current at all times.

##### (2) Supply Requisition Form

Standard office supplies shall be requested by submitting through the CCHCS Service Portal a manager-approved Supply Requisition Form which is accessed via Lifeline as follows:

- (A) Select the following link: <http://lifeline/Pages/Home.aspx>.
- (B) Select "Business Operations" located on the left side of the screen under the Business Services section of Policy and Administration.
- (C) Select "Resources" in the Quick Links box on the right side of the screen and select the "Operations Support" tab.
- (D) Select "Supply Requisition Form."
- (E) All information is required to be completed.
- (F) Obtain manager signature on Supply Requisition Form via DocuSign.
- (G) Save the manager-approved Supply Requisition Form to your computer.

##### (3) Create a Request in the CCHCS Service Portal

- (A) Standard office supply requests shall be submitted via the CCHCS Service Portal via the following link: [https://cchcsprod.servicenowservices.com/sp?sysparm\\_stack=no](https://cchcsprod.servicenowservices.com/sp?sysparm_stack=no)
- (B) The CCHCS Service Portal can also be accessed via Lifeline.
  - 1. Select the following link: <http://lifeline/Pages/Home.aspx>.
  - 2. Select "Business Operations" located on the left side of the screen under the Business Services section of Policy and Administration.
  - 3. Select "CCHCS Service Portal" located in the Applications box.
- (C) Select "Business Operations Request"
- (D) Fields with red "\*" must be completed. Use drop down arrows where indicated to complete the form.
- (E) Select "Add Attachment" and select the saved, signed Supply Requisition Form. Select "Open".
- (F) Select "Submit". This will generate a ticket number for tracking purposes and will send the ticket to the BOS Operations Support Unit for processing.

##### (4) Pick-up and Delivery

- (A) Once the BOS Operations Support Unit has fulfilled the supply request, notification of pick-up or delivery shall be completed as follows:
  - 1. If the requestor is located in buildings C or D, an email shall be sent notifying the liaison or alternate the order is ready for pick-up.
  - 2. If the requestor is located in buildings B, E, F, G; the HIRC; or Central Fill Pharmacy, an email shall be sent with notification of the delivery date.
  - 3. If the requestor is located in a regional office the supplies will be delivered to the requestor and a shipping confirmation email shall be sent with the tracking number.
- (B) With the exception of regional offices, smaller supply items shall be placed in a red storage box. The storage boxes shall be returned within 24 hours to the BOS office located at 8260 Longleaf Drive, Building C, Suite 100. Boxes may also be placed in the program's mail pick-up location.

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**(5) Supplies Not Listed on the Supply Requisition Form**

The program shall request non-standard office supplies not on the Supply Requisition Form by creating a Purchase Requisition through the Acquisitions Management Unit. For information regarding Purchase Requisitions:

(A) Select the following link: <http://lifeline/Pages/Home.aspx>.

(B) Select “Acquisition Management” located on the left side of the screen under the Business Services section of Policy and Administration.

(C) Select “Resources” located in the Quick Links box on the right side of the screen.

(D) Select the “Ordering Process and Deadlines” tab.

(E) Select the “AMS Workbook – The Ordering Process, Health Care Goods and Support (non-Provider) Services” for detailed instructions.

**Revision History**

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