

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

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| State of California<br>Department of Technology                   |   | Statewide Telecommunications<br>and Network Division |
| Category:<br><b>Acquiring<br/>Telecommunications<br/>Services</b> | Chapter Title:<br><b>Ordering CALNET 2<br/>Services</b> | Chapter Number:<br><b>0500.0</b>                     |

Issued: October 22, 2003

Revised: July 1, 2013

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| <b>CONTRACTORS:</b>  | <b>AT&amp;T California (Service Modules 1 &amp; 2)<br/>Verizon Business Services (Service Modules 3 &amp; 4)</b>   |
| <b>CONTRACT NUMBERS:</b>                                     | <b>Module 1</b> 5-06-58-20 (DTS06E1390) Voice, Data, and Video Services - <b>AT&amp;T</b><br><b>Module 2</b> 5-06-58-21 (DTS06E1391) Long Distance and Network Based Services - <b>AT&amp;T</b><br><b>Module 3</b> 5-06-58-22 (DTS06E1392) IP Voice, Data, and Video Services - <b>Verizon</b><br><b>Module 4</b> 5-06-58-23 (DTS06E1393) Broadband Fixed Wireless Access Data Svcs - <b>Verizon</b> |
| <b>CONTRACT TERM:</b>  | <b>1/30/2007 – 1/29/2014</b>   |
| <b>SERVICE:</b>  | Business Telecommunications  |
| <b>DISTRIBUTION CODE:</b>                                    | All State Procurement and Contracting Offices;, ATRs, CATRs, Department of<br>Technology-STND<br><i>NOTE: Electronic version of all documents associated with this contract can be found on the DGS/PD<br/>Internet web page: <a href="http://www.dgs.ca.gov/pd">www.dgs.ca.gov/pd</a></i>   |
| <b>ORDERING INSTRUCTIONS<br/>ISSUE &amp; EFFECTIVE DATE:</b> | November 1, 2012   |

Direct any questions regarding this Mandatory Statewide Contract  
to the CALNET 2 Contract Manager at:

Department of Technology  
Statewide Telecommunications and Network Division  
P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
Phone number: (916) 431-6297  
Fax number: (916) 463-9920  
E-mail: [Calvin.McGee@state.ca.gov](mailto:Calvin.McGee@state.ca.gov)

## **INTRODUCTION AND GENERAL INFORMATION**

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The four (4) Statewide Telecommunication Services Contract Modules noted above, also known as the CALNET 2 Suite of Services, provide State and Local Agencies easy access to competitively-bid services from firms that specialize in business telecommunication services (non-public safety). These firms provide Legacy Voice, Data, and Video Services, Legacy Long Distance and Network Based Services, and Video Services while introducing new services such as Multi-Protocol Label Switching (MPLS), Internet Protocol (IP) and Broadband Fixed Wireless Access (BFWA) Data.

### **CALNET 2 Contact Information:**

#### **Department of Technology, Office of Telecom Procurement (OTP) – Contract Official** **CALNET 2 Contract Official**

P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
Phone number: (916) 464-4893  
E-mail: [Ricardo.Jarquín@state.ca.gov](mailto:Ricardo.Jarquín@state.ca.gov)

#### **Department of Technology** **Statewide Telecommunications Network Division (STND)– Contract Administrator** **CALNET Contract Management**

P.O. Box 1810  
Rancho Cordova, CA 95741-1810  
Representative: Calvin McGee  
Phone number: (916) 431-6297  
Fax number: (916) 463-9920  
E-mail: [Calvin.McGee@state.ca.gov](mailto:Calvin.McGee@state.ca.gov)

#### **AT&T California – Service Modules 1 & 2**

2700 Watt Ave. Rm. 1213  
Sacramento CA 95821  
Representative: **Joe Foster**  
Phone number: (916) 486-7727 Fax / (916) 486-7727  
E-mail: [gemstate@att.com](mailto:gemstate@att.com)

#### **Verizon Business Services – Service Modules 3 & 4**

11080 White Rock Road  
Rancho Cordova, CA 95670  
Representative: **Brian May**  
Phone number: (916) 779-1271  
Fax number: (916) 779-1350  
E-mail: [Calnet2-Orders@verizon.com](mailto:Calnet2-Orders@verizon.com)

## **CALNET 2 CONTRACT PRE-PROCUREMENT REQUIREMENTS and CONSIDERATIONS FOR CALIFORNIA STATE AGENCIES**

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These Pre-Procurement Requirements and Considerations are designed to help the State of California ordering agency plan properly to execute a contract order using any of the four CALNET 2 statewide contract modules. In addition to procedures found in these Ordering Instructions, the DGS/PD State Contracting Manual Volume 3 (SCM 3), and the ordering agency's internal contract procedures should be referenced and followed, as applicable. The SCM 3 can be found on-line at: <http://www.pd.dgs.ca.gov/polproc/scmvol3.htm>.

*Note:* The four CALNET 2 contract modules are labeled as Master Service Agreements (MSAs). The CALNET 2 MSAs are different from the traditional Master Agreements (MAs) listed in the SCM 3. The CALNET 2 MSAs are not subject to the Request for Offer (RFO) process nor are there any dollar limitations. In this sense, the CALNET 2 MSAs are more like the Statewide Contracts (SCs) listed in the SCM 3.

### **CALNET 2 ORDERING REQUIREMENTS**

- 1. Purchasing Authority – A state agency must have DGS-PD approved Information Technology (IT) Purchasing Authority to use any of the CALNET 2 contracts.** CALNET 2 contracts do not have dollar value limits. To find out more about your agency's/department's delegated purchasing authority, please contact your respective agency/department Purchasing Authority Contact (PAC) or Purchasing and Contracting Officer (PCO).
- 2. Approved ATR - A STD. 20 (Form 20) Telecommunications Service Request must be signed by an authorized ATR approving the use of the CALNET 2 contract by the ordering agency/department.** To designate an ATR, each agency/department designated Chief ATR (CATR) will create a new ATR profile that authorizes a new ATR to place orders on CALNET 2. Chief ATR and the CALNET 2 vendors are notified via e-mail that a new ATR has been designated in the ATR database. CALNET 2 vendors cannot fulfill orders that are placed by persons that are not in the Department of Technology - STND CATR/ATR database.
- 3. Documents Required to Order from CALNET 2 – A STD. 20, signed by the authorized CATR or ATR.** If the order is for Personal Services, (i.e. Project Management or Consulting Services), a Statement of Work (SOW) or other required documents must also accompany the STD. 20. Additionally, if ordering Personal Services, an approved GC 19130b Personal Services Contracting Exemption Justification Form must be secured prior to the STD. 20 and SOW being signed and the order placed. A copy of the approved GC 19130b form is to be retained in the customer's procurement file.

## **CALNET 2 PRE-PROCUREMENT REQUIREMENTS and CONSIDERATIONS FOR CALIFORNIA STATE AGENCIES**

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### **PRE-PROCUREMENT REQUIREMENTS and CONSIDERATIONS – continued**

4. Use the STD. 20
  
5. Procuring Mandatory Services shall be pursuant to the State Telecommunications Management Manual (STMM) Sections 0204.0 and 0400.1. Refer to the STMM located at: [STMM - STND - Department of Technology Services](#). CALNET 2 Product Catalogs identify which services are Mandatory and Non-Mandatory and which services require a Telecommunications Delegation. The CALNET 2 Product Catalogs can be found at [www.calnet.ca.gov](http://www.calnet.ca.gov).
  - a) Non-exempt state agencies<sup>1</sup> (agencies under the direct authority of the Governor and not elected officials) must obtain an exemption approval from STND before the purchase of listed Mandatory Services can be made outside of the CALNET 2 Contract Service Modules. Refer to the STMM, Chapter [501.0](#) for detailed instruction regarding the Exemption process.
  
  - b) Non-exempt state agencies must obtain a Telecommunications Delegation from STND for CALNET 2 services specifically identified as requiring delegation. Refer to STMM [Chapter 502.0](#) for detailed instructions regarding the Telecommunications Delegation process.
  
  - c) Exempt state agencies are not required to use the CALNET 2 contract. However, if they choose to use the CALNET 2 contract, they must follow the same rules of use and procedures outlined in this document for non-exempt state agencies.

### **6. Non-Mandatory Items**

**A. Equipment** - Equipment items on the CALNET 2 contracts have been deemed Non-Mandatory and are not required to be purchased from the CALNET 2 contract. Equipment can be procured on CALNET 2, only in the event the equipment is necessary to directly support Mandatory service offerings procured from CALNET 2.

Equipment not in support of Mandatory services procured from CALNET 2, cannot be ordered from CALNET 2. For equipment not in support of CALNET 2 procured Mandatory services, the equipment must be acquired from another State Leveraged Procurement Agreement contract or via the State's competitive bid process. For guidance on how to order the equipment "off contract", see the State procurement processes outlined in SCM 3.

Note: Any "off contract" competitive quotations for equipment, if also provided by an existing CALNET 2 vendor, must not reference CALNET 2 in any manner on the "off

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<sup>1</sup> See the State Telecommunications Management Manual Glossary for definition of terms.

contract” quotation. Also, the “off contract” acquisition cannot be ordered by submitting a Std. 20 or using the STD 20 process.

**B. Non-Mandatory Services** - Some of the services on the CALNET 2 contracts have also been deemed Non-Mandatory and are not required to be purchased from the CALNET 2 contract. Non-Mandatory services can be procured on CALNET 2 only if the services are required to support Mandatory service offerings procured from CALNET 2.

Agencies ordering non-mandatory services not in support of Mandatory services procured on CALNET 2 cannot order the services from CALNET 2. They must order the services “off contract” by following the State procurement processes, as outlined in SCM 3.

Note: Any “off contract” competitive quotations, if also provided by an existing CALNET 2 vendor, must not reference CALNET 2 on the “off contract” quotation. Also, the “off contract” acquisition cannot be ordered by submitting a Std. 20 or using the STD 20 process.

**C. Personal Services** - Article VII of the California Constitution establishes the State civil service system Government Code (GC) 19130 sets forth standards for the use of personal services contracts. For details on policy for GC 19130, see DGS PD broadcast bulletin PAC0418, at the following link; <http://www.documents.dgs.ca.gov/pd/delegations/pac041808.htm>. Personal Services on CALNET 2 (sometimes labeled as Professional Services) include, but are not limited to:

All Interactive Voice Response (IVR) Project Management, IVR Application Development, or IVR Consulting services, all Call Center Consulting services, all Agency Telecommunications Representative (ATR) or Support Services (levels I, II, or III), all Computer Telephony Integration (CTI) Consulting Services, all Network Consultant or Architect services, Call Center Support. In most cases, the support services listed above fall into one of the following 2 primary categories:

**c.1 “Project Management”** – Use of Project Management services can only be in support of Mandatory services offered on the CALNET 2 contract. State agencies must include a SOW as Exhibit A for each Consulting Services contract order. The SOW should identify the specific services that the CALNET 2 Contractor will render to the ordering agency. A contract manager/project representative should be identified in this Exhibit as well. Also, as this is an augmentation to existing State staff, it is a requirement that an approved Government Code 19130b exception justification, for the contracting of personal services is completed. To order these Project Management services, it is required that the STD. 20 and the SOW is submitted to the STND Contracts and Customer Services Unit for review and approval. STND CCSU staff will then send the approved STD. 20 and the SOW to the CALNET 2 vendor for fulfillment. A copy of the approved documents will also be sent to the ordering agency to place in their procurement file.

**c.2 “Consulting Services”** – Use of consulting services can only be in support of Mandatory services offered on the CALNET 2 contract. State agencies must include a SOW as Exhibit A for each Consulting Services contract order. The SOW should identify the specific services that the CALNET 2 Contractor will render to the ordering agency. A contract manager/project representative should be identified in this Exhibit as well. Also, as this is an augmentation to existing State staff, it is a requirement that an approved Government Code 19130b exception justification, for the contracting of personal services is completed. To order these Consulting Services, it is required that the STD. 20 and the SOW is submitted to the STND Contracts and Customer Services Unit for review and approval. STND CCSU staff will then send the approved STD. 20 and the SOW to the CALNET 2 vendor for fulfillment. A copy of the approved documents will also be sent to the ordering agency for their procurement file.

**When ordering Personal Services on CALNET 2:**

- Personal Services such as Project Management or Consulting Services (see C above) must be in support of Mandatory business communications and network services acquired from the CALNET 2 contract.
- For each personal service ordered, include a (SOW) which identifies the specific personal services to be rendered and the department’s contract manager/project representative.
- STD. 20 and SOW must be authorized and signed by the CATR or ATR.
- Personal Services orders, such as Project Management or Consulting Services must first be directly sent to STND for review and approval. All approved orders will be sent to the appropriate vendor by STND staff. A copy of the STND approved order will also be sent to the ordering customer for their procurement file.

**Submit SOWS, and STD. 20s for CALNET 2 Personal Services to:**

Statewide Telecommunications and Network Division  
CALNET Customer Service Unit  
Contract Customer Services Unit, Attn: Review Intake  
P.O. Box 1810, MS# Y14.  
Rancho Cordova, CA 95741

A Government Code GC19130b (Personal Services Contracting Exception Justification) letter with appropriate authorized signatures must be included and also retained in the department’s procurement file.

1. [Telecommunications Service Request Form](#) (STD. 20)
2. [Telecommunications Service Request Form Instructions](#)
3. [Contract/Delegation Purchase Order](#) (STD 65) and Instructions
4. [CATR/ATR Responsibilities/Duties](#)
5. [Calling Cards](#)