

How to obtain a CGEN Exemption/CALNET Delegation to Purchase from the Rural Connectivity Contract (STP-SW-RCP-21)

Instructions for submitting a CGEN Exemption/CALNET Delegation Request

1. Go to <https://services.cdt.ca.gov/csm>
2. In the ServiceNow search field, type "CGEN Exemption CALNET Delegation", select the correct template and fill out the required information accordingly. Please attach all documentation to the request.
3. For detailed instructions on how to fill out the form, see below.

State Executive Branch entities with a compelling business reason to use alternatives to CALNET or CGEN services must submit a [CGEN Exemption and CALNET Delegation service request](#) for evaluation and approval, prior to purchasing services from the Rural Connectivity Services Contract. All requests must be approved by the state entity's Agency Information Officer (AIO) and Chief Information Officer (CIO), or equivalent.

A CGEN Exemption and CALNET Delegation Request may be granted if the state entity successfully demonstrates that CGEN and CALNET services are unable to meet the entity's business needs due to a lack of availability.

CGEN Exemption and CALNET Delegation Procedures

To obtain telecommunications services from a source other than CALNET and CGEN, a non-exempt State entity must submit a [CGEN Exemption and CALNET Delegation service request through Service Now](#) and include the following information:

- The CGEN Exemption and CALNET Delegation should be obtained prior to purchasing services from the Rural Connectivity Services Contract.
- Identify and describe the specific services needed, including service type and location/street address(es) of services.
- Explain the technical or business reason why the State entity is requesting delegation from CALNET and an exemption from CGEN (as outlined above).
- Provide diagram depicting network connectivity utilizing this connection.

How to complete the Service Now CGEN Exemption and CALNET Delegation Form

- Requested Completion Date:
 - Date/Calendar field

Customer Identification

- Customer ID Code (Required)
- Account Code [Instruction: Account Code field must include the first 2 characters as the Billing Prefix then max of 8 digits i.e., **AB12345678**]
 - Text Box – max character limit 10

Approvals

- Approver (Required)
- Second Approver
- Third Approver

Service Questions

- Agency/State Entity (auto populated by Service Now based upon login/org)
- Contact Name: (Required)
- Contact Email: (Required)
- Contact Phone Number: (Required)
- Select one of the following service options: (Required)
 - Menu
 - Choose option for “CGEN Exemption and CALNET Delegation”

CGEN Exemption and CALNET Delegation (applicable only to this service option)

- Desired Service(s)/Equipment: (Required)
- Desired Service(s)/Equipment Quantity: (Required)
- Total Number of Locations: (Required)
- Service Location: (Required) (If more than 1, please add attachment)
 - Additional addresses are attached.
 - Yes
 - No
- CALNET Category Number(s): (Enter STP Rural Connectivity Contract STP-SW-RCP-21)
- CALNET Service Name(s): (Enter STP Rural Connectivity Contract STP-SW-RCP-21)

- I certify that we have prior experience and qualified staff with projects that fall within the requested delegation. (Required)
 - Yes
- Justification – please explain why CGEN does not meet your needs: (Required) – Large Text Box

Exemption and Delegation instructions: Please describe your CGEN Exemption and CALNET Delegation request in the Request Details below.

- Request Details (Required)
 - Text Box – Please include as much detail as possible, including which vendors are being solicited for this request. Failure to provide adequate details for this request will result in a delay of receiving a CGEN Exemption or CALNET Delegation.