

State of California

CALNET 3

IFB - B

User Instructions

MANDATORY

Statewide Multiple Award Contract

Issued by:

State of California

California Department of Technology

Office of Technology Services

P.O. Box 1810, MS-Y14

Rancho Cordova, CA 95741

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A. Scope and Overview

CALNET 3, 12-001-B (IFB-B) provides customers with Telecommunication and Data Services and is designed to allow customers to easily order services without the need of going through a lengthy procurement process. CALNET 3 provides statewide telecommunications services for all State and Local Government Agencies as defined in Section B Contract Availability.

Category 2 - Provides Network Based Web Conferencing hosted in the Contractor's cloud using a Software-as-a-Service

The following Contractors have been awarded Category 2:

AT&T, CenturyLink dba LUMEN, and NWN

Category 3 - Consists of multiple configurations of Ethernet network services that provide the transmission of digital signals in a dedicated high capacity channel.

The following Contractors have been awarded Category 3:

AT&T, CenturyLink dba LUMEN, Comcast, , Zayo, and Level3 dba LUMEN

Subcategory 4.1 - Synchronous Optical Network (SONET) Provides a high bandwidth communication paths in a bi-directional and self-healing configuration.

The following Contractors have been awarded Subcategory 4.1:

Zayo and Verizon

Subcategory 4.2 - Synchronous Optical Network (SONET) Provides a high bandwidth communication paths in a point-to-point configuration.

The following Contractors have been awarded Subcategory 4.2:

AT&T, Zayo, and Verizon

Subcategory 5 - Dedicated Internet access service that provides high-speed Internet access through communications facilities managed by the Contractor.

The following Contractors have been awarded Subcategory 5:

AT&T, CenturyLink dba LUMEN, Comcast, , Zayo, Level 3 dba LUMEN, and Verizon

Subcategory 6.1 - Provides a Network Based Contact Center (NBCC) service.

The following Contractors have been awarded Subcategory 5:

AT&T, NWN, and Verizon

Category 7 - Network Based Managed Security

The following Contractors have been awarded Category 7:

AT&T, CenturyLink dba LUMEN, and Verizon

B. Contract Availability

The term “**Agency**” refers to any state, federal or local government agency, department, office, board, commission, district, or similar entity unless otherwise indicated.

1. **Executive Branch Agencies** are those under the jurisdiction of the Executive Branch of California State government. See the organization chart of California State Government at the following website to determine Executive Branch Agencies – [CALIFORNIA STATE GOVERNMENT – THE EXECUTIVE BRANCH](#).

Executive Branch Agencies are mandated by policy to utilize the CALNET 3 Statewide Contract(s) to obtain “required” telecommunications and network services unless otherwise authorized by the Department of Technology.

- a. Mandated State Agencies must obtain an **Exemption** approval from California Department of Technology/Office of Technology Services (CDT/OTech) before the purchase of telecommunication services or equipment can be made outside any of the CALNET 3 Contracts. Refer to the State Telecommunications Manual (STMM) chapter 3-501.0 for detailed instructions regarding the Telecommunications Exemption process.
- b. Mandated State Agencies must obtain a Telecommunications **Delegation** from CDT/OTech for CALNET 3 Contract services specifically identified as requiring delegation. Refer to STMM chapter 3-502.0 for detailed instructions regarding the Telecommunications Delegation process.
- c. Mandated State Agencies must use the CALNET 3 Contract when the Service is designated as **Required** within an awarded Contractor’s product catalog. Benefits are that customers may order with a [STD.20](#).
 - **Required** - Customers (State Agencies) are mandated to utilize the CALNET 3 service. Customers must request an Exemption to use any service similar to this not on CALNET.
 - **Discretionary** - Customers are not mandated to utilize the CALNET 3 service and must follow their departments standard procurement guidelines in order to acquire this service.

- **Required ALT 1** - Customers are not mandated to utilize the identified CALNET 3 service. If Customers choose to use the CALNET 3 service Customer must check with contractor for service availability as it is limited to specific geographic locations and circumstances. Refer to Section G, Ordering Procedures – Services Related Infrastructure (SRI)..
- 2. Non-Executive Branch Agencies** are not mandated, but encouraged to use the CALNET 3 Statewide Contract(s).
- 3. Local Government Agencies / Entities** are eligible to procure services from CALNET 3 Statewide Contract(s). Local Government Agencies include cities, counties, federal agencies, school districts, libraries and federally recognized Indian Tribes, and organizations with a Joint Powers Agreement with an eligible local government agency or a 100% tax supported agency.
- a. Each agency should make its own determination when using the CALNET competitively bid contract(s) to ensure it is consistent with its procurement policies and regulation.
 - b. Any local government agency desiring to participate, shall be required to adhere to the same responsibilities as do State departments and have no authority to amend, modify, or change any condition of the Contract.

C. Contract Term

The term of this Contract is from the date of the State’s approval (see Attachment 1 below); through December 31, 2023, or upon termination by the State, whichever occurs first.

- a. Ordering Agency service requests placed under the Contract shall be executed on or before the expiration date of the Contract. Ordering Agency service requests may include term dates.

D. Contract Management

For questions, contact the Department of Technology, CALNET Program Branch customer service line (916) 657-9150 or email CALNEThelp@state.ca.gov to reach a CALNET representative. When contacting CALNET reference the “Title/Description” and/or “Contract Number” listed below for the specified Contractor. Changes to this document will be issued through a User Instructions revision.

E. Ordering Guidelines

1. Prior to placing orders against this contract, Agencies must have telecom purchasing authority. The department's current purchasing authority number must be entered in the appropriate location on each purchase document.
2. State departments that do not have purchasing authority by the Department of General Services' Procurement Division (DGS/PD) for the use of the State's statewide contracts may access the Purchasing Authority Application at [DGS Purchasing Authority Manual](#) or may contact DGS/PD's Purchasing Authority Management Section by emailing [DGS Purchasing Authority Management](#).
3. Agencies procuring services or equipment from CALNET shall be an Authorized User. Agencies shall ensure all associated Authorized Users are identified and maintained within the [CALNET Application and Management System \(CAMS\)](#).
 - a. State departments are required to have a designated Chief Authorized Telecommunications Representative (CATR) and may have multiple Authorized Telecommunications Representatives (ATRs). Both the CATR and ATR(s) are authorized state representatives who may order services from CALNET Contract(s). ATRs are identified and maintained by the agencies CATR.
 - b. Local Government Agencies are required to execute a Non-State Agency (NSA) Authorization to Order (ATO), which is an agreement between a NSA, the Contractor, and the State – authorizing the NSA use of the CALNET contract. The NSA is required to have an approved ATO prior to ordering from CALNET.

Ordering Agencies must follow all applicable State mandated guidelines, e.g., STMM, State Contracting Manual, Government Code (GC), Management Memos, and any Agency Directives.

Customers are encouraged to compare and negotiate lower pricing of services from the different CALNET contractors before ordering services.

F. Ordering Procedures – All Services (excluding Services Related Infrastructure)

NOTE: Services Related Infrastructure (SRI) line items follow separate ordering Procedures. See Section G – Ordering Procedures – Services Related Infrastructure, below.

1. Contractor Selection

Ordering Agencies are strongly encouraged to obtain multiple quotes from the CALNET 3 Contractors identified to facilitate obtaining the best price for services. However, multiple quotes are not required.

2. Service and Equipment Ordering Requirements

An order shall incorporate all of the terms and conditions identified within CALNET 3, IFB-B contract.

a. State Agencies (CATR/ATR) are required to use the following if applicable:

- Ordering Services – Requires a Telecommunications Service Request (STD. 20).

b. Local Government Agencies / Entities

- NSAs are encouraged to utilize the STD. 20; but may use their own purchasing document.

The service request shall describe the specific requirements of the Ordering Agency. While there is no need to duplicate the contract language, Ordering Agencies should include details and Product Identifiers specific to the service/equipment being ordered as identified within the Contractor's Service Catalog.

G. Ordering Procedures – Services Related Infrastructure (SRI)

SRI services are to be ordered to support Installs, Moves, Adds, or Changes of primary CALNET services. SRI is not intended for and shall not be used for large standalone cabling projects and shall correlate with the quantities of the Moves, Adds, or Changes of the primary services. SRI is identified within the Contractors product catalogs and designated as Required ALT 1 under the Required/Discretionary field mentioned in Section B. Contract Availability, 1. Executive Branch Agencies, c.

Customers who choose to use the CALNET 3 SRI Service must check with the Contractor for service availability as it is limited to specific geographic locations and circumstances.

1. Contractor Selection

a. Purchases under \$50,000 – Multiple quotes are encouraged, but not required. Begin at Ordering Execution, Section M.

b. Purchases over \$50,000 to \$500,000

1. Solicit Quotes – Ordering Agency shall solicit quotes from a minimum of two (2) SRI CALNET Contractors. See Section G. 2 below for a list of available Contractors.
2. If multiple SRI Contractors are solicited and less than two (2) quotes are received, the Ordering Agency must document their procurement file with the reasons why the other Contractors solicited did not respond with an offer;
3. Pricing in the SRI CALNET Catalog cannot be exceeded;
4. Quotes received may not exceed each line item price and customers are encouraged to negotiate lower pricing;
5. Determine Best Value – Ordering Agency will review all responsive quotes and select a Contractor based on best value, with cost as one of the criteria as defined by your Ordering Agencies guidelines;
6. Document Results – Ordering Agency must document the results of the best value process within the procurement file including, but not limited to, Contractors that were contacted, recap of their quotes, how the selection was made and criteria for determining “best value”; and,
7. Order – Ordering Agency will issue a STD. 20 to the selected Contractor in accordance with the CALNET Contract. Begin at Ordering Execution, Section M.

- c. **Purchases over \$500,000** - are not eligible to utilize the CALNETSRI Services.

NOTE: Local governmental agencies may elect to use Section F or Section I or a process in accordance with their procurement policies and regulations.

2. SRI Contractors

The following Contractors have Services Related Infrastructure items on their CALNET 3 Contracts. Refer to the Contractors Catalog B Sections identified below for specific services available.

- I. Verizon, Subcategory 5, Section 5.4.4
- II. NWN, Subcategory 1.2, Section 1.2.8.5

H. SRI Order Limits/Dollar Thresholds

Telecommunications Service Request STD. 20 may not exceed the \$500,000 maximum order limits identified below. The total contract value shall be based on the cumulative value including any amendments (i.e., a \$400,000 contract plus a \$100,000 amendment shall be considered a \$500,000 contract).

An exemption may be obtained from the order limit.

Pursuant to Public Contract Code Section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading bidding and Request for Offer (RFO) requirements or to circumvent ordering limits is prohibited (SCM Volume3.)

1. **Purchases under \$50,000** for Moves, Adds, and Changes in a single order the customer must use the Contractor that is providing the primary service that SRI is being installed to support. SRI quantities shall correlate with the quantities of the Moves, Adds, or Changes of the primary services the SRI is being installed to support. All price reductions for basic STD. 20 submissions (under \$50,000) will require an Individual Price Reduction Notification (IPRN) approval. Begin at Ordering Execution, Section M.
2. **Purchases over \$50,000 to \$500,000** will require a minimum two (2) quotes with written justification provided by the customer. Begin at Ordering Procedures – (SRI), Section G.1b.

3. **Purchases over \$500,000** are not eligible to utilize the CALNET SRI Services.

I. Service and Equipment Ordering Requirements

An order shall incorporate all of the terms and conditions identified within CALNET 3, IFB-B contract.

- a. State Agencies (CATR/ATR) are required to use the following if applicable:
 - Ordering Services – Requires a Telecommunications Service Request (STD. 20).
- b. Local Government Agencies / Entities
 - NSAs are encouraged to utilize the STD. 20; but may use their own purchasing document.

The service request shall describe the specific requirements of the Ordering Agency. While there is no need to duplicate the contract language, Ordering Agencies should include details and Product Identifiers specific to the service/equipment being ordered as identified within the Contractor's Service Catalog.

J. Service Ordering Designations

Each Product Identifier identified in the Contractor's Service Catalog will have the following designations and define Customer-ordering options:

- a. Required Services – Non-Exempt State Agencies are mandated by policy to utilize the CALNET 3 contract to obtain "Required" services.
- b. Discretionary Services – Agencies are not required to order Discretionary Services or equipment. Discretionary items can only be ordered if it directly supports a "Required" service.

K. Contract Forms and Signing Authority

- a. The STD. 20 form for CALNET services/equipment orders must be complete, printed and signed by the CATR or ATR prior to submitting to the CALNET 3 Contractor.

- b. If the CATR, ATR or Local Government entity is not identified and active in the CALNET CAMS database, the Contractor cannot accept the order.

L. DGS Pre-Approval Requirements for State owned buildings

If the cabling services to be provided by the Contractor include the penetration of fire rated assemblies (walls, floors, etc.); in any way modify or require the alteration of Fire-Life-Safety systems; include the identification, testing, air monitoring, abatement of hazardous materials; modify structures, foundations or similar activities to those described above, the Department of General Services (DGS) will require the Scope of Work, RFO Drawings and Specifications to first be reviewed by DGS prior to State issuing a work order (STD 20) or any work being performed. Further, Contractor should in all cases prepare and have available record drawings for any and all work performed in State buildings.

DGS Contact Information to send documents to review:

Joe Abdelsayed, Supervising Electrical Engineer
Joseph.abdelsayed@dgs.ca.gov
(916) 375-4206

NOTE: DGS Pre-Approval does not apply to public works contracts, which are defined as projects under PCC § 10105, by agencies listed in PCC § 10106. Currently, in addition to DGS, those agencies are: the Department of Transportation (DOT), Department of Water Resources (DWR), Department of Boating and Waterways (DB&W), the Department of Corrections and Rehabilitation (CDCR) and the Military Department. These agencies may execute public works contracts for any amount and are not subject to the review and approval of the DGS (PCC § 10100 et seq.).

M. Ordering Execution

Ordering Agencies must submit an executed service request form, which may include the STD. 20, or a Local Agency equivalent contract form as follows:

- 1. Contractor Copies** - The Ordering Agency shall provide an *original signed copy* of the executed order/form (STD. 20, or a Local Agency equivalent contract form) to the selected Contractor listed in Attachment 1 – IFB-B Suppliers.

N. Order Acknowledgement and Confirmation

Order Acknowledgement and Confirmation shall be followed as defined within the CALNET 3, Business Requirements.

- a. Contractor shall provide a Customer with an order receipt acknowledgement of receipt of order.
- b. Contractor shall notify the Customer within one (1) business day after order acknowledgement if an item is out of stock.
- c. Contractor shall provide Customer with an order confirmation notification within five (5) business days of receipt of completed Service Request. Order confirmation notification shall include Contractor's due date agreed to by Customer.
- d. Contractor must provide a shipment confirmation to the Customer the day of order shipment.

O. Implementation

1. Planning

The Contractor shall ensure and define the necessary interface requirements for existing Customer Premise Equipment (CPE) to connect to the Contractor-provided services (if applicable) during initial ordering, provided and functioning as defined within the CALNET 3 IFB-B, Business Requirements.

2. Testing

It is recommended that Ordering Agencies perform customer acceptance testing from multiple locations to ensure all services/equipment ordered are working properly. Additional, customer acceptance testing is also recommended after any update is made to the service or equipment.

3. Customer Acceptance

A written acknowledgement by the authorized Customer stating that the service is 100% operational for use as documented by the Customer or Contractor. If there is a discrepancy between the Customer's acceptance date and the Contractor's acceptance date, the Customer's acceptance date shall prevail.

P. Invoicing and Payment

1. Payee Data Record (State Departments Only)

Each State accounting office must have a copy of the Payee Data Record (STD. 204) in order to process payment of invoices. State Agencies should forward a copy of the STD. 204 to their accounting office(s). Without the STD. 204, payment may be unnecessarily delayed. State departments may request a copy of the completed STD. 204 from the Contractor.

2. Payment Terms

- a. Payment for services and equipment will be made in accordance with the provisions of the California Prompt Payment Act, GC Section 927 et seq. Unless expressly exempted by statute, the Act requires State Agencies to pay properly submitted, undisputed invoices not more than 45 days after (a) the date of acceptance of goods or performance of services; or (b) receipt of an undisputed invoice, whichever is later. Non-State Customers shall be subject to a late payment fee if payment is issued after the late payment date.
- b. The [State Contracting Manual, Volume 3](#) for Information Technology provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

Q. Problem Resolution / Contractor Performance

Ordering Agencies should first attempt to resolve complaints, issues, or disputes informally with the Contractor. If the issue or dispute cannot be resolved by the Ordering Agency, the issue may be elevated to the CALNET Program Branch.

CALNET 3 program or service related questions, contact a CALNET representative: by E-mail CALNEThelp@state.ca.gov or (916)657-9150.

CALNET 3 Billing and Invoicing inquiries please E-mail C3billingandinvoicing@state.ca.gov or contact a CALNET representative at (916)657-9150.

Contractor Customer Service Support information is provided within Attachment 1 below for each awarded contractor.

**ATTACHMENT 1: SUBCATEGORIES 2, 3, 4.1, 4.2, 5, 6.1,7
SERVICE PROVIDERS**

AT&T

CONTRACTOR NAME: AT&T

CONTRACT NUMBER: C3-B-12-10-TS-01

AWARDED CATEGORY / SUBCATEGORY: 2, 3, 4.2, 5, 6.1, and 7

CONTRACT AWARD DATE: April 1, 2014

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 2700 Watt Avenue Rm 1213 Sacramento, CA 95820

ORDERING PHONE NUMBER: 1 (877) 972-6279

ORDERING FAX NUMBERS: (888) 371-0200 – STATE

(888) 515-7900 – Local Government North

(800) 693-3304 – Local Government South

(877) 972-2684 – Healthcare

ORDERING E-MAIL ADDRESS: STATE– GEMSTATE@ATT.COM

LOCAL GOVERNMENT – GEMLOCAL@ATT.COM

CUSTOMER SUPPORT PHONE NUMBER: (877) 922-5638

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

CenturyLink dba LUMEN

CONTRACTOR NAME: CenturyLink dba LUMEN

CONTRACT NUMBER: C3-B-12-10-TS-03

AWARDED CATEGORY / SUBCATEGORY: 2, 3, 5, and 7

CONTRACT AWARD DATE: April 7, 2014

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 2377 Gold Meadow Way, Suite 200 Gold River, CA 95670

ORDERING PHONE NUMBER: (844) 772-1150 Option 4

ORDERING FAX NUMBER: (916) 852-8012

ORDERING E-MAIL ADDRESS: CALNET@CenturyLink.com

CUSTOMER SUPPORT PHONE NUMBER: (844) 772-1150

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

Comcast

CONTRACTOR NAME: Comcast Business Communications, LLC

CONTRACT NUMBER: C3-B-15-03-TS-40

AWARDED CATEGORY / SUBCATEGORY: 3, and 5

CONTRACT AWARD DATE: April 12, 2017

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 1701 John F. Kennedy Blvd. Philadelphia, PA 19103

ORDERING PHONE NUMBER: (925) 724-9005

ORDERING FAX NUMBER: (720) 639-4907

ORDERING E-MAIL ADDRESS: Ronald.Speno@comcast.com

CUSTOMER SUPPORT PHONE NUMBER: (877) 881-6544

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

Zayo

CONTRACTOR NAME: Zayo

CONTRACT NUMBER: C3-B-12-10-TS-09

AWARDED CATEGORY / SUBCATEGORY: 3, 4.1, 4.2, and 5

CONTRACT AWARD DATE: April 7, 2014

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 2495 Natomas Park Drive, Suite 300 Sacramento, CA 95833

ORDERING PHONE NUMBER: (916) 231-4156

ORDERING FAX NUMBER: (916) 231-2210

ORDERING E-MAIL ADDRESS: Richard.Hawkins@Zayo.com

CUSTOMER SUPPORT PHONE NUMBER: (855) 691-4157

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

Level 3 dba LUMEN

CONTRACTOR NAME: Level 3 dba LUMEN

CONTRACT NUMBER: C3-B-13-02-TS-26

AWARDED CATEGORY / SUBCATEGORY: 3, and 5

CONTRACT AWARD DATE: April 12, 2017

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 1075 Triangle Ct. West Sacramento, CA 95605

ORDERING PHONE NUMBER: (916) 956-8540

ORDERING FAX NUMBER: (925) 953-7020

ORDERING E-MAIL ADDRESS: Haakon.Austefjord@level3.com

CUSTOMER SUPPORT PHONE NUMBER: (877) 453-8353

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

NWN

CONTRACTOR NAME: NWN

CONTRACT NUMBER: C3-B-12-10-TS-12

AWARDED CATEGORY / SUBCATEGORY: 2, and 6.1

CONTRACT AWARD DATE: April 1, 2014

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: 2969 Prospect Park Drive, Rancho Cordova CA 95670

ORDERING PHONE NUMBER: (916) 637-2200

ORDERING FAX NUMBER: (916) 596-4800

ORDERING E-MAIL ADDRESS: [SCA Sales@nwnit.com](mailto:SCA_Sales@nwnit.com);
kscheidmantel@nwnit.com

CUSTOMER SUPPORT PHONE NUMBER: (916) 637-2200

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)

CALNET 3-ORDERING INFORMATION

Verizon

CONTRACTOR NAME: Verizon Business

CONTRACT NUMBER: C3-B-13-02-TS-08

AWARDED CATEGORY / SUBCATEGORY: 4.1, 4.2, 5, 6.1, and 7

CONTRACT AWARD DATE: April 7, 2014

CONTRACT END DATE: December 31, 2023

CONTRACT EXTENTIONS: N/A

ORDERING ADDRESS: Cordova294 Parkshore Drive,Folsom, CA 956730

ORDERING PHONE NUMBER: (916) 779-1292

ORDERING FAX NUMBER: (888) 3CALNET / (888) 322-5638

ORDERING E-MAIL ADDRESS: CALNET3-ORDERS@VERIZON.COM

CUSTOMER SUPPORT PHONE NUMBER: (855) CALNET3 / (855) 225-6383

CALNET 3 CONTRACT INFORMATION WEBSITE: [CALNET Website](#)