

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

Category	Chapter Title	Chapter Number
Acquiring Telecommunications Services	Ordering CALNET Services	3-500.0

CONTRACTORS: AT&T, CENTURYLINK, INTEGRA, JIVE, NWN, VERIZON

CONTRACTOR: AT&T

ORDERING CONTACT INFO: 2700 WATT AVENUE, ROOM 1213 SACRAMENTO CA 95821

AT&T CUSTOMER CARE CENTER PHONE NUMBER: (877) 972-6279

EMAIL STATE: [AT&T North State](#)

EMAIL LOCAL: [AT&T North Local](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-01	1.1	Dedicated Transport	6/30/18
C3-A-12-10-TS-01	1.2	MPLS	6/30/18
C3-A-12-10-TS-01	1.3	VOiP	6/30/18
C3-A-12-10-TS-01	1.4	Long Distance Calling	6/30/18
C3-A-12-10-TS-01	1.5	Toll-Free Calling	6/30/18
C3-A-12-10-TS-01	1.6	Legacy Telecommunications	6/30/17
C3-B-12-10-TS-01	2	Web Conferencing	6/30/18
C3-B-12-10-TS-01	3	MAN Ethernet	6/30/18
C3-B-12-10-TS-01	4.2	SONET Point-to-Point	6/30/18
C3-B-12-10-TS-01	5	Managed Internet	6/30/18
C3-B-12-10-TS-01	6.1	Hosted ACD/IVR	6/30/18
C3-B-12-10-TS-01	7	Network Based Managed Security	6/30/18

CONTRACTOR: CENTURYLINK

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

PHONE NUMBER: (916) 463-6268

EMAIL: [Michael Smith](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-09	1.2	MPLS	6/30/18
C3-A-12-10-TS-09	1.3	VOiP	6/30/18
C3-B-12-10-TS-09	3	MAN Ethernet	6/30/18

C3-B-12-10-TS-09	4.1	SONET Ring	6/30/18
C3-B-12-10-TS-09	4.2	SONET Point-to-Point	6/30/18
C3-B-12-10-TS-09	5	Managed Internet	6/30/18

CONTRACTOR: JIVE

ORDERING CONTACT INFO: 1275 W 1600 N Suite 102 Orem, UT 84057

PHONE NUMBER: (877) 333-8880

EMAIL: [Jive Email](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-10	1.2	MPLS	6/30/18
C3-A-12-10-TS-10	1.3	VOiP	6/30/18

CONTRACTOR: INTEGRA

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

PHONE NUMBER: (800) 333-4380

EMAIL: [Haakon Austefjord](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-09	1.2	MPLS	6/30/18
C3-A-12-10-TS-09	1.3	VOiP	6/30/18
C3-B-12-10-TS-09	3	MAN Ethernet	6/30/18
C3-B-12-10-TS-09	4.1	SONET Ring	6/30/18
C3-B-12-10-TS-09	4.2	SONET Point-to-Point	6/30/18
C3-B-12-10-TS-09	5	Managed Internet	6/30/18

CONTRACTOR: NWN

ORDERING CONTACT INFO: 11931 Foundation Place, Suite 250 Gold River, CA 95670

PHONE NUMBER: (916) 637-2157 or (855) 548-2200

EMAIL: [Chris Anthon](#) or [NWN Sales](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-12	1.2	MPLS	6/30/18
C3-B-12-10-TS-12	2	Web Conferencing	6/30/18
C3-B-12-10-TS-12	6.1	Hosted ACD/IVR	6/30/18

CONTRACTOR: VERIZON

ORDERING CONTACT INFO: 11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670

PHONE NUMBER: (916) 508-4707

EMAIL: [Ross Shapiro](#) or [Verizon Sales](#)

Contract Number	Subcategory	Services	Contract Expires
C3-A-12-10-TS-08	1.1	Dedicated Transport	6/30/18
C3-A-12-10-TS-08	1.2	MPLS	6/30/18
C3-A-12-10-TS-08	1.3	VOiP	6/30/18
C3-A-12-10-TS-08	1.5	Toll-Free Calling	6/30/18

C3-B-12-10-TS-08	4.1	SONET Ring	6/30/18
C3-B-12-10-TS-08	4.2	SONET Point-to-Point	6/30/18
C3-B-12-10-TS-08	6.1	Hosted ACD/IVR	6/30/18
C3-B-12-10-TS-08	7	Network Based Managed Security	6/30/18

Direct any questions regarding this Mandatory Statewide Contract to the CALNET Contract Manager at:
Office of Technology Services (OTech) - CALNET
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Phone number: (916) 657-9155
Fax number: (916) 463-9920
E-mail: [Kari Dowell](mailto:Kari.Dowell@calnet.org)

INTRODUCTION AND GENERAL INFORMATION

The six (6) CALNET 3 Contractors noted provide State and Local Agencies easy access to competitively-bid telecommunication services. These contractors provide Dedicated Transport, Long Distance, Toll-Free, Legacy Telecommunications, Web Conferencing, Hosted ACD/IVR, Man Ethernet, SONET (Ring and Point-to-Point), Managed Internet, Network Based Managed Security services, Multi-Protocol Label Switching Virtual Private Network (MPLSVPN), and Voice Over Internet Protocol (VOIP).

CALNET ORDERING REQUIREMENTS:

The CALNET Contracts are different from traditional Master Service Agreements (MSAs) listed in the SCM 3. The CALNET Contractors are not subject to the Request for Offer (RFO) process nor are there any dollar limitations.

Procuring Required services shall be pursuant to the [State Telecommunications Management Manual \(STMM\) Sections 3-204.0 and 3-400.1](#). CALNET Product Catalogs identify which services are Required and Discretionary and which services require a Telecommunications Delegation. The CALNET Product Catalogs can be found at CALNET [Website](#).

- Non-exempt state agencies (agencies under the direct authority of the Governor and not elected officials) must obtain an exemption approval from OTech before the purchase of telecommunication services can be made outside any of the CALNET Contracts. Refer to the [STMM Chapter 3-501.0](#) for detailed instruction regarding the Exemption process.
- Non-exempt state agencies must obtain a Telecommunications Delegation from OTech for CALNET Contract services specifically identified as requiring delegation. Refer to [STMM Chapter 3-502.0](#) for detailed instructions regarding the Telecommunications Delegation process.

- Exempt state agencies are not required to use the CALNET Contracts. However, if they choose to use the CALNET Contracts, they must follow the same rules of use and procedures outlined in this document for non-exempt state agencies.
- **Purchasing Authority – A state agency must have STP approved Information Technology (IT) Purchasing Authority for telecommunication service to use any of the CALNET Contracts.** CALNET Contracts do not have dollar value limits. To find out more about an agency's/department's delegated purchasing authority, please contact the respective agency/department Purchasing Authority Contact (PAC) or Purchasing and Contracting Officer (PCO).
- **Approved Agency Telecommunications Representative (ATR) - A** Telecommunications Service Request (Form 20) must be signed by an authorized ATR approving the use of the CALNET Contracts by the ordering agency/departments. 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. Chief ATR and the CALNET Contractors are notified via e-mail that a new ATR has been designated in the ATR database. CALNET Contractors cannot fulfill orders that are placed by persons that are not in the Office of Technology Services, STND CATR/ATR database.
- **Documents Required to Order from CALNET–** A Form 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 Form 20. Additionally, if ordering Personal Services, an approved GC 19130b Personal Services Contracting Exemption Justification Form must be secured prior to the Form 20 and SOW being signed and the order placed. A copy of the approved GC 19130b form is retained in the customer's procurement file.
- **Personal Services –** Use of personal services can only be in support of Required services offered on the CALNET Contracts. 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 Contractors will render to the ordering agency. A contract manager/project representative should be identified in this Exhibit as well. To order these Consulting Services, it is required that the Form 20 and the SOW is submitted to the CALNET Program for review and approval. CALNET Program staff will then send the approved Form 20 and the SOW to the CALNET Contractors 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 Contracts:

- Personal Services must be in support of Required business communications and network services acquired from the contracts.
- 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.

- Form 20 and SOW must be authorized and signed by the CATR or ATR.
- Personal Services orders must first be directly sent to CALNET Program for review and approval. All approved orders will be sent to the appropriate vendor by CALNET Program staff. A copy of the CALNET Program approved order will also be sent to the ordering customer for their procurement file.

Submit SOWS and Form 20s for CALNET Personal Services to:
California Department of Technology
CALNET Program
PO BOX 1810
Rancho Cordova, CA 95741