

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California
Department of Technology
CALNET Program

Category	Chapter Title	Chapter Number
Acquiring Telecommunications Services	CALNET Delegation	3-502.0

PURPOSE

This chapter provides information and guidelines to request CALNET Delegation approval for telecommunication services, projects, equipment, and systems.

POLICY

Under Government Code (GC) Section [11541](#), the Office of Technology Services (OTech) provides oversight, advice and assistance to State agencies in the selection of telecommunications equipment and services.

The Office of Technology Services/CALNET Program may grant CALNET Delegation for one or more of the following activities:

- Project planning
- Design and development
- Project oversight
- Installation
- Operation and maintenance

The Office of Technology Services may not grant delegation if the requested products or services are new in the marketplace or are of a complex technical nature considered to need Office of Technology Services oversight.

Customers are encouraged to refer to the Required or Discretionary column in the Pricing Catalog (Catalog A), for status of services as this status may change at any time based on the needs of the state.

Non- exempt state agencies must submit delegation requests to the CDT Office of Technology Services/CALNET Program for approval to purchase specific services or equipment. All requests must be submitted by the agency’s Chief Information Officer, or equivalent.

There are two types of delegation:

- General Delegations – Telecommunication services or equipment which are not provided by the CALNET Contracts.
- CALNET Contract Delegations – Those specific services provided by CALNET Contracts as listed below and/or identified in the product catalogs as Delegation Required.

An exemption request may also be required. For information regarding exemption requests see [STMM Chapter 3-501.0](#) CALNET Contract Exemption Requests and Non-CALNET Contract Procurements.

Non-exempt state agencies must submit delegation requests to CDT Office of Technology Services/CALNET Program for the following:

GENERAL DELEGATIONS

- PBX and key telephone systems
- IP enabling PBX components or hybrid PBX systems
- Telecommunications transport solutions that are not provided by the CALNET Contracts
- IVR/ACD solutions that are not provided by the CALNET Contracts
- Premise Based Solutions that are not provided by the CALNET Contracts

CALNET CONTRACT DELEGATIONS

Agencies must determine if delegation is needed by locating Contractor’s Product Catalog B on the CALNET Website <https://cdt.ca.gov/services/calnet-services/>. Locate the service you are interested in. See Column: “Delegation (Yes/No)”; If, “yes” the service requires CALNET Delegation.

RESPONSIBILITIES

Agency:

- The Chief Information Officer must submit a delegation request to CDT OTech CALNET Program as described in the procedures section below. Follow the CATR/ATR responsibilities as noted in [STMM Chapter 3-300.0](#).
- As part of any delegation request, the agency will:
 - Maintain a file of all delegation purchases and related documents. If requested, make the files available to CALNET Program.
 - Maintain informational copies of all Telecommunications Service Request (Form 20) issued for each equipment or service delegation. If requested, provide copies to CALNET Program.
 - Coordinate with CALNET Program on delegations as requested and required.

Office of Technology Services/CALNET Program:

- Will review and research delegation requests, coordinate with the appropriate parties, and make decisions regarding delegations.
- Will serve as a resource regarding telecommunications policy information and provide guidance to agencies, vendors and others to help ensure success.

PROCEDURE

To obtain specific delegation authority to purchase products or services, the Chief Information Officer, or equivalent, must submit a request that provides detailed information on the proposed services and equipment, why it is needed and the ramifications if the need is not met. The request will include the following information with enough detail so the Office of Technology Services/CALNET Program can make an appropriate determination:

- The specific project and parameters for which delegation is requested, including project scope, purpose, timeframes, location(s), and other related information.
- The specific products, equipment and services. (General Delegations only).
- Staff technical qualifications and prior experience with projects that fall within the requested delegation.
- For General Delegations, the reason(s) why delegation should be granted,

- any adverse consequences to the agency or others if delegation is denied.
- Any additional information that would facilitate OTech's decision.

To submit a delegation request, use the California Department of Technology (CDT) IT Services Portal.

AUTHORITY AND REFERENCES

Government Code Sections [11534-11543](#)