

# CALNET Amendment Workshop

CALNET and Contractor Discussions  
March 18, 2025

# Welcome



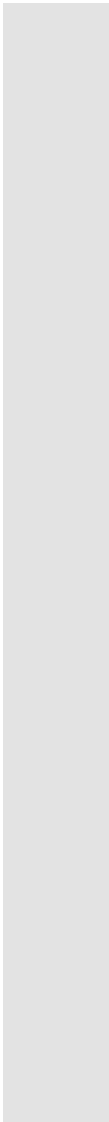
# Agenda

- Workshop Goal
- CALNET Program Organization
- “As is” Process Flow
- CALNET Program Practices
- Survey Results
- Break
- Open Discussion
- Next Steps



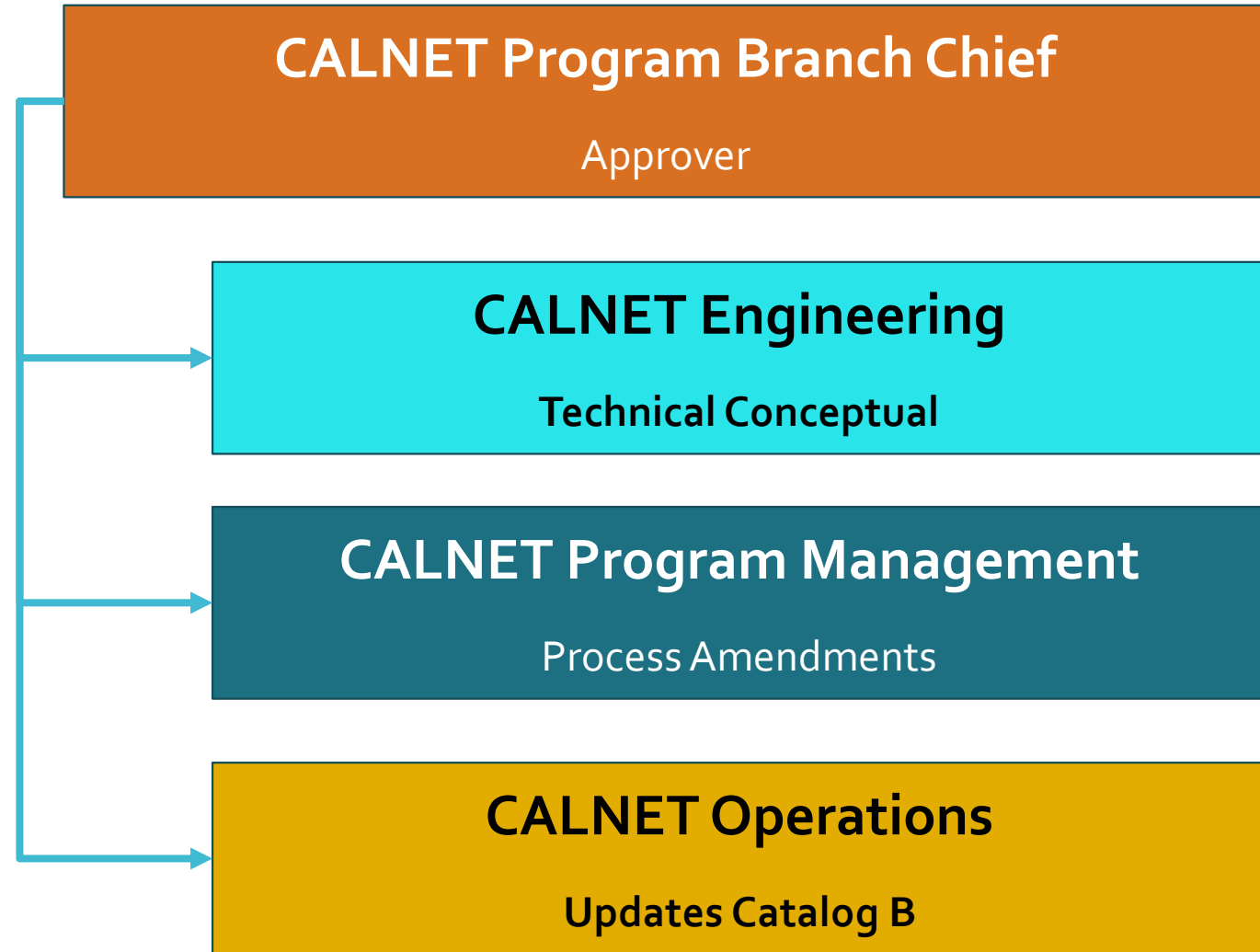
# Workshop Goal

Identify and discuss pain points to improve the CALNET Contractor amendment experience.



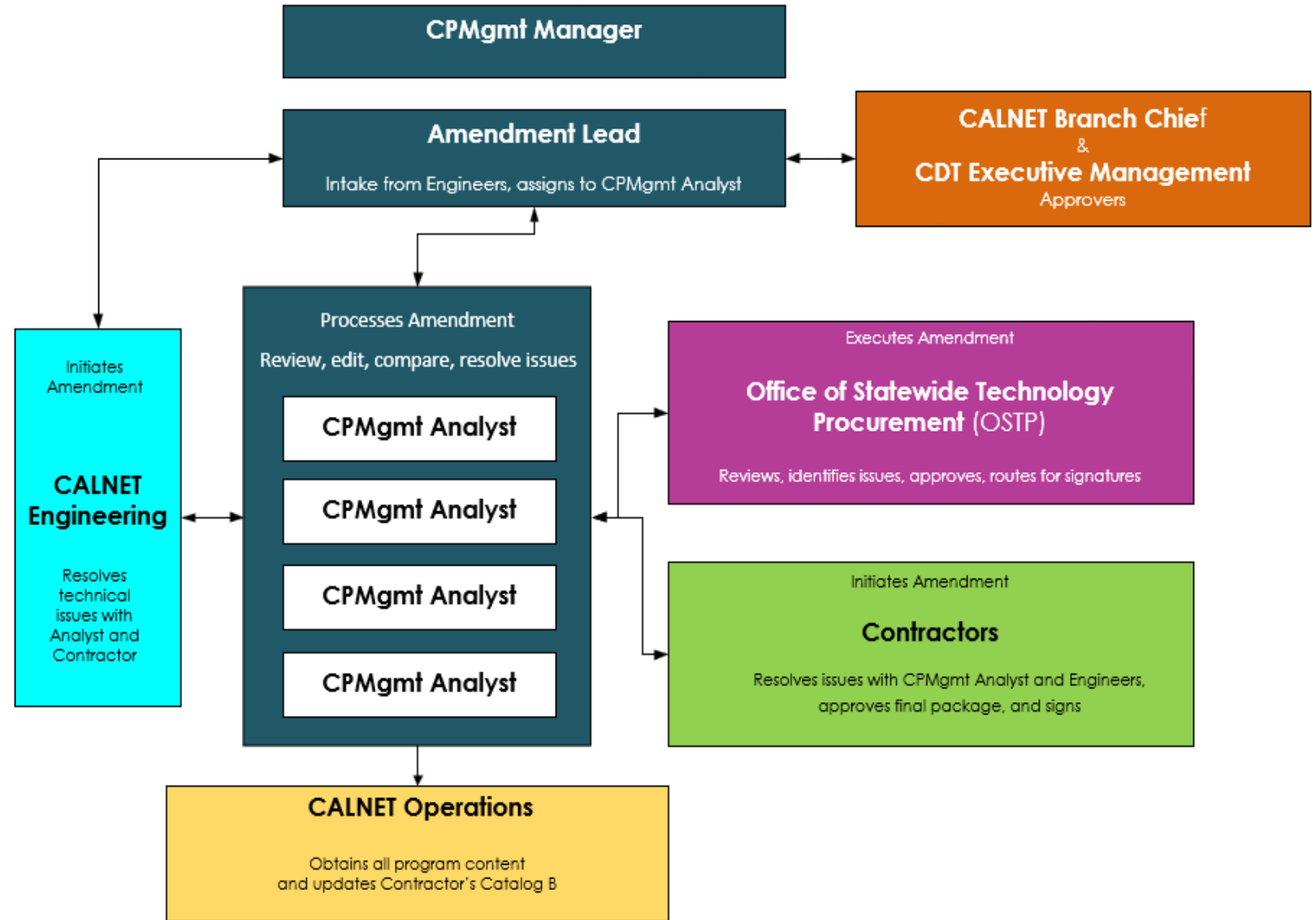
# CALNET Program Organization

High-level  
Amendment  
Roles

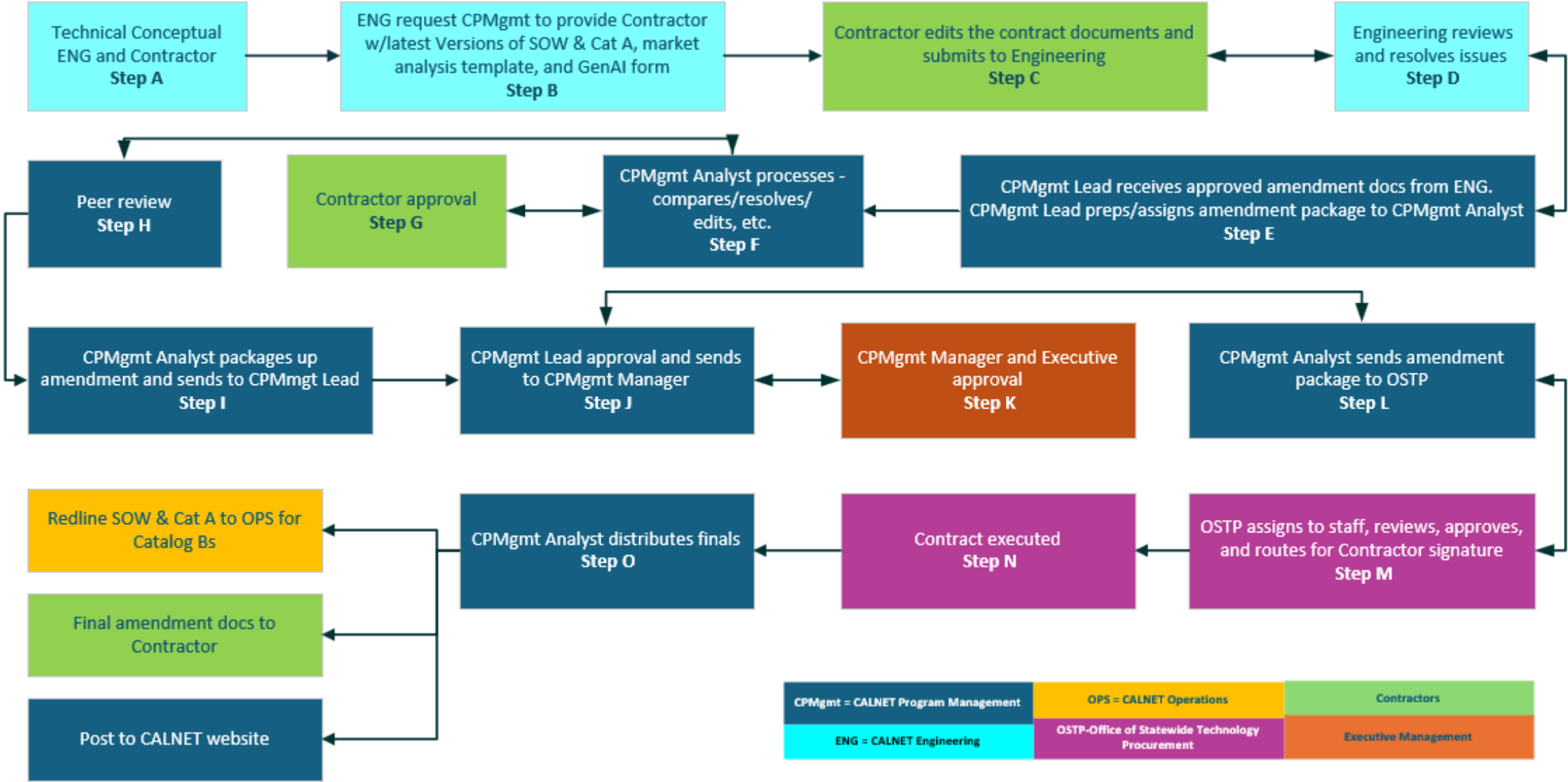


# CALNET Program Organization

## CPMgmt Amendment Processing Interactions



# CALNET Contract Amendment Process



3/11/2025

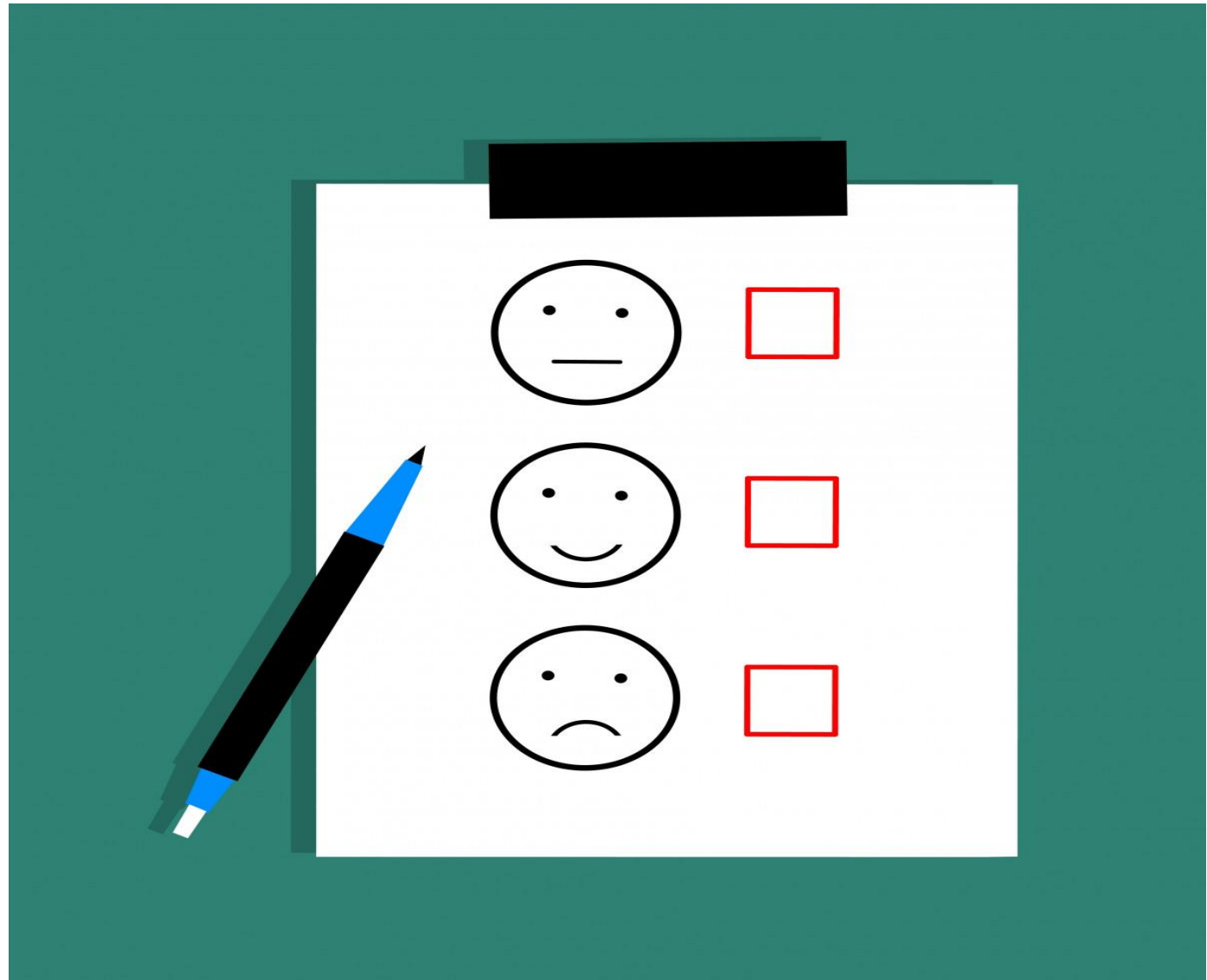
Days to complete will vary based on amendment size, complexity and required edits

# **CALNET Program Amendment Practices**

- Exercises parity amongst contractors
- Processes amendments on a “first in, first out” basis
- Maintains consistent common contract language. Does not modify for individual Contractors
- Maintains consistent level of contract integrity and formatting
- Timeframes vary for large/complex vs. small/simple vs. errored/corrupted
- Maintains document control after amendment submission to expedite reviews
- May restart process when Contractor adds or changes an amendment midstream



# Survey Results



# Survey Results

How satisfied are you with the time it takes for the CALNET Program to process your amendments?



# Survey Results

**What part of the amendment process do you feel should take less time?**

Over half the respondents felt CDT could improve the processing times as follows:

- All CDT areas received some feedback to improve by at least one respondent.
- The areas identified most often were:
  - CALNET Program Management
  - Office of Statewide Technology Procurement
  - CALNET Program Engineering

# Survey Results

## Contractor suggestions to streamline amendment process:



Use contract management software to track, simplify and streamline amendment process.



Document process steps and establish expected timeframes.



Implement a fast-track process for minor amendments.



Provide a list of CALNET staff responsible for each category.



CALNET should provide more proactive communication throughout the process.

# Survey Results

**Do Contractors agree with the CALNET Program's policy to process amendment packages in the order they are received (First-In, First-Out)?**

75% of the respondents agreed with CALNET's policy to process amendments on a First-In, First-Out basis.

Additional comments:

Create a secondary prioritization process based on:

- Customer need
- Public safety
- Urgency

# Survey Results

How satisfied are you with the frequency of amendment status provided by CALNET?



# Survey Results

Should the CALNET Program establish expected timeframes for amendment review and edit periods?

Contractors agreed the CALNET Program should provide Contractors with expected timeframes

100%

Can your company provide expected timeframes?

Contractors stated their company could **frequently** provide expected timeframes to the CALNET Program

50%

Contractors stated their company could **sometimes** provide expected timeframes to the CALNET Program

34%

# Survey Results

**What amendment training would benefit your organization?** Check all that apply

General amendment process training from A-Z

67%

How to complete and compile required amendment package documents

50%

How to develop an amendment summary using the CALNET template

42%

How to complete a Market Analysis using the CALNET template

25%

How to complete Generative Artificial Intelligence forms

25%



# Survey Results

## Other improvement suggestions by the Contractors:



Provide more training/guidelines around developing technical requirements.



Amendment tracking tool (dashboard) for Contractors to view amendment status.



Document and standardize the amendment process to ensure consistent messaging for all parties.



Notify Contractors and CALNET Staff when process updates occur.



Consider using a contract management tool.



Utilize real-time edit sessions with Contractors to expedite amendment processing.



Utilize brief meetings to proactively address bottlenecks or amendment concerns.

# Survey Summary

**Most Contractors are generally satisfied with the process but would welcome further improvements.**

- Improve communications
- Establish expected timeframes
- Document procedures
- Improved timeframes
- Prioritization policy
- Develop training
- Utilize contract management tools



**Be back in 10 minutes**

## Open Discussion

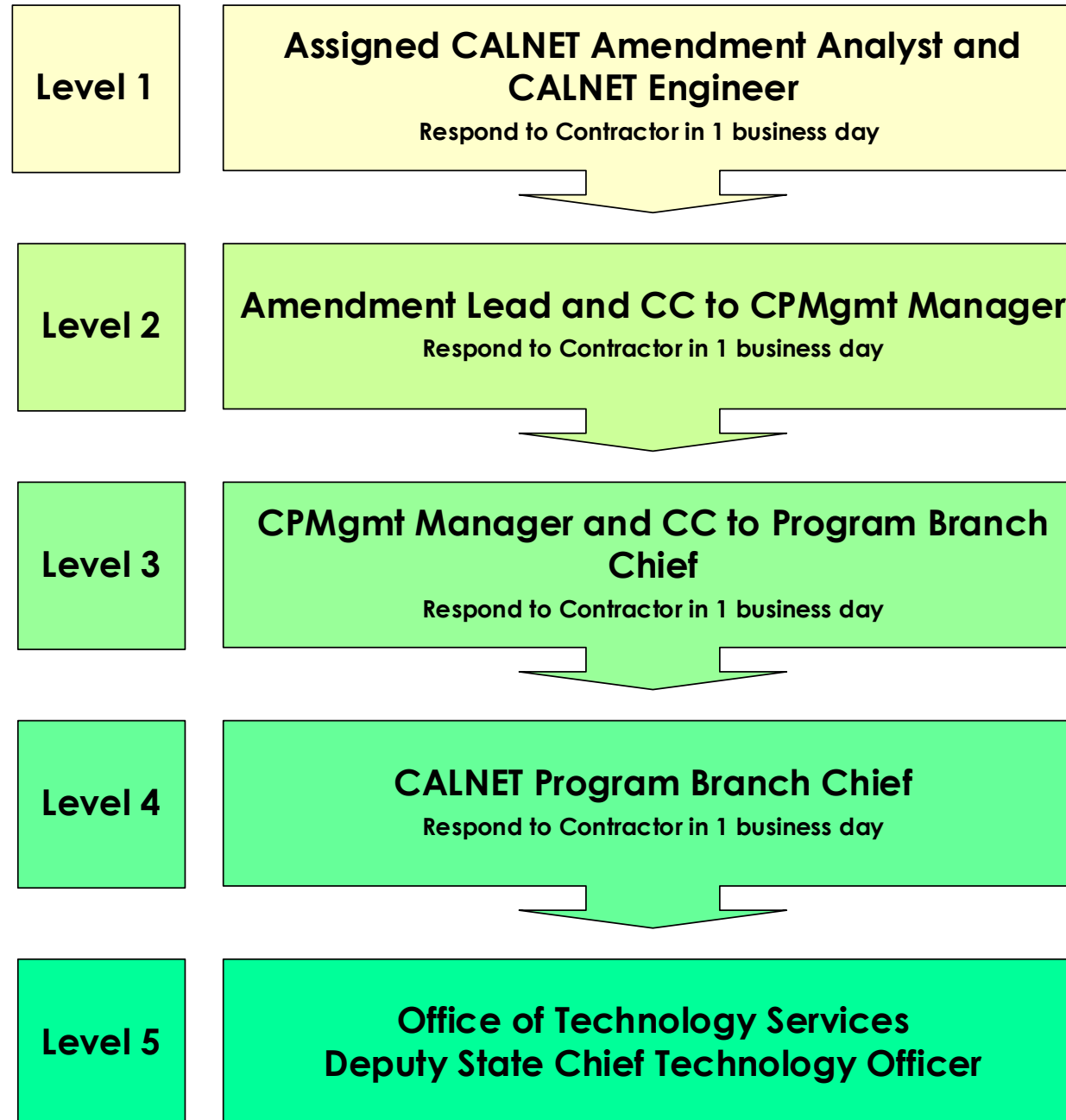
How do we improve the  
CALNET amendment  
process experience?

## Proposed CALNET Program Improvements

- CALNET Engineers will provide expected review timeframes during technical conceptual phase.
- CPMgmt will provide expected review timeframes and regular status after amendment submission until amendment is signed by all parties.
- CPMgmt will develop online amendment training for Contractors.
- CALNET Program staff will encourage more real-time amendment editing and review sessions with Contractors, as needed.
- CALNET Program will provide amendment issue escalation process for Contractors.

# Amendment Escalation Notification Process

The CALNET Program requests that all Contractors resolve amendment issues at the lowest staff level possible. If an issue requires escalation, please use the following escalation path for resolution.





THOUGHTS?

# Proposed Contractor Improvements

- Submit complete and accurate amendment packages
- Improve response times to CALNET inquiries
- Do not alter or change document formatting
- Only make redlined edits on official document versions provided by the CALNET Program
- Submit timely company name change documentation
- Escalate any concerns to the Amendment Lead if not addressed by the Amendment Analyst
- Obtain all required internal company approvals prior to CDT routing amendments for signature





THOUGHTS?

## Next Steps:

After the forum the CALNET Program will:

- Revise, document and disseminate the amendment process
- Create CALNET Contractor focused webpages:
  - ✓ CALNET Amendment overview A to Z
  - ✓ CALNET Contractor Amendment Process
  - ✓ Amendment Summary Development
  - ✓ Redlining CALNET SOWs and Catalog A
  - ✓ Company Name Change Process
  - ✓ Checklist for Amendment Packages
  - ✓ Etc.

# CALNET Follow-up Survey

The CALNET Program would like to conduct a follow-up survey within the next year to determine:

- Are improvements making a positive difference?
- What issues are you experiencing today?
- What new changes should be considered?

# CALNET Program

CALNET Amendment Process  
Workshop

March 18, 2025



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