



California
DEPARTMENT OF TECHNOLOGY
Statewide Telecommunications Network Division

State of California
CALNET 3
IFB - A
User Instructions
MANDATORY
Statewide Multiple Award Contract

Issued by:
State of California
California Department of Technology
Statewide Telecommunications and Network Division
P.O. Box 1810, MS-Y14
Rancho Cordova, CA 95741

Table of Contents

A.	Scope and Overview	3
B.	Contract Availability	4
C.	Contract Term	5
D.	Contract Management	5
E.	Ordering Guidelines	5
F.	Ordering Procedures	6
G.	Ordering Execution	7
H.	Order Acknowledgement and Confirmation	8
I.	Implementation	8
J.	Invoicing and Payment	9
K.	Problem Resolution / Contractor Performance	9
	ATTACHMENT 1: SUBCATEGORIES 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 SERVICE PROVIDERS	10
	AT&T	10
	CenturyLink	11
	Electric Lightwave	12
	Jive	13
	NWN	14
	Verizon	15

A. Scope and Overview

CALNET 3, 12-001-A (IFB-A) 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.

Subcategory Category 1.1 - Consists of dedicated transport (DS0, DS1, and DS3) services.

- **The following Contractors have been awarded Subcategory 1.1:**

AT&T and Verizon

Subcategory 1.2 - Consists of MPLS Port, Transport, and Access Services, Converged VoIP telephony service, Converged VoIP Voicemail, Audio Conferencing, and Session Initiated Protocol Trunking services.

- **The following Contractors have been awarded Subcategory 1.2:**

AT&T, Electric Lightwave, Jive, NWN, and Verizon

Subcategory 1.3 - Consists of Standalone VoIP telephony service, VoIP voicemail services, and Audio Conferencing services.

- **The following Contractors have been awarded Subcategory :**

AT&T, Electric Lightwave, Jive, NWN, and Verizon

Subcategory 1.4 - Provides for Long Distance Access (domestic and international) services.

- **The following Contractors have been awarded Subcategory 1.4:**

AT&T and CenturyLink

Subcategory 1.5 - Provides for toll-free domestic and international calling services.

- **The following Contractors have been awarded Subcategory 1.5:**

AT&T, Centurylink, and Verizon

Subcategory 1.6 - Consists of Legacy Telecommunications Services (Business Access Line Services, Analog Services, ISDN Basic Rate Interface (BRI) Services, etc.)

- **The following Contractor has been awarded Subcategory 1.6:**

AT&T

B. Contract Availability

The term “**Agency**” refers to any state 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/Statewide Telecommunication and Network Division (CDT/STND) 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/STND 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.
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 Contracts. Local Government Agencies can include cities, counties, school districts, 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 this CALNET competitively bid contract 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 June 30, 2018, or upon termination by the State, whichever occurs first.

- a. This contract has two (2), one (1) year options to extend. At its discretion, the State may exercise one (1) or both options.
- b. 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 <https://www.documents.dgs.ca.gov/pd/delegations/intro.pdf> or may contact DGS/PD's Purchasing Authority Management Section by e-mail at pams@dgs.ca.gov.
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) at <https://cams.technology.ca.gov/Account/Login>.

- 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).

- 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.

F. Ordering Procedures

1. Contractor Selection

Ordering Agencies are strongly encouraged to obtain multiple quotes from the Contractors identified in CALNET 3 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-A contract.

- a. State Agencies (CATR/ATR) are required to use the following if applicable:
 - Ordering Services – Requires a Telecommunications Service Request (STD. 20) and;
 - Ordering Equipment – Requires a Purchasing Authority Purchase Order (STD. 65).

- b. Local Government Agencies / Entities
 - NSAs are encouraged to utilize the STD. 20 and STD. 65; 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.

3. 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.

4. Contract Forms and Signing Authority

- a. The STD. 20 and STD. 65 forms 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.

G. Ordering Execution

Ordering Agencies must submit an executed service request form, which may include the STD. 20, or the STD. 65 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, the STD. 65 or a Local Agency equivalent contract form) to the selected Contractor listed in Attachment 1 – IFB-A Suppliers.

H. Order Acknowledgement and Confirmation

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

1. Contractor shall provide a Customer with an order receipt acknowledgement of receipt of order.
2. Contractor shall notify the Customer within one (1) business day after order acknowledgement if an item is out of stock.
3. 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.
4. Contractor must provide a shipment confirmation to the Customer the day of order shipment.

I. Implementation

A. 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-A Business Requirements.

B. 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.

C. 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.

J. Invoicing and Payment

A. 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.

B. Payment Terms

1. 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.
2. The State Contracting Manual, Volume 3 for Information Technology (<http://dgs.ca.gov/pd/Resources/publications/SCM3.aspx>) provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

K. 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 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 SERVICE PROVIDERS

AT&T

CONTRACTOR NAME:	AT&T
CONTRACT NUMBER:	C3-A-12-10-TS-01
AWARDED CATEGORY / SUBCATEGORY:	1.1, 1.2, 1.3, 1.4, 1.5, and 1.6
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	2700 Watt Avenue Rm 1213 Sacramento, CA 95820
ORDERING PHONE NUMBER:	1 (877) 972-6279
ORDERING FAX NUMBERS:	1 (888) 371-0200 – STATE 1 (888) 515-7900 – Local Government North 1 (800) 693-3304 – Local Government South 1 (877) 972-2684 – Healthcare
ORDERING E-MAIL ADDRESS:	<u>STATE-</u> <u>WEST.GEM.N.STATE@RDSMAIL.IMS.ATT.COM</u> <u>LOCAL GOVERNMENT -</u> <u>WEST.GEM.N.LOCAL@RDSMAIL.IMS.ATT.COM</u>
CUSTOMER SUPPORT PHONE NUMBER:	1 (877) 922-5638
CALNET CONTRACT INFORMATION WEBSITE:	<u>https://cdt.ca.gov/services/calnet/</u>

CALNET 3-ORDERING INFORMATION

CenturyLink

CONTRACTOR NAME:	CenturyLink
CONTRACT NUMBER:	C3-A-12-10-TS-03
AWARDED CATEGORY / SUBCATEGORY:	1.4, and 1.5
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	2377 Gold Meadow Way, Suite 200 Gold River, CA 95670
ORDERING PHONE NUMBER:	1 (844) 772-1150 Option 4
ORDERING FAX NUMBER:	1 (916) 852-8012
ORDERING E-MAIL ADDRESS:	CALNET@CenturyLink.com
CUSTOMER SUPPORT PHONE NUMBER:	1 (844) 772-1150
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

CALNET 3-ORDERING INFORMATION

Electric Lightwave

CONTRACTOR NAME:	Electric Lightwave
CONTRACT NUMBER:	C3-A-12-10-TS-09
AWARDED CATEGORY / SUBCATEGORY:	1.2, and 1.3
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	2495 Natomas Park Drive, Suite 300 Sacramento, CA 95833
ORDERING PHONE NUMBER:	1 (800) 333-4380
ORDERING FAX NUMBER:	1 (916) 231-2210
ORDERING E-MAIL ADDRESS:	CALNET3ORDERS@integratelecom.com
CUSTOMER SUPPORT PHONE NUMBER:	1 (800) 333-4380
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

CALNET 3-ORDERING INFORMATION

Jive

CONTRACTOR NAME:	Jive
CONTRACT NUMBER:	C3-A-12-10-TS-10
AWARDED CATEGORY / SUBCATEGORY:	1.2, 1.3
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	1275 West 1600 North, Suite 100, Orem, UT 84057
ORDERING PHONE NUMBER:	1 (844) 592-1070
ORDERING FAX NUMBER:	1 (866) 372-5429
ORDERING E-MAIL ADDRESS:	calnetsupport@jive.com
CUSTOMER SUPPORT PHONE NUMBER:	1 (844) 592-1070
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

CALNET 3-ORDERING INFORMATION

NWN

CONTRACTOR NAME:	NWN
CONTRACT NUMBER:	C3-A-12-10-TS-12
AWARDED CATEGORY / SUBCATEGORY:	1.2
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	2969 Prospect Park Drive, Rancho Cordova CA 95670
ORDERING PHONE NUMBER:	1 (916) 637-2200
ORDERING FAX NUMBER:	1 (916) 596.4800
ORDERING E-MAIL ADDRESS:	SCA_Sales@nwnit.com ; kscheidmantel@nwnit.com
CUSTOMER SUPPORT PHONE NUMBER:	1 (916) 637-2200
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/

CALNET 3-ORDERING INFORMATION

Verizon

CONTRACTOR NAME:	Verizon Business
CONTRACT NUMBER:	C3-A-13-02-TS-08
AWARDED CATEGORY / SUBCATEGORY:	1.1, 1.2, 1.3, 1.5
CONTRACT AWARD DATE:	November 15, 2013
CONTRACT END DATE:	June 30, 2018
CONTRACT EXTENTIONS:	2 - 1 year options to extend
ORDERING ADDRESS:	11080 White Rock Rd, Suite 200 Rancho Cordova, CA 95670
ORDERING PHONE NUMBER:	1 (916) 779-1292
ORDERING FAX NUMBER:	1 (888) 3CALNET / 1 (888) 322-5638
ORDERING E-MAIL ADDRESS:	CALNET3-ORDERS@VERIZON.COM
CUSTOMER SUPPORT PHONE NUMBER:	1 (855) CALNET3 / 1 (855) 225-6383
CALNET CONTRACT INFORMATION WEBSITE:	https://cdt.ca.gov/services/calnet/