



## Office of Technology Services

### Statewide Telecommunications & Network

P.O. Box 1810  
Rancho Cordova  
CA 95741-1810

# STATE OF CALIFORNIA TELECOMMUNICATIONS MULTIPLE AWARD CONTRACT

## CALNET 3 User Instructions

CONTRACTORS: VARIOUS	(IFB-A Identified in Attachment A) (IFB-B Identified in Attachment B)
CONTRACT NUMBERS: VARIOUS	(IFB-A Identified in Attachment A) (IFB-B Identified in Attachment B)
CONTRACT TERM: VARIOUS	(IFB-A Identified in Attachment A) (IFB-B Identified in Attachment B)
SERVICE:	<b>Telecommunications Services</b>
DISTRIBUTION CODE:	<i>Electronic version of all documents associated with this contract can be found on the Department of Technology, Statewide Telecommunications and Network (STN) Internet web page:</i> <a href="http://www.otech.ca.gov/std/calnet3/">http://www.otech.ca.gov/std/calnet3/</a>

### CALNET 3 Contract Contact Information

#### **Contract Management and Technical Inquiries:**

Brad Bailey: (916) 657-9713 [Brad.Bailey@state.ca.gov](mailto:Brad.Bailey@state.ca.gov)  
Kari McConnell: (916) 657-9155 [Kari.McConnell@state.ca.gov](mailto:Kari.McConnell@state.ca.gov)  
Fax: (916) 463-9920

#### **Contract Manager**

Jann Biggs (916) 657-9167 [Jann.Biggs@state.ca.gov](mailto:Jann.Biggs@state.ca.gov)  
Fax: (916) 463-9920

# 1. Scope

CALNET 3 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.

**Non-exempt State 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. Non-exempt State Agencies are those under the jurisdiction of the Executive Branch of California state government.

**Exempt State Agencies** are encouraged, but are not required, to use the CALNET 3 Statewide Contract(s) to order telecommunications products and services. While the State of California makes CALNET 3 Statewide Contract(s) available to exempt governmental agencies, each agency should make its own determination whether these competitively bid contracts are consistent with its procurement policies and regulations. Exempt State Agencies are any agencies headed by constitutional officers.

**Local government agencies** are encouraged, but are not required to use the CALNET 3 Statewide Contract(s) to order telecommunications services. Eligible local government agencies may use the CALNET 3 Statewide Contract(s) by completing an Authorization to Order agreement (ATO). While the State of California makes CALNET 3 Statewide Contract(s) available to local governmental agencies, each local agency should make its own determination whether these competitively bid contracts are consistent with its procurement policies and regulations. Local government agencies are any city, county, district or other governmental body empowered to expend public funds in accordance to the Office of Technology Services, Non-State Agency Service Policy and Agreement.

Customers have the option of ordering like services from one or more contractors.

# 2. Contract Information

CALNET 3, IFB-A contains six different telecommunications subcategories. CALNET 3, IFB-B contains seven different telecommunications categories/subcategories. Both IFB-A and IFB-B offer a variety of services. Each category/subcategory may contain multiple telecommunications providers. Customers have the option of choosing the vendor of their choice for their services. Following is a list of services by category/subcategory.

## **IFB-A**

### **Category/Subcategory**

### **Type of Services**

1.1	Dedicated Transport
1.2	MPLS, VPN & Converged VoIP Telephony
1.3	Standalone VoIP Telephony
1.4	Long Distance Calling
1.5	Toll Free Voice Calling
1.6	Legacy Telecommunications

See **Attachment A** for a list of Contractors and their awarded contracts (subcategory).

## **IFB-B**

<b><u>Category/Subcategory</u></b>	<b><u>Type of Services</u></b>
2	Network Based Web Conferencing
3	Metro Area Network (MAN) Ethernet (MAE)
4.1	SONET – Ring Connectivity
4.2	SONET – Point-to-Point
5	Managed Internet Services
6.1	Hosted IVR/ACD Services
7	Network Based Managed Security

See **Attachment B** for a list of Contractors and their awarded contracts (category/subcategory).

The CALNET 3 Product Catalogs can be found at <http://www.otech.ca.gov/stnd/calnet3/>

### **3. Ordering Guidelines**

Ordering agencies must follow all applicable state mandated guidelines, i.e. Statewide Telecommunications Management Manual (STMM), State Contracting Manual (SCM), Government Code (GC), Management Memos (MM) and any Agency Directives.

Ordering agencies are encouraged to obtain multiple quotes from the contractors identified in CALNET 3 to facilitate obtaining the best price for services.

#### **Non-exempt State Agencies**

- Agencies must have a designated Chief Agency Telecommunications Representative (CATR) or an Agency Telecommunications Representative (ATR) who can place order(s) for their agency. State Agencies are required to use the STD. 20 to place orders for services.
- Professional Services, Project Management or Consulting Services can only be in support of the “Required” services offered in the CALNET 3 Statewide Contract(s). State agencies must include a Statement of Work (SOW) along with the STD. 20. The SOW should identify the specific services that the CALNET 3 Contractor will render to the ordering agency. To order Professional Services, Project Management or Consulting Services, it is required that the STD. 20 and the SOW is submitted to:

Statewide Telecommunications and Network  
Statewide Contracts Management Section  
Contract Customer Services Unit, Attn: Review Intake  
PO Box 1810, MS# Y14.  
Rancho Cordova, CA 95741

Statewide Telecommunications and Network (STN) staff will then send the approved STD. 20 and the SOW to the CALNET 3 contractor for fulfillment. A copy of the approved documents will also be sent to the ordering agency to place in their procurement file.

- Exemption requests – Non-exempt state agencies with a compelling business reason not to use the Required CALNET 3 service(s) must submit a written exemption request to the Department of Technology, Office of Technology Services (OTech), (STND) for evaluation and approval, prior to purchasing services elsewhere. The “Process and Procedure” to obtain an exemption request is outlined in STMM, Chapter [3-501.0](#)
- Delegation – Agencies must obtain a Telecommunications Delegation from OTech/STND for CALNET 3 services specifically identified as requiring delegation. Refer to STMM Chapter [3-502.0](#) for detailed instruction regarding the Telecommunications Delegation process. Refer to the CALNET 3 online service catalogs for delegation requirements.
- Services Ordering Designations – each service identified in Catalog B will have the following designations. These designations define customer ordering options.
  - Required Services – Non-exempt state agencies are mandated by policy to utilize the CALNET 3 contracts to obtain “Required” telecommunications and network services unless otherwise authorized by the California Department of Technology.
  - Discretionary Services – Agencies are not required to order Discretionary telecommunications and network services. Discretionary items can only be ordered if it directly supports a “Required” service.

#### **Local government agencies**

Local government agencies must complete a Non-State Agency Service Policy first to obtain eligibility. Once eligibility is established an ATO must be completed prior to your first order. Local governments are encouraged to use the STD. 20 to place orders for services but are not required to do so. Access to the Non-State Service Policy, ATO and the form 20 can be located at <http://www.otech.ca.gov/stnd/calnet3/>

Local government agencies with an ATO agreement have no “Required” or “Discretionary” procurement restrictions imposed by the state. Local government is required to follow their own procurement guidelines.

## **4. Resource and Contact Information**

CALNET 3 Statewide Contract(s), Service Catalogs, forms and policies are located at <http://www.otech.ca.gov/stnd/calnet3/>

Please refer any CALNET 3 questions to a CALNET representative @ 1-916-657-9150.

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>AT&amp;T</b>			
<b>Awarded Category/Subcategory</b>	<b>1.1, 1.2, 1.3, 1.4, 1.5, 1.6</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	1.1	November 15, 2013	June 30, 2018	2
	1.2	November 15, 2013	June 30, 2018	2
	1.3	November 15, 2013	June 30, 2018	2
	1.4	November 15, 2013	June 30, 2018	2
	1.5	November 15, 2013	June 30, 2018	2
	1.6	November 15, 2013	June 30, 2017	3
<b>Contract Number</b>	<b>C3-A-12-10-TS-01</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	<b>2700 Watt Avenue Rm 1213 Sacramento, CA 95820</b>			
<b>Contact</b>	<b>AT&amp;T Customer Care Center</b>			
<b>Phone</b>	<b>1-877-972-6279</b>			
<b>Fax - State</b>	<b>1-888-371-0200</b>			
<b>Fax - local government North</b>	<b>1-888-515-7900</b>			
<b>Fax - local government South</b>	<b>1-800-693-3304</b>			
<b>Fax - healthcare</b>	<b>1-877-972-2684</b>			
<b>Email - State</b>	<a href="mailto:WEST.GEM.N.STATE@RDSMAIL.IMS.ATT.COM">WEST.GEM.N.STATE@RDSMAIL.IMS.ATT.COM</a>			
<b>Email - local government</b>	<a href="mailto:WEST.GEM.N.LOCAL@RDSMAIL.IMS.ATT.COM">WEST.GEM.N.LOCAL@RDSMAIL.IMS.ATT.COM</a>			

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>CenturyLink</b>			
<b>Awarded Category/Subcategory</b>	<b>1.4 &amp; 1.5</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	1.4	November 15, 2013	June 30, 2018	2
	1.5	November 15, 2013	June 30, 2018	2
<b>Contract Number</b>	<b>C3-A-12-10-TS-03</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/std/calnet3/">http://www.otech.ca.gov/std/calnet3/</a>			
<b>Ordering Address</b>	<b>2377 Gold Meadow Way, Suite 200 Gold River, CA 95670</b>			
<b>Contact</b>	<b>Program Management Office</b>			
<b>Phone</b>	<b>1-844-772-1150, option 4</b>			
<b>Fax</b>	<b>1-916-852-8012</b>			
<b>Email</b>	<a href="mailto:CALNET@CenturyLink.com">CALNET@CenturyLink.com</a>			

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>ELI</b>			
<b>Awarded Category/Subcategory</b>	<b>1.2 &amp; 1.3</b>			
<b>Contract Term</b>	<u>Subcategory</u>	<u>Contract Award</u>	<u>Contract End</u>	<u>1 Year Optional Extensions</u>
	1.2	November 15, 2013	June 30, 2018	2
	1.3	November 15, 2013	June 30, 2018	2
<b>Contract Number</b>	<b>C3-A-12-10-TS-09</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	2495 Natomas Park Drive, Suite 300 Sacramento, CA 95833			
<b>Contact</b>	Haakon Austefjord			
<b>Phone</b>	1-800-333-4380			
<b>Fax</b>	1-916-231-2210			
<b>Email</b>	<a href="mailto:CALNET3ORDERS@integratelecom.com">CALNET3ORDERS@integratelecom.com</a>			

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>Jive</b>			
<b>Awarded Category/Subcategory</b>	<b>1.2 &amp; 1.3</b>			
<b>Contract Term</b>	<u>Subcategory</u>	<u>Contract Award</u>	<u>Contract End</u>	<u>1 Year Optional Extensions</u>
	1.2	November 15, 2013	June 30, 2018	2
	1.3	November 15, 2013	June 30, 2018	2
<b>Contract Number</b>	<b>C3-A-12-10-TS-10</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	1275 W 1600 North Orem, UT 84057			
<b>Contact</b>	<b>CALNET 3 Account Team</b>			
<b>Phone – State &amp; Local Government</b>	<b>877-333-8880</b>			
<b>Fax – State &amp; Local Government</b>	<b>1-866-372-5429</b>			
<b>Email – State &amp; Local Government</b>	<a href="mailto:gov+calnet@jive.com">gov+calnet@jive.com</a>			
<b>Phone - Education</b>	<b>888-850-3009</b>			
<b>Fax - Education</b>	<b>1-866-372-5429</b>			
<b>Email - Education</b>	<a href="mailto:edu+calnet@jive.com">edu+calnet@jive.com</a>			

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>NWN</b>
<b>Awarded Category/Subcategory</b>	<b>1.2</b>
<b>Contract Term</b>	<b><u>Subcategory</u></b> <b><u>Contract Award</u></b> <b><u>Contract End</u></b> <b><u>1 Year Optional Extensions</u></b> 1.2                      November 15, 2013    June 30, 2018                      2
<b>Contract Number</b>	<b>C3-A-12-10-TS-12</b>
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>
<b>Ordering Address</b>	<b>11931 Foundation Place, Suite 250 Gold River, CA 95670</b>
<b>Contact</b>	<b>Kristin Scheidmantel</b>
<b>Phone</b>	<b>1-916-637-2157 or 1-855-548-2200</b>
<b>Fax</b>	<b>1-916-596-4800</b>
<b>Email</b>	<b>kscheidmantel@nwnit.com</b>

# ATTACHMENT A

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>Verizon</b>			
<b>Awarded Category/Subcategory</b>	<b>1.1, 1.2, 1.3, 1.5</b>			
<b>Contract Term</b>	<u><b>Subcategory</b></u>	<u><b>Contract Award</b></u>	<u><b>Contract End</b></u>	<u><b>1 Year Optional Extensions</b></u>
	1.1	November 15, 2013	June 30, 2018	2
	1.2	November 15, 2013	June 30, 2018	2
	1.3	November 15, 2013	June 30, 2018	2
	1.5	November 15, 2013	June 30, 2018	2
<b>Contract Number</b>	<b>C3-A-13-02-TS-08</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	<b>11080 White Rock Rd, Suite 200 Rancho Cordova, CA 95670</b>			
<b>Contact</b>	<b>Ross Shapiro</b>			
<b>Phone</b>	<b>1-916-508-4704</b>			
<b>Fax</b>	<b>1-888-3CALNET (1-888-322-5638)</b>			
<b>Email</b>	<a href="mailto:CALNET3-ORDERS@VERIZON.COM">CALNET3-ORDERS@VERIZON.COM</a>			

# ATTACHMENT B

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>AT&amp;T</b>			
<b>Awarded Category/Subcategory</b>	<b>2, 3, 4.2, 5, 6.1, 7</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	2	April 1, 2014	June 30, 2018	2
	3	April 1, 2014	June 30, 2018	2
	4.2	April 1, 2014	June 30, 2018	2
	5	April 1, 2014	June 30, 2018	2
	6.1	April 1, 2014	June 30, 2018	2
	7	April 1, 2014	June 30, 2018	2
<b>Contract Number</b>	<b>C3-B-12-10-TS-01</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/std/calnet3/">http://www.otech.ca.gov/std/calnet3/</a>			
<b>Ordering Address</b>	<b>2700 Watt Avenue Rm 1213 Sacramento, CA 95820</b>			
<b>Contact</b>	<b>AT&amp;T Customer Care Center</b>			
<b>Phone</b>	<b>1-877-972-6279</b>			
<b>Fax - State</b>	<b>1-888-371-0200</b>			
<b>Fax - local government North</b>	<b>1-888-515-7900</b>			
<b>Fax - local government South</b>	<b>1-800-693-3304</b>			
<b>Fax - healthcare</b>	<b>1-877-972-2684</b>			
<b>Email - State</b>	<a href="mailto:WEST.GEM.N.STATE@RDMAIL.IMS.ATT.COM">WEST.GEM.N.STATE@RDMAIL.IMS.ATT.COM</a>			
<b>Email - local government</b>	<a href="mailto:WEST.GEM.N.LOCAL@RDMAIL.IMS.ATT.COM">WEST.GEM.N.LOCAL@RDMAIL.IMS.ATT.COM</a>			

# ATTACHMENT B

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>CenturyLink</b>			
<b>Awarded Category/Subcategory</b>	<b>2, 3, 7</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	2	April 7, 2014	June 30, 2018	2
	3	April 7, 2014	June 30, 2018	2
	7	April 7, 2014	June 30, 2018	2
<b>Contract Number</b>	<b>C3-B-12-10-TS-03</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/std/calnet3/">http://www.otech.ca.gov/std/calnet3/</a>			
<b>Ordering Address</b>	<b>2377 Gold Meadow Way, Suite 200 Gold River, CA 95670</b>			
<b>Contact</b>	<b>Program Management Office</b>			
<b>Phone</b>	<b>1-844-772-1150, option 4</b>			
<b>Fax</b>	<b>1-916-852-8012</b>			
<b>Email</b>	<a href="mailto:CALNET@CenturyLink.com">CALNET@CenturyLink.com</a>			

# ATTACHMENT B

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>Integra</b>			
<b>Awarded Category/Subcategory</b>	<b>3, 4.1, 4.2, 5</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	3	April 7, 2014	June 30, 2018	2
	4.1	April 7, 2014	June 30, 2018	2
	4.2	April 7, 2014	June 30, 2018	2
	5	April 7, 2014	June 30, 2018	2
<b>Contract Number</b>	<b>C3-B-12-10-TS-09</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	<b>2495 Natomas Park Drive, Suite 300 Sacramento, CA 95833</b>			
<b>Contact</b>	<b>Haakon Austefjord</b>			
<b>Phone</b>	<b>1-800-333-4380</b>			
<b>Fax</b>	<b>1-916-231-2210</b>			
<b>Email</b>	<a href="mailto:CALNET3ORDERS@integratelecom.com">CALNET3ORDERS@integratelecom.com</a>			

# ATTACHMENT B

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>NWN</b>			
<b>Awarded Category/Subcategory</b>	<b>2, 6.1</b>			
<b>Contract Term</b>	<b><u>Subcategory</u></b>	<b><u>Contract Award</u></b>	<b><u>Contract End</u></b>	<b><u>1 Year Optional Extensions</u></b>
	2	April 1, 2014	June 30, 2018	2
	6.1	April 1, 2014	June 30, 2018	2
<b>Contract Number</b>	<b>C3-B-12-10-TS-12</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	11931 Foundation Place, Suite 250 Gold River, CA 95670			
<b>Contact</b>	Kristin Scheidmantel@nwnit.com			
<b>Phone</b>	1-916-637-2169 or 1-855-548-2200			
<b>Fax</b>	1-916-596-4800			
<b>Email</b>	<a href="mailto:kscheidmantel@nwnit.com">kscheidmantel@nwnit.com</a>			

# ATTACHMENT B

## CALNET 3 ORDERING INFORMATION

<b>Contractor Name</b>	<b>Verizon</b>			
<b>Awarded Category/Subcategory</b>	<b>4.1, 4.2, 6.1, 7</b>			
<b>Contract Term</b>	<u>Subcategory</u>	<u>Contract Award</u>	<u>Contract End</u>	<u>1 Year Optional Extensions</u>
	4.1	April 7, 2014	June 30, 2018	2
	4.2	April 7, 2014	June 30, 2018	2
	6.1	April 7, 2014	June 30, 2018	2
	7	April 7, 2014	June 30, 2018	2
<b>Contract Number</b>	<b>C3-B-13-02-TS-08</b>			
<b>CALNET 3</b>	<a href="http://www.otech.ca.gov/stnd/calnet3/">http://www.otech.ca.gov/stnd/calnet3/</a>			
<b>Ordering Address</b>	<b>11080 White Rock Rd, Suite 200 Rancho Cordova, CA 95670</b>			
<b>Contact</b>	<b>Ross Shapiro</b>			
<b>Phone</b>	<b>1-916-508-4704</b>			
<b>Fax</b>	<b>1-888-3CALNET (1-888-322-5638)</b>			
<b>Email</b>	<a href="mailto:CALNET3-ORDERS@VERIZON.COM">CALNET3-ORDERS@VERIZON.COM</a>			