

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology		Statewide Telecommunications and Network Division
Category: Acquiring Telecommunications Services	Chapter Title: Personal Services	Chapter Number: 0500.1
Issued: February 20, 2012		Revised: September 8, 2016

All orders placed for Personal Services (sometimes labeled as Professional Services), such as Project Management or Consulting Services are required to submit a Form 20 and a Statement of Work (SOW) for approval to Department of Technology. Department of Technology will forward the approved Form 20s to the CALNET vendors. No work shall be performed prior to approval by Department of Technology.

CALNET 2 Personal Services, such as Project Management or Consulting Services, are available to support business communications and network services acquired from the CALNET 2 contract. The Form 20 for Personal Services must be used in support of business communications services offerings of CALNET 2. The Statewide Telecommunications and Network Division (STND) Statewide Contracts Management Section (SCMS) will perform the contract compliance and oversight functions.

Some examples of Personal Services on CALNET 2 include but are not limited to the following Personal Services that have hourly rates affixed to them:

- Interactive Voice Response (IVR) Application or Consulting services
- Call Center Consulting services
- Call Center Support
- Agency Telecommunications Representative (ATR) or Support Services (levels I, II, III)
- Computer Telephony Integration (CTI) Consulting Services
- Network Consultant or Architect Services

For further information and guidance on Personal Services Contracting (GC19130), please refer to the following Department of General Services Procurement Division's broadcast bulletin at:

<http://www.documents.dgs.ca.gov/pd/delegations/pac041808.htm>.

The ordering process for CALNET 2 Personal Services will be as follows:

- **As Required by Article VII of the California Constitution, please secure an approved GC 19130(b) exemption prior to preparing and submitting your form 20 and SOW.**
- **Personal Services, such as Project Management or Consulting Services must be in support of business communications and network services acquired from the CALNET 2 contract.**
- **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 staff with appropriate fiscal and procurement signature authority for the funds being encumbered.**

Submit your Form 20 and SOW for CALNET 2 Project Management of Consulting Services to:

CALNET Program Branch
CALNET Business and Compliance Management (CBCM)
Attn: CBCM Manager
P.O. Box 1810, MS#
Y14 Rancho Cordova, CA. 95741