

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California  
Department of Technology

Statewide Telecommunications  
and Network Division

Category:

**Acquiring  
Telecommunications  
Services**

Chapter Title:

**CALNET Delegation**

Chapter Number:

**0502.0**

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## PURPOSE

This chapter provides information and guidelines to request delegation approval for telecommunications projects, equipment, and systems.

## POLICY

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

The Department of Technology /Statewide Telecommunications and Network Division (STND) may grant delegation for one or more of the following activities related to the product, service, or technology for which delegation is requested:

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

The Department of Technology 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 Department of Technology oversight.

**Non- exempt** state agencies must submit written delegation requests to Department of Technology for approval or to purchase specific services or equipment. All written requests must be submitted by the agency's Chief Information Officer, or equivalent. There are two types of delegation:

1. General Delegations – Telecommunication services or equipment which are not provided by the CALNET Master Services Agreements (MSAs)

2. CALNET MSA Delegations – Those specific services provided by CALNET MSA's as listed below and/or identified in the product catalogs.

Exemption request may also be required. For information regarding **exemption** requests see STMM Chapter [0501.0](#) CALNET MSA Exemption Requests and Non-CALNET MSA Procurements.

**Non-exempt** state agencies must submit written delegation requests to Department of Technology – Statewide Telecommunications Network Division for the following:

### **GENERAL DELEGATIONS**

1. PBX and key telephone systems
2. IP enabling PBX components or hybrid PBX systems
3. Telecommunications transport solutions that are not provided by the CALNET MSA's
4. ACD solutions that are not provided by the CALNET MSA's

### **CALNET MSA DELEGATIONS**

The following CALNET products and services require delegation approval form Department of Technology – Statewide Telecommunications Network Division.

#### **CALNET MSA 1 – Voice, Data and Video Services; and/or MSA 2 – Long Distance and Network Based Services:**

- FibreMAN Services
- Metropolitan Optical Network (MON) Services
- ESS-MAN Services
- All Virtual Private Network (VPN) Services
- All Multi-Protocol Label Switching (MPLS) Services
- Call Center Services including Automatic Call Distributor (ACD), Specialized Call Routing (SCR), Computer Telephone Integration (CTI), Interactive Voice Response (IVR) and similar features/systems

#### **CALNET MSA 3 – IP Voice, Data and Video Services:**

- All products and services except audio conferencing, net conferencing, consulting, training, wiring, and certain specified equipment

## **CALNET MSA 4 – Broadband Fixed Wireless Access Data Services:**

- All products and services except training and certain specified equipment

## **RESPONSIBILITIES**

### **Agency**

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

### **Department of Technology/Statewide Telecommunications Network Division**

1. Will review and research delegation requests, coordinate with the appropriate parties, and make decisions regarding delegations.
2. 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, an agency Chief Information Officer, or equivalent, must submit a written 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 Department of Technology – Statewide Telecommunications Network Division can make an appropriate determination:

1. The specific project and parameters for which delegation is requested, including project scope, purpose, timeframes, location(s), and other related information.
2. The specific products, equipment and services. (General Delegations only).
3. All MSA (s) identifiers including MSA number (MSA 1, MSA 2, MSA 3, MSA 4) number and subsection numbers which reference the requested services (CALNET MSA delegation only) to be procured.
4. Staff technical qualifications and prior experience with projects that fall within the requested delegation.
5. For General Delegations, the reason/s why delegation should be granted, any adverse consequences to the agency or others if delegation is denied.
6. Any additional information that would facilitate /STND's decision.

E-mail, fax and/or mail the delegation request and supporting documentation to:

**Email:** [STNDdelegations@dts.ca.gov](mailto:STNDdelegations@dts.ca.gov)

(Please email the request and supporting documentation as separate attachments)

**Fax:** (916) 657-9129

Attn: Deputy Director

Statewide Telecommunications and Network Division

**Mail:** Office of Technology Services

Attn: Deputy Director

Statewide Telecommunications and Network Division

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## **AUTHORITY AND REFERENCES**

Government Code Sections [11534-11543](#)