

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Office of Technology Services		Statewide Telecommunications and Network Division
Category: Acquiring Telecommunications Services	Chapter Title: Ordering CALNET 3 Services	Chapter Number: 3-500.0

CONTRACTORS:	AT&T CENTURYLINK INTEGRA JIVE NWN VERIZON
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CONTRACTOR:	AT&T		
Ordering Contact Info:	2700 Watt Avenue, Room 1213 Sacramento, CA 95821 AT&T Customer Care Center Phone Number: 1-877-972-6279 Email State: GEM.North.State@att.com Email Local: GEM.North.Local@att.com		
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-12-10-TS-01	1.1	Dedicated Transport	6/30/18
	1.2	MPLS	6/30/18
	1.3	VOIP	6/30/18
	1.4	Long Distance Calling	6/30/18
	1.5	Toll-Free Calling	6/30/18
	1.6	Legacy Telecommunications	6/30/17
<u>Contract Number</u>	<u>Category</u>	<u>Services</u>	<u>Contract Expires</u>
C3-B-12-10-TS-01	2	Web Conferencing	6/30/18
	3	MAN Ethernet	6/30/18
	4.2	SONET Point-to-Point	6/30/18
	5	Managed Internet	6/30/18
	6.1	Hosted ACD/IVR	6/30/18
	7	Network Based Managed Security	6/30/18

CONTRACTOR:		CENTURY LINK	
Ordering Contact Info:		2377 Gold Meadow Way, Suite 200 Gold River, CA 95670	
		Michael Smith Phone Number: 1-916-463-6268 Email: mike.smith1@centurylink.com	
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-12-10-TS-03	1.4	Long Distance Calling	6/30/18
	1.5	Toll-Free Calling	6/30/18
<u>Contract Number</u>	<u>Category</u>	<u>Services</u>	<u>Contract Expires</u>
C3-B-12-10-TS-03	2	Web Conferencing	6/30/18
	3	MAN Ethernet	6/30/18
	7	Network Based Managed Security	6/30/18

CONTRACTOR:		INTEGRA	
Ordering Contact Info:		2495 Natomas Park Drive, suite 300 Sacramento, CA 95833	
		Haakon Austefjord Phone Number: 1-800-333-4380 Email: CALNET3ORDERS@integratelecom.com	
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-12-10-TS-09	1.2	MPLS	6/30/18
	1.3	VOIP	6/30/18
<u>Contract Number</u>	<u>Category</u>	<u>Services</u>	<u>Contract Expires</u>
C3-B-12-10-TS-09	3	MAN Ethernet	6/30/18
	4.1	SONET Ring	6/30/18
	4.2	SONET Point-to-Point	6/30/18
	5	Managed Internet	6/30/18

CONTRACTOR:		JIVE	
Ordering Contact Info:		1275 W 1600 N Suite 102 Orem, UT 84057	
		CALNET 3 Account Team Phone Number: 1-877-333-8880 Email: msharp@getjive.com	
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-12-10-TS-10	1.2	MPLS	6/30/18
	1.3	VOIP	6/30/18

CONTRACTOR:		NWN	
Ordering Contact Info:		11931 Foundation Place, Suite 250 Gold River, CA 95670	
		Chris Anthon Phone Number: 1-916-637-2157 Email: Canthon@nwnit.com	
		NWN CALNET Phone Number: 1-855-548-2200 Sales - Email: nwn.calnet.orders@nwnit.com	
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-12-10-TS-12	1.2	MPLS	6/30/18
<u>Contract Number</u>	<u>Category</u>	<u>Services</u>	<u>Contract Expires</u>
C3-B-12-10-TS-12	2	Web Conferencing	6/30/18
	6.1	Hosted ACD/IVR	6/30/18

CONTRACTOR		VERIZON	
Ordering Contact Info:		11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670	
		Ross Shapiro Phone Number: 1-916-508-4707 Email: ross.shapiro@verizon.com	
		Sales - Email: CALNET3-ORDERS@verizon.com	
<u>Contract Number</u>	<u>Subcategory</u>	<u>Services</u>	<u>Contract Expires</u>
C3-A-13-02-TS-08	1.1	Dedicated Transport	6/30/18
	1.2	MPLS	6/30/18
	1.3	VOIP	6/30/18
	1.5	Toll-Free Calling	6/30/18
<u>Contract Number</u>	<u>Category</u>	<u>Services</u>	<u>Contract Expires</u>
C3-B-13-02-TS-08	4.1	SONET Ring	6/30/18
	4.2	SONET Point-to-Point	6/30/18
	6.1	Hosted ACD/IVR	6/30/18
	7	Network Based Managed Security	6/30/18

Direct any questions regarding this Mandatory Statewide Contract
to the CALNET 3 Contract Manager at:

Office of Technology Services
Statewide Telecommunications and Network Division
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Phone number: (916) 657-9155
Fax number: (916) 463-9920
E-mail: Kari.McConnell@state.ca.gov

INTRODUCTION AND GENERAL INFORMATION

The six (6) CALNET 3 Contractors noted provide State and Local Agencies easy access to competitively-bid telecommunication services. These contractors provide Dedicated Transport, Long Distance, Toll-Free, Legacy Telecommunications, Web Conferencing, Hosted ACD/IVR, Man Ethernet, SONET (Ring and Point-to-Point), Managed Internet, Network Based Managed Security services, Multi-Protocol Label Switching Virtual Private Network (MPLSVPN), and Voice Over Internet Protocol (VOIP).

CALNET 3 ORDERING REQUIREMENTS:

The CALNET 3 Contracts are different from traditional Master Service Agreements (MSAs) listed in the SCM 3. The CALNET 3 Contractors are not subject to the Request for Offer (RFO) process nor are there any dollar limitations.

Procuring Required services shall be pursuant to the State Telecommunications Management Manual (STMM) Sections 3-204.0 and 3-400.1. Refer to the STMM located at: [STMM - STND - Office of Technology Services](#). CALNET 3 Product Catalogs identify which services are Required and Discretionary and which services require a Telecommunications Delegation. The CALNET 3 Product Catalogs can be found at <http://marketing.dts.ca.gov/calnet3/>.

- Non-exempt state agencies¹ (agencies under the direct authority of the Governor and not elected officials) must obtain an exemption approval from STND before the purchase of telecommunication services can be made outside any of the CALNET 3 Contracts. Refer to the STMM Chapter [3-501.0](#) for detailed instruction regarding the Exemption process.
- Non-exempt state agencies must obtain a Telecommunications Delegation from 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.
- Exempt state agencies are not required to use the CALNET 3 Contracts. However, if they choose to use the CALNET 3 Contracts, they must follow the same rules of use and procedures outlined in this document for non-exempt state agencies.
- **Purchasing Authority – A state agency must have STPD approved Information Technology (IT) Purchasing Authority for telecommunication service to use any of the CALNET 3 Contracts.** CALNET 3 Contracts do not have dollar value limits. To find out more about an agency's/department's delegated purchasing authority, please contact the respective agency/department Purchasing Authority Contact (PAC) or Purchasing and Contracting Officer (PCO).

¹ See the State Telecommunications Management Manual Glossary for definition of terms.

- **Approved Agency Telecommunications Representative (ATR) - A**
Telecommunications Service Request form (STD. 20) must be signed by an authorized ATR approving the use of the CALNET 3 Contracts by the ordering agency/departments. To designate an ATR, each agency/department designated Chief ATR (CATR) will create a new ATR profile that authorizes a new ATR to place orders on CALNET 3. Chief ATR and the CALNET 3 Contractors are notified via e-mail that a new ATR has been designated in the ATR database. CALNET 3 Contractors cannot fulfill orders that are placed by persons that are not in the Office of Technology Services, STND CATR/ATR database.
- **Documents Required to Order from CALNET 3 – A** STD. 20, signed by the authorized CATR or ATR. If the order is for Personal Services, (i.e. Project Management or Consulting Services), a Statement of Work (SOW) or other required documents must also accompany the STD. 20. Additionally, if ordering Personal Services, an approved GC 19130b Personal Services Contracting Exemption Justification Form must be secured prior to the STD. 20 and SOW being signed and the order placed. A copy of the approved GC 19130b form is retained in the customer's procurement file.
- **Personal Services –** Use of personal services can only be in support of Required services offered on the CALNET 3 Contracts. State agencies must include a SOW as Exhibit A for each Consulting Services contract order. The SOW should identify the specific services that the CALNET 3 Contractors will render to the ordering agency. A contract manager/project representative should be identified in this Exhibit as well. To order these Consulting Services, it is required that the STD. 20 and the SOW is submitted to the STND Contracts and Customer Services Unit for review and approval. STND CCSU staff will then send the approved STD. 20 and the SOW to the CALNET 3 Contractors for fulfillment. A copy of the approved documents will also be sent to the ordering agency for their procurement file.
 - **When ordering Personal Services on CALNET 3 Contracts:**
 - Personal Services must be in support of Required business communications and network services acquired from the contracts.
 - 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.
 - STD. 20 and SOW must be authorized and signed by the CATR or ATR.
 - Personal Services orders must first be directly sent to STND for review and approval. All approved orders will be sent to the appropriate vendor by STND staff. A copy of the STND approved order will also be sent to the ordering customer for their procurement file.

- **Submit SOWS, and STD. 20s for CALNET 3 Personal Services to:**

Statewide Telecommunications and Network Division
CALNET Customer Service Unit
Contract Customer Services Unit, Attn: Review Intake
P.O. Box 1810, MS# Y14. Rancho
Cordova, CA 95741

[Telecommunications Service Request Form](#) (STD. 20)

[Telecommunications Service Request Form Instructions](#)

[Contract/Delegation Purchase Order](#) (STD 65) and Instructions

[CATR/ATR Responsibilities/Duties](#)