

USER INSTRUCTIONS
FOR
CALNET FIRSTNET
State Contract C3A2FN9-18

Issued by:

State of California

California Department of Technology

P.O. Box 1810, MS-Y14

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CALNET FIRSTNET USER INSTRUCTIONS

A. Scope and Overview

The purpose of the AT&T FirstNet Solution is to provide Authorized Public Safety Entities (PSE) cellular services with priority and preemption. These services include wireless voice, texting and data service plans with ancillary equipment, features and functionalities.

B. Eligibility

FirstNet services provided under the CALNET Contract are for specific PSE identified by Cal OES. Some of those entities listed by the FirstNet Authority may not be eligible to use the CALNET contract. Refer to Cal OES eligibility list located at CALNET Service Offering webpage Category 9.1:

<https://cdt.ca.gov/services/calnet-services/>

PSE eligible to use the contract are as follows:

1. State PSE that have an approved CALNET Chief Authorized Telecommunications Representative (CATR) or Authorized Telecommunications Representative (ATR) on file with the California Department of Technology (CDT).
2. Non-State 100% tax supported PSE with one of the following:
 - a. An approved CALNET Authorization to Order (ATO); or,
 - b. An approved FirstNet ATO from California Governor's Office of Emergency Services (Cal OES).

3. Other Cal OES approved PSE.

For PSE not included in the Cal OES eligibility list contact Cal OES at (916) 657-9466 or email FirstNet_Contract@Caloes.ca.gov.

C. Contract Term

The initial contract term shall be from 10/22/2018 for five (5) years. In addition, the contract includes two (2), one (1) year options to extend the contract term.

D. Contract Management

For questions specifically regarding use or Terms and Conditions of the Contract 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.

E. Equipment and Services

For questions, regarding Equipment and Services contact AT&T Customer Support at (800) 574-7000.

F. Authorized Personnel

Only PSE that meet Cal OES eligibility requirements may order Equipment and Services. Such entities may order Equipment and/or Services upon receipt of an authorized and properly executed purchase document and/or service order by Authorized Personnel, as defined in the FirstNet ATO.

The Contractor will accept orders and make changes to Customer accounts only from Authorized Personnel.

G. Ordering Guidelines

Ordering Entities must follow all applicable State mandated guidelines, e.g., STMM, State Contracting Manual, Government Code (GC), Management Memos, and any Entity Directives.

1. State Departments

- a. Prior to placing orders against this contract, the State Departments must have telecom purchasing authority. The State department's current purchasing authority number must be entered in the appropriate location on each purchase document.
- b. 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 [Purchasing Authority Application](#) or may email [DGS/PD's Purchasing Authority Management Section](#).
- c. State departments are required to have a designated CATR and may have multiple ATR. Both the CATR and ATR(s) are authorized state representatives who may order services from CALNET Contract. ATRs are identified and maintained by the entity's CATR.

2. Local Government Entities

Local Government Entities are required to have on file an approved Non-State Entity Policy Agreement (NESPA) and a CALNET or Cal OES Authorization to Order (ATO), which identifies the Emergency Services Agency contact.

3. Emergencies

A PSE meeting the eligibility criteria listed in Section B Eligibility may order services without an ATO during an emergency, as defined in the Contract. The PSE is required to submit an ATO as soon as feasible after services are provided.

H. Service and Ordering Requirements

An order shall incorporate the following documents:

1. State Entities (CATR/ATR) are required to use the following if applicable:
 - a. Ordering Services- Requires a Telecommunications Service Request Form (STD. 20)
 - b. Ordering Equipment; Purchasing Authority Purchase Order Form (STD. 65)
2. Non-State Entities
 - a. Non-State Entities are encouraged to utilize the STD. 20 or STD. 65, but may use their own purchasing document.

The service request shall describe the specific requirements of the ordering entity. While there is no need to duplicate the contract language, ordering entities should

include details and Product Identifiers specific to the Equipment and/or Services being ordered as identified within the Contractor's Service Catalog.

I. Purchasing Forms and Signing Authority

The STD. 20 and STD. 65 forms for CALNET Equipment and/or Service orders must be complete, printed and signed by the PSE prior to submitting to the CALNET Contractor.

J. Ordering Execution

Ordering entities must submit an executed service request form, which may include the STD. 20 or a Local Entity equivalent contract form as follows:

Contractor Copies - The ordering entity shall provide an original signed copy of the executed order form (STD. 20 or a Local Entity equivalent purchase form) to the Contractor.

K. Invoicing and Payment

1. Payee Data Record (State Departments Only)

Each State accounting office must have a copy of the Contractor's Payee Data Record (STD. 204) in order to process payment of invoices. State Entities 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.

2. Payment Terms

Payment for Equipment and/or Services 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 Entities to pay properly submitted, undisputed invoices not more than 45 days after (i) the date of acceptance of goods or performance of services; or (ii) 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.

The [State Contracting Manual, Volume 3 for Information Technology](#) provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

L. Problem Resolution / Contractor Performance

Ordering entities should first attempt to resolve complaints, issues, or disputes informally with the Contractor. The State will not facilitate, intervene, advocate or escalate any disputes between the Non-State PSE and the Contractor or represent the Non-State PSE in resolution of litigated disputes between the parties.

ATTACHMENT 1, AT&T FIRSTNET Ordering Information

CONTRACTOR NAME: AT&T

CONTRACT NUMBER: C3A2FN9-18

AWARDED CATEGORY/SUBCATEGORY: 9.1

CONTRACT AWARD DATE: October 22, 2018

CONTRACT END DATE: April 21, 2027

CONTRACT EXTENSIONS: N/A

ORDERING ADDRESS: 2700 Watt Ave., Ste. 422 (A. Rollins) Sacramento, CA 95821

ORDERING PHONE NUMBER: (800) 575-7000, (800)999-5445

ORDERING E-MAIL ADDRESS: kt3893@att.com

CUSTOMER SUPPORT PHONE NUMBER: (800)574-7000

CONTRACT INFORMATION WEBSITE: [CALNET Services Website](#)