

**USER INSTRUCTIONS**

**FOR**

**LEGACY 4 TELECOMMUNICATIONS**

**VOICE AND DATA SERVICES**

**IFB C4A1LEG18**

**MANDATORY**

**Statewide Multiple Award Contract**

Issued by:  
State of California  
California Department of Technology  
P.O. Box 1810, MS-Y14  
Rancho Cordova, CA 95741

The information contained in the User Instructions is not intended to supersede the provisions of the Contract. In the event of any inconsistencies or conflicts between the User Instructions and the Contract, the terms of the Contract shall take precedence.

# USER INSTRUCTIONS

## CALNET LEGACY 4

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## A. Scope and Overview

CALNET, Legacy Telecommunications Voice and Data Services (IFB-C4A1LEG18) provides customers with a competitively bid contract used by all entities to easily order telecommunications services without going through a lengthy and costly procurement process. CALNET provides statewide telecommunications services for all Non-Exempt and Exempt State Entities (herein referred to as State Entities) and local government entities (herein referred to as Non-State Entities) as defined below.

The following service categories and contractors are included in this award:

Category 15 – Provides dedicated transport (DS0 through DS3) and ISDN PRI services.

Contractors awarded Category 15:

- A T and T
- Verizon (excluding DSO - 15.2.2)

Category 16 - Provides domestic and international long distance calling and access services.

Contractors awarded Category 16:

- A T and T
- Verizon
- CenturyLink dba LUMEN

Category 17 - Provides toll-free domestic and international calling and access services.

Contractors awarded Category 17:

- A T and T
- Verizon

Category 18 – Provides traditional telecommunications services (business access line services, central office exchange and trunk services, analog services, and ISDN BRI services).

Contractor awarded Category 18:

- A T and T

## B. Contract Term(s)

Categories 15 and 18: seven (7) years, with three (3) one-year options to extend. The following exceptions apply:

- Category 15 - Carrier DS0 service in Section 15.2.2 shall be three (3) years, with two (2) one-year options to extend.
- Category 18 - Analog service in Section 18.3.1.1 shall be three (3) years, with two (2) one-year options to extend.
- Categories 16 and 17: five (5) years, with five (5) one-year options to extend.

Refer to Service Providers at the end of this document for specific start and end dates for each contractor.

## C. Eligibility

The following eligibility requirements are necessary to use this Contact:

1. State Entities must have an approved CALNET Chief Agency Telecommunications Representative (CATR) or Agency Telecommunications Representative (ATR) on file with the California Department of Technology (CDT), CALNET Program.

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. CATR's may designate multiple ATRs per State Entity.

State Entities can register CATR/ATRs directly online through the CALNET Application and Management System (CAMS) at <https://cams.technology.ca.gov/Account/Login>.

2. Non-State Entities are required to have a current Non-State Entity Policy Agreement (NESPA) on file with CDT, CALNET Program. Non-State Entities must also obtain an approved CALNET Authorization to Order (ATO).

## D. Ordering Guidelines

1. All entities ordering from CALNET must adhere to all applicable state laws, regulations, policies, best practices, and purchasing authority requirements, e.g., California Codes, Code of Regulations, State Administrative Manual,

State Information Management Manual, Management Memos, and State Contracting Manual Volume 2 and 3, as applicable.

2. This contract is mandatory for Non-Exempt state executive branch entities when ordering services designated as “Required” in the CALNET contractor service catalogs.
3. This contract is nonmandatory when ordering services identified as “Discretionary” in the CALNET contractor service catalogs. Discretionary services may be purchased and require ordering entities to follow standard procurement guidelines.
4. The rate identified in the contractor service catalog is the maximum rate allowed. Additional rate reductions may be negotiated between the customer (ordering entity) and contractor by completing an Individual Price Reduction Agreement (IPRA). Contact your contractor representative or the CALNET Program for more information on IPRA's.

## **E. Ordering Procedures**

1. Orders shall itemize all line items and include the CALNET catalog product identifier. When applicable, a scope of work may be attached to the order form.
2. Order Forms and Online Ordering, all services:
  - a. State Entities (CATR/ATR) are required to use the following if applicable:
    - Ordering services - requires a Telecommunications Service Request (Form 20); and
    - Ordering equipment – requires a Purchasing Authority Purchase Order (STD 65).
  - b. Non-State Entities may utilize the Form 20 and STD 65 or use their own purchasing document.
  - c. Entities may order services through the contractor's portal or online ordering system, when available.
  - d. The ordering entity shall provide a signed copy of the executed order form (Form 20, the STD 65 or a Non-State Entity equivalent purchasing document) to the selected contractor. This applies to all methods of ordering (online, phone, etc.).

- e. Extended Demarcation line items have additional ordering procedures. See below.

3. Orders for Extended Demarcation Services:

Extended demarcation services are to be ordered to support primary CALNET services and shall correlate with the quantities of the moves, adds, or changes of the primary services. Extended demarcation is not intended for and shall not be used for large standalone cabling projects. Extended demarcation is identified within the contractor's product catalogs and designated as a discretionary service.

Customers who choose to use the CALNET extended demarcation service must check with contractor for service availability, as it is limited to specific geographic locations and circumstances.

An extended demarcation project utilizing CALNET may not exceed \$500,000 in total. The total service request(s) value shall be based on the cumulative value including multiple service requests and any amendments to the service requests (i.e., a \$400,000 service request plus a \$100,000 amendment shall be considered a \$500,000 service request). Pursuant to Public Contract Code section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading bidding and RFO requirements or to circumvent ordering limits, is prohibited.

Refer to the contractors Catalog B sections for specific available services.

- a. Purchases under \$50,000 – Multiple quotes are encouraged, but not required.

For a wiring service project that is under \$50,000, the ordering entity must use the contractor that is providing the primary CALNET service. Wiring quantities shall correlate with the quantities of the moves, adds, or changes of the primary services. All price reductions for Form 20 submissions (under \$50,000) will require an IPRA approval.

- b. Purchases over \$50,000 to \$500,000 – Minimum of two (2) quotes from CALNET contractors are required:

- If multiple contractors are solicited and less than two (2) quotes are received for extended demarcation wiring services, the ordering entity must document their procurement file with the reasons why the other contractors solicited did not respond with an offer;

- Contractor quotes received may not exceed the CALNET catalog line item price and customers are encouraged to negotiate lower pricing;
  - Determine Best Value – Ordering entity will review all responsive quotes and select a contractor based on best value, with cost as one of the criteria as defined by the ordering entities guidelines;
  - Document Results – Ordering entity must document the results of the best value process within the procurement file including, but not limited to, contractors that were contacted, recap of their quotes, how the selection was made and criteria for determining “best value”; and,
  - Order – Ordering entity will issue a Form 20 to the selected contractor in accordance with the CALNET contract.
- c. Purchases over \$500,000 – Usage of the CALNET contract for extended demarcation services cannot be utilized.

## **F. Order Acknowledgement and Confirmation**

The Contractor shall follow the order acknowledgement and confirmation as defined within the CALNET Business Requirements, *L.2.5.4 - Provisioning and Implementation*.

1. The customer will receive an order receipt acknowledgement within one (1) business day of placing an order.
2. The customer will receive an order confirmation notification within five (5) business days of receipt of completed Service Request. Order confirmation notification shall include contractor’s due date agreed to by the customer.

## **G. Implementation**

### **1. Planning**

The customer shall provide all necessary end-user requirements to contractor.

If cabling/wiring services provided by the contractor are to be performed in state owned buildings, customers should notify the Department of General Services prior to commencement.

## 2. Customer Acceptance

It is recommended that customer obtain an acceptance-testing plan from the contractor to ensure all services ordered are working properly. The contractor is contractually required to prepare and obtain mutual customer agreement for an acceptance plan as necessary for service.

The customer should provide the contractor written acceptance confirming the CALNET service is fully functional.

## H. Invoicing and Payment

### 1. Payee Data Record (State Entities only)

Each State accounting office must have a copy of the 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 Entities may request a copy of the completed STD 204 from the contractor.

### 2. Payment Terms

a. Payment for services will be made in accordance with the provisions of the California Prompt Payment Act, Government Code 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 (a) the date of acceptance of goods or performance of services; or (b) receipt of an undisputed invoice, whichever is later. Non-State Entities shall be subject to a late payment fee if payment is issued after the late payment date.

b. The State Contracting Manual, Volume 3 for Information Technology ([https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/State-Contracting-Manual-Volume-2-3-FI\\$Cal](https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/State-Contracting-Manual-Volume-2-3-FI$Cal)) provides additional information in Chapter 9, Disbursements, Financing, and Payment Programs, including the prohibition of advance payments and the necessity of properly executed documents.

## **I. California Department of Technology Administrative Fee**

All monthly recurring charges and usage-based charges are subject to a 2.5 percent State Associated Administrative Fee (SAAF). This fee is not included in the catalog pricing and will appear separately within the itemized taxes, fees and surcharges section on the customer's invoice.

## **J. Contract Management**

For questions, contact the CDT/CALNET Program Customer Service line (916) 657-9150 or email [CALNEThelp@state.ca.gov](mailto:CALNEThelp@state.ca.gov) to reach a CALNET representative. Questions submitted to the CALNEThelp email, should include sufficient details and reference the service type, contract number, and/or contractor name, as applicable.

## **K. Problem Resolution/Contractor Performance**

Ordering entities should first attempt to resolve complaints, issues, or disputes informally with the contractor. ATR should contact their Account Manager for resolving problems pertaining to billing/invoicing, technical support and network issues.

The CALNET Program will not facilitate, intervene, advocate or escalate any disputes between the customer and the contractor or represent the customer in resolution of litigated disputes between the parties.

CALNET Program or service related questions, contact a CALNET representative: by e-mail [CALNEThelp@state.ca.gov](mailto:CALNEThelp@state.ca.gov) or (916) 657-9150.

CALNET billing and invoicing inquiries please e-mail [CIOCALNETBILLING@state.ca.gov](mailto:CIOCALNETBILLING@state.ca.gov) or contact a CALNET representative at (916) 657-9150.

Contractor customer service support information is provided within Attachment 1 below for each awarded contractor.

## **L. CALNET Exemptions**

Non-Exempt executive branch entities must obtain a CALNET Exemption approval from CDT, CALNET Program before the purchase of telecommunication services designated as “Required” can be made outside any of the CALNET contracts. Refer to the State Telecommunications Manual (STMM) Chapter 3-501.0 for detailed instructions regarding the CALNET Exemption request process.

**ATTACHMENT 1 – SERVICE PROVIDERS**  
**CALNET - ORDERING INFORMATION**  
**A T and T**

<b>CONTRACTOR NAME:</b>	<b>A T and T</b>
<b>CONTRACT NUMBER:</b>	C4-LEG-12-10-TS-01
<b>AWARDED CATEGORY:</b>	15, 16, 17 and 18
<b>CONTRACT AWARD DATE:</b>	January 3, 2019
<b>CONTRACT END DATES:</b>	June 30, 2027
<b>CONTRACT EXTENTIONS:</b>	Two (2) one-year options
<b>ORDERING ADDRESS:</b>	2700 Watt Avenue Rm 1213, Sacramento, CA 95820
<b>ORDERING PHONE NUMBERS:</b>	1 (877) 9-CALNET or 1 (877) 922-5638, option 2
<b>ORDERING E-MAIL ADDRESS:</b>	STATE - <a href="mailto:WEST.GEM.N.STATE@RDSMAIL.IMS.ATT.COM">WEST.GEM.N.STATE@RDSMAIL.IMS.ATT.COM</a> Local Government - <a href="mailto:WEST.GEM.N.LOCAL@RDSMAIL.IMS.ATT.COM">WEST.GEM.N.LOCAL@RDSMAIL.IMS.ATT.COM</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	1 (877) 922-5638
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

**CALNET - ORDERING INFORMATION**  
**Verizon**

<b>CONTRACTOR NAME:</b>	<b>Verizon</b>
<b>CONTRACT NUMBER:</b>	C4-LEG-13-02-TS-08
<b>AWARDED CATEGORY:</b>	Categories 15, 16 and 17
<b>CONTRACT AWARD DATE:</b>	April 5, 2019
<b>CONTRACT END DATES:</b>	June 30, 2027
<b>CONTRACT EXTENTIONS:</b>	Two (2) one-year options
<b>ORDERING ADDRESS:</b>	295 Parkshore Drive, Folsom, CA 95630
<b>ORDERING PHONE NUMBER:</b>	8334CALNET (833-422-5638)
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:calnet-orders@verizon.com">calnet-orders@verizon.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	8334CALNET (833-422-5638)
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>

**CALNET - ORDERING INFORMATION**  
**CenturyLink dba LUMEN**

<b>CONTRACTOR NAME:</b>	<b>CenturyLink dba LUMEN</b>
<b>CONTRACT NUMBER:</b>	C4-LEG-12-10-TS-03
<b>AWARDED CATEGORY:</b>	Category 16
<b>CONTRACT AWARD DATE:</b>	January 22, 2019
<b>CONTRACT END DATE:</b>	June 30, 2026
<b>CONTRACT EXTENTIONS:</b>	Three(3) one-year options
<b>ORDERING ADDRESS:</b>	1075 Triangle Court, West Sacramento, CA 95605-2770
<b>ORDERING PHONE NUMBER:</b>	1 (844) 772-1150 Option 4
<b>ORDERING E-MAIL ADDRESS:</b>	<a href="mailto:CALNET@CenturyLink.com">CALNET@CenturyLink.com</a>
<b>CUSTOMER SUPPORT PHONE NUMBER:</b>	1 (844) 772-1150
<b>CALNET CONTRACT INFORMATION WEBSITE:</b>	<a href="https://cdt.ca.gov/services/calnet/">https://cdt.ca.gov/services/calnet/</a>