



Notification: 26-01

4/29/2026

SUBJECT: Release of Technology Letter 25-06 to Address Procuring Contact Center Services

This notification is intended to highlight Technology Letter (TL) 25-06 for Non-Exempt State Agencies. The California Department of Technology released TL 25-06 to:

- a) clarify that Non-Exempt State Entities must procure Business Telecommunications Systems and Services through the CALNET Program, including Contact Center Services,
- b) define and clarify the scope of Contact Center Services offered by the CALNET Program, and
- c) clarify the process for procuring Business Telecommunications Systems and Services including Contact Center Services.

Business Telecommunications System and Services

Pursuant to Government Code (GC) section 11541 and State Administrative Manual (SAM) section 4602 (CALNET Contracts Mandatory Use Policy), Non-Exempt State Entities are required to purchase all Business Telecommunications Systems and Services, including Contact Center Services, through the CALNET Program.

Definition Of Contact Center Services

Contact Center Services means the infrastructure, software, tools, and technical professional support services required to design, configure, manage, and maintain customer interaction capabilities across voice and digital communication channels. These services facilitate the routing, monitoring, analytics, and integration of customer interactions but expressly exclude the provision of non-IT personnel services such as human agents or staff augmentation for directly handling customer interactions that are subject to Public Contract Code (PCC) sections 10335-10381.

For further information, please refer to:

- [Technology Letter \(TL\) 25-06](#) (Clarification on Procuring Business Telecommunications Systems Including Contact Center Services),
- [SAM section 4602](#) (CALNET Contracts Mandatory Use Policy), and
- [SAM section 4600.1 Definitions](#) (Definition of Contact Center Services).

If you have any questions regarding this Notification, please contact the CALNET Customer Service Line at (916) 657-9150 or email CIOCALNEThelp@state.ca.gov for assistance.