

**AGENCY
TELECOMMUNICATIONS
REPRESENTATIVE
BULLETIN**

Date: 8/3/2011
ATR 11-04 (Revised)

P. O. Box 1810, MS #Y-13
Rancho Cordova, CA
95741-1810
(916) 657-9150

SUBJECT: Ordering Personal Services, i.e....Project Management or Consulting Services

Effective August 1, 2011, all CALNET 2 STD. 20's (Form 20) for *Personal Services*, such as Project Management or Consulting Services are required to be submitted to and approved by OTech. For any of these Personal Services, work is not to be performed prior to approval by OTech. OTech will forward the approved Form 20s to the CALNET 2 vendors. For further information and guidance on Personal Services contracting, please refer to the following Department of General Services Procurement Division's broadcast bulletin at: <http://www.documents.dgs.ca.gov/pd/delegations/pac041808.htm>.

A recent audit of Form 20s has identified some misinterpretation of the use of Personal Services under CALNET 2. CALNET 2 Personal Services, such as Project Management or Consulting Services are available to support business communications and network services acquired from the CALNET 2 contract. The Form 20 for Personal services must be used in support of business communications services offerings of CALNET 2. The Statewide Telecommunications and Network Division (STND)'s Statewide Contracts Management Section (SCMS) will perform the contract use compliance and oversight functions.

Some examples of Personal Services on CALNET 2 (sometimes labeled as Professional Services) include, but are not limited to the following Personal Services *that have hourly rates affixed to them*:

All Interactive Voice Response (IVR) Application or Consulting services, all Call Center Consulting services, all Agency Telecommunications Representative (ATR) or Support Services (levels I, II, or III), all Computer Telephony Integration (CTI) Consulting Services, all Network Consultant or Architect services, Call Center Support.

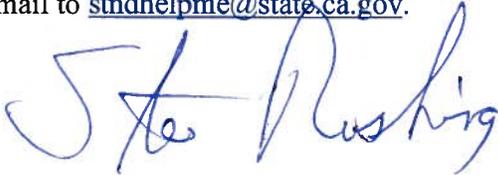
The ordering process for CALNET 2 Personal Services will be as follows:

- Personal Services, such as Project Management or Consulting Services must be in support of business communications and network services acquired from the CALNET 2 contract.
- For each personal service ordered, include a Statement of Work (SOW) which identifies the specific personal services to be rendered and the department's contract manager/project representative.
- Form 20 and SOW must be authorized and signed by staff with appropriate fiscal and procurement signature authority for the funds being encumbered.

Submit Form 20s and SOW for CALNET 2 Project Management or Consulting Services to:

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

If you have any questions please call our CALNET Customer Assistance line at 916-657-9150 or send an e-mail to stndhelpme@state.ca.gov.

A handwritten signature in blue ink that reads "Steve Rushing". The signature is fluid and cursive, with the first name "Steve" and last name "Rushing" clearly legible.

STEVE RUSHING, Deputy Director
Statewide Telecommunications and Network Division
Office of Technology Services (OTech)
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