

ADMINISTRATIVE RULES AND REGULATIONS
OF THE OFFICE OF TELECOMMUNICATIONS MANAGEMENT
Title 4
Part IX. Telecommunications

Chapter 1. General Provisions

<101. Title

These rules shall be known as the administrative rules and regulations of the Office of Telecommunications Management.

<103. Authority

These rules are adopted pursuant to R.S. 39:140-143 and R.S. 39:1751-1755.

<105. Purpose

The purpose is to establish overall policy and define areas of responsibility for the provision and management of coordinated telecommunications services to support the programs of the Executive Branch of State government.

<107. Scope

These rules apply to the Executive Branch of State government as defined in R.S. 36:3(1) and any and all entities, state or non-state, approved to utilize state telecommunications systems and telecommunications services. All groups may be referred to collectively hereafter as agency or agencies.

Chapter 3. State Agencies' Responsibilities

<301. General

All agencies must comply with the requirements and standards stated in these rules and regulations.

<303. Telecommunications Coordinator

All agencies shall appoint one or more representatives to be designated as the agency Telecommunications Coordinator(s). The Telecommunications Coordinator shall be recognized by the Office of Telecommunications Management as the agency's authorized representative for approving and coordinating telecommunications activity. The appointment of the Telecommunications Coordinator authorizes that person, on behalf of the agency, to make changes and additions for telecommunications equipment and services and to obligate related funds. Communications concerning policy and operating procedures will be directed to agencies through their respective Telecommunications Coordinator(s). As multiple Telecommunications Coordinators may be appointed to represent an agency, a Telecommunications Coordinator may be designated to have responsibility for voice only, data only, or both voice and data.

Training designed to instruct the Telecommunications Coordinator on the procedural aspects of interfacing with the Office of Telecommunications Management and the design and operation of various telecommunications systems will be furnished by the Office of Telecommunications Management upon request by agencies.

<305. Telecommunications Problem Reporting

It is the agency's responsibility to report all repair problems to the Office of Telecommunications Management.

Chapter 5. Approval of Non-State Entity Use of State Telecommunications Services

<501. General

Non-state entities may be allowed to use state telecommunications services under particular circumstances.

<503. Approval Criteria

A. When one of the following criteria is met and upon approval of the Office of Telecommunications Management, non-state entities may use state telecommunications services. The non-state entities shall be either:

1. political subdivisions created by statute;
2. state credit unions;
3. Blind Services approved operators in state buildings;
4. the working press with offices in the State Capitol; or,
5. private educational institutions in the State of Louisiana with classes from kindergarden through 12th grade, and colleges and universities, when requesting access to the LaNet Wide Area Network for educational and/or research purposes.
6. any non-state entity working in cooperation with the Louisiana Department of Labor's efforts to comply with the federal Workforce Investment Act of 1998 (Public Law 105-220).

B. A non-state entity may be required to supply documentation or evidence of its creation.

<505. Charges

The non-state entities being allowed to use the state provided services will be charged the same rates as state agencies and must pay for the service within thirty days of receipt of the Office of Telecommunications Management invoice.

<507. Availability and Usage Constraints

The use of the state services by the non-state entities shall not preclude any state agency from use of those services. The non-state entity's use of these services should not result in any additional unreimbursed cost to the state.

Chapter 7. Telecommunications Service Standards

<701. General

The State of Louisiana will utilize a statewide, consolidated concept of providing telecommunications services which are most cost effective and best meet the overall needs of the state.

<703. Local Service Standards

The Office of Telecommunications Management will determine the means of providing telecommunications services to be used within a given metropolitan area. The selection of the service will be based on the best overall service alternative for that area. Agencies will be provided service through this metropolitan service vehicle.

<705. Long Distance Network Service Standards

The Office of Telecommunications Management will determine the means for providing long distance telephone service for each individual metropolitan area. State agencies will be provided service through this metropolitan service vehicle.

<707. Telecommunications Building Access Standards

A. In general, telecommunications access to state-owned buildings shall be made through an as-needed competitive procurement activity that includes provisions and requirements for building access as a part of the state's needs to acquire telecommunications services. This Section is not applicable to those telecommunications service providers that have existing access facilities in state-owned buildings. In special cases where a telecommunications service provider is building out its network and desires access to a new or existing state-owned building in that process, this Section shall apply.

B. When determined by the Office of Telecommunications Management and with the concurrence of the agency/owner to be in the best interest of the state, building access and space in state-owned buildings may be made available to telecommunications service providers. It is the state's intention to provide access to the building through a state-owned and state-provided conduit system.

C. The Office of Telecommunications Management shall be responsible for developing a standard building access agreement. The Office of Telecommunications Management shall be responsible for developing installation standards and guidelines for use by telecommunications service providers. The Office of Telecommunications Management shall coordinate the processing of all requests by telecommunications service providers for building access. The telecommunications service provider shall be responsible for initiating a written request for building access to the Office of Telecommunications Management that contains specific details of accommodation requirements and types of services offered. The agency/owner shall be responsible for sending all requests from telecommunications service providers to the Office of Telecommunications Management. Each building access agreement shall be signed by the agency/owner and the telecommunications service provider and approved by the Office of Telecommunications Management.

D. The criteria for accommodation shall be first come/first served, reasonable availability of space, a demonstrated need for the type of service to be provided, and safety considerations.

Chapter 9. Telecommunications Use

<901. General

All agencies are responsible for devising, implementing, and enforcing cost controls related to telephone usage and informing employees of such policies to preclude unnecessary and unauthorized charges.

<903. Authorized Use

State telecommunications systems and telecommunications services are provided for the conduct of state business.

<905. Receiving Collect Telephone Calls

Collect calls shall not be accepted on state telephones.

<907. Calls Billed As a Third Number Call to State Telephone Numbers

Third number calls billed to state telephones are prohibited.

<909. LINC Management Reporting

LINC management reporting shall be provided by OTM to agency management when available to assist in monitoring and controlling the usage of long distance service.

<911. Agency Usage Policy

Agency policy concerning telephone usage must be consistent with this Chapter and should be appropriate for the particular needs of each agency.

Chapter 11. Telecommunications Service Requests

<1101. Submission

All agency requests for telecommunications systems and or telecommunications services must be submitted on the appropriate forms to the Office of Telecommunications Management.

Chapter 13. Telecommunications Charges

<1301. Charges for Services

The specific charges for each line of service provided will be published in the Office of Telecommunications Management's Catalog of Services.

Chapter 15. Directory Requirements

<1501. Responsibilities

The Office of Telecommunications Management will be responsible for the coordination and publication of all directory information for state telephone users. Respective agency Telecommunications Coordinators will be responsible for initiating directory listing changes and for verifying accuracy prior to publication.

Chapter 17. Telecommunications Procurement

<1701. Tariffs

When determined by the Office of Telecommunications Management to be in the best interest of the state and when available, general subscriber tariffs and related special billing assemblies may be used.

<1703. Contract Contents

The request for proposals, or the invitation to bid, and its addenda with the vendor's response shall be incorporated into the final contract consummated with that vendor. In the event of ambiguity, the order of precedence will be the contract, the request for proposals or the invitation to bid, and the vendor's response.

<1705. Multi-Year contract Use

Multi-year contract use must be justified and approved in writing. Such justification shall identify and consider all cost factors relevant to that contract. The multi-year method of contracting may be used, but shall not be limited to, the following situations:

- A. utility-type contracts; or
- B. when it has been determined that vendors could provide lower unit prices over a longer period of time due to increased volume or lower production costs; or
- C. when the cost and burden of contract solicitation, award, and administration of the procurement may be reduced; or
- D. when the cost and burden of contract conversion or service implementation are excessive; or
- E. when the Commissioner of Administration deems the use of a multi-year contract to be in the best interest of the state.

Chapter 19. Vendor Responsibilities

<1901. General

All vendor contact for sales and service of telecommunications systems and telecommunications services shall be with the Office of Telecommunications Management and not directly with agencies.

<1903. Bid Notification

It is each vendor's responsibility to notify the State Purchasing Office of its desire to receive notification of state telecommunications bids.

<1905. Telecommunications Contracts

Vendors shall not enter into any contract with any state agency for telecommunications systems or telecommunications services without prior written approval from the Office of Telecommunications Management.

Chapter 21. Waiver of Regulations

<2101. Commissioner's Authority to Waive Regulations

The Commissioner of Administration may waive in writing, upon the recommendation of the Office of Telecommunications Management, any provision in these rules when the best interest of the state will be served.