

AMENDED IN SENATE APRIL 8, 2015

**SENATE BILL**

**No. 449**

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**Introduced by Senator Nielsen**

*(Coauthors: Assembly Members Chang and Gallagher)*

February 25, 2015

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An act to add Section 12121 to the Public Contract Code, relating to public contracts.

LEGISLATIVE COUNSEL'S DIGEST

SB 449, as amended, Nielsen. State contracts: telecommunications: callback features.

Existing law governing the state acquisition of telecommunication services and goods, generally requires contracts for the acquisition of those goods and services, whether by lease or purchase, to be made by, or be made under the supervision of, the Department of Technology.

This bill would, on and after January 1, 2016, require any contract for the acquisition of telecommunications services, or any renewal of a contract for telecommunications services, for a state ~~agency~~ *agency*, *as defined*, that interacts with, or receives inquiries from, the general public to provide for a queue callback feature, as described.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

*The people of the State of California do enact as follows:*

- 1 SECTION 1. Section 12121 is added to the Public Contract
- 2 Code, to read:
- 3 12121. (a) On and after January 1, 2016, any contract for the
- 4 acquisition of telecommunications services, or any renewal of a

1 contract for telecommunications services, for a state agency that  
2 interacts with, or receives inquiries from, the general public shall  
3 provide for a queue callback feature that allows customers calling  
4 the state agency to be offered the option of receiving a call back  
5 from a representative of the state agency rather than wait on the  
6 telephone line for the next available representative.

7 *(b) For purposes of this section, “state agency” means every*  
8 *state office, department, division, bureau, board, and commission,*  
9 *but does not include the Legislature and, notwithstanding Section*  
10 *19204, does not include the courts or an entity in the judicial*  
11 *branch of government.*