



Cal OES executes bridge contract to resume deployment of NG 9-1-1 statewide

The California Governor's Office of Emergency Services (Cal OES) has secured a bridge contract with a statewide provider, formally resuming deployment of NG 9-1-1. This step restores momentum toward a unified system designed to ensure continuity of service and support to Public Safety Answering Points (PSAPs) and the public.

The bridge contract with Atos, the current NG 9-1-1 statewide backup provider, restarts the transition to urgently needed modernization of 9-1-1. The bridge contract will maintain system stability, continue deployment efforts, and support key milestones — including preparations for the 2028 Los Angeles Olympic and Paralympic Games — while Cal OES conducts a competitive procurement for a permanent, long-term statewide contract.

What Is The Bridge Contract?

The bridge contract is part of phase 1 of Cal OES' transition to a statewide NG 9-1-1 system, as laid out in the [NG 9-1-1 Transition Plan Implementation](#) released in February 2026. The bridge contract is an agreement with the current statewide backup provider (Atos) to immediately:

- Sustain existing NG 9-1-1 deployments
- Continue system implementation in priority regions
- Support migration planning and testing
- Maintain operational continuity during procurement of permanent statewide contract

The cost of the 30-month contract is approximately \$80 million per year and takes effect May 1, 2026. Cal OES is simultaneously working with the California Department of Technology (CDT) to conduct an open, competitive procurement for a long-term statewide NG 9-1-1 contract. Because of this phased transition, some overlap between the contracts is expected until the long-term contract is fully operational.

Why A Bridge Contract Is Needed

Transitioning to a statewide NG 9-1-1 system is a complex, multi-year effort. Emergency communications and system modernization must continue uninterrupted and with urgency. The bridge contract ensures Californians continue to receive reliable 9-1-1 service and allows for additional deployment of NG 9-1-1, particularly in high-priority areas like Los Angeles ahead of the 2028 Olympics and Paralympics.