

GAVIN NEWSOM
GOVERNOR

NANCY WARD
DIRECTOR



September 12, 2023

Jayesh Maroo, CFO
Atos Public Safety, LLC
4851 Regent Blvd,
Irving, TX 750363

Subject: Notice of Contractor Performance Failures

Mr. Maroo:

The purpose of this letter is to inform Atos Public Safety, LLC of its failure to meet the objective milestone date for pre-migration deployment. Service Level Agreement, as articulated in contract 6058-2019, Prime Region Next Generation 9-1-1 Service Provider, with the California Governor's Office of Emergency Services (Cal OES), Section 32.2.6 Failure to Meet Project Deployment Plan (PDP) Milestone Dates, requires Atos Public Safety, LLC to achieve all milestone dates identified in the PDP.

On June 12, 2023, Cal OES issued a Project Milestone Report (PMR) establishing the Tiger Team Initiative, which was developed to establish legacy 9-1-1 call handling readiness and to complete Operational Readiness Testing at each of the AT&T maintained Public Safety Answering Points in the state of CA. The direction provided by Cal OES was as follows: "...within 30 days of Tiger Team completion each NG 9-1-1 vendor shall complete the pre-migration testing to support carrier migration to the NG 9-1-1 network." Based on the PMR issued to Atos Public Safety, LLC, pre-migration testing should have started on August 10th, 2023.

Contract 6058-2019 SLA 32.2.6 identifies that a failure to meet this objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the milestone is not delivered after the objective. The amount due for this failure to meet the milestone date for August is \$105,000.00.

Atos Public Safety, LLC is expected to get up to date with pre-migration testing at all PSAPs that have successfully passed the Tiger Team testing. If Atos Public Safety, LLC is able to complete all pre-migration testing at each successful PSAP, in September, then the \$5,000 a day credit will be removed. If Atos Public Safety, LLC is unable to complete the pre-



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migration testing, the SLA will continue for September at \$5,000 per day, for a total \$150,000 for the month. The \$5,000 a day credit will continue into October and beyond until all sites are completed.

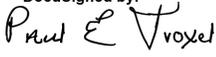
Therefore, Atos Public Safety, LLC must remit a credit of \$105,000.00 for August 2023.

Cal OES fully expects Atos Public Safety, LLC to complete pre-migration testing at all PSAPs that the Tiger Team has successfully completed. For those PSAPs that were not successful, Cal OES expects Atos Public Safety, LLC to complete the appropriate remediation to support Operational Readiness Testing, then complete pre-migration testing, and schedule carrier go-live.

Cal OES is confident that Atos Public Safety, LLC will honor these commitments, however, if these lapses are not remedied or if there are future concerns, Cal OES will have no choice but to pursue any and all remedies available under the contract, including but not limited to potential termination of the contract.

Please contact me to discuss the credit referenced above and an immediate solution to address this performance failure. You may contact me at paul.troxel@caloes.ca.gov or (916) 894-5017.

Sincerely,

DocuSigned by:

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Paul E. Troxel, ENP
CA 9-1-1 Emergency Communications Branch Manager

Attachments: Project Milestone Report (Dated June 12, 2023)