

GAVIN NEWSOM
GOVERNOR

NANCY WARD
DIRECTOR



June 26, 2024

Don Ferguson
NGA 911, LLC
8383 Wilshire Blvd.
Suite 800
Beverly Hills, CA 90211

Subject: NGA 911 Call Processing Equipment Stop Clock

Mr. Ferguson:

The California Governor's Office of Emergency Services (Cal OES) is informing NGA 911 that all Stop Clock conditions for Call Processing Equipment (CPE) contract #6150-2020 (Section 22.4 Stop Clock Conditions) have been removed for the Central and Los Angeles Regions. Per the CPE contract #6150-2020, Section 4.3, orders from the PSAP must be completely installed and ready for acceptance testing within 90 calendar days after TD-288 is issued. The installation date may be changed by mutual consent of the Contractor and the PSAP; however, the system installation schedule must be updated with the revised dates.

The Stop Clock was originally set in place due to issues with Atos NGCS network connectivity. Per Contract 6150-2020, Section 22.4, "Any problem or delay caused by a third party not under the control of Contractor, with CA 9-1-1 Branch approval. Contractor's affiliates, subsidiaries, or subcontractors under the control of Contractor are not subject to this stop-clock provision." On June 25, 2024, NGA 911 confirmed with Cal OES that the Atos network to NGA 911 CPE was installed. Additionally, NGA 911 confirmed the outstanding item was Transport Layer Security (TLS) with the NGA 911 CPE. This is a responsibility of NGA 911, and no other vendor impacts the development work necessary to support TLS.

NGA 911 has 90 calendar days from the date of this letter to complete all CPE installations, at Public Safety Answering Points (PSAPs), with approved TDe-288s, within the Central and Los Angeles Region. Cal OES is confident that NGA 911 will honor these commitments. However, if these installation dates are not met, Cal OES will have no choice but to pursue any and all



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remedies available under the contract. Please feel free to contact me with any questions at paul.troxel@caloes.ca.gov or (916) 894-5017.

Sincerely,

DocuSigned by:

Paul Troxel

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Paul E. Troxel, ENP

9-1-1 Branch Manager