

GAVIN NEWSOM  
GOVERNOR

NANCY WARD  
DIRECTOR



July 17, 2024

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

Subject: Notice of Contractor Performance Failures

Mr. Ferguson:

The purpose of this letter is to inform NGA 911, LLC of its failure to produce monthly Service Level Agreement (SLA) reports as articulated in contract 6060-2019 (Central Region Next Generation 9-1-1 Service Provider) with the California Governor's Office of Emergency Services (Cal OES). Section 32.18 of the NG Technical SLA Compliance Report Chart, requires disclosure for Unplanned Downtime and Root Cause Analysis shall be provided with 15 business days.

Cal OES has not received the required Root Cause Analysis report for the outage at Tuolumne County Sheriff Office that occurred on June 20<sup>th</sup>, 2024. The system did not failover to the prime network provider and resulted in a network outage. The deadline for this report was due on July 11, 2024.

Contract 6060-2019 SLA 32.18 identifies that a failure to meet this objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective. Therefore, NGA 911, LLC must remit a credit of \$20,000.00 as of today. The credit/or adjustment will continue to accrue each business day until the Root Cause Analysis report is received by Cal OES.

Cal OES is confident that NGA 911, 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 equipment failure. You may contact me at [budge.currier@caloes.ca.gov](mailto:budge.currier@caloes.ca.gov) or (916) 894-5150.



601 SEQUOIA PACIFIC BLVD, SACRAMENTO, CA 95811  
(916) 894-5007 TELEPHONE  
[www.CalOES.ca.gov](http://www.CalOES.ca.gov)

Mr. Ferguson  
July 17, 2024  
Page 2

Sincerely,

DocuSigned by:

*Budge Currier*

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Budge Currier, ENP  
Public Safety Communications, Assistant Director