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**SOW ATTACHMENT 2.1: CONTRACTOR'S MONTHLY SERVICE LEVEL AGREEMENT  
 (SLA) COMPLIANCE REPORT 9-1-1 CPE HOST-REMOTE SYSTEM**

▪

*Contractor's Name    Contact Name*

*Contact Telephone Number*

*Contact e-mail address*

*Reporting Month/Year*

**Provisioning SLAs**

PSAP Name	CA 9-1-1 Branch Tracking number	Scheduled Acceptance Start Date	Actual Acceptance Date	Rights and Remedies

**Time to Repair and Availability SLAs**

PSAP Name	Trouble Ticket Number	Equipment Type	Type of Failure	Brief Restoration Description	Alarm/Ticket Open Date and Time	Problem Resolution Date and Time	Total Stop-Clock Duration	Outage Duration	Applicable SLA	Rights and Remedies

**Administrative SLAs**

Requirement	Scheduled Date	Due	Actual Date	Delivery	Applicable Remedy
Monthly Activity Report					
SLA Compliance Report					
SLA Remedy Delivery					

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**SOW ATTACHMENT 3.0: CONTRACTOR'S SAMPLE STATEMENT OF WORK TURN-KEY  
9-1-1 CPE SYSTEM FORMAT**

The sample SOW provided below is preferred by the CA 9-1-1 Branch. Based upon past experience, this format provides all of the required information in a format that is most expeditiously processed by the CA 9-1-1 Branch.

- A. Cover Page (should include the following)
  - 1. Contractor Name
  - 2. PSAP Name
  - 3. Project name (example Turn-key 9-1-1 CPE System for ABC City)
- B. Table of Contents
  - 1. Include all of the major categories and subcategories
- C. Body
  - 1. Overview
    - a. An overall statement about the purpose of the SOW and scope of the project;
    - b. A list of the equipment, software and maintenance to be provided (workstation, back room, MIS, etc.) including quantities, individual prices and extended prices;
    - c. A description of the existing equipment that will be reused;
    - d. A description of the equipment that is to be provided by the PSAP;
    - e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project;
    - f. Any other general issues.
  - 2. Design
    - a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element;
    - b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring-down lines, remote maintenance lines and any other network connections that will be configured in the system;
    - c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis;

- d. Integration Requirements to other equipment such as CAD, radio, and clock syncing equipment;
  - e. Building modifications that the PSAP will have to make to accommodate the new or updated system.
3. Change Requests
    - a. A description of how changes to the SOW will be managed by the State and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.
  4. Acceptance Testing
    - a. An Acceptance Test Plan with a clear description of the acceptance testing process that is consistent with the Contract Requirements including the System Acceptance and Authorization Checklist;
    - b. A description of how MACs are handled once Acceptance has been signed off by the authorized PSAP representative.
  5. Names of Responsible Parties and Contact Information
    - a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.
  6. Responsibilities
    - a. Contractor's responsibilities;
    - b. Identified responsibilities of others;
    - c. CA 9-1-1 Branch responsibilities.
  7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS Statewide provider);
  8. Installation Schedule
    - a. List of key dates beginning with the funding approval date from the CA 9-1-1 Branch;
    - b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
  9. Warranty Provisions
    - a. Acknowledgement of the terms of the warranty provisions of the Contract.
  10. Maintenance Plan
    - a. Remote maintenance processes;



- b. Description of how preventive maintenance will be provided;
- c. Description of how remedial maintenance will be provided, including response times for major and minor outages;
- d. Description of the Minimum level of technical expertise that the maintenance technicians will have;
- e. Contact numbers to report trouble and the hours of availability for the contact center;
- f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.

#### 11. Training

- a. A Training Plan that includes the following:
- b. A description of the training that will be provided to the PSAP management staff, Telecommunicators and PSAP technical support personnel;
- c. Description of the user manuals that will be provided by the Contractor;
- d. Description of the technical service manuals that will be provided by the Contractor.

#### 12. SOW Approval

- a. A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.

#### 13. Appendices

- i. Site Certification Document

The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system;

- ii. Floor Plan

Diagrams of the room where the workstations will be installed and the telephone facilities room at the PSAP;

- iii. Pricing and Terms

A copy of the detailed quote from the Contractor for the project that includes specific part numbers from the multiple award contract, quantities, and maintenance costs;

- iv. Forms

Samples of the forms that will be used for the project such as change request forms, issue communications forms and any other applicable forms;

v. Systems Acceptance and Authorization Checklist

A copy of the System Acceptance and Authorization Checklist (SOW Attachment 4.0) to be completed and signed by the authorized PSAP representative upon acceptance. The executed form will be provided to the CA 9-1-1 Branch as documentation of system acceptance and beginning of the warranty period for the system.

**SOW ATTACHMENT 3.1: CONTRACTOR'S SAMPLE STATEMENT OF WORK 9-1-1  
CPE HOST-REMOTE SYSTEM FORMAT**

The sample SOW provided below is preferred by the CA 9-1-1 Branch. Based upon past experience, this format provides all of the required information in a format that is most expeditiously processed by the CA 9-1-1 Branch.

- A. Cover Page (should include the following)
  - 1. Contractor Name
  - 2. PSAP Name
  - 3. Project name (example 9-1-1 CPE Host-Remote System ABC County)
- B. Table of Contents
  - 1. Include all of the major categories and subcategories
- C. Body
  - 1. Overview
    - a. An overall statement about the purpose of the SOW and scope of the project;
    - b. A list of the equipment, software and maintenance to be provided (workstation, back room, MIS, etc.) including quantities, individual prices and extended prices;
    - c. A description of the existing equipment that will be reused;
    - d. A description of the equipment that is to be provided by the PSAP;
    - e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project;
    - f. Any other general issues.
  - 2. Design
    - a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element;
    - b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring-down lines, remote maintenance lines and any other network connections that will be configured in the system;
    - c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis;

- d. Integration Requirements to other equipment such as CAD, radio, and clock syncing equipment;
  - e. Building modifications that the PSAP will have to make to accommodate the new or updated system.
3. Change Requests
    - a. A description of how changes to the SOW will be managed by the PSAP and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.
  4. Acceptance Testing
    - a. An Acceptance Test Plan with a clear description of the acceptance testing process that is consistent with the Contract Requirements including the System Acceptance and Authorization Checklist;
    - b. A description of how MACs are handled once Acceptance has been signed off by the authorized PSAP representative.
  5. Names of Responsible Parties and Contact Information
    - a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.
  6. Responsibilities
    - a. Contractor's responsibilities;
    - b. PSAP responsibilities including a pre-installation checklist;
    - c. CA 9-1-1 Branch responsibilities.
  7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS statewide provider);
  8. Installation Schedule
    - a. List of key dates beginning with the funding approval date from the CA 9-1-1 Branch;
    - b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
  9. Warranty Provisions
    - a. Acknowledgement of the terms of the warranty provisions of the Contract.
  10. Maintenance Plan
    - a. On-site and remote maintenance processes;
    - b. Description of how preventive maintenance will be provided;
    - c. Description of how remedial maintenance will be provided, including response times for major and minor outages;

- d. Description of the Minimum level of technical expertise that the maintenance technicians will have;
- e. Contact numbers to report trouble and the hours of availability for the contact center;
- f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.

#### 11. Training

- a. A Training Plan that includes the following:
- b. A description of the training that will be provided to the PSAP management staff, Telecommunicators and PSAP technical support personnel;
- c. Description of the user manuals that will be provided by the Contractor;
- d. Description of the technical service manuals that will be provided by the Contractor.

#### 12. SOW Approval

- a. A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.

#### 13. Appendices

- i. Site Certification Document

The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system;

- ii. Floor Plan

Diagrams of the room where the workstations will be installed and the telephone facilities room at the PSAP;

- iii. Pricing and Terms

A copy of the detailed quote from the Contractor for the project that includes specific part numbers from the multiple award contract, quantities, and maintenance costs;

- iv. Forms

Samples of the forms that will be used for the project such as change request forms, issue communications forms and any other applicable forms;

- v. Systems Acceptance and Authorization Checklist

A copy of the System Acceptance and Authorization Checklist (SOW Attachment 4.1) to be completed and signed by the authorized PSAP representative upon acceptance. The

executed form will be provided to the CA 9-1-1 Branch as documentation of system acceptance and beginning of the warranty period for the system.











### ATTACHMENT 5.0 REQUIRED CALL DETAIL RECORD (CDR) ELEMENTS

The following CDR elements must be provided by the Contractor's 9-1-1 CPE no more than six (6) seconds following the completion of the call (trunk release) following standards defined in NENA Technical Information Document on XML namespaces, NENA 02-503 Issue 1, and the current NENA schema which at the time of release of this IFB is 4.3.1

The example below demonstrates the format and data elements for CDR information. Following the data elements is a table providing type of data expected and definitions for the elements. Data shown in the sample below is for demonstration purposes.

SAMPLE XML FORMAT:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- edited with XMLSpy v2016 rel. 2 sp1 (x64) (http://www.altova.com) -->
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:annotation>
    <xs:documentation>California Schema for Call Detail Records (CDR) requirements and CA Required Automatic Location Information (ALI)
    payload</xs:documentation>
  </xs:annotation>
  <xs:element name="CACallDetailRecord">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="SequenceNumber" type="xs:unsignedLong"/>
        <xs:element name="PSAPName" type="xs:string"/>
        <xs:element name="AgencyType" type="xs:string"/>
        <xs:simpleType>
          <xs:restriction base="xs:string">
            <xs:enumeration value="Primary"/>
          </xs:restriction>
        </xs:simpleType>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```































































