

AGREEMENT NUMBER 6020-2020

- This Agreement is entered into between the Contracting Agency and the Contractor named below:
 CONTRACTING AGENCY NAME
California Governor's Office of Emergency Services (CalOES)
 CONTRACTOR NAME
 Net Force
- The term of this Agreement is: November 16, 2020, or upon approval by CDT-STP, whichever is later, through November 15, 2022 with two one year optional extensions.
- The maximum amount of this Agreement is: \$391,200
(Three Hundred Ninety One Thousand Two Hundred Dollars and Zero Cents)
- The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Cybersecurity Assessment Agreement for the CalOES's NG 911 Cybersecurity Assessment Project:

EXHIBIT TITLE	PAGES
*General Provisions – Information Technology (GSPD-401IT), revised 09/05/2014.....	28
Exhibit A: Statement of Work	45
Exhibit 22 Cost Worksheet	1
*RFP 6020-2020 Addendum 1	
*Net Force' Best and Final Offer in its entirety	

Items shown with an asterisk (*) are hereby incorporated by reference and made part of this agreement as if attached hereto.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.




CONTRACTOR		Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) Net Force		
CONTRACTOR AUTHORIZED SIGNATURE  <small>Joshua Chin (Nov 13, 2020 15:13 PST)</small>	DATE SIGNED Nov 13, 2020	
PRINTED NAME AND TITLE OF PERSON SIGNING Joshua Chin, Managing Partner		
ADDRESS 15421 E. Gale Ave. #90083 City of Industry, CA 9171		
STATE OF CALIFORNIA		
CONTRACTING AGENCY NAME California Governor's Office of Emergency Services		
CONTRACTING AGENCY AUTHORIZED SIGNATURE  <small>Heather Carlson (Nov 13, 2020 15:22 PST)</small>	DATE SIGNED Nov 13, 2020	<input checked="" type="checkbox"/> EXEMPT PER: Governor's Proclamation of a State of Emergency, effective March 4, 2020 (GC Sections 8625—8629)
PRINTED NAME AND TITLE OF PERSON SIGNING Heather Carlson, Assistant Director, Administrative Services		
CONTRACTING AGENCY ADDRESS 3650 Schriever Avenue, Mather, CA 95655-4203		

EXHIBIT A, STATEMENT OF WORK

1 BACKGROUND AND PURPOSE

The Governor's Office of Emergency Services (Cal OES), Public Safety Communications, CA 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) is authorized by statute Government Code (GC) Sections 53100-53121 to manage and oversee the statewide 9-1-1 emergency communications system. The authority to oversee the expenditures of State Emergency Telephone Number Account (SETNA) funds is provided in the California Department of Finance's Manual of State Funds, 0022. The CA 9-1-1 Branch is responsible for administering the SETNA which provides funding to California Public Safety Answering Points (PSAPs) for 9-1-1 systems and services

The Next Generation 9-1-1 (NG9-1-1) services in California will follow the National Emergency Number Association (NENA) i3 Call Flow in the NENA-STA-010.2-2016 https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2_i3_Architectu.pdf NENA Detailed Functional and Interface Standards for the NENA i3 Solution. Each region shall provide NENA i3 call flow to support interoperability between their Region and the Prime.

Cal OES requires a statewide cybersecurity assessment of the Next Generation 9-1-1 system (NG 9-1-1). Cal OES has begun the buildout of the NG 9-1-1 system using five (5) different contracts to provide a NENA i3 compliant system for California. The Contractor shall complete an evaluation of the disaster recovery and cyber-related vulnerability / risk assessment to ensure the NG 9-1-1 system possess the highest degree of resiliency, reliability, redundancy and serviceability.

1.1 OBJECTIVE

This Statement of Work (SOW) shall be the Contract between the CA 9-1-1 Branch and the Contractor to provide the NG 9-1-1 Cybersecurity Assessment on the NG 9-1-1 network. The NG 9-1-1 network will connect to all 438 PSAPs in California and that will interconnect the four (4) Regions and the Prime network service providers.

2 SERVICE TO BE PROVIDED

The Contractor shall complete initial information and data gathering and complete a cybersecurity vulnerability assessment.

3 TERM OF THE CONTRACT

Effective upon approval of the California Department of Technology (CDT), Statewide Technology Procurement (STP), the term of the contract is two (2) years

with the option to extend two (2) one (1) year extensions at the original rates evaluated and considered.

The CA 9-1-1 Branch at its sole discretion, may exercise its option to execute, two (2) one (1) year extensions to perform the NG 9-1-1 Cybersecurity assessment, and knowledge transfer at the rates identified in EXHIBIT 22, COST WORKBOOK, for a maximum contract term of four (4) years.

4 CONTRACT CONTACTS

The project representatives during the term of this Contract will be:

The CA 9-1-1 Branch contact will be the primary interface with the Contractor.

State: Governor's Office of Emergency Services, Public Safety Communications, CA 9-1-1 Branch	Contractor: Tech/Knowledge (Net Force Subcontractor)
Name: Paul E. Troxel, ENP	Name: Alex Pournelle
Address: 601 Sequoia Pacific Blvd. Sacramento, CA 95811	Address: 10012 Norwalk Blvd Ste 15 Santa Fe Springs, CA 90670
Phone: (916) 894-5017 (916) 657-9882	Phone: 626-844-1000
e-mail: paul.troxel@Caloes.ca.gov	Fax: 626-844-1001
	e-mail: acp@t-k.com

Direct all contract inquiries to:

State: Governor's Office of Emergency Services	Contractor: Net Force (Prime Contractor)
Unit: Procurement/Contracts Unit	Attention: Joshua Chin Managing Partner
Name: Michele Golden Contract Analyst	
Address: 601 Sequoia Pacific Blvd. Sacramento, CA 95811	Address: 15421 E. Gale Avenue #90083 City of Industry, CA 91715
Phone: (916) 845-8113	Phone: 951-638-3672
e-mail: Michele.Golden@caloes.ca.gov	e-mail: Josh@net-force.net

5 CONTRACT COMMENCEMENT TIME

Upon contract execution, the Contractor shall not be authorized to deliver or commence the performance of services as described in this SOW until written approval has been obtained from Cal OES. Any delivery or performance of

service that is commenced prior to the signing of the contract shall be considered voluntary on the part of the Contractor and non-compensable.

6 CONTRACT AMENDMENTS

This Contract may be amended, consistent with the terms and conditions of the Contract and by mutual consent, of both parties, subject to approval by the STP.

7 CONTRACTOR FACILITY LOCATIONS

8 CA 9-1-1 BRANCH ROLES AND RESPONSIBILITIES

- A. Cal OES shall designate a person to whom all Contractor communication will be addressed, and who has the authority to act on all aspects of the services. This person will review the SOW and associated documents with the Contractor to ensure understanding of the responsibilities of both parties.
- B. Cal OES shall provide access to department staff and management, offices and operation areas, as required, to complete the tasks and activities defined under this Agreement.
- C. Cal OES shall provide a minimum of ten (10) business days for the timely review and approval of information and documentation provided by the Contractor to perform its obligations.

9 CONTRACTOR'S ROLES AND RESPONSIBILITIES

- A. The Contractor shall provide all equipment and/or software necessary to perform the required duties outlined herein.
- B. The Contractor shall designate a primary contact person to whom all project communications may be addressed and who has the authority to act on all aspects of the services.
- C. If a Contractor employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall provide qualified and suitable substitute personnel.
- D. The Contractor shall notify Cal OES, in writing, of any changes to the personnel assigned to the tasks. The substitute personnel shall meet all requirements and must be approved in advance of any performance under the Agreement by Cal OES via an approved Amendment.

10 CONTRACTOR KEY STAFF

The Contractor will be responsible for providing all necessary staff to implement all services within the Prime NG9-1-1 Services Contract.

The proposed Key Staff must be available to start work on the project within 30 days of Contract execution.

11 SUBCONTRACTORS

- A. The Contractor will act as prime contractor under this Agreement. In addition to identifying all personnel proposed to work under this Agreement, the Contractor shall also identify its subcontractor affiliation, as applicable.
- B. Cal OES reserves the right to approve all subcontractors prior to the performance of any work by the subcontractor.
- C. All subcontractors must meet or exceed the minimum qualifications for the project team personnel set forth in Exhibit 18 BIDDER QUALIFICATIONS FORM, of RFP# 6020-2020. All subcontractors must possess CISSP (Certified Information Systems Security Professional) certification or CISA (Certified Information Systems Auditor) during the term of the Agreement.
- D. Nothing contained in this Agreement shall create any contractual relationship between Cal OES and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to Cal OES for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them.
- E. If a subcontractor is a California Certified Small Business and/or Disabled Veteran Business Enterprise, then those amounts paid to certified subcontractors shall be identified on the Contractor's invoice(s).
- F. The Contractor's obligation to pay its subcontractors is an independent obligation from Cal OES' obligation to make payments to the Contractor. As a result, Cal OES shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.

12 PROBLEM ESCALATION

The parties acknowledge and agree that certain technical and project related problems or issues may arise, and that such matters shall be brought to the CA 9-

1-1 Branch's attention. Problems or issues shall be reported in monthly status reports and via web-based alerting/monitoring systems accessible by the CA 9-1-1 Branch. Severity of the problem(s) as outlined below require escalated reporting. To this extent, the Contractor will determine the level of severity and notify the appropriate CA 9-1-1 Branch personnel. The CA 9-1-1 Branch personnel notified, and the time period taken to report the problem or issue, shall be at a level commensurate with the severity of the problem or issue. The CA 9-1-1 Branch personnel include, but are not limited to, the following:

First level: Budge Currier, CA 9-1-1 Branch Manager
(916) 657-9911
Budge.Currier@caloes.ca.gov

Second level: Patrick Mallon, Assistant Director Public Safety
Communications
(916) 657-9482
Patrick.Mallon@caloes.ca.gov

Third level: Mitchell Medigovich
(916) 845-8552
Mitchell.Medigovich@caloes.ca.gov

13 CHANGE CONTROL PROCESS

The Contractor shall not make any changes after implementation and successful acceptance of the NG9-1-1 cyber security assessment service, unless approved by the CA 9-1-1 Branch NG9-1-1 Manager. If change is required after implementation and successful acceptance that adds time or money, the amendment process shall be followed.

14 CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS

The Contractor shall conduct initial information and data gathering and help clarify the scope of an onsite vulnerability assessment.

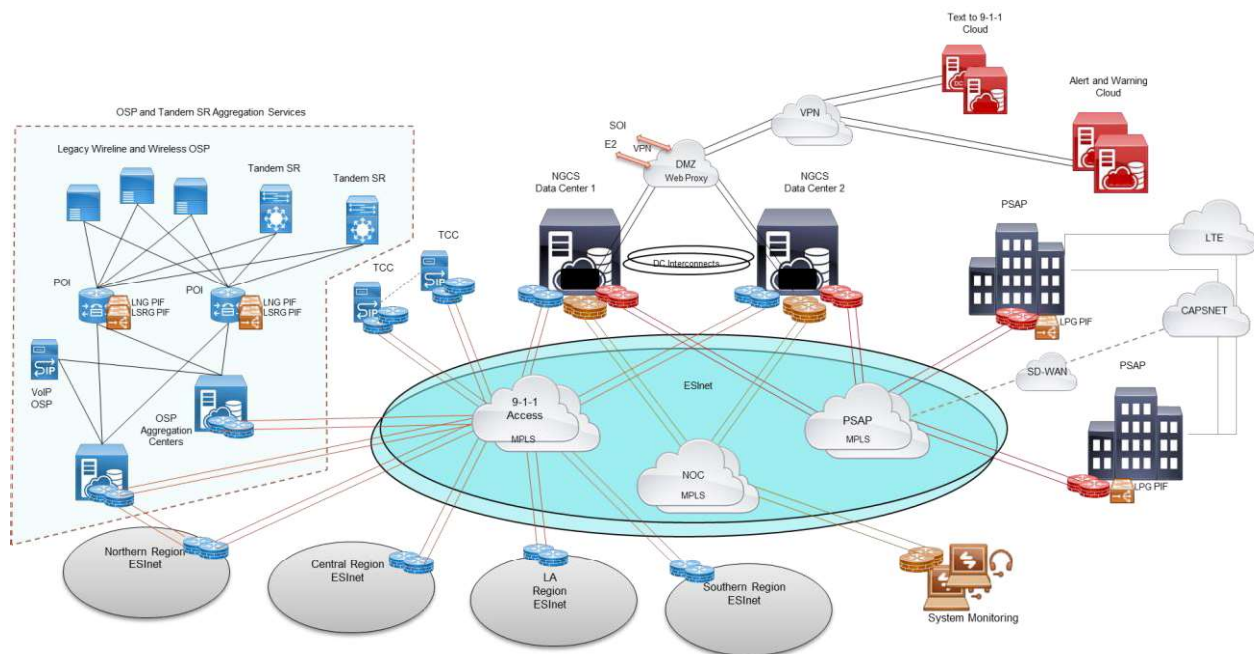


Figure 1: Cal OES NG 9-1-1 Network

The assessment shall include the following:

A. Information and data gathering

- I. The Contractor will conduct an initial kickoff meeting at the CA 9-1-1 Branch office in Sacramento, CA. The meeting shall discuss details, scope and expectations in order to formulate strategies for the onsite vulnerability assessment. The Contractor shall perform an initial evaluation and architecture review of the NG 9-1-1 systems, to include the Prime Network Service Provider (PNSP) and all four (4) Region Network Service Providers (PNSPs).
- II. The NG 9-1-1 system connects via multiple IP connections to all 438 Public Safety Answering Points (PSAPs), multiple data centers per PNSP and RNSP, 9-1-1 aggregation locations, and other points of interconnect. The goal of the information and data gathering effort shall be to identify the locations that will be used as part of the Cybersecurity Assessment. Due to the size and scope of the NG 9-1-1 system in California, Cal OES anticipates that a sample data set will be used to complete the analysis in order to reduce the time and cost of the project yet maintain the integrity of the analysis.

- III. Information and data gathering shall comprise of onsite visits to facilitate the initial kickoff meeting and interviews with system Subject Matter Experts (SMEs). The onsite visits for the 9-1-1 assessment shall include at least twelve (12) locations, which shall include a minimum of one 9-1-1 access MPLS network (1), one (1) NOC MPLS network, and one (1) PSAP MPLS network for the PNSP and for each RNSP.
- IV. Additional onsite vulnerability assessments may be requested, at the direction of Cal OES, based on overall budget. Exhibit #22 Cost Workbook, has Unanticipated Onsite Vulnerability Assessments cost listed. Cal OES is not obligated to authorize any additional onsite vulnerability assessments beyond the initial twelve (12).

9-1-1 System PNSP and RNSPs

- 1) Review system documentation
- 2) Conduct interviews with SMEs
- 3) Perform architecture review of specifications to identify design weaknesses and areas of PNSP and RNSP
 - i) Profile threat vectors and attack surfaces
 - ii) Examine hardening specifications
 - iii) Evaluate system design to fulfill security objectives
 - iv) Evaluate input validation and authentication methods
 - v) Review configuration management and sensitive data handling processes
 - vi) Identify critical areas in application functions
 - vii) Assess compounding architectural risks
 - viii) Explain methods attackers use for system compromise
 - ix) Assess change management policy and effectiveness
 - x) Identify support staff and resource gaps
 - (1) Sufficiency
 - (2) Competency
 - (3) 365 x 7 x 24 Availability
 - xi) Network architecture review
 - (1) Design weaknesses
 - (2) Areas of concern
 - xii) Evaluate disaster recovery

- (1) Recommendations for PSAP recovery and back up
- xiii) Identify vulnerabilities
 - (1) Maintenance gaps
 - (2) Preventative maintenance
- xiv) Assess network monitoring
- xv) Records/retention and tracking of inventory
 - (1) Revision levels, spares management, firewall logs
- xvi) Assess capacity monitoring and trend analysis
- xvii) Identify other gaps and evaluate for best practice

B. Onsite vulnerability assessment

The Contractor will conduct an onsite compliance, auditing and vulnerability assessment for the PNSP and each of the four RNSPs, as identified in Section 4. Project Tasks and Deliverables.

C. Deliverables

1. A completed Next Generation 9-1-1 Security Audit Checklist, as outlined in NENA 75-502, is required for the 9-1-1 system.
2. The following deliverables will be required for the PSNP and each of the four (4) RNSP's.
 - a. Outline – A written outline of the vulnerability assessment report must be provided. This outline will provide the basis for the final report deliverable. The outline must contain sufficient detail to indicate that all pertinent areas of the vulnerability assessment will be addressed and should include all areas in which risks and vulnerabilities will be reviewed, e.g., physical, operating system, application, data, emergency preparedness, backup, disaster recovery, etc. This deliverable is due ten (10) working days after the start of each task. Cal OES will provide written

comments within ten (10) working days after receipt of the draft outline.

3. Final report

The final report must address all of Cal OES' written comments on the outline. The final report must include the complete vulnerability assessment for the system. The final report deliverable is due twenty (20) working days from the receipt of Cal OES' comments on the outline. Cal OES will have ten (10) working days to review the final report and provide written comments. The Contractor must incorporate or address all of Cal OES' written comments before the deliverable will be accepted as final. The final deliverable is due five (5) working days after receipt of Cal OES's written comments.

15 DELIVERABLE ACCEPTANCE/REJECTION PROCESS

15.1 ACCEPTANCE

All concluded work shall be submitted for review and acceptance or rejection to the Cal OES Contract Manager through the use of the Project Milestone Report (PMR), SOW Attachment 2, and Project Milestone Report. The Contractor shall provide an approved PMR, which will be signed by the Contractor and Cal OES Contract Manager upon acceptance of a deliverable. Signed acceptance is required from the Cal OES Contract Manager before processing an invoice for payment. Deliverables rejected by the Cal OES Contract Manager will be governed by the Corrective Action Plan process detailed and mutually accepted in the Contract Management Plan. For the Contract Management Plan itself and, in the event agreement cannot be reached within the Contract Management Plan, the Corrective Action Plan process detailed below will prevail.

15.2 CORRECTIVE ACTION PLAN

Cal OES shall be the sole judge of the acceptability of all work performed and all work products produced by the Contractor. Should the work performed or products produced by the Contractor fail to meet the contract requirements, the following process will be employed, except as superseded by other binding processes:

Cal OES shall notify the Contractor in writing within five (5) business days after deliverable submission with associated PMR or other repeating or significant events (e.g., significant missed schedule commitment, poor intermediate work products such as meeting agendas or notes, etc.) Deliverable problems will be identified and the specific inadequacies and/or failures in the services performed and/or the products produced by the Contractor will be identified by Cal OES in a written notice.

The Contractor shall, within five (5) business days after written deliverable rejection notice, respond to Cal OES by submitting a detailed explanation describing precisely how the identified services and/or products actually adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services and/or products.

Cal OES shall, within five (5) business days after receipt of the Contractor detailed explanation and/or proposed corrective action plan, notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If Cal OES rejects the explanation and/or plan, the Contractor will submit a revised corrective action plan within three (3) business days of notification of rejection.

Cal OES shall, within three (3) business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor.

If a Contractor project component or deliverable is rejected three (3) times by Cal OES, the Cure Notice process will follow.

Any work that needs corrections shall be at the Contractor's sole cost and expense.

16 UNANTICIPATED TASKS

This Contract shall include Unanticipated/New Technology Tasks, the cost of which shall be calculated on an hourly basis per EXHIBIT 22, COST WORKBOOK. These tasks shall include only services, including work products, not specifically set forth in this Contract, but which are subsequently identified as in-scope and necessary for the successful delivery of the services described in this Contract. Prior to commencement of any work being performed for Unanticipated/ New

Technology Tasks, the Contractor shall have received an approved Work Order Authorizations (WOA) for such work. The labor rates for Unanticipated/ New Technology Tasks shall not exceed the hourly rates as stated in EXHIBIT 22, COST WORKBOOK. WOAs for Unanticipated/New Technology Tasks shall include the Contractor's estimated number of hours required to complete the work, multiplied by the hourly labor rates specified in EXHIBIT 22, COST WORKBOOK. The CA 9-1-1 Branch will release payment for any WOA upon the CA 9-1-1 Branch acceptance criteria specified in the approved WOA in accordance with SOW section 36, BUDGET DETAIL AND PAYMENT PROVISIONS.

17 INSURANCE REQUIREMENTS

Insurance Requirements – Contractor shall comply with all requirements outlined in the one (1) General Provisions section and two (2) Contract Insurance Requirements outlined in this section. No payments will be made under this contract until contractor fully complies with all requirements.

1) **General Provisions Applying to All Policies**

- a) **Coverage Term** – Coverage needs to be in force for the complete term of the contract. If insurance expires during the term of the contract, a new certificate must be received by the State at least 30 days prior to the expiration of this insurance. Any new insurance must comply with the original contract terms of the contract;
- b) **Policy Cancellation or Termination & Notice of Non-Renewal** – Contractor is responsible to notify the State within five (5) business days of any cancellation, non-renewal or material change that affects required insurance coverage. New certificates of insurance are subject to the approval of the Department of General Services and the Contractor agrees no work or services will be performed prior to obtaining such approval. In the event Contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this Contract;
- c) **Premiums, Assessments and Deductibles** – Contractor is responsible for any premiums, policy assessments, deductibles or self-insured retentions contained within their insurance program;

- d) **Primary Clause** – Any required insurance contained in this contract shall be primary, and not excess or contributory, to any other insurance carried by the State;
- e) **Insurance Carrier Required Rating** – All insurance companies must carry an AM Best rating of at least “A-” with a financial category rating of no lower than VII. If the Contractor is self-insured for a portion or all of its insurance, review of financial information including a letter of credit may be required;
- f) **Endorsements** – Any required endorsements requested by the State must be physically attached to all requested certificates of insurance and not substituted by referring to such coverage on the certificate of insurance;
- g) **Inadequate Insurance** – Inadequate or lack of insurance does not negate the contractor's obligations under the contract;
- h) **Available Coverages/Limits** – All coverage and limits available to the contractor shall also be available and applicable to the State;
- i) **Satisfying a Self Insured Retention (SIR)** - All insurance required by this contract must allow the State to pay and/or act as the contractor's agent in satisfying any SIR. The choice to pay and/or act as the contractor's agent in satisfying any SIR is at the State's discretion;
- j) **Use of Subcontractors** - In the case of Contractor's utilization of subcontractors to complete the contracted scope of work, contractor shall include all subcontractors as insured's under Contractor's insurance or supply evidence of subcontractor's insurance to The State equal to policies, coverages, and limits required of Contractor.

2) **Contract Insurance Requirements**

Contractor shall display evidence of the following on a certificate of insurance evidencing the following coverages:

a) **Commercial General Liability**

Contractor shall obtain, at Contractor's expense, and keep in effect during the term of this Contract, Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverages that are satisfactory to the State. This insurance shall include personal and advertising injury liability, products, completed

operations, and contractual liability coverage for the indemnity provided under this Contract. Coverage shall be written on an occurrence basis in an amount not be less than \$1,000,000 per occurrence. Annual aggregate limit shall not be less than \$2,000,000. **The State of California, its officers, agents, and employees are to be covered as additional insureds with respect to liability arising out of work or operations.**

b) **Automobile Liability**

Contractor shall maintain motor vehicle liability with limits of not less than \$1,000,000 combined single limit. Such insurance shall cover liability arising out of a motor vehicle including owned, hired, and non-owned motor vehicles. **The State of California, its officers, agents, and employees are to be covered as additional insureds with respect to liability arising out of work or operations.**

c) **Workers' Compensation and Employer's Liability**

Workers' Compensation insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease. **Policy shall be endorsed to include a waiver of subrogation in favor of State of California.**

d) **Technology Professional Liability/Errors and Omissions Insurance**

appropriate to the Contractors profession and work hereunder, with limits not less than \$1,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Contractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

1. The Policy shall include, or be endorsed to include, **property damage liability coverage** for damage to, alteration of, loss of, or

destruction of electronic data and/or information "property" of the State in the care, custody, or control of the Contractor. If not covered under the Contractor's liability policy, such "property" coverage of the may be endorsed onto the Contractor's Cyber Liability Policy as covered property as follows:

Cyber Liability Coverage in an amount sufficient to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the State that will be in the care, custody, or control of Vendor.

2. If Policy is written on a claims-made basis provide the following:

- a) The Retroactive Date must be shown, and must be before the date of the Contract or the beginning of contract work;
- b) Insurance must be maintained and evidence of insurance must be provided **for at least five (5) years after completion of the contract of work;**
- c) If coverage is canceled or non-renewed, and not replaced **with another claims-made policy form with a Retroactive Date prior to** the Contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of **five (5)** years after completion of work.

3) Other Required Insurance Provisions. Certificate of Insurance must also contain all of the following provisions:

- a) Name and address of the insurance company, the policy number, and the beginning and ending dates of the policy;
- b) Statement requiring the Insurer to provide written notice to Cal OES 30 calendar days prior to canceling Contractor's policy;
- c) Statement that CA 9-1-1 Branch, its officers, agents, servants and employees are included as additional insured on the policy, but only insofar as the services under this Contract are concerned;

- d) Statement that neither CA 9-1-1 Branch, nor any of its agencies, will be responsible for any premium or assessment on said policies;
- e) The Contractor shall submit the certificate of insurance, identifying the California Governor's Office of Emergency Services contract number, to CA 9-1-1 Branch at the following address:

California Governor's Office of Emergency Services
Procurement and Logistical Services
Attention:
3650 Schriever Avenue
Mather, CA 95655

To expedite processing, certificates may be faxed to: (916) 845-8303

18 BUDGET DETAIL AND PAYMENT PROVISIONS

- 1) The Contractor shall submit invoices only after the tasks outlined in the SOW have been completed and the PMR has been approved by the CA 9-1-1 Branch. Invoices presented more than 12 months after the formal acceptance of the service or functionality will not be considered valid and shall not be paid;
- 2) The Contractor shall reconcile incorrect invoices within 30 calendar days from the date of notification by CA 9-1-1 Branch of the discrepancy. CA 9-1-1 Branch shall suspend all current charges when unresolved disputed items extend beyond 90 days. Remittance shall resume to include any outstanding payments, upon resolution;
- 3) The Contractor shall issue invoices to CA 9-1-1 Branch for only those milestone services after the tasks identified in the SOW have been completed, as agreed by CA 9-1-1 Branch.;
- 4) The Contractor shall provide invoices under this Contract in accordance with the CA 9-1-1 Branch Operations Manual. Example: Exhibit A, SOW, SOW - Attachment 1 NG9-1-1 SERVICE INVOICE TEMPLATE.

- 5) All invoices submitted to the CA 9-1-1 Branch as a result of this Contract will be billed separately from other charges the Contractor may currently be billing. Invoices not received in the approved format shall not be processed;
- 6) Payment for services performed under this contract shall not exceed the rates listed in EXHIBIT 22 COST WORKBOOK. It shall be the CA 9-1-1 Branch Contract Manager's sole determination as to whether a service has been successfully completed and is acceptable;
- 7) The Contractor shall Submit all invoices in PDF format and include the following information on the Subject Line of the email:
 - a. Vendor Name
 - b. Invoice Number
 - c. Contract Number
 - d. Invoice Date
- 8) Submit electronic invoices with reference to the Contract number to:

Email: CA911Invoicing@caloes.ca.gov

California Governor's Office of Emergency Services
Public Safety Communications
Attention: CA 9-1-1 Branch
9-1-1 Reconciliation Unit
601 Sequoia Pacific Blvd., MS9-1-1
Sacramento CA 95811

- 9) The Contractor shall not assess late fees for any reason.
- 10) The Contractor costs related to items such as travel or per diem are costs of the Contractor and will not be paid separately as part of this Contract.

18.1 PAYMENT WITHHOLD

In accordance with the requirements set forth in the State Contracting Manual, Section 7.33.B, the State may withhold, from the invoiced payment amount to the Contractor, an amount equal to ten percent (10%) of that payment. Such retained amount shall be held by the State and only released

to the Contractor upon the State's determination that the Contractor has satisfactorily completed all of the required services as itemized on the invoice. If it is determined that an amount is withheld, it shall be released pending final completion of the Agreement.

18.2 BUDGET CONTINGENCY CLAUSE

- 1) Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927. Payment to small/micro businesses shall be made in accordance with and within the time specified in Chapter 4.5, Government Code 927 et seq.
- 2) It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Contract does not appropriate sufficient funds for the program, this Contract shall be of no further force and effect. In this event, CA 9-1-1 Branch shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Contract and Contractor shall not be obligated to perform any provisions of this Contract.
- 3) If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, CA 9-1-1 Branch shall have the option to either cancel this Contract with no liability occurring to the CA 9-1-1 Branch, or offer an amendment to the Contract to reflect the reduced amount.

SOW - ATTACHMENT 1: NG9-1-1 SERVICE INVOICE SAMPLE TEMPLATE

The NG 9-1-1 Service Invoice Template shall be provided to the Contractor upon contract execution.

SOW - ATTACHMENT 1a: NG9-1-1 SERVICE INVOICE TEMPLATE INSTRUCTIONS

- 1) Vendor logo and basic information
- 2) BILL TO INFORMATION: As addressed in the template
- 3) MILESTONE PAYMENT: As authorized from approved Project Milestone Report (PMR)
- 4) STATE CONTRACT NUMBER: 6020-2020
- 5) STATE ALT CODE: 32
- 6) STATE PROJECT MANAGER: CA 9-1-1 Branch Project Manager
- 7) LINE ITEM: Contractor will identify specific tasks from Exhibit 22 Cost Workbook from approved PMR
- 8) QUANTITY: Hours approved on each PMR
- 9) UNIT PRICE: Cost identified in Exhibit 22, Cost Workbook
- 10) COST TOTAL: The amount per that per line or as stated
- 11) CURRENT CHARGES: Total amount due for this service period

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SOW - ATTACHMENT 2: PROJECT MILESTONE REPORT



Project Milestone Report

Project Name / Contract Number:		Prepared date/time:			
Project Start Date:	Project End Date:	% Complete:			
Cal OES Project Manager:		Contractor Project Manager:			
Milestone Name:		Milestone Due Date:			
Milestone Description:					
Cal OES Project Manager Name:		Contractor Project Manager Name:			
Cal OES Project Manager Signature:		Contractor Project Manager Signature:			
Agreement to Adjust Milestone Due Date					
		Adjusted Milestone Due Date:			
Approved by Cal OES Date:		Approved by Contractor Date:			
Cal OES Project Manager Name:		Contractor Project Manager Name:			
Cal OES Project Manager Signature:		Contractor Project Manager Signature:			
Reason for adjusted Milestone Due Date:					
Project Milestone Status:					
Green: Project Milestone is within scope, budget, and schedule.	Yellow: Project milestone is at risk.	Red: Project milestone is in danger			
Circle Project Milestone Status:					
Green	Yellow	Red			
Current Milestone Life Cycle Phase (Check one):					
Concept	Planning	Design	Test	Implement	Completed
Project Documentation		Resources		Services and Software	
<input type="checkbox"/> Not started		<input type="checkbox"/> Available		<input type="checkbox"/> No updates needed	
<input type="checkbox"/> In development		<input type="checkbox"/> Need to assess		<input type="checkbox"/> Software updates needed	
<input type="checkbox"/> Revision update		<input type="checkbox"/> Need to hire		<input type="checkbox"/> Under development	
<input type="checkbox"/> Sent for approval		<input type="checkbox"/> Release resource(s)		<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Other (specify) _____		<input type="checkbox"/> Other (specify) _____		<input type="checkbox"/> Other (specify) _____	
Project Milestone Status: (This is an update of the current status for this Milestone)					
Project Milestone Risks: (These should include actions being taken or recommendations for mitigation.)					

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SOW - ATTACHMENT 3 - PSAP LIST

California Statewide Statistics and PSAP Location Information

The California PSAPs listed below represent those funded by the CA 9-1-1 Branch. Not all PSAPs request/receive funding from the CA 9-1-1 Branch; therefore, the list is not inclusive of all PSAPs in California. Some NG9-1-1 Core Services with an ESINet exist today or are *planned* and are designated by "CE" or "CP". Some PSAPs contain Evergreen Network based Turnkey Call Handling Systems that are *existing* or *planned*, designated by "EE" or "EP". The remaining PSAPs are all Stand-Alone CPE, designated as "Blank" in the status field, or Host-Remote Call Handling Systems, designated with an "HS" as defined below.

The list designates if the PSAP currently received Text to 9-1-1 calls or is planning to but not yet deployed, but may be by the time the contract is awarded. All PSAPs without a predefined deliver modality will be determined at the time of deployment, if prior to contract award, or deploy with integrated text as defined in this contract.

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
1	8225	Alameda County Regional Fire/LLNL	Livermore		W / PD	11-29
2	523	Alameda County Sheriff's Department	San Leandro		W / D	6-10
3	524	Alameda Police Department	Alameda			6-10
4	525	Albany Police Department	Albany			1-5
5	526	Alhambra Police/Fire Department	Alhambra	EE, CP	W / D	1-5
6	528	Amador County Sheriff's Department	Jackson			1-5
7	530	Anaheim Police Department	Anaheim			11-29
8	532	Antioch Police Department	Antioch		W / D	6-10
9	533	Arcadia Police Department	Arcadia		W / D	1-5
10	534	Arcata Police Department	Arcata		I / PD	1-5
11	536	Arvin Police Department	Arvin		W / PD	1-5
12	537	Atascadero Police Department	Atascadero		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
13	538	Atherton Police Department	Atherton		W / D	1-5
14	539	Atwater Police Department	Atwater		W / PD	1-5
15	540	Auburn Police Department	Auburn	HS-P		1-5
16	542	Avalon Fire Department	Avalon		W / D	1-5
17	544	Azusa Police Department	Azusa		W / D	1-5
18	545	Bakersfield Police Department	Bakersfield		W / PD	11-29
19	546	Baldwin Park Police Department	Baldwin Park		W / D	1-5
20	547	Banning Police Department	Banning		W / D	1-5
21	548	Barstow Police Department	Barstow		W / D	1-5
22	8114	Bay Area Rapid Transit (BART) Police Dept.	Oakland			1-5
23	551	Beaumont Police Department	Beaumont		W / D	1-5
24	552	Bell Gardens Police Department	Bell Gardens		W / PD	1-5
25	553	Bell Police Department	Bell			1-5
26	554	Belmont Police Department	Belmont		W / D	1-5
27	555	Benicia Police Department	Benicia			1-5
28	556	Berkeley Police/Fire Communications Center	Berkeley			6-10
29	558	Beverly Hills Police Department	Beverly Hills	EE, CP	W / D	1-5
30	560	Bishop Police Department	Bishop			1-5
31	561	Blythe Police Department	Blythe			1-5
32	562	Brawley Police Department	Brawley	HS-I	W / D	1-5
33	563	Brea Police Department	Brea			6-10
34	8531	Brentwood Police Department	Brentwood		W/ PD	1-5
35	567	Buena Park Police Department	Buena Park			6-10
36	568	Burbank Police Department	Burbank	EE, CP	W / D	1-5
37	569	Burlingame Police Department	Burlingame		W / D	1-5
38	571	Butte County Sheriff's Department	Oroville	CP, HS-B	I / D	6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
39	574	Calaveras County Sheriff's Department	San Andreas			1-5
40	576	Calexico Police Department	Calexico	HS-I	W / PD	1-5
41	589	CAL-FIRE Camino (Amador/El Dorado Unit)	Camino			6-10
42	599	CAL-FIRE El Cajon (San Diego Unit)	El Cajon			6-10
43	601	CAL-FIRE Felton (San Mateo/Santa Cruz)	Felton			1-5
44	725	CAL-FIRE Fortuna (Humboldt/Del Norte Unit)	Fortuna			1-5
45	591	CAL-FIRE Fresno (Fresno/Kings Unit)	Fresno			1-5
46	596	CAL-FIRE Grass Valley (Nevada/Yuba/Placer)	Grass Valley			6-10
47	592	CAL-FIRE Mariposa (Madera/Mariposa/Merced)	Mariposa			1-5
48	594	CAL-FIRE Monterey (San Benito/Monterey)	Monterey			1-5
49	602	CAL-FIRE Morgan Hill (Santa Clara Unit)	Morgan Hill			1-5
50	570	CAL-FIRE Oroville (Butte Unit)	Oroville	CP, HS-B	I / D	1-5
51	597	CAL-FIRE Perris (Riverside Unit)	Perris			11-29
52	605	CAL-FIRE Red Bluff (Tehama/Glenn Unit)	Red Bluff	CP		1-5
53	603	CAL-FIRE Redding (Shasta/Trinity Unit)	Redding	CP		1-5
54	606	CAL-FIRE San Andreas (Tuolumne/Calaveras)	San Andreas			1-5
55	598	CAL-FIRE San Bernardino (San Bernardino)	San Bernardino			1-5
56	600	CAL-FIRE San Luis Obispo (San Luis Obispo)	San Luis Obispo			1-5
57	595	CAL-FIRE St Helena (Sonoma/Lake/Napa)	St Helena			1-5
58	992	CAL-FIRE Susanville (Lassen/Modoc Unit)	Susanville	CP		1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
59	1004	CAL-FIRE Visalia (Tulare Unit)	Visalia			1-5
60	593	CAL-FIRE Willits (Mendocino Unit)	Willits			1-5
61	607	CAL-FIRE Yreka (Siskiyou Unit)	Yreka	CP		1-5
62	577	California City Police Department	California City		W / PD	1-5
63	579	Calistoga Police Department	Calistoga			1-5
64	581	Campbell Police Department	Campbell			1-5
65	582	Carlsbad Police Department	Carlsbad			1-5
66	584	Carmel Police Department	Carmel		W / D	1-5
67	587	Cathedral City Police Department	Cathedral City		W / D	6-10
68	609	Ceres Police Department	Ceres			6-10
69	8116	Cerritos College Police Department	Norwalk		W / D	1-5
70	610	Chico Police Department	Chico	CP, HS-B	I / D	6-10
71	612	Chino Police Department	Chino		W / D	6-10
72	613	Chowchilla Police Department	Chowchilla			1-5
73	637	CHP Atwater (Merced)	Atwater		W / PD	30+
74	614	CHP Bakersfield (Kern)	Bakersfield		W / PD	11-29
75	615	CHP Barstow (San Bernardino)	Barstow		W / D	1-5
76	616	CHP Bishop (Inyo)	Bishop		W / PD	11-29
77	617	CHP Border Comm Center	San Diego		W / PD	30+
78	618	CHP Capitol Communications Center	Sacramento		W / PD	1-5
79	619	CHP Chico (Butte)	Chico	CP	W / D	1-5
80	620	CHP El Centro (Imperial)	Imperial		W / D	1-5
81	623	CHP Eureka (Humboldt)	Arcata		W / PD	1-5
82	621	CHP Fresno	Fresno		W / PD	1-5
83	624	CHP Indio (Riverside)	Indio		W / PD	11-29
84	625	CHP Inland (San Bernardino)	Fontana		W / D	30+
85	639	CHP Irvine (Orange)	Irvine		W / PD	11-29
86	626	CHP Los Angeles	Los Angeles		W / D	30+

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
87	641	CHP Rancho Cordova (Sacramento)	Rancho Cordova		W / D	30+
88	640	CHP Redding (Shasta)	Redding	CP	W / PD	1-5
89	638	CHP Salinas (Monterey)	Salinas		W / D	11-29
90	642	CHP San Luis Obispo	San Luis Obispo		W / D	1-5
91	643	CHP Stockton (San Joaquin)	Stockton		W / PD	11-29
92	644	CHP Susanville (Lassen)	Susanville	CP	W / PD	1-5
934	647	CHP Ukiah (Mendocino)	Ukiah		W / PD	6-10
95	622	CHP Vallejo/Golden Gate (Solano)	Vallejo		W / D	11-29
96	648	CHP Ventura	Ventura		W / PD	11-29
97	649	CHP Yreka (Siskiyou)	Yreka	CP	W / PD	1-5
98	650	Chula Vista Police Department	Chula Vista			6-10
99	8255	Citrus Heights Police Department	Citrus Heights		W / PD	6-10
100	653	Claremont Police Department	Claremont		W / D	1-5
101	654	Cloverdale Police Department	Cloverdale			1-5
102	655	Clovis Police Department	Clovis			1-5
103	658	Coalinga Police Department	Coalinga			1-5
104	659	Coloma Police Department	Coloma		W / PD	1-5
105	660	Colton Police Department	Colton		W / D	6-10
106	661	Colusa County Sheriff's Department	Colusa	CP		1-5
107	663	Concord Police Department	Concord		W / PD	6-10
108	911	CONFIRE - San Bernardino County Fire (Rialto)	Rialto		W / D	11-29
109	665	Contra Costa County Fire Protection District	Pleasant Hill		W / PD	6-10
110	666	Contra Costa County Sheriff's Department	Martinez		W / PD	6-10
111	667	Corcoran Police Department	Corcoran			1-5
112	669	Corning Fire Department	Corning	CP		1-5
113	668	Corning Police Department	Corning	CP		1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
114	670	Corona Police Department	Corona			6-10
115	671	Coronado Police Department	Coronado			1-5
116	672	Costa Mesa Police Department	Costa Mesa			6-10
117	673	Cotati Police Department	Cotati			1-5
118	674	Covina Police Department	Covina		W / D	1-5
119	8074	CSU Channel Island Police Department	Camarillo			1-5
120	677	CSU Chico Police Department	Chico	CP, HS-B	I / D	1-5
121	678	CSU Dominguez Hills Police Department	Carson		W / D	1-5
122	8115	CSU East Bay Police Department	Hayward		W / PD	1-5
123	679	CSU Fresno Police Department	Fresno			1-5
124	680	CSU Fullerton Police Department	Fullerton			1-5
125	758	CSU Humboldt Police Department	Arcata			1-5
126	8118	CSU Long Beach University Police	Long Beach		W / D	1-5
127	681	CSU Los Angeles Police Department	Los Angeles		W / D	1-5
128	682	CSU Northridge University Police	Northridge		W / D	1-5
129	573	CSU Pomona (Cal Poly) Police Department	Pomona		W / D	1-5
130	683	CSU San Bernardino Police Department	San Bernardino		W / D	1-5
131	684	CSU San Diego Police Department	San Diego			1-5
132	929	CSU San Francisco Police Department	San Francisco			1-5
133	685	CSU San Jose Police Department	San Jose			1-5
134	8124	CSU San Luis Obispo (Cal Poly) Police Dept.	San Luis Obispo		W / PD	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
135	8256	CSU San Marcos Police Department	San Marcos			1-5
137	691	Davis Police Department	Davis		W / PD	1-5
138	692	Del Norte County Sheriff's Department	Crescent City			1-5
139	693	Delano Police Department	Delano		W / PD	1-5
140	694	Dinuba Police Department	Dinuba			1-5
141	8231	Dos Palos Police Department (Westside Regional Comm)	Dos Palos		W / PD	1-5
142	695	Downey Fire Department	Downey		W / D	1-5
143	696	Downey Police Department	Downey		W / D	6-10
144	697	East Bay Regional Park District	Castro Valley			1-5
145	702	El Cajon Police Department	El Cajon			1-5
146	703	El Camino Community College District Police	Torrance		W / D	1-5
147	705	El Centro Police Department	El Centro	HS-I	W / D	1-5
148	708	El Dorado County Sheriff's Department	Placerville		W / PD	1-5
149	709	El Monte Police Department	El Monte		W / D	6-10
150	8155	Elk Grove Police Department	Elk Grove		W / D	6-10
151	711	Emeryville Police Department	Emeryville			1-5
152	713	Escondido Police Department	Escondido			6-10
153	715	Eureka Police Department	Eureka			6-10
154	717	Fairfax Police Department	Fairfax			1-5
155	718	Fairfield Police Department	Fairfield			1-5
156	722	Firebaugh Police Department	Firebaugh			1-5
157	723	Folsom Police Department	Folsom		I / PD	1-5
158	724	Fontana Police Department	Fontana		W / D	6-10
159	726	Fortuna Police Department	Fortuna			1-5
160	727	Foster City Police Department	Foster City		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
161	728	Fountain Valley Police Department	Fountain Valley			1-5
162	730	Fremont Police Department	Fremont			6-10
163	731	Fresno County EMS	Fresno			6-10
164	732	Fresno County Sheriff's Department	Fresno			6-10
165	733	Fresno Police Department	Fresno			11-29
166	737	Fullerton Police Department	Fullerton			6-10
167	738	Galt Police Department	Galt		W / PD	1-5
168	739	Garden Grove Police Department	Garden Grove			6-10
169	740	Gilroy Police Communications	Gilroy			1-5
170	741	Glendale Police Department	Glendale	EE,CP	W / D	6-10
171	742	Glendora Police Department	Glendora		W / D	1-5
172	743	Glenn County Sheriff's Department	Willows	CP		1-5
173	745	Gridley Police Department	Gridley	CP, HS-B	I / D	1-5
174	746	Grover Beach Police Department	Grover Beach		W / PD	1-5
175	748	Hanford Police Department	Hanford			1-5
176	749	Hayward Police Department	Hayward		W / D	6-10
177	750	Healdsburg Police Department	Healdsburg			1-5
178	751	Heartland Communications Facility Authority-Fire	El Cajon			6-10
179	752	Hemet Police Department	Hemet			1-5
180	754	Hillsborough Police Department	Hillsborough		W / PD	1-5
181	757	Humboldt County Sheriff's Department	Eureka			1-5
182	759	Huntington Beach Police Department	Huntington Beach			6-10
183	760	Huntington Park Police Department	Huntington Park		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
184	761	Huron Police Department	Huron			1-5
185	764	Imperial County Sheriff's Department	El Centro	HS-I	W / D	1-5
186	765	Indio Police Department	Indio		W / D	1-5
187	766	Inglewood Police/Fire Department Comm.	Inglewood		W / D	6-10
188	767	Inyo County Sheriff's Department	Independence			1-5
189	768	Irvine Police Department	Irvine			6-10
190	769	Irwindale Police Department	Irwindale		W / D	1-5
191	8242	Kern County Fire Department	Bakersfield		W / PD	11-29
192	771	Kern County Sheriff's Department	Bakersfield		W / PD	11-29
193	772	Kings County Sheriff's Department	Hanford			6-10
194	774	La Habra Police Department	La Habra			1-5
195	775	La Mesa Police Department	La Mesa			1-5
196	776	La Palma Police Department	La Palma			1-5
197	777	La Verne Police/Fire Department	La Verne		W / D	1-5
198	778	Laguna Beach Police Department	Laguna Beach			1-5
199	779	Lake County Sheriff's Department	Lakeport		I / PD	1-5
200	586	LASD - Carson Sheriff's Station	Carson	HS-LAS	W / D	1-5
201	608	LASD - Century Sheriff's Station	Lynwood	HS-LAS	W / D	6-10
202	8117	LASD - Cerritos Sheriff's Station	Cerritos	HS-LAS	W / D	1-5
203	662	LASD - Compton Sheriff's Station	Compton	HS-LAS	W / D	6-10
204	676	LASD - Crescenta Valley Sheriff's Station	La Crescenta	HS-LAS	W / D	1-5
205	698	LASD - East Los Angeles Sheriff's Station	Los Angeles	HS-LAS	W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
206	652	LASD - Industry Sheriff's Station	City of Industry	HS-LAS	W / D	6-10
207	780	LASD - Lakewood Sheriff's Station	Lakewood	HS-LAS	W / D	6-10
208	781	LASD - Lancaster Sheriff's Station	Lancaster	HS-LAS	W / D	6-10
209	790	LASD - Lomita Sheriff's Station	Lomita	HS-LAS	W / D	1-5
210	805	LASD - Lost Hills/Malibu Sheriff's Station-Agoura	Calabasas	HS-LAS	W / D	1-5
211	811	LASD - Marina Del Rey Sheriff's Station	Marina Del Rey	HS-LAS	W / D	1-5
212	8263	LASD - Metro Transportation Authority	Los Angeles	HS-LAS	W / D	1-5
213	849	LASD - Norwalk Sheriff's Station	Norwalk	HS-LAS	W / D	6-10
214	864	LASD - Palmdale Sheriff's Station	Palmdale	HS-LAS	W / D	1-5
215	872	LASD - Pico Rivera Sheriff's Station	Pico Rivera	HS-LAS	W / D	1-5
216	926	LASD - San Dimas Sheriff's Station	San Dimas	HS-LAS	W / D	1-5
217	955	LASD - Santa Clarita Valley Sheriff's Station	Valencia	HS-LAS	W / D	1-5
218	784	LASD - South Los Angeles Sheriff's Station	Los Angeles	HS-LAS	W / D	6-10
219	997	LASD - Temple City Sheriff's Station	Temple City	HS-LAS	W / D	6-10
220	1040	LASD - Walnut/Diamond Bar Sheriff's Station	Walnut	HS-LAS	W / D	1-5
221	1045	LASD - West Hollywood Sheriff's Station	Los Angeles	HS-LAS	W / D	1-5
222	782	Lassen County Sheriff's Department	Susanville	CP		1-5
223	785	Lincoln Police Department	Lincoln	HS-P		1-5
225	787	Livermore Police Department	Livermore		W / PD	1-5
226	788	Livingston Police Department	Livingston		I / PD	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
227	789	Lodi Police Department	Lodi			1-5
228	791	Lompoc Police Department	Lompoc			1-5
229	792	Long Beach Fire Department	Long Beach		W / D	6-10
230	794	Long Beach Police Department	Long Beach		W / D	11-29
231	796	Los Altos Police Department	Los Altos	HS-SC	I / PD	1-5
232	799	Los Angeles City Fire Department	Los Angeles		W / D	30+
233	797	Los Angeles County Fire	Los Angeles		W / D	11-29
234	800	Los Angeles Police Department	Los Angeles		W / D	30+
235	801	Los Banos Police Department	Los Banos		W / PD	1-5
236	802	Los Gatos Police Communications	Los Gatos		I / PD	1-5
237	803	Madera County Sheriff	Madera			1-5
238	804	Madera Police Department	Madera			1-5
239	806	Manteca Police Department	Manteca			1-5
240	808	Marin County Fire Department	Woodacre		I / PD	1-5
241	810	Marin County Sheriff's Department	San Rafael		I / PD	6-10
242	812	Mariposa County Sheriff's Department	Mariposa			1-5
243	813	Martinez Police Department	Martinez		W / D	1-5
244	814	Marysville Police Department	Marysville	CP		1-5
245	8264	McFarland Police Department	McFarland		W / PD	1-5
246	816	Mendocino County Sheriff's Department	Ukiah	HS-M	I / PD	6-10
247	817	Menlo Park Police Department	Menlo Park		W / D	1-5
248	819	Merced County Sheriff's Department	Merced		W / PD	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
249	820	Merced Emergency Medical Services	Merced		W / PD	1-5
250	821	Merced Police Department	Merced		W / PD	1-5
251	822	MetroNet - Metro Cities Fire Authority Comm. Center	Anaheim			6-10
252	825	Milpitas Police Department	Milpitas		I / PD	1-5
253	826	Modoc County Sheriff's Department	Alturas	CP		1-5
254	827	Mono County Sheriff's Department	Bridgeport			1-5
255	828	Monrovia Police Department	Monrovia		W / D	1-5
256	829	Montclair Police Department	Montclair		W / D	1-5
257	830	Montebello Police Department	Montebello		W / D	1-5
258	831	Montecito Fire Protection District	Montecito			1-5
259	835	Monterey County Emergency Communications	Salinas		W / D	11-29
260	834	Monterey Park Police/Fire Department	Monterey Park		W / PD	6-10
261	836	Morgan Hill Police Communications	Morgan Hill			1-5
262	838	Mountain View Police/Fire Department	Mountain View	HS-SC	I / PD	1-5
263	839	Mt. Shasta Police Department	Mt Shasta	CP		1-5
264	840	Murrieta Police Department	Murrieta			6-10
265	841	Napa County Communications	Napa			6-10
266	8126	NASA AMES Police Department	Moffett Field			1-5
267	842	National City Police Department	National City			1-5
268	844	Nevada County Sheriff's Department	Nevada City		I / PD	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
269	846	Newark Police/Fire Department	Newark			1-5
270	847	Newport Beach Police Department	Newport Beach			6-10
271	887	North County Dispatch	Rancho Santa Fe			6-10
272	850	Novato Police Department	Novato			1-5
273	851	Oakdale Police Department	Oakdale			1-5
274	852	Oakland Fire Department	Oakland			6-10
275	853	Oakland Police Department	Oakland			11-29
276	854	Oceanside Police Department	Oceanside			6-10
277	8479	Ontario Fire Department	Ontario		W / D	6-10
278	856	Ontario Police Department	Ontario		W / D	11-29
279	857	Orange County Fire Authority	Irvine			6-10
280	8257	Orange County Sheriff (Harbor Patrol/Newport Beach)	Corona Del Mar			1-5
281	858	Orange County Sheriff's Department	Silverado			11-29
282	859	Orange Police Department	Orange			6-10
283	860	Oroville Police Department	Oroville	CP, HS-B	I / D	1-5
284	861	Oxnard Police/Fire Department	Oxnard	HS-V		6-10
285	863	Palm Springs Police/Fire Department	Palm Springs		W / D	6-10
286	865	Palo Alto Police Department	Palo Alto	HS-SC	I / PD	6-10
287	866	Palos Verdes Estates Police/Fire Dept.	Palos Verdes		W / D	1-5
288	867	Paradise Police Department	Paradise	CP, HS-B	I / D	1-5
289	868	Pasadena Police Department	Pasadena	EE,CP	W / D	6-10
290	869	Paso Robles Police Department	Paso Robles		W / D	1-5
291	871	Petaluma Police Department	Petaluma			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
292	873	Piedmont Police Department	Piedmont			1-5
293	874	Pinole Police Department	Pinole		W / PD	1-5
294	875	Pismo Beach Police Department	Pismo Beach		W / D	1-5
295	876	Placentia Police Department	Placentia			1-5
296	877	Placer County Sheriff's Department	Auburn	HS-P		6-10
297	7957	Placerville Police Department	Placerville		W / PD	1-5
298	879	Pleasant Hill Police Department	Pleasant Hill		W / PD	1-5
299	880	Pleasanton Police Department	Pleasanton			1-5
300	881	Plumas County Sheriff's Department	Quincy	CP		1-5
301	882	Pomona Police Department	Pomona		W / D	6-10
302	883	Port Hueneme Police Department	Port Hueneme			1-5
303	885	Porterville Police Department	Porterville			1-5
304	888	Red Bluff Police Department	Red Bluff	CP	I / PD	1-5
305	889	Redlands Police Department	Redlands		W / D	6-10
306	891	Redondo Beach Police/Fire Department	Redondo Beach		W / D	1-5
307	892	Redwood City Police Department	Redwood City		W / D	6-10
308	893	Reedley Police Department	Reedley			1-5
309	895	Rialto Police Department	Rialto		W / D	6-10
310	897	Richmond Police Department	Richmond		W / D	6-10
311	898	Ridgecrest Police Department	Ridgecrest		W / PD	1-5
312	899	Ripon Police Department	Ripon			1-5
313	8120	Riverside County Sheriff's Department	Blythe	HS-R		1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
314	8121	Riverside County Sheriff's Department	Palm Desert	HS-R		6-10
315	900	Riverside County Sheriff's Department	Riverside	HS-R		11-29
316	901	Riverside Police Department	Riverside		W / PD	11-29
317	902	Rocklin Police Department	Rocklin	HS-P		1-5
318	903	Rohnert Park Police Department	Rohnert Park			1-5
319	904	Roseville Police Department	Roseville	HS-P		6-10
320	906	Sacramento City Police Department	Sacramento		W / PD	11-29
321	905	Sacramento County Sheriff's Department	Elk Grove		W / PD	11-29
322	907	Sacramento Regional Fire Emergency Comm. Center - SRFEECC	Sacramento			11-29
323	912	San Bernardino County Sheriff Dept.-Rialto/Valley	Rialto		W / D	11-29
324	915	San Bernardino County Sheriff's Department (Victorville/Desert)	Hesperia		W / D	11-29
325	917	San Bernardino Police Department	San Bernardino		W / D	11-29
326	918	San Bruno Police Department	San Bruno		W / D	1-5
327	922	San Diego County Lifeguards	San Diego			1-5
328	923	San Diego County Sheriff's Department	San Diego			11-29
329	924	San Diego Fire Communications/Metro Zone Command	San Diego			11-29
330	8258	San Diego Harbor Police Department	San Diego			1-5
331	925	San Diego Police Department	San Diego			30+
332	927	San Fernando Police Department	San Fernando	EE,CP	W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
333	588	San Francisco Dept. Emergency Management	San Francisco		I / PD	30+
334	8125	San Francisco International Airport Police	South San Francisco		W / PD	1-5
335	931	San Gabriel Police Department	San Gabriel	EE,CP	W / D	1-5
336	933	San Joaquin County Sheriff's Department (Stockton/French Camp)	French Camp		W / PD	6-10
337	935	San Jose Police/Fire Communications	San Jose		W / PD	30+
338	936	San Leandro Police Department	San Leandro			6-10
339	937	San Luis Obispo County Sheriff's Department	San Luis Obispo		W / D	6-10
340	938	San Luis Obispo Police Department	San Luis Obispo		W / D	1-5
341	939	San Marino Police Department	San Marino		W / D	1-5
342	940	San Mateo County Communications	Redwood City			6-10
343	941	San Mateo Police Department	San Mateo		W / D	1-5
344	944	San Rafael Police Department	San Rafael			1-5
345	945	San Ramon Valley Fire Protection District	San Ramon		W / PD	1-5
346	948	Santa Ana Police Department	Santa Ana			11-29
347	950	Santa Barbara County Sheriff's Department	Santa Barbara		W / PD	6-10
348	951	Santa Barbara Police Department	Santa Barbara		W / PD	6-10
349	952	Santa Clara County Sheriff's Department Comm	San Jose			6-10
350	954	Santa Clara Police Department	Santa Clara		W / D	6-10
351	956	Santa Cruz Regional 9-1-1	Santa Cruz		W / D	11-29

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
352	958	Santa Maria Police Department	Santa Maria			6-10
353	960	Santa Monica Police Department	Santa Monica		W / D	11-29
354	961	Santa Paula Police Department	Santa Paula			1-5
355	962	Santa Rosa Police Department	Santa Rosa			6-10
356	964	Scotts Valley Police Department	Scotts Valley		I / PD	1-5
357	965	Sebastopol Police Department	Sebastopol			1-5
358	966	Selma Police Department	Selma			1-5
359	968	Shafter Police Department	Shafter		W / PD	1-5
360	969	Shasta County Comm. Center - SHASCOM	Redding	CP	W / PD	6-10
361	971	Sierra County Sheriff's Department	Downieville	CP		1-5
362	972	Sierra Madre Police/Fire Department	Sierra Madre	EE,CP	W / D	1-5
363	973	Signal Hill Police Department	Signal Hill		W / D	1-5
364	974	Simi Valley Police Department	Simi Valley	HS-V	W / PD	1-5
365	975	Siskiyou County Sheriff's Department	Yreka			1-5
366	976	Solano County Sheriff	Fairfield			6-10
367	8259	Sonoma County REDCOM Fire & EMS	Santa Rosa			6-10
368	977	Sonoma County Sheriff's Department	Santa Rosa			6-10
369	979	Sonora Police Department	Sonora			1-5
370	980	South Bay Regional Public Comm. Authority	Hawthorne		W / D	6-10
371	981	South Gate Police Department	South Gate		W / D	6-10
372	983	South Lake Tahoe Police Department	South Lake Tahoe			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
373	984	South Pasadena Police/Fire Department	South Pasadena		W / D	1-5
374	985	South San Francisco Police Department	South San Francisco		I / D	6-10
375	986	St. Helena Police Department	St. Helena			1-5
376	988	Stanislaus Regional 9-1-1	Modesto			11-29
377	8260	Stockton Fire Department	Stockton			6-10
378	989	Stockton Police Department	Stockton		W / PD	11-29
379	990	Suisun City Police Department	Suisun		I / PD	1-5
380	991	Sunnyvale Police Department	Sunnyvale		W / D	6-10
381	993	Sutter County Sheriff's Department	Yuba City	CP		1-5
382	994	Taft Police Department	Taft		W / PD	1-5
383	996	Tehama County Sheriff's Department	Red Bluff	CP		1-5
384	1000	Torrance Police Department	Torrance		W / D	11-29
385	1001	Tracy Police Department	Tracy			1-5
386	1003	Trinity County Sheriff's Department	Weaverville	CP		1-5
387	8261	Tulare County Consolidated Ambulance Dispatch - TCCAD	Tulare			1-5
388	8262	Tulare County Fire Department	Farmersville			1-5
389	1005	Tulare County Sheriff's Department	Visalia			11-29
390	1006	Tulare Police Department	Tulare			6-10
391	1008	Tuolumne County Sheriff's Department	Sonora		I / PD	1-5
392	1009	Turlock Police Department	Turlock			6-10
393	1010	Tustin Police Department	Tustin			1-5
394	1012	UC Berkeley Police Department	Berkeley			1-5
395	1013	UC Davis Police Department	Davis		W / PD	1-5
396	1014	UC Irvine Police Department	Irvine			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
397	1015	UC Los Angeles Police Department	Los Angeles		W / D	1-5
398	8173	UC Merced Police Department	Merced		W / PD	1-5
399	1016	UC Riverside Police Department	Riverside		W / PD	1-5
400	1017	UC San Diego Police Department	La Jolla			1-5
401	1018	UC San Francisco Police Department	San Francisco			1-5
402	1019	UC Santa Barbara Police Department	Santa Barbara		W / PD	1-5
403	1020	UC Santa Cruz Police Department	Santa Cruz			1-5
404	1021	Ukiah Police Department	Ukiah	HS-M	I / PD	1-5
405	1023	Upland Police Department	Upland		W / D	6-10
406	549	US Air Force Beale AFB SFCC	Beale AFB			1-5
407	700	US Air Force Edwards AFB Fire Department	Edwards AFB		W / PD	1-5
408	1002	US Air Force Travis AFB	Travis AFB			1-5
409	1031	US Air Force Vandenberg AFB Police/Fire Dept.	Vandenberg AFB		W / PD	1-5
410	734	US Army Fort Hunter Liggett Police Department	Ft Hunter Liggett		W / D	1-5
411	736	US Army Fort Irwin Provost Marshall (MP)	Fort Irwin			1-5
412	886	US Army Presidio of Monterey Dispatch Center	Presidio of Monterey		W / D	1-5
413	1025	US Park Police Golden Gate NRA	San Francisco			1-5
414	967	US Sequoia National Park	Three Rivers			1-5
415	1053	US Yosemite National Park	El Portal			1-5
416	580	USMC Camp Pendleton JECC	Camp Pendleton			1-5
417	8075	USMC Logistics Base Barstow - NEBO Provost Marshall	Barstow			1-5
418	8123	USMC Miramar Air Station Police/Fire Dept.	San Diego			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
419	1027	USMC Twenty-Nine Palms Combat Center - Fire	Twenty-Nine Palms			1-5
420	1029	Vacaville Police Department	Vacaville			6-10
421	1030	Vallejo Police Department	Vallejo			6-10
422	987	Valley Regional Emergency Comm Center	Modesto			11-29
423	1033	Ventura County Fire Protection District	Camarillo			6-10
424	1032	Ventura County Sheriff's Department	Ventura	HS-V		6-10
425	1034	Ventura Police Department	Ventura			6-10
426	1035	Verdugo Fire Department	Glendale	EE,CP	W / D	6-10
427	1036	Vernon Police Department	Vernon		W / D	1-5
428	1038	Visalia Police Department	Visalia			6-10
429	1039	Walnut Creek Police Department	Walnut Creek		W / PD	1-5
430	1042	Weed Police Department	Weed	CP		1-5
431	1044	West Covina Police/Fire Department	West Covina	EP,CP	W / D	1-5
432	1043	WEST-COMM - West Cities Police Comm Center	Seal Beach			6-10
433	1046	Westminster Police Department	Westminster			6-10
434	1047	Whittier Police Department	Whittier		W / PD	1-5
435	1048	Willits Police Department	Willits	HS-M	I / PD	1-5
436	1035	Willows Fire Department	Willows	CP		1-5
437	1051	Yolo Emergency Communications Agency YECA	Woodland		W / PD	6-10
438	1054	Yreka Police Department	Yreka	CP		1-5
439	1055	Yuba City Police Department	Yuba City	CP	I / PD	1-5
440	1056	Yuba County Sheriff's Department	Marysville	CP		1-5

*Updated PSAP tables will be provided to the Contractor upon contract execution.

Blank – CPE Stand-Alone	HS – SC (Santa Clara)
HS – CPE Host-Remote System	HS – V (Ventura)
HS – B (Butte)	CE – Core Existing
HS – I (Imperial)	CP – Core Planned
HS – LAS (Los Angeles Sheriff)	EE – Evergreen Existing
HS – P (Placerville)	EP – Evergreen Planned
HS – R (Riverside)	

W / D – Text Existing Web Based Service Deployed
 I / D – Text Existing Integrated Service Deployed
 W / PD – Text Planned or Pending Web Based Deployment
 I / PD – Text Planned or Pending Integrated Deployment

Table 1: Statewide Overview

Number of PSAPs¹	440
Total Population²	39,536,653
2017 Total 9-1-1 Call Volume³	28,129,927
Average Monthly 9-1-1 Call Volume⁴	2,319,585
2017 Busiest Month 9-1-1 Call Volume⁵	2,840,116
Average Busy Hour 9-1-1 Call Volume⁶	4,751
2017 Busiest Hour 9-1-1 Call Volume⁷	36,736
Average Call Duration in Seconds⁸	99.94

Table 2: Average Region Overview

¹ Data updated February 2019, will be 438 as of April 1, 2019
² U.S. Census Bureau, Population estimates, July 1, 2017
³ Source: Cal OES Official Published Call Statistics in 2017 (include CHP Golden Gate 2016 counts due to long term outage in 2017)
⁴ Statewide sum total of the average 2017 monthly call volume for each PSAP
⁵ Statewide sum total of the 2017 busiest month call volume for each PSAP
⁶ Statewide sum total of the average 2017 busy hour call volume for each PSAP
⁷ Statewide sum total of the 2017 busiest hour call volume for each PSAP
⁸ Statewide average of the 2017 9-1-1 average call duration for each PSAP

Average Number of PSAPs⁹	110
Average Total Population¹⁰	9,499,970
Average 2017 Total 9-1-1 Call Volume¹¹	6,711,175
Average 2017 Monthly 9-1-1 Call Volume¹²	579,896
Average 2017 Busiest Month 9-1-1 Call Volume¹³	710,029
Average Busy Hour 9-1-1 Call Volume¹⁴	1,188
Average 2017 Busiest Hour 9-1-1 Call Volume¹⁵	9,184
Average Call Duration in Seconds¹⁶	100

⁹ Data updated February 2019, Largest Region has 163, smallest is 79.

¹⁰ U.S. Census Bureau, Population estimates, July 1, 2017

¹¹ Source: Cal OES Official Published Call Statistics in 2017 (include CHP Golden Gate 2016 counts due to long term outage in 2017)

¹² Average of regions, sum total of the average 2017 monthly call volume for each PSAP

¹³ Average of regions, sum total of the 2017 busiest month call volume for each PSAP

¹⁴ Region average, sum total of the average 2017 busy hour call volume for each PSAP

¹⁵ Region average, sum total of the 2017 busiest hour call volume for each PSAP

¹⁶ Region average, average of the 2017 9-1-1 average call duration for each PSAP

EXHIBIT 22: COST WORKBOOK

Item #	Description of Services	Deliverable Cost	Multiplier	Multiplier * Deliverable Cost
1	Information and Data Gathering as required to support the SOW.	\$40,000.00	1	\$40,000.00
2	Onsite Vulnerability Assessment as required to support the SOW. (Each onsite assessment)	\$48,000.00	1	\$48,000.00
3	Deliverable – NENA i3 checklist as required to support the SOW.	\$48,000.00	1	\$48,000.00
4	Outline – PNSP and 1 for each RNSP – total of 5 outlines as as required to support the SOW. (Each outline required)	\$7,000.00	5	\$35,000.00
5	Final Report - PNSP and 1 for each RNSP – total of 5 reports as as required to support the SOW. (Each Final Report Required)	\$7,000.00	5	\$35,000.00
6	Vulnerability Analysis (Each Onsite Assessment)	\$10,000.00	12	\$120,000.00
7	Unanticipated Onsite Vulnerability Assessment (Each Onsite Assessment)	\$10,000.00	1	\$10,000.00
8	Hourly Rate for Unanticipated Tasks	\$160.00	1	\$160.00
Total Cost (Sum of Item 1-6)				\$326,000.00
Total Cost for Evaluation (Sum of Item 1-8)				\$336,160.00

Note: Hourly Rate for Unanticipated Task is only for activities beyond what is included in the SOW. Hourly Rate for Unanticipated Task will only be used when directed by CA 9-1-1 Branch. 10% of the total cost will be added to the resulting contract for unanticipated task.

Note: Unanticipated Onsite Vulnerability Assessment is only for activities beyond what is included in the SOW. Unanticipated Onsite Vulnerability Assessment will only be used when directed by CA 9-1-1 Branch. Additional Onsite Vulnerability Assessments may be requested based on overall cost of this project. 10% of the total cost may be added to the resulting contract for unanticipated onsite vulnerability assessment.

Cost	\$326,000.00
10% for Unanticipated Onsite Vulnerability Assessment (Each Onsite Assessment)	\$ 32,600.00
10% for Unanticipated Task	\$ 32,600.00
TOTAL CONTRACT AMOUNT	\$391,200.00