STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY
STATEWIDE TECHNOLOGY PROCUREMENT

STANDARD AGREEMENT AMENDMENT

TECH 213A (rev. 06/2020)

REGISTRATION NUMBER	
AGREEMENT NUMBER 6136-2020	AMENDMENT NUMBER 3

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME
California Governor's Office of Emergency Services

CONTRACTOR NAME
AT&T Enterprises, LLC, successor in interest to AT&T Corp.

2. The term of this Agreement is: July 10, 2020, or upon approval by CDT STP, whichever is later, through July 9, 2026, with two (2) two-year options to extend

3. The maximum amount of this Agreement after this Amendment is: $0.00 *(Zero Dollars and Zero Cents)*

4. The parties agree to comply with the terms and conditions of this Agreement Amendment #3 for the NG 9-1-1 CLOUD NATIVE OR DATA CENTER CALL PROCESSING EQUIPMENT (CPE) for the California Governor's Office of Emergency Services (Cal OES) to add On-Premises CPE. All documents and actions noted below are by this reference made part of the Agreement and incorporated herein:

ACTIONS:
Amendment #3 – Both parties mutually agree to amend this Agreement as followed:

a. Exhibit A, Statement of Work (SOW), attached hereto, replaces the original Exhibit A, Statement of Work (SOW) in its entirety.
b. Exhibit 21, Technical Requirements, attached hereto, replaces the original Exhibit 21, Technical Requirements in its entirety.
c. Exhibit 22, Cost Workbook, attached hereto, replaces the original Exhibit 22, Cost Workbook, in its entirety.

All other terms and conditions shall remain the same.

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

CONTRACTOR

CONTRACTOR NAME *(If other than an individual, state whether a corporation, partnership, etc.)*
AT&T Enterprises, LLC, successor in interest to AT&T Corp.

CONTRACTOR AUTHORIZED SIGNATURE
Samantha Thibault (Jun 24, 2025 13:55 PDT)

DATE SIGNED
06/24/2025

PRINTED NAME AND TITLE OF PERSON SIGNING
Samantha Thibault, Sales Director

ADDRESS
1452 Edinger Ave., Tustin, CA 92780

STATE OF CALIFORNIA

CONTRACTING AGENCY NAME
California Governor's Office of Emergency Services

CONTRACTING AGENCY AUTHORIZED SIGNATURE
Mary Rucker
Mary Rucker (Jun 24, 2025 14:17 PDT)

DATE SIGNED
06/24/2025

PRINTED NAME AND TITLE OF PERSON SIGNING
Mary Rucker, Assistant Director, Finance and Logistics Administration

CONTRACTING AGENCY ADDRESS
3650 Schriever Avenue, Mather, CA 95655

Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only

☐ EXEMPT PER:

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 main function of the 9-1-1 Call Processing Equipment (CPE) is to provide PSAPs with call handling equipment to answer the 9-1-1 calls.

The Next Generation 9-1-1(NG9-1-1) services in California follow the National Emergency Number Association (NENA) i3 Call Flow per Figure 1 in 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 CPE provider shall provide NENA i3 call flow to support interoperability with the Prime Network Service Provider (PNSP) and Regional Network Service Provider (RNSP).

The CPE solution shall follow the National Emergency Number Association (NENA) i3 Call Flow per NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution. The CPE solution shall utilize the NG 9-1-1 trunks maintained by PNSP and RNSP to deliver all 9-1-1 traffic to the PSAP. The NG 9-1-1 trunks are a CPUC tariffed service that are maintained by PNSP and RNSP. Figure 1 provides an overview of the NG 9-1-1 traffic flow and identifies the responsibility of PNSP, RNSP, and the CPE provider.

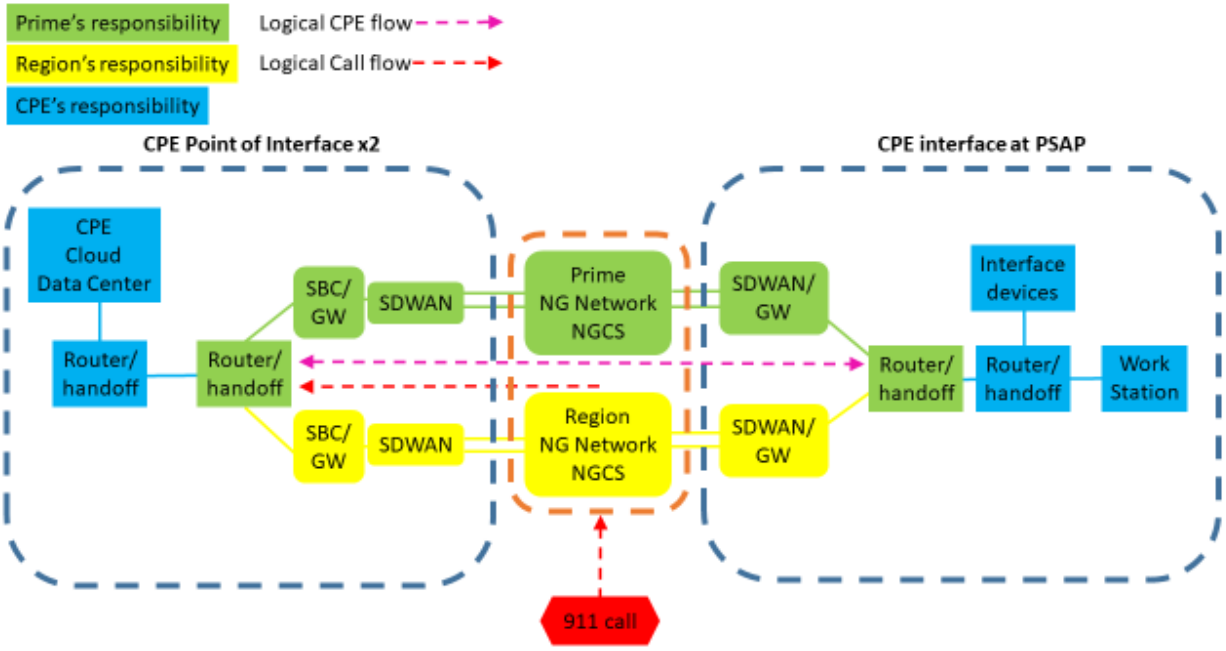

FIGURE 1: NG 9-1-1 TRAFFIC RESPONSIBILITY (CLOUD/DATA CENTER)

Additional resource documents for reference:

- CA 9-1-1 Branch Operations Manual - https://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-operations-manual

1.1 OBJECTIVE

This Statement of Work (SOW) establishes the Master Purchase Agreement that shall be used by every PSAP in California to procure CPE that utilizes both CAMA and PSNP and RNSP NG 9-1-1 Trunks to deliver 9-1-1 traffic to every PSAP. This SOW shall serve as the rules and regulations between the CA 9-1-1 Branch and the Contractor to provide native cloud and data center CPE as well as on-premises CPE.

This SOW will also establish a standard CPE platform that complies with NENA i3, interfaces with the PNSP and RNSP networks and aligns with the authorized Cal OES Budget for 9-1-1 services. Cal OES, CA 9-1-1 Branch will oversee and approve all purchases made under this agreement. The PSAPs will use this agreement to purchase 9-1-1 CPE Systems with SETNA funding as authorized and approved by the CA 9-1-1 Branch.

2 DESCRIPTION OF PROPOSED SERVICE

2.1 CLOUD BASED/DATA CENTER MODEL SERVICE TO BE PROVIDED

The Contractor agrees to provide CPE services in accordance with the SOW and EXHIBIT 21, TECHNICAL REQUIREMENTS. The Contractor agrees that CPE shall support all call handling and call flow elements of NENA i3. Any proprietary components that are implemented within the CPE shall not compromise the ability to support NENA i3 and the ability for the PNSP or RNSP to deliver the call to the PSAP, or to support transfers from one PSAP to another, regardless of Contractor.

CPE services to be provided shall include, but are not limited to:

1) This solution shall be an Evergreen Native Cloud based or Data Center based service. Contractors shall not provide a Hosted CPE solution that exists in the current legacy environment.
2) Contractor shall provide solutions to the PSAPs that have been tested in the CA 9-1-1 Branch NG911 Lab and validated by the CA 9-1-1 Branch to ensure interoperability with PNSP and RNSP;
3) Contractor shall provide CPE performance monitoring and provide access to PSAPs and the CA 9-1-1 Branch through a dashboard;
4) Contractor shall be solely responsible for trouble ticket reporting for all CPE services to include subcontractor services. The Contractor shall develop and maintain trouble ticket e-bonding with RNSP and PNSP trouble ticketing. Trouble ticket information and status updates must be pushed and received by all parties in order to reduce confusion and to allow a single point of reference, no matter which vendor the PSAP chooses to call;
5) Contractor shall implement standards and best practices as determined by the CA 9-1-1 Branch to ensure global interoperability;
6) Contractor shall provide leadership to promote collaborative mission focused, implementation that supports interoperability and supports the Cal OES mission;
7) Contractor shall provide a lead team member to work together to maintain the interoperability interface with PNSP and RNSP;
8) Contractor shall ensure that installation of equipment includes all hardware, cabling, labor, software and configuration required to deliver and make the system ready for use, and operational with the manufacturer's published specifications;
9) Contractor's Evergreen coverage shall include maintenance and replacement of all system components, including but not limited to all workstations, interface devices, and associated hardware;
10) Contractor shall designate a primary contact person located in the continental United States (CONUS) to whom all project communications may be addressed and who has the authority to act on all aspects of the services;

11) Contractor shall notify the CA 9-1-1 Branch, in writing, of all changes in the personnel assigned to the tasks. If a Contractor employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor will provide suitable substitute personnel;
12) Contractor shall install workstation and any peripheral hardware on the premises of the PSAP, during the best available hours for the PSAP, and at all other times as required to successfully provide the services;
13) Contractor shall provide the PSAP and the CA 9-1-1 Branch with a copy of the system update process and schedule;
14) Contractor shall work closely with PSAPs regarding any of the additional applications provided under Contract and adhere to any changes and future time-frames listed in the individual requirements;
15) Contractor shall ensure PSAP has unrestricted use of any CPE solution software that is proprietary in nature;
16) Contractor shall submit a system diagram, depicting data flow and interconnection requirements;
17) Contractor shall be responsible for all the terms and conditions of this Contract regardless of whether or not a failure occurs in their system or their Subcontractors system;
18) Contractor shall implement all functional requirements included in Exhibit 21;
19) The Contractor agrees to provide CAMA integration CPE services in accordance with this Amendment 1 that includes the Technical Requirements and Cost Elements needed to support the CAMA interface. These requirements are mandatory and shall be part of the CPE solution and will be tested in the CA 9-1-1 Branch lab and accepted by Cal OES 9-1-1 Branch, prior to issuing SOW to the PSAP for CPE purchase.

Amended CPE services to be provided shall include, but are not limited to:

a. The CPE solution shall interface with CAMA according to the additional technical requirements as per Exhibit 21 - Technical Requirements (See section B for details).

b. The amended CPE solution shall provide an interface with CAMA according to the additional cost elements as per Exhibit 22 – Cost Workbook. There will be no additional costs for maintaining, servicing, or disconnecting the CAMA (See section C for details).

2.2 ON PREMISES SERVICE TO BE PROVIDED

The Contractor agrees to provide the on-premises CPE solution that passed the Cal OES 9-1-1 lab testing at the rates listed on the Exhibit 22 – Cost Workbook. Administrative

requirements and SLAs posted within this SOW apply to both on-premises and cloud-based call-handling unless designated otherwise by the CA 9-1-1 Branch.

2.3 CPE SERVICES ENVIRONMENT

This section is intended to present an overview of the NG9-1-1 environment in California. The PNSP and RNSP are responsible for delivering NG 9-1-1 traffic to the CPE provider based on the PSAP that has been identified to receive the 9-1-1 information. The Contractor shall be responsible for receiving the 9-1-1 traffic from the legacy 9-1-1 network and the PNSP or RNSP. The Contractor shall also provide the call processing functionality required to display any and all 9-1-1 information at the PSAP.

2.4 COMMERCIALLY AVAILABLE HARDWARE

Wherever possible, commercially available hardware shall be used for simplicity, ease of maintenance, replacements, and upgrades.

3 CONTRACT TERM

Effective upon approval of the California Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP), the term of the Contract is four (4) years with three (3) two (2) year options.

The CA 9-1-1 Branch at its sole discretion, may exercise the option to execute, three (3), two (2) year extensions of all services identified in this Contract at the costs identified in EXHIBIT 22, COST WORKBOOK, for a maximum Contract term of ten (10) years.

Contractor shall provide an all-inclusive cloud-based /data-center based or on-premises CPE solution. All options shall be included with the ability to de-activate or 'turn off' options or features based on PSAP needs and requirements. Vendor shall not provide options that result in tiered service.

Amendments may occur at any time, consistent with the Terms and Conditions of the Multiple Award Contract and by mutual consent of both parties, subject to approval by the CA 9-1-1 Branch.

Period of performance for a PSAP's CPE purchase will continue for the life of the Contract, including all extensions. Evergreen coverage for all systems and services, excluding network, shall be included. Coverage starts from the date of system acceptance. The Contractor shall adhere to this Period of Performance for up five (5) years, if necessary, after the multiple award Contract term expires

All price quotes/SOWs must be received by the CA 9-1-1 Branch at a minimum of four (4) weeks prior to the Multiple Award Contract expiration to allow time for review, revision, and issuance of a TD-288 Commitment to Fund. No quotes or SOWs will be accepted and processed within this four (4) week period.

PSAP is required to hold CPE service for a minimum of five (5) years unless Contract is terminated due to a proven failure to perform. After year five (5), if the PSAP chooses to continue the CPE maintenance, it will be approved by Cal OES on a year-to-year basis, for up to 2 years. The PSAP may cancel the service during those 2 years at any time with 30 days written notice to the CPE Provider.

After the multiple award Contract expiration date, new orders shall not be issued and are prohibited. The terms of this Contract shall be incorporated into the SOW with the PSAP and survive the expiration of the term noted above until the expiration of the affected PSAP's SOW.

For the purposes of Section 20 of SaaS General Provisions limited liability, purchase price will be defined as the Contractor's aggregate Monthly Recurring Charges (MRC) contract amount for the affected solution and PSAP(s) for the previous twelve months prior to the incident.

3.1 CONTRACT COMMENCEMENT TIME

The Contractor shall not be authorized to deliver goods or commence the performance of services as described in this SOW until written approval has been obtained from all entities and CPE testing at the PSAP has been completed. Any delivery or performance that is commenced prior to the signing of the multiple award Contract shall be considered voluntary on the part of the Contractor and non-compensable.

3.2 CONTRACT AMENDMENTS

This Contract may be amended, consistent with the terms and conditions of the Contract and by mutual consent of both parties and is subject to approval by the California Department of Technology (CDT). No contract amendment shall be executed to allow adding a CPE solution that did not pass the CAL OES NG 9-1-1 Lab validation testing.

3.3 CONTRACT TERMINATION

The CA 9-1-1 Branch may exercise its option to terminate the Agreement at any time with 30 calendar days prior written notice. In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all deliverables accepted prior to termination.

3.4 CAL OES NG911 LAB CPE TESTING

All CPE shall be tested in the CA 9-1-1 Branch NG 9-1-1 Lab to validate compliance to NENA i3 standard and meeting the functional requirements identified in this SOW (refer to TD 284 System Acceptance and Authorization Form for Cloud CPE Solution as well as TD 284 System Acceptance and Authorization Form for On-Premises CPE Solution). All CPE (cloud based and on-premises) shall be validated in the CA 9-1-1 Branch NG 9-1-1 Lab. If the call handling is not Nena i3 compliant at the time of NG go-live, the

Contractor will be provided 6 months to bring the call handling into compliance, at no cost to the State of California.

4 ORDERING AND DELIVERY PROCESS

The ordering process that the CA 9-1-1 Branch uses is detailed in the 9-1-1 Operations Manual, Chapter III, Funding which can be viewed at:

https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Operations-Manual-Chapter-III-Updated-6.24.pdf

4.1 PERFORMANCE BOND AT PSAP OR CAL OES REQUEST

If requested by the PSAP or Cal OES, the Contractor shall furnish to the Cal OES, a performance bond security in a form satisfactory to the 9-1-1 Branch Manager at no cost to the State, a Performance Bond in the amount of PSAP or Cal OES request for the CPE provider. The bond shall be on a form from an admitted surety insurer and must guarantee Contractor's compliance with the terms of this Contract. The bond shall be in effect for the duration required by the PSAP or Cal OES.

Failure to submit the required documents may be cause for termination of the Contract.

4.2 9-1-1 CPE SYSTEM DIAGRAMS

As part of the ordering process for the 9-1-1 CPE System, the SOW submitted to the PSAPs shall include system diagrams using Microsoft Visio or similar to depict:

1. System connectivity
2. 9-1-1 traffic and data flow
3. PC hardware Requirements
4. Interfaces to any PSAP auxiliary equipment (i.e. CAD, logging recorder)

4.3 9-1-1 CPE INSTALLATION (CLOUD AND ON-PREMISES)

Orders from the PSAP must be completely installed and ready for acceptance testing within 90 calendar days after TD-288 is issued for cloud or data center CPE and 180 days for on-premises CPE.

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 Contractor will provide a revised Contractor's SOW to the PSAP and to the CA 9-1-1 Branch.

4.4 PSAP SITE SURVEY

As part of the SOW for the PSAP, the Contractor shall prepare a list detailing the current electrical power, common ground, and environmental control facilities at the PSAP. The Contractor shall review and comment on the adequacy of the PSAP's facility, including but not limited to, the adequacy of the floor plan, environmental control, cabling, and NG9-1-1 trunk demarcation to support the installation of the 9-1-1 system. The PSAP shall permit free access, subject to security restrictions at the site, for the purpose of reviewing facility readiness.

4.5 PSAP SITE MODIFICATIONS

If required, the CA 9-1-1 Branch and/or PSAP will discuss the needs for PSAP modification in order to meet the Contractor's specifications related to CPE installations.

4.6 CERTIFICATION OF EQUIPMENT READINESS

Equipment must be installed and certified ready for acceptance testing by the agreed to installation date and acceptance test plan between the Contractor and PSAP.

4.7 RELOCATION

Relocation refers to a PSAP moving to a different location on a long-term basis. This includes packing up all CPE and associated equipment purchased under this Contract and transporting to another location and reinstalling it for operational use

1. If it is necessary to move the equipment purchased under this Contract from a PSAP location to another, the PSAP will provide their date of disconnection, the locations from and to where the equipment is to be moved, and the re-connection date to the Contractor. The Contractor and PSAP will mutually agree on a reasonable amount of time to accomplish disconnection, relocation, reconnection and having the equipment ready for use. The CA 9-1-1 Branch will only pay for 30 days of overlapping NG9-1-1 trunk costs. After 30 days is exceeded, billing from vacated PSAP premises will be transferred and become the responsibility of the PSAP.

2. The PSAP will pay the Contractor for all reasonable costs for relocation. The Contractor shall maintain responsibility for the equipment at all times during the move.

3. In the case of an emergency PSAP CPE relocation, the CA 9-1-1 Branch will pay for all associated costs. Emergency shall consist of, but is not limited to: force majeure, man-made disasters, hazard to life and limb of PSAP personnel.

4. Rearrangement of equipment at a single site or for the convenience of the PSAP, shall be at the PSAP's expense. If the Contractor is asked to move and reinstall equipment at a different facility, the Contractor shall not exceed the hourly Labor Rate bid in Exhibit 22, COST WORKBOOK.

4.8 MOVES, ADDS AND CHANGES (MACS)

MACs refer to changes in system application configurations to facilitate PSAP operations, moving equipment from one location to another in the same facility, or adding additional equipment to completed installations.

1. For those MACs that are performed, such as adding or deleting new workstations, changing speed dial numbers, etc., the Contractor shall provide training to the PSAP System Administrator if required.

2. Contractor shall detail the process for the PSAP to request routine MACs, how the Contractor will perform on-site versus off-site MACs and the anticipated turn-around time to completion.

3. All costs for MACs will be directly billed to and paid by the PSAP, not to exceed the hour labor rate bid in Exhibit 22, COST WORKBOOK. If the Contractor is asked to move and reinstall equipment at a different facility, the labor rates established by this Contract will apply to similar activities performed, such as those described above.

4.9 DOCUMENTATION

Contractor shall provide SOW in a format that complies with the template provided in SOW Attachment 3 Sample SOW Template. Contractor shall provide softcopy of all manuals and materials as well as web access to updates.

4.10 EQUIPMENT DELIVERY AND SHIPMENT

1. Shipments to and from the installation site shall be the responsibility of the Contractor.

2. Equipment shall be packed and marked with content description and destination.

3. The Contractor shall bear the cost of transportation/shipping whenever equipment is shipped or moved for mechanical replacement purposes.

4. The Contractor shall dispose of any packing material and debris. Post installation, the Contractor shall pay transportation charges for the removal of empty packing cases.

5. The PSAP reserves the option, with concurrence from the Contractor, to arrange and pay for all transportation/shipping charges for such relocation. Subsequent moves are not paid for by the CA 9-1-1 Branch, but may be negotiated between PSAP and Contractor, when the equipment is moved from one PSAP location to another.

6. The PSAP shall be relieved from all risk of loss or damage to the equipment purchased under this Contract during the entire time the equipment is in the possession of the Contractor, except when such loss or damage is due to the fault or negligence of the PSAP. Loss or damage not due to the fault or negligence of the PSAP shall be verified through a legal claims record.

5 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:	AT&T
Name:	Janee Dabrowski	Name:	Jonathan Holland
Address:	601 Sequoia Pacific Blvd. MS 911, Sacramento, CA 95811	Address:	1452 Edinger Ave, Tustin CA 92780
Phone:	(916) 894-5031	Phone:	(949) 202-6890
e-mail:	janee.dabrowski@caloes.ca.gov	e-mail:	jh2419@att.com

Direct all Contract inquiries to:

State:	Governor's Office of Emergency Services, Information Technology Division	Contractor:	AT&T
Name:	Cheng Xiong	Name:	Jonathan Holland
Address:	3650 Schriever Ave Mather, CA 95655	Address:	1452 Edinger Ave, Tustin CA 92780
Phone:	(916) 636-3655	Phone:	(949) 202-6890
e-mail:	Cheng.Xiong@caloes.ca.gov	e-mail:	jh2419@att.com

6 EVERGREEN TECHNICAL REQUIREMENTS

All requirements, as stated in EXHIBIT 21, TECHNICAL REQUIREMENTS are part of this SOW. CPE offering shall be maintained in good operating condition at the PSAP location, the Contractor's data center, or in the cloud to ensure Continuing Standards of Performance are met.

6.1 LOCAL HARDWARE

The Contractor shall provide maintenance (labor and parts) and keep all equipment at the PSAP in good operating condition. Maintenance parts will be furnished by the Contractor and will be new. Contractor is responsible for disposal of replaced parts removed during maintenance.

The Contractor shall furnish and replace all evergreen services and parts for a period of five (5) years beginning on the first day following System Acceptance. Any such service required as a result of erroneous site preparation specifications furnished by the Contractor or otherwise required due to the fault or negligence of the Contractor, shall be provided by the Contractor at no additional charge. Prior to the expiration of the evergreen service period, whenever equipment is shipped for mechanical replacement purposes, the Contractor shall bear all costs for such shipment including, but not limited to, costs for packing, transport, handling, and insurance.

On site services will be furnished by the Contractor's nearest service location. The Contractor shall have prompt access to the equipment, subject to the PSAP's standard security requirements, to perform this service. There shall be no charge for travel expenses associated with services for which the Contractor is responsible.

Contractor shall provide full maintenance coverage 24 hours per day, seven (7) days per week, 365 days a year (24x7x365).

6.2 UPGRADES AND PLANNED MAINTENANCE DOWN-TIME

The proposed 9-1-1 CPE Systems shall not experience any downtime for planned maintenance. It is acceptable that individual workstations have downtime for planned maintenance, however, PSAPs will have input into the update schedule such that no more than 50% of their workstations are updated at the same time.

6.3 PLANNED MAINTENANCE

Planned maintenance shall be performed in accordance with a Standard Operating Procedure (SOP) mutually agreed to by the State and Contractor designed to mitigate the operational impact of such maintenance. Scheduled downtime must be coordinated with the CA 9-1-1 Branch and affected PSAPs with at least five (5) business days advance notice prior to performing the scheduled downtime in order for the downtime not to be calculated into the monthly availability.

Contractors shall disclose any service impact, limitation, or operational issue that may arise as a consequence of planned maintenance and shall propose mitigation for the known impact, limitations, or operational issues as part of the SOP.

6.4 REMEDIAL MAINTENANCE

Contractors shall track the status of each Critical, Major, and Minor Failure (as defined in SLA) through the Trouble Ticket Log. Contractors shall provide the telephone number of their customer support center to each PSAP with whom they have an evergreen Contract for reporting Critical, Major, and Minor Failures. The Contractor's customer support center telephone shall be answered 24 hours a day, seven (7) days a week by a live person. The Contractor's customer support center will be responsible for

coordinating the resources necessary to correct Critical, Major, and Minor Failures and for accurately updating the Trouble Ticket Log.

6.5 RNSP/PNSP REPAIRS

If the PSAP notifies the Contractor of a problem with the 9-1-1 system and the Contractor determines that the problem lies with the PNSP/RNSP NG9-1-1 Trunks, the Contractor, will be responsible for notifying the PSAPs that the problem lies with the PNSP/RNSP. All Contractors are required to e-bond ticketing systems with PNSP/RNSP.

6.6 REPLACEMENT PARTS

The spare components and parts inventory shall include all components included in CPE solution. This is including but not limited to workstations, controllers, servers, gateways, routers, Uninterruptable Power Supply (UPS) devices, peripheral equipment interface devices, monitors, and computer keyboards. All replacement components and parts shall be available to authorized Contractor repair personnel on a 24x7x365 basis.

6.7 SYSTEM OR SOFTWARE UPDATES

The CA 9-1-1 Branch expects to allow for system/software updates and enhancements.

Contractor(s) are required to:

1. Support this effort throughout the life of the resulting Contract.
2. Updates offered shall meet all current National Emergency Number Association (NENA) i3 requirements.
3. Prior to update, Contractor(s) shall provide notification to the CA 9-1-1 Branch Contract Manager as well as all affected PSAPs with a Technical Services Bulletin (TSB).
4. Submit test plan for the proposed update.
5. Validate the update through the CA 9-1-1 Branch NG 9-1-1 Lab as directed by the CA 9-1-1 Branch.
6. Obtain approval from the CA 9-1-1 Branch of the update.

6.8 EVERGREEN SERVICE EXCLUSIONS

Evergreen service does not include electrical work or adverse environmental conditions external to equipment or maintenance of accessories, alterations, attachments, or other devices not listed in Cost Workbook.

7 CONTRACTOR FACILITY LOCATIONS

All Contractor's facilities, direct technical and administrative support personnel that will perform services as part of this Contract must be located within the Continental United States (CONUS) or the District of Columbia.

8 CA 9-1-1 BRANCH ROLES AND RESPONSIBILITIES

1) The CA 9-1-1 Branch will designate a person to whom all Contractor communication may be addressed, and who has the authority to act on all aspects of the services, see Section 4 for designee. The CA 9-1-1 Branch designee will be the POC for all documents related to this Contract to ensure understanding of the responsibilities of both parties;
2) The CA 9-1-1 Branch will designate a 9-1-1 Advisor to review the SOW and associated documents. 9-1-1 Advisor shall provide at least a minimum of 10 state business days for the timely review and approval of information and documentation provided by the Contractor.
3) The CA 9-1-1 Branch, in partnership with the PSAP, will determine adequacy of all work performed and all products installed by the Contractor. Should the work performed or the products installed by the Contractor fail to meet expectations, requirements, or specifications, the following resolution process will be employed:

    a) The Contractor shall, within five (5) State business days after initial problem notification, respond to the CA 9-1-1 Branch by submitting a corrective action plan to address the specific inadequacies or failures in the identified services and products. Failure by the Contractor to respond to the CA 9-1-1 Branch's initial problem notification within the required time limits may result in immediate termination of the Contract.
    b) In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all work accepted prior to termination.
    c) The CA 9-1-1 Branch will, within five (5) State business days after receipt of the Contractor's detailed explanation or proposed corrective action plan, notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If the CA 9-1-1 Branch rejects the explanation or plan, the Contractor will submit a revised corrective action plan within three (3) State business days of notification of rejection. Failure by the Contractor to respond to the CA 9-1-1 Branch's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate termination of the Contract. In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all work accepted prior to termination.
    d) The CA 9-1-1 Branch will, within three (3) State 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. Rejection of the revised corrective action plan will result in

immediate termination of the Contract. In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all work accepted prior to termination.

4) Upon first installation in each region the CA 9-1-1 Branch will order network connectivity from the PNSP and RNSP into two (2) logically and physically diverse Contractor points of interface within five (5) working days of:
    a. Successful testing in the Cal OES NG9-1-1 Lab,
    b. The identification and CA 9-1-1 Branch approved Contractor points of interface, and
    c. Completion of the TD-288 approval process.

9 PSAP RESPONSIBILITIES

1) If required to meet special environmental considerations, the PSAP will modify its site facilities to meet the Contractor's minimum site and environmental specifications as supplied by the Contractor. Costs associated with these modifications shall be the responsibility of the PSAP.
2) Subject to the PSAP's security regulations, the Contractor shall have full and free access to the CPE equipment.
3) Any lines terminating into the CPE solution (including but not limited to) 7-digit emergency lines, administrative lines, ring downs lines (circuits), direct connects, as well as contact closures.

10 CONTRACTOR'S ROLES AND RESPONSIBILITIES

1) Contractor shall deliver all services and equipment necessary for system deployment.
2) Contractor shall deploy the system and have the system ready for acceptance testing within 180 calendar days from TD-288 issue date, or as defined on the project SOW timeline as agreed upon by the CA 9-1-1 Branch, the Contractor, and the PSAP.
3) Contractor shall perform and provide a PSAP site survey for each CPE installation.
4) Contractor shall provide necessary wiring for connection to CAMA and NG9-1-1 Trunks as well as interface connectivity to all necessary peripheral equipment.
5) Contractor shall perform System Readiness Testing prior to cutover, to ensure that the system is installed and operates as defined in SOW.
6) Upon Contract execution the Contractor shall meet via in person meeting or teleconference, with the CA 9-1-1 Branch team at a minimum monthly, or at the discretion of the CA 9-1-1 Branch, to ensure project tasks and timelines are met, with all Contractor Key Staff identified in SOW Section 9. The CA 9-1-1 Branch may require an in-person meeting based on project status.
7) The Contractor shall adhere to and support all interface standards as designed by the PNSP and approved by the CA 9-1-1 Branch.

8) 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.
9) The Contractor shall notify the CA 9-1-1 Branch in writing, of all changes in key personnel assigned to the tasks as outlined in Section #9 below. If a Contractor's employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor will provide suitable substitute personnel. The CA 9-1-1 Branch reserves the right to approve all substitute personnel.
10) The Contractor shall perform their duties on PSAP premises during normal business hours, as agreed upon by the PSAP and the vendor. PSAP reserves the right to request non-standard hours if there is a clear and defined operational need.
11) Contractor staff will be subject PSAP background check and security requirements.
12) Contractor shall deliver and provide all documents in electronic format.
13) Contractor shall report all SLAs in accordance to Section 22.1 Contractors Monthly Activity Report.

11 LABOR CLASSIFICATIONS

Contractor shall make available each of the labor classifications listed below. Hourly labor will only be used on a limited basis and only with pre-approval from the CA 9-1-1 Branch. The cost identified in Exhibit 22, COST WORKBOOK shall be utilized to support all of these labor classifications:

1) Contractor Trained Technician - A Contractor trained technician is able to diagnose all major and minor system alarms, provide hardware and software repairs, provide recommendations regarding user configurations and make changes to the user defined software. Technician to be available both on site, as well as remotely, for any possible issues.
2) Contracted Technician - The technician is able to provide hardware installations and replacements, provide recommendations regarding user configurations, under the direction of the CPE Contractor. Not available for on premise CPE solution.
3) System Engineer - A system engineer shall be capable of engineering the entire solution and any related programming that the Contractor offers through the resulting Contract.
4) Project Manager - The project manager will act as the single point of contact to the PSAP manager (or their designee) and will be available to the PSAP manager during the implementation of a new system. Project manager will be on-site during implementation to the new system if requested by the 9-1-1 Branch. All project managers shall be located in the continental US and will be made available for in-person meetings at the CA 9-1-1 Branch or PSAP request.

12 PROJECT MANAGEMENT

For each installation of a 9-1-1 system, the Contractor shall assign a project manager with knowledge and experience in managing system installations of similar complexity. All installations shall use industry accepted project management methodology throughout the project.

The project manager shall be the single point of contact between the Contractor and the PSAP throughout the installation and acceptance process. The project manager will be responsible for coordinating with the PSAP all aspects of the installation including project scheduling, installation of equipment, training, problem resolution, acceptance testing, contractual and technical issues and answering all questions the PSAP may have.

The Contractor shall assign a project manager who is familiar with 9-1-1 in CA, Internet Protocol (IP) networks, as well as the proposed system. All project managers shall be located in the continental US and will be made available for in-person meetings at the CA 9-1-1 Branch or PSAP request.

13 SUBCONTRACTORS

The Contractor shall provide and maintain a list of all subcontractors providing the services identified below. The information shall be submitted in the same format as EXHIBIT 24: LIST OF PROPOSED SUBCONTRACTORS.

The Contractor shall notify the CA 9-1-1 Branch, in writing, of any changes of Subcontractor personnel assigned to the tasks within ten (10) business days of the change. The CA 9-1-1 Branch retains the right to approve or not approve. This requirement does not apply to subcontractors that only provide supplies.

14 ALTERATIONS AND ATTACHMENTS

The PSAP shall not make unauthorized alterations or install attachments to the equipment.

Repair of damage attributable to the alteration or attachment will be billed to the PSAPs at the Contractor's rate provided in Exhibit 22, COST WORKBOOK, Labor Rate.

All reprogramming required by the Contractor to accommodate such alterations and/or attachments shall be implemented at the PSAPs expense.

15 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 alert and 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 or the PSAP 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. CA 9-1-1 Branch escalation levels are as follows:

First level:	PSAP Advisor First.Last@caloes.ca.gov (916) 657-####
Second level:	Advisory and Compliance Unit Supervisor First.Last @caloes.ca.gov (916) 657-####
Third level:	Program Management Division Chief First.Last @caloes.ca.gov (916) 657-####

Please refer to the CA 9-1-1 Branch Organizational Chart for up to date personnel:
https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/911-ORG-chart-Jan-2025.pdf

15.1 SERVICE ISSUES AND OUTAGE NOTIFICATION

The Contractor shall develop an automated outage notification system that will provide system monitoring capability and outage reporting to the CA 9-1-1 Branch.

After Contract award, information for the confidential CA 9-1-1 Branch outage notification phone number and e-mail will be provided. Outage reporting shall incorporate near real-time monitoring per EXHIBIT 21 TECHNICAL REQUIREMENTS. A secure login portal shall be made available to the CA 9-1-1 Branch.

15.1.1 OUTAGE NOTIFICATION

In the event of any critical or major service issue(s) or outage(s) as specified in the appropriate Service Level Agreement (SLA), the Contractor shall notify the CA 9-1-1 Branch via a phone call as well as email within thirty (30) minutes of initial report of outage, providing the initial notification and containing the following (as available):

1) PSAP(s) affected;

2) Problem description;
3) Time of failure;
4) Affected systems or services;
5) Impact to 9-1-1 Service;
6) Trouble ticket number;
7) Ticket type (open, monitoring, dispatched).

Contractor shall provide follow-up notification as new information becomes available or every 4 hours, whichever occurs first. All updates shall include current status and any additional data pertinent to the outage and its resolution such as:

1) Extent of outage;
2) Affected systems or services (if different than initial);
3) Any 9-1-1 traffic lost in the CPE providers cloud or data center;
4) Sequence of events toward resolution (action taken to resolve the issue);
5) Estimated time of technician arrival (ETA);
6) Estimated time of outage resolution (ETR).

When critical or major event is cleared, Contractor shall send a final notification of resolution. The CA 9-1-1 Branch may review this with the Contractor every month, to determine if notifications need to be adjusted. See SLA Section 22.

15.1.2 OTHER EVENT NOTIFICATION

For any other service issue(s) or outage(s) that the monitoring system does not report on, the Contractor shall notify the CA 9-1-1 Branch. Contractor shall notify the CA 9-1-1 Branch of the problem via phone call and e-mail within thirty (30) minutes of initial report of outage or disruption of service(s). Contractor shall provide the initial notification, which will contain the following (as available):

1) PSAP(s) affected;
2) Problem description;
3) Time of failure;
4) Affected systems or services;
5) Impact to 9-1-1 Service;
6) Trouble ticket number;
7) Ticket type (open, monitoring, dispatched).

When the event is cleared, Contractor shall send a final notification of resolution. The CA 9-1-1 Branch may review this report, including root cause analyses, with the Contractor every month, to determine if notifications need to be adjusted. See SLA Section 17.

16 CHANGE CONTROL PROCESS

The Contractor shall not make any changes after implementation and successful acceptance of the CPE service, unless approved by the CA 9-1-1 Branch.

17 CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS

17.1 MAINTENANCE PLAN

Contractor shall be responsible for maintaining all on-premises, cloud, or data center based CPE Services for the term of the Contract. No additional costs outside of the EXHIBIT 22 – Cost Worksheet, shall be incurred by the CA 9-1-1 Branch or the PSAP. Contractor shall include a draft maintenance plan in response to this RFP. A final maintenance plan shall be submitted to the CA 9-1-1 Branch for review and approval within 90 days from Contract execution. Planned or unplanned maintenance shall not disrupt 9-1-1 service or trigger any SLAs.

Maintenance Plan shall include at a minimum:

1) Hardware Issues;
2) Servers;
3) Switches;
4) Routers;
5) Software Issues;
6) Operating System Software Issues;
7) Security System Software Issues;
8) Connectivity Issues.

18 TRAINING

18.1 TRAINING TIMES AND LOCATIONS

For the purposes of training, the Contractor shall provide formal, hands-on instruction for PSAP personnel in operation of the equipment during the acceptance testing period. Training for equipment installation coordinators and project leaders will be conducted at the PSAP.

18.2 TRAINING PLAN

The Contractor shall provide training and training materials to ensure that all users and administrators can proficiently use the 9-1-1 CPE system. The Contractor will provide the following:

1) A comprehensive training program that provides CPE users with the skills necessary to operate all features of the 9-1-1 system
2) Training at a time mutually agreed upon by the PSAP and the Contractor. Training schedule to be created by Contractor
3) Instructors proficient with the provided solution
4) Training to be provided within two weeks of go-live (PSAP delays are not considered a reason to change the training schedule)
5) Train no more than six (6) users per instructor, per class, unless a larger class is mutually agreed to by the PSAP and the Contractor. All training classes should be scheduled so as to reduce the number of site visits necessary to train all personnel
6) In addition to CPE user training, the Contractor will provide administrator training:
    a) This training shall cover routine MACs accessible by a System Administrator, routine trouble shooting procedures and problem reporting procedures.
    b) MIS training shall be provided no more than 30 calendar days following cutover.
    c) Training will also include an on-site instructor(s) at the beginning of the system acceptance testing period. The purpose of the instructor(s) will be to assist PSAP personnel as needed after they begin using the new equipment (cutover coach).
7) Post-cutover training shall be provided to the PSAP upon the PSAP's request. Post-cutover training will be provided for no less than six (6) users or system administrators in any single training session.
8) Appropriate manuals and other materials must be provided to each participant in training. All manuals and materials must be provided in an electronic format only.

9) Online reference materials and manuals must be updated on a continual basis to reflect CPE system upgrades, new functionality, and system releases.

18.3 TRAINING ON NEW FUNCTIONALITY

If requested by the PSAP, training and documentation on new functionality shall be provided by the Contractor at no charge to the PSAP or the CA 9-1-1 Branch.

19 CPE SYSTEM ACCEPTANCE

Acceptance testing is intended to ensure that the system acquired operates according to the manufacturer's technical specifications, performs as warranted by the requirements of this Contract, and exhibits a 99.999% level of availability. Acceptance testing is required for all 9-1-1 CPE deployments.

System acceptance testing shall commence on a mutually agreed date and time within 10 business days after Contractor issues a certificate of system readiness.

In the event the system does not meet the standard of performance during the initial 10 days, the CA 9-1-1 Branch will be included in ongoing communications regarding progress or delays. The acceptance-testing period shall not be delayed due to a PSAP request to make a change within a system's featured functionality. Failures during acceptance testing period caused by sources outside of the Contractor's control, and approved by the CA 9-1-1 Branch, shall initiate a stop-clock. If system is operating as designed (and as captured in the SOW) the PSAP may not delay system acceptance beyond the 10 day time frame. If such a delay occurs, the PSAP may be subject to loss of residual funding and shall be responsible for all labor performed by the Contractor at the hourly rate in Exhibit 22.

The PSAP and the CA 9-1-1 Branch will judge the acceptability of all work performed and all work products produced by the Contractor as a result of this SOW.

19.1 ACCEPTANCE TESTING CRITERIA

1) The Contractor shall issue a certificate of system readiness when equipment and software are installed and ready for acceptance testing. Acceptance testing will begin on a date and time agreed upon by the PSAP and the Contractor and will end when the equipment and software have met the standard of performance Acceptance Testing Criteria for a period of 240 consecutive hours.

2) No invoice shall be paid by the CA 9-1-1 Branch until all of the items on the CPE

system acceptance form are met. Upon successful completion of the acceptance testing period, the PSAP shall sign system acceptance and provide copies to the Contractor and the CA 9-1-1 Branch.

3) The standard of performance for acceptance testing is defined as the operation of equipment and/or software at an average level of effectiveness of 99.999% for a period of 240 consecutive hours.

4) During the acceptance testing period, if the system is not performing as intended, the Contractor shall adhere to the response time requirements specified in the SOW.

5) If the system does not meet the standard of performance within 90 consecutive calendar days after the start of the acceptance testing, the PSAP shall have the option to request a replacement system, extend the testing period, or terminate the order. The PSAP's option shall remain in effect until the system meets the performance criteria. If the system has not met the standard of performance by 180 calendar days after installation, the order may be cancelled. If the CA 9-1-1 Branch determines the same type of system and/or vendor have not met the standard of performance or agreed upon contractual obligations at more than three (3) planned installations during the term of this Contract, the system and/or vendor may be removed from the Contract at the discretion of the CA 9-1-1 Branch.

19.2 CONTRACT TERMINATION

Should the work performed, or the products produced by the Contractor fail to meet the PSAP SOW conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes.

The CA 9-1-1 Branch will notify the Contractor in writing within ten (10) State business days after completion of each phase of service of any acceptance problems by identifying the specific inadequacies and/or failures in the services performed and/or the products produced by the Contractor.

The Contractor will, within five (5) State business days after the initial problem notification, respond to the CA 9-1-1 Branch 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. Failure by the Contractor to respond to the CA 9-1-1 Branch initial problem notification within the required time limits may result in immediate termination of the Contract.

The CA 9-1-1 Branch will, within ten (10) State business days after receipt of the Contractor's detailed explanation and/or proposed corrective action plan, notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If the CA 9-1-1 Branch rejects the explanation and/or plan, the Contractor will submit a revised corrective action plan within five (5) State business days of notification of rejection. Failure by the Contractor to respond to the CA 9-1-1 Branch's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate termination of the Contract.

The CA 9-1-1 Branch will, within ten (10) State 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. Rejection of the revised corrective action plan will result in immediate termination of the Contract. In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all work accepted prior to termination.

20 DATA HANDLING

20.1 DATA HANDLING AND OWNERSHIP

All 9-1-1 traffic data shall be the property of the PSAP. All meta-data relating to this Contract shall be the property of the CA 9-1-1 Branch. All 9-1-1 traffic data and meta-data shall not be accessed or distributed by any Contractor or any of its subcontractors.

20.2 CALL DATA RECORDS

All 9-1-1 Call Data Records (CDR) are the property of the CA 9-1-1 Branch and shall be made available to the PSAP. The Contractor shall utilize Session Internet Protocol (SIP) metadata and i3 logging to monitor, track and verify data flow as a part of the CDR. All NG9-1-1 metadata shall have a ten (10) year retention period.

20.3 9-1-1 TRAFFIC DATA

All 9-1-1 Traffic Data is the property of the PSAP and shall be retained as per EXHIBIT 21, TECHNICAL REQUIREMENTS.

21 PSAP HELP DESK/CALL CENTER.

Contractor shall provide a point of contact 24 hours a day, 7 days a week, 365 days a year, for the CA 9-1-1 Branch, PSAP, and Contractor personnel to report trouble on the respective CPE Services in accordance with requirements as identified in EXHIBIT 21,

TECHNICAL REQUIREMENTS. The Contractor shall provide help desk and call center service in accordance with EXHIBIT 21, TECHNICAL REQUIREMENTS.

22 SERVICE LEVEL AGREEMENTS (SLA)

22.1 SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT

By the 10th of each month, the Contractor shall provide the CA 9-1-1 Branch with a detailed report of system availability under this Contract using Monthly Technical SLA Compliance Report listed below, Contractor's Monthly Activity Report, SLA Section 22. The CA 9-1-1 Branch reserves the right to require the Contractor to make minor modifications to the format and content of these reports during the Contract term, at no cost. At the conclusion of each month's meeting, the CA 9-1-1 Branch will advise Contractor on any SLAs that have not been met. Contractor agrees this will be final notification and will move forward with any appropriate credit or adjustment for the next billing cycle. Contractor agrees this meeting shall serve as notification in compliance with the SLA terms. The remedy for each missed SLA shall be solely determined by the State. A single outage can trigger multiple SLAs.

22.2 CONTRACTOR'S MONTLY ACTIVITY REPORT

Monthly Activity Report shall include at a minimum the fields listed below:

1) ID;
2) PSAP Name Impacted;
3) Month Date;
4) Day/Time Start;
5) Day/Time End;
6) Duration Hour: Min
7) Reporting Entity;
8) Outage Type;
9) Cause of Incident/Outage;
10) Summary of Incident/Outage;
11) Yes/no if qualified for SLA;
12) The applicable SLA;
13) Rights and remedies applied to each ticket when applicable;
14) Other.

22.3 SLA REPORTING REQUIREMENTS

The following SLAs provide charts describing the definition, measurement method, objective, and rights and remedies for each category. The following SLAs are not

intended to supersede any regulatory or statutory requirements and/or penalties imposed by the FCC, CPUC, or any other legislative oversight.

22.3.1 TIME TO REPAIR CRITICAL FAILURE

Definition	Measurement Method	Objective	Rights and Remedies
Critical Failure is defined as any CPE failure that prevents 10 digit or 9-1-1 traffic, including but not limited to, voice, text, and video from being delivered to and/or answered at the PSAP. Includes failure of 25% or more workstations at the PSAP with 5 positions or more. Also applies to failure of 51% or more workstations at the PSAP with 4 or fewer workstations.	Time to repair will be measured from time failure is reported and will conclude when repair has been made and the trouble ticket has been closed.	Each Critical Failure will be resolved within four (4) hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	Each occurrence of a failure to meet this SLA objective shall result in a 25% credit of the CPE Service Cost MRC of all affected PSAPs. A critical failure lasting longer than 8 hours shall result in a credit of 100% of the CPE Service Cost MRC of all affected PSAPs.

22.3.2 TIME TO REPAIR MAJOR FAILURE

Definition	Measurement Method	Objective	Rights and Remedies
Major Failure is a loss of any 10 digit or 9-1-1 traffic processing capability affecting either the software, system workstations, or the call taking system as a whole. Call may still be answered but major system functionality has been disabled or disrupted, e.g. Location information, transfer, hold, supplemental	Time to repair will be measured from time failure is reported and will conclude when repair has been made and the trouble ticket has been closed.	Each Major Failure will be resolved within eight (8) hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	Each occurrence of a failure to meet this SLA objective shall result in a 15% credit of the CPE Service Cost MRC for all affected PSAPs. A major failure lasting longer than 12 hours shall result in a credit of 100% of the CPE Service Cost MRC of all affected PSAPs.

data, etc. are disrupted.			

22.3.3 TIME TO REPAIR MINOR FAILURE

Definition	Measurement Method	Objective	Rights and Remedies
Minor Failure is defined as any feature or function that affects non-critical CPE functionality as specified in the SOW or technical requirements. This applies specifically to any software features that enhance call processing but do not hinder call processing.	Time to repair will be measured from time failure is reported and will conclude when repair has been made and the trouble ticket has been closed.	Each Minor Failure will be resolved within 72 hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	Each occurrence of a failure to meet this SLA objective shall result in a 5% credit of the CPE Service Cost MRC for the affected PSAP. A minor failure lasting longer than 240 hours shall result in a credit of 20% of the CPE Service Cost MRC of all affected PSAPs.

22.3.4 AVAILABILITY (CLOUD/DATA CENTER)

Definition	Measurement Method	Objective	Rights and Remedies
Availability captures short duration outages within a month that do not trigger other time to repair SLAs such as Critical, Major, and Minor.	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month, multiplied by 100, on a per PSAP basis.	Monthly up-time shall be greater than 99.999%.	Each occurrence of a failure to meet this SLA objective shall result in a 20% credit of the CPE Service Cost MRC for the affected PSAP. For more than three (3) months in a row or five (5) months in any 12 month period occurrences of a failure to meet this SLA objective shall result in the PSAP's ability to terminate the service contract with 30 calendar days' notice, with no early termination charges to Cal OES or the PSAP.

			For more than six (6) months in any 12 month period, occurrences of a failure to meet this SLA objective shall result in a breach of contract, with all service in CA terminated.

22.3.5 OUTAGE NOTIFICATION

Definition	Measurement Method	Objective	Rights and Remedies
Outage is defined as critical failure of CPE (as defined in time to repair critical failure SLA).	Critical failure with a duration of thirty (30) minutes or more.	Notification to Cal OES of all outages of thirty (30) minutes or more.	$1,000 credit for failure to notify Cal OES within thirty (30) minutes of outage. Failure to report continuing after the initial thirty (30) minutes will result in an additional $5,000 per every fifteen (15) minute increment. Not to exceed $25,000 per outage.

22.3.6 DELETED

22.3.7 SLA REPORTING

Definition	Measurement Method	Objective	Rights and Remedies
Contractors shall provide SLA reports for each month of activity during the term of the Contract.	Calendar days	Contractors shall deliver accurate and complete reports no more than 30 calendar days following the end of the applicable reporting month.	Each occurrence of a failure to meet the objective shall result in a $1000.00 credit for each business day that the report is not delivered.

22.3.8 SLA REMITTANCE

Definition	Measurement Method	Objective	Rights and Remedies

Timely remittance of service credits to the CA 9-1-1 Branch for missed SLA objectives.	Billing cycle	Credit shall be applied to invoice no more than two billing cycles after notification by the CA 9-1-1 Branch of the SLA to the vendor.	Each occurrence of an SLA remedy (credit) that is not remitted within two billing cycles will result in an additional $5,000.00 remittance for each billing cycle that the credit is not issued.

22.3.9 SOFTWARE FIX

Definition	Measurement Method	Objective	Rights and Remedies
Contractor must be able to roll back to previous version of CPE software within 1 calendar day of discovery when any update, bug fix, patch, hot fix, etc. causes a critical, or major failure at the PSAP.	Calendar Days	To prevent outages at the PSAP due to faulty software updates.	Contractor to provide $500 credit or adjustment for every day after notification, until the CPE software is rolled back.

22.3.10 QUALITY OF SERVICE

Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall process and deliver voice calls with little or no degradation of voice quality of the call from the ingress demarcation point to the PSAP, as measured by a third party. SLA does not apply if PNSP or RNSP is determined to be the cause of the audio degradation.	MOS values shall be measured by a third party to determine the average MOS score, unless a problem has been detected.	At five (5) minute intervals, 99% of the MOS measurements shall exceed 2.6 and 90% shall exceed 3.8.	For the affected PSAP: 25% credit, or adjustment of CPE MRC for single occurrence. 50% credit/or adjustment of CPE MRC for second occurrence within a 60-minute period. 100% credit/or adjustment of CPE MRC for third occurrence within a 60-minute period.

22.3.11 PLANNED OUTAGES

Definition	Measurement Method	Objective	Rights and Remedies

All planned outages shall be communicated to the CA 9-1-1 Branch as well as the PSAPs via written and verbal notification and justification.	Notification shall occur no less than 48 hours prior to planned outage.	To provide advanced warning, enabling Cal OES and the PSAPs time to prepare.	Lack of 48 hours' notice shall result in a one-time $10,000 credit to Cal OES.

22.3.12 NON-DELIVERY OF SYSTEM REQUIREMENTS

Definition	Measurement Method	Objective	Rights and Remedies
CPE shall deliver all functional requirements as spelled out in this SOW as well as Exhibit 21. PSAP notification and subsequent validation of non-compliance shall be penalized by Cal OES.	Any non-functioning technical requirement, per RFP technical requirements checklist.	To ensure all CPE features and functions are delivered to the PSAP.	Credit or adjustment of TMRC for 75% of deployed PSAPs per month upon discovery and validation, until functionality is delivered and verified by the CA 9-1-1 Branch. If functionality is not delivered within 18 months, Cal OES shall consider this a breach of contract. All CPE services with the vendor in CA will be terminated.

22.3.13 FAILURE TO COLLABORATE

Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall incorporate, when required, necessary Cal OES approved changes to the interface or connection between NGCS and CPE.	Calendar Days. Interface changes to CPE shall be implemented within 6 months of successful completion of testing in the Cal OES NG9-1-1 Lab.	To ensure collaboration and cooperation between NGCS and Contractors, allowing for NG9-1-1 evolution over time.	Failure to comply shall result in a $500 per day credit, adjustment to Cal OES.

22.3.14 ROOT CAUSE ANALYSIS FOR UNPLANNED OUTAGES

Definition	Measurement Method	Objective	Rights and Remedies

Root cause analysis (RCA) shall be provided to Cal OES for all unplanned outages.	Calendar days Contractor shall provide RCA with 30 business days of any unplanned outage.	To give Cal OES visibility into the NG9-1-1 ecosystem.	Failure to comply will result in a $500 per day credit, adjustment to Cal OES

22.3.15 SYSTEM MONITORING (CLOUD/DATA CENTER)

Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall deliver all system monitoring access 24/7/365.	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month, multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly availability percentage shall be based on the cumulative total of all outage durations for each calendar month.	99.999% availability of system monitoring to Cal OES.	Each occurrence of a failure to meet this SLA objective shall result in a 15% credit of the Vendor's total CPE Service Cost MRC.

22.3.16 CUMMULATIVE / MULTIPLE SLA LIMITATIONS

Definition	Measurement Method	Objective	Rights and Remedies
Contractor, shall be responsible to remit credits, adjustments, and SLA reports in the event a single event triggers multiple SLAs.	Multiple SLA's triggered in a single month by a single event.	Establish a maximum SLA threshold.	In the event multiple SLA's are triggered by a single event in a single month, the total cumulative SLA credit / adjustment shall not exceed 50% of the total MRC for the month corresponding to the event, unless a single SLA violation identifies a larger right and remedy.

22.3.17 STANDARDS COMPLIANCE UPDATES

Definition	Measurement Method	Objective	Rights and Remedies
Contractor, shall update the CPE solution to comply with NENA i3 standards, based on the timeline and deployment process as directed by the CA 9-1-1 Branch. For most, but not necessarily all updates, the CA 9-1-1 Branch will direct a minimum timeline of six (6) months.	Timeline begins when directed by the CA 9-1-1 Branch. Measurement will be in calendar days.	Timely deployment of CPE upgrades based on notification by the CA 9-1-1 Branch.	Failure to deliver by15 days of the CA 9-1-1 Branch directed deadline shall result in 50% credit of the affected month's MRC for each deployed solution. Failure to deliver by 180 days of the CA 9-1-1 Branch directed deadline shall result in 100% credit of the affected month's MRC for each deployed solution and a Senior Executive shall appear at the 9-1-1 Advisory Board to report on the vendors failure to comply. Failure to deliver by 365 days of the CA 9-1-1 Branch directed deadline shall result in Contract termination.

22.3.18 I3 COMPATABILITY FOR ON PREMISE CALL HANDLING

Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall provide CPE solutions which complies with NENA i3 standards.	If call handling system is not NENA i3 compliant, Contractor will be provided 180 calendar days from date of proposed NG network go-live to make necessary updates.	Timely deployment of CPE updates based on NG network go-live.	Failure to deliver by calendar 180 days of the CA 9-1-1 Branch directed deadline shall result in 100% credit of the NRC, as listed on the TD288, for each deployed solution and a Senior Executive shall appear at the 9-1-1 Advisory Board to report on the vendors failure to comply.

			Failure to deliver by 365 calendar days of the CA 9-1-1 Branch directed deadline shall result in Contract termination.

22.4 STOP CLOCK CONDITIONS

The following stop-clock conditions shall apply during the term of this Contract including any and all extensions. Timeframes are dependent on the length of time the Contractor takes to restore the service, minus the time associated with events outside of the Contractor's control, and approved by the CA 9-1-1 Branch, to prevent punitive damages from being assessed.

1) Periods when a restoration or testing effort is delayed at the specific request of the PSAPs with CA 9-1-1 Branch approval. The stop-clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the PSAPs during the applicable stop-clock period
2) Time after a service has been restored, but the PSAPs is not available to verify that the service is working
3) Restoration cannot be achieved because the problem has been isolated to wiring and/or connectivity that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or affiliates
4) Trouble caused by a UPS problem outside of the responsibility of the Contractor
5) Lack of building entrance facilities or conduit structure that are the PSAPs responsibility to provide
6) PSAP access that is restricted as a result of an emergency
7) Site contact refuses access to technician who displays proper identification
8) 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

NOTE: A PSAPs request to hold a ticket open for observation shall not constitute a stop-clock condition. The PSAP or technician is required to open a new ticket for observation.

22.5 REPORTING TROUBLE TICKET LOG

Contractors shall maintain a Trouble Ticket Log that will track the progress and status of restoration for all SLAs. The Contractor's Trouble Ticket Log will include the date and time that each failure was reported, or system alarm of failure whichever occurs first, each PSAP affected by the failure, the current status of the restoration process and the date and time that the failure is remedied to the PSAP representative's satisfaction.

All trouble tickets shall be e-bonded with RNSP and PNSP Contractors.

The Contractor shall provide a dashboard for remote, 24/7/365 access to the CA 9-1-1 Branch, as well as requesting PSAPs, in order to track progress of the restoration of failures and to validate SLA calculations.

23 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 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) 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.

i) Contractor may, in its sole discretion, self-insure any of the required insurance under the same terms as required by this Agreement subject to approval by the State of California.

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 included as additional insured by endorsement with respect to liability caused in whole or in part by Contractor's work or operations with respect to this Agreement

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 included as additional insured by endorsement with respect to liability arising out of such accident with respect to this agreement.

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 claim. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Contractor in this agreement. 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 Contractors liability policy, such "property" coverage may be endorsed onto the Contractors 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.

3) 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.

4) 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) Contractor is responsible to notify the State within thirty (30) calendar days before the effective date of any cancellation, non-renewal, or material change that affects required insurance coverage. In the event Contractor fails to keep in effect at all times the specific 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) The Contractor shall submit the certificate of insurance, identifying the California Governor's Office of Emergency Services Contract number.

24 BUDGET DETAIL AND PAYMENT PROVISIONS

1) The Contractor shall be limited to two (2) months of back billing including any reconciliation effort, on all services and functionality ordered under the Contract. 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 the CA 9-1-1 Branch of the discrepancy. The 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 the CA 9-1-1 Branch for only those milestone services after system testing and acceptance, as agreed by the CA 9-1-1 Branch. The NRC and the MRC shall be on separate invoices;

4) The Contractor shall render invoices for total monthly service charges following the month for which the charges accrue. Monthly service billing shall only be billed in full month increments after service has been rendered;

5) The Contractor shall provide invoices under this Contract in accordance with the
CA 9-1-1 Branch Operations Manual. Example: Exhibit A, SOW - Attachment 1 CPE SERVICE INVOICE TEMPLATE;

6) 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;

7) 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 Advisory and Compliance Unit Supervisor's determination as to whether a service has been successfully completed and is acceptable;

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.

25 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, the 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, the 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.

26 GENAI

26.1 DEFINITIONS:
For purposes of this Section, the following terms shall be given the meaning shown below.

26.1.1 Artificial Intelligence (AI): an engineered or machine-based system that varies in its level of autonomy and that can, for explicit or implicit objectives, infer from the input it
receives how to generate outputs that can influence physical or virtual environments (Gov Code §§ 11549.64 & 11546.45.5).
26.1.2 GenAI Training Data: any content, information, or data that is used to train, tune, test, or validate a GenAI, including text, images, video, audio, code, or similar types of input.
26.1.3 Generated Data: any output, results, content, or other data that is produced by GenAI, including but not limited to text, images, video, audio, code, or similar types of

output.
26.1.4 Generative AI (GenAI): an AI system that can generate derived synthetic content, including text, images, video, and audio, that emulates the structure and characteristics of the system's GenAI Training Data (Gov Code §11549.64).
26.1.5 Hallucination: Generated Data that is nonsensical, false, or misleading, and is not based on real or existing data, but is instead produced by bias or the GenAI's extrapolation or creative interpretation of its Gen AI Training Data.
26.1.6 Materially Impacts: shall have the same meaning set forth in State Administrative Manual (SAM) 4986.2.
26.1.7 Prompt: any written, spoken, or rendered information provided as a query, command, or other form of input, to any GenAI in connection with this Contract. For avoidance of doubt, Prompt includes any input automatically detected or created by the GenAI, as well as any derivate works of a Prompt or collection of Prompts.

26.2 GENAI DISCLOSURE OBLIGATIONS:
26.2.1 Disclosure Obligations:
(a) Contractor must immediately notify the State in writing if it: (1) intends to provide GenAI as a Deliverable to the State; or (2) intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any Deliverable that materially impacts: (i) functionality of the System, (ii) risk to the State, or (iii) Contract performance. For avoidance of doubt, the term "materially impacts" shall have the same meaning set forth in State Administrative Manual (SAM) § 4986.2 Definitions for GenAI.
(b) Such notification shall be provided to the State designee identified in this Contract.
(c) At the direction of the State, Contractor shall discontinue the provision to the State of any previously unreported GenAI that results in a material impact to the functionality of the System, risk to the State, or Contract performance, as determined by the State.
(d) If the use of previously undisclosed GenAI is approved by the State, then Contractor will update the Deliverable description, and the Parties will amend the Contract accordingly, which may include incorporating the GenAI Special Provisions into the Contract, at no additional cost to the State.

26.2.2 Failure to Disclose or Discontinue GenAI Use: The State, at its sole discretion, may consider Contractor's failure to disclose or discontinue the provision or use of GenAI as described above, to constitute a material breach of Contract when such failure results in a material impact to functionality of the System, risk to the State, or Contract performance. The State is entitled to seek any and all remedies available to it under law as a result of such breach, including but not limited to termination of the contract, for default pursuant to Section 17.
26.3 CONTRACTOR'S OBLIGATIONS FOR RESPONSIBLE USE:
26.3.1 Contractor shall ensure that it has obtained all necessary consents, permissions, and licenses from data subjects and third parties to use the GenAI for this Contract. Subject to Section 21, Contractor represents and warrants, it has the appropriate U.S.

Intellectual Property Rights associated with any GenAI used in the Deliverables provided under the Contract.
26.3.2 Contractor shall ensure that the GenAI included, or made available as part of the Deliverables is equitable, non-discriminatory, and reasonably well-designed to avoid harmful, offensive, dangerous, and unlawful impact. (Government Code11549.63. Contractor shall be liable for any Hallucination produced by the GenAI that has an adverse impact on Generated Data or a Deliverable.
26.3.3 Contractor shall comply with all applicable laws and regulations, including as set forth in Section 7 above and these General Provisions in relation to the provision or use of any GenAI in the Deliverables.
26.4 GENAI TRAINING DATA OWNERSHIP:
Except as otherwise agreed to by the Parties, Contractor shall retain all ownership and intellectual property rights in the GenAI Training Data it provides.
26.5 RIGHTS TO STATE GENERATED DATA:
In addition to Government Purpose Rights set forth in Section 9, the Parties agree that Generated Data created from a State provided Prompt is not a derivative work of the GenAI Training Data. Notwithstanding the preceding sentence, in the event a court of competent jurisdiction determines that Generated Data created from a State-provided Prompt constitutes a derivative work of the GenAI Training Data, Contractor agrees to grant the State an unlimited, irrevocable, worldwide, perpetual, royalty-free, non-exclusive right, and license to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the Generated Data for any State Government Purpose Rights.
26.6 CONTRACTOR'S USE OF STATE DATA:
Contractor shall not incorporate any Non-Public State Data into GenAI Training Data and shall not otherwise utilize Non-Public State Data to train, tune, maintain, improve, or develop GenAI, except with the express written authorization from the State specifying the Non-Public State Data that may be used along with the acceptable scope of such usage.

SOW - ATTACHMENT 1: CPE SERVICE INVOICE SAMPLE TEMPLATE

Your Company Name
Street Address
City, ST ZIP Code
Phone

DATE	CONTRACT/TRACKING NO	ACCOUNT NUMBER	INVOICE NO
Date	Number , Trk #	Number	Number

INVOICE TO: CAL OES, CA 9-1-1 BRANCH
601 Sequoia Pacific Blvd, MS-911
Sacramento, CA, 95811-0231

SHIP TO: Co # Psap # Svc # Vendor abv
Street Address
City, ST ZIP Code

SYSTEM ACCEPTANCE DATE	PSAP LOCATION NAME	SERVICE TYPE	SERVICE PERIOD
Date	Name	CPE INSTALLATION	Date Ranges

EQUIPMENT: $_____
LABOR: $_____
OTHERS: Fill In:_____ $_____
TAXES/SURCHARGES: $_____

NEW CHARGES: $_____

MAINTENANCE TO BE BILLED $_____ MONTHLY
TERMS: 0 of 72
EFFECTIVE MO/DAY/YEAR TO EXPIRED MO/DAY/YEAR

TOTAL OF APPROVED TD 288: $_____

SUMMARY OF DESCRIPTION:

DESCRIPTION	QUANTITY	UNIT PRICE	LINE TOTAL
Product description	Product		$Amount
Product description	Product		$Amount
Product description	Product		$Amount
Product description	Product		$Amount
Product description	Product		$Amount
Product description	Product		$Amount

New Charges Total Processed USD

SOW - ATTACHMENT 1A: CPE SERVICE INVOICE TEMPLATE INSTRUCTIONS

1. VENDOR: Name, Vendor Remittance Address, and Direct contact number for inquires on this account
2. DATE: Invoice issue date
3. CONTRACT/TRACKING NO: Contract number (Ref. TDe-288) and state tracking number 'mandatory' (Ref. TDe-288)
4. ACCOUNT NUMBER: Vendor account number identifier
5. INVOICE NO: Vendor invoice number identifier
6. INVOICE TO:

Email: CA911Invoicing@caloes.ca.gov
Cal OES, CA 9-1-1 Branch
601 Sequoia Pacific Blvd, MS-911
Sacramento, CA 95811-0231

7. SHIP TO (1ST LINE): County Code, PSAP Number, Service Number, Vendor Abbreviation
8. SHIP TO: PSAP location address of delivery service
9. SYSTEM ACCEPTANCE DATE: the date installation is complete and confirmed accepted
10. PSAP LOCATION NAME: PSAP Name referenced by State
11. SERVICE TYPE: Category name Funding Request
12. SERVICE PERIOD: date & month through date & month (ex: 01 JULY-31 JULY)
13. EQUIPMENT: One time Equipment total charge
14. LABOR: One time Labor total charge
15. OTHERS: Input One Time total charges name beyond Equipment, Labor, Maintenance
16. TAXES/SURCHARGES: One-time total charge for Taxes/Surcharges
17. NEW CHARGES: Total invoice charges to paid for current invoice
18. $_____MONTHLY: Monthly amount for invoice when maintenance starts
19. TERMS: the current invoice cycle of the total cycle for maintenance
20. EFFECTIVE ____ TO EXPIRED _____: Date maintenance starts and date maintenance ends

21. TOTAL OF APPROVED TD 288: Total amount the TD 288 has approved
22. DESCRIPTION: detailed description of service including identifier ID relation
23. QUANTITY: Unit of measure/ # of services
24. UNIT PRICE: U.S. dollar amount per quantity
25. LINE TOTAL: Per Specific Service total amount
26. TOTAL: New Current Charges for this invoice

Table 1 County Code

CO #	COUNTY	CO #	COUNTY
01	Alameda	31	Placer
02	Alpine	32	Plumas
03	Amador	33	Riverside
04	Butte	34	Sacramento
05	Calaveras	35	San Benito
06	Colusa	36	San Bernardino
07	Contra Costa	37	San Diego
08	Del Norte	38	San Francisco
09	El Dorado	39	San Joaquin
10	Fresno	40	San Luis Obispo
11	Glenn	41	San Mateo
12	Humboldt	42	Santa Barbara
13	Imperial	43	Santa Clara
14	Inyo	44	Santa Cruz
15	Kern	45	Shasta
16	Kings	46	Sierra
17	Lake	47	Siskiyou
18	Lassen	48	Solano
19	Los Angeles	49	Sonoma
20	Madera	50	Stanislaus
21	Marin	51	Sutter
22	Mariposa	52	Tehama
23	Mendocino	53	Trinity
24	Merced	54	Tulare
25	Modoc	55	Tuolumne
26	Mono	56	Ventura
27	Monterey	57	Yolo
28	Napa	58	Yuba
29	Nevada	97	Cal Fire (statewide)
30	Orange	98	CHP (statewide)

SOW - ATTACHMENT 2 - PSAP LIST

California Statewide Statistics and PSAP Location Information

Upon request, the Contractor shall be provided with the most current PSAP list by Cal OES.

SOW - ATTACHMENT 3 – SAMPLE SOW TEMPLATE

This document is a template that will serve as a starting point to develop the SOW that will be submitted to the PSAP to support ordering CPE.

A. Cover Page (should include the following)
   1. Contractor Name
   2. PSAP Name
   3. Project name
   4. Table of Contents
   5. Include all of the major categories and subcategories
B. Body
   1. Overview
      a. An overall statement about the purpose of the SOW and scope of the project
      b. A list of all equipment, including quantities, individual prices for hardware, and evergreen service monthly costs
      c. A description of the equipment that is to be provided by the PSAP
      d. 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
      e. Any other general issues.
   2. Design
      a. System overview including a description of the equipment and services provided. This includes but is not limited to network configuration and interfaces, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system elements
      b. Description of the network elements to be connected to the system including NG9-1-1 trunks, administration lines, ring-down lines, direct connects, remote maintenance lines, contact closures, and any other network connections that will be configured in the system
      c. Integration Requirements to other equipment such as CAD, radio, and time syncing equipment;
   3. Change Requests
      a. Change orders will be allowed upon approval from both the PSAP and the CA 9-1-1 Branch. Include a copy of vendor change order form.
   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 Checklist (Checklist form will be made available in the Chapter III Funding Manual)
      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 responsibilities

   b. PSAP responsibilities
   c. CA 9-1-1 Branch responsibilities.
7. PSAP admin/business line profile that will be integrated into the CPE, as well as 9-1-1 bandwidth (NG 9-1-1 Trunk).
8. Installation Schedule
   a. List of key dates beginning with the estimated funding approval date from the CA 9-1-1 Branch. Revised schedule from the Contractor will be required once TD-288 is issued.
   b. Include site readiness date, installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
9. Evergreen Service Provisions
   a. Acknowledgement of the terms of the evergreen service provisions of the Contract.
10. Evergreen Plan
   a. Remote maintenance/update processes
   b. Response times for critical, major, and minor outages
   c. 24/7 contact numbers to report trouble
11. Training Plan:
   a. A description of the training that will be provided to the PSAP personnel
   b. List of the user manuals/websites that will be provided by the Contractor;
   c. List of the technical service manuals/websites that will be provided by the Contractor.
12. SOW Approval
   a. A sign-off page for the authorized PSAP representative to approve the content of the SOW.
13. Appendices
   a. Site Certification Document: The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system
   b. Floor Plan: Diagrams of the room where the workstations will be deployed, and the NG9-1-1 trunk point of ingress at the PSAP
   c. Pricing and Terms: A copy of the detailed quote from the Contractor for the project that includes quantities, and monthly evergreen costs
   d. 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

SOW - ATTACHMENT 4 – CONTRACTOR'S LICENSE INFORMATION
(Installation Services Only)

The Contractor shall obtain, at their own expense, all license(s) and permit(s) required by law for accomplishing any work required in connection with this Contract. The Contractor shall complete the applicable Contractor's license information below in accordance with the Contractor's State License Board, Department of Consumer Affairs. At a minimum, a California C-7 license is required prior to commencement of work which may include the installation of cable and wiring and electrical modification. Contractors or subcontractors performing cable and/or wiring installation work or structural modifications are required to have the appropriate State Contractor's license. The license must be in the name of the company or the name of the "qualifying individual" of the company. It is the Contractor's responsibility to ensure that the Contractor and/or Subcontractor maintain a current CA C-7 license during the term of the Contract and may be verified by the State at any time. The Contractor may not perform any work at or with a PSAP without valid license.

CONTRACTOR:
Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Class _____ License No: _____
Licensee: _____ Expiration Date: _____

Note: Contractor (Firm's Name or a Responsible Managing Employee) must be licensed in addition to all subcontractor(s) performing under this Contract.

SUBCONTRACTOR 1
Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Contractor:
_____

SUBCONTRACTOR 2
Class _____ License No: _____
Licensee: _____ Expiration Date: _____
Relationship of Licensee to Contractor: _____

SOW – ATTACHMENT 5 – 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**	
☐ Not started		☐ Available		☐ No updates needed	
☐ In development		☐ Need to assess		☐ Software updates needed	
☐ Revision update		☐ Need to hire		☐ Under development	
☐ Sent for approval		☐ Release resource(s)		☐ Not applicable	
☐ Other (specify)_____		☐ Other (specify)_____		☐ 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.)					

EXHIBIT 21, TECHNICAL REQUIREMENTS

CA Next Generation 9-1-1 - Call Processing Equipment

March 26, 2020

Issued by:

STATE OF CALIFORNIA

California Governor's Office of Emergency Services

Disclaimer: The original version and any subsequent addendums of the RFP released by the Procurement Official, remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications or provisions which constitute the Contract, the official State version of the RFP in its entirety shall take precedence.

EXHIBIT 21
Technical Requirements

CA NG9-1-1 CPE Services Instructions

Bidders shall submit their narrative response to describe how the Technical Requirements in the 21.0-Technical Requirements Tab are met per the instructions in RFP Part 1, Technical Requirements instructions and submission requirements.

Bidder shall submit their narrative response in the form provided in SOW Exhibit 20 - Technical Requirement Response Template. The Bidder is responsible to ensure their response for each narrative requirement in 21.0 is no more than two (2) pages.

Bidder may submit no more than two (2) pages of diagrams to support each narrative response. The diagrams shall be a visual representation of the narrative response and will be limited to no more than 100 words per diagram, which will include diagram labels.

Any typed information that goes beyond the 2nd page of the SOW Exhibit 20 - Technical Requirement Response Template will not be considered as a part of this evaluation.

Bidder shall provide response, Yes "Y" or No "N", to the 'CPE Service Provider Agreement' on each tab, including the 21.0-Narrative Requirements.

EXHIBIT 21
Narrative Requirements - CPE

21.0 Narrative Requirements

Requirement	Contractor must provide a written narrative for the requirements noted in Exhibit 21.0 and include with its Final Bid Submission in accordance with Section 6, Proposal/Bid Format and Submission Requirements	CPE Service Provider Agrees to meet the Requirement YES/NO
	Interface Requirements	
21.0.1	Describe how the CPE shall interface with the peripheral analog and digital equipment configurations already in place at all PSAPs. The description shall include the interface to CAD, radio, and logging recorder.	Yes
21.0.2	Describe how CPE shall interface with phone system requirements for any PSAPs that have administrative telephone lines/ring down lines/business lines, PRI with caller ID, intercom, paging, local control circuits, PBX (IP or legacy), and Centrex with caller ID configured within the CPE at their PSAP. Description shall include how lines terminating on the CPE will be configured in a cloud CPE solution.	Yes
21.0.3	Describe how the CPE shall support a direct interface to the NG911 network in California. Description shall include how CPE solution will interface to the PNSP and RNSP in a NENA i3 compliant format and how the connections will be redundant and geographically diverse.	Yes
21.0.4	Describe the key success factors for CPE deployment, to include the initial deployment of the data center or native cloud solution interface with PNSP and RNSP. The description must include challenges and mitigation strategies that may impact the project's critical path.	Yes
	Functionality Requirements	
21.0.5	Describe how the CPE shall support long term recording as required by 21.2.4 and 21.2.5 of all circuits and positions at the data center or in the cloud solution. Describe how this will be accomplished via NENA i3 compliant SIP recording (SIPREC).	Yes
21.0.6	Describe how the CPE shall be configured to avoid all single points of failure within the system and to ensure 99.999% availability. Description shall include integration of IP phone sets per 21.2.16	Yes

EXHIBIT 21
Narrative Requirements - CPE

21.0.7	Describe how the system shall scale to meet expected demand over time, without limitation of any physical onsite hardware, human intervention, or system resources during disasters or high demand events while maintaining 99.999% availability for PSAPs deployed on your platform. Description shall include the maximum call volume the solution will support and how the proposed solution is scalable. Description shall include the role licensing agreements have in scalability, if applicable.	Yes
21.0.8	Describe how system failures within an active operational component shall result in no loss of service or capability.	Yes
21.0.9	Describe how CPE shall deliver and display secure NG9-1-1 traffic from RNSP and PNSP. Answer shall include accurate location information as well as supplemental data (Z axis coordinates, IoT streams, and video).	Yes
21.0.10	Describe CPE Automatic Call Distribution (ACD) functionality at the PSAP. Describe how ACD supports NENA i3 call flow. Describe how ACD functions in conjunction with policy based routing.	Yes

System Monitoring Requirements

21.0.11	Describe how the CPE solution shall maintain trouble ticket e-bonding with RNSP and PNSP using standardized API developed by PNSP. Description shall include the integration of system monitoring with the data delivered from each RNSP and the PNSP. Description shall include how CPE solution mitigates accountability discrepancies between PNSP, RNSP, and CPE vendor.	Yes
21.0.12	Describe how the system monitoring dashboard will display and report the health of the CPE solution. Description shall include how the dashboard will monitor the health of CPE solution and any PSAP equipment to ensure that SLAs are being met.	Yes
21.0.13	Describe CPE dashboard and how it provides near real time CPE outage monitoring and reporting to support the description provided in 21.0.12. Description shall include a definition of near real time. Description shall also include how CA 9-1-1 Branch will access the dashboard monitor, this shall include statistical data, printable reports, and outage notifications with duration.	Yes

Technology Requirements

EXHIBIT 21
Narrative Requirements - CPE

21.0.14	Describe if the CPE will be deployed as a cloud native or data center solution. The description shall include how the solution will utilize a geographically diverse, interconnected, redundant, and survivable platform within CONUS. The description shall include how the CPE will be dedicated to California with capability that provides 99.999% availability.	Yes
21.0.15	Describe how all updates, fixes, upgrades, patches, etc. shall be executed in the cloud or data centers and pushed out to each PSAP in a manner consistent with evergreen support. Description shall include how your solution will roll back to previous versions if updates or changes cause unintended failures or performance problems at any PSAP.	Yes
21.0.16	Describe how CPE will allow two-way communication with the 9-1-1 caller's device for push/pull notification. This includes PSAP video initiation and text from 9-1-1.	Yes
21.0.17	Describe how CPE will utilize an open standards methodology where ever possible. Description shall include how proprietary standards and or protocols are minimized within the proposed CPE system and shall address any limitations that may result from those proprietary components. Finally, where systems utilize customized solutions, the description shall identify the standard or protocol substituted and provide a descriptive narrative with regard to meeting NENA i3 standards.	Yes
21.0.18	Bidder shall describe what happens to an active call when one side of system call handling (i.e. Data Center A) or a cloud instance goes offline. Bidder shall explain where the call reappears. Bidder shall also decribe what happens when an active call in ACD queue needs to route to another PSAP. Bidder shall include network diagrams.	Yes
21.0.19	Bidder to describe how their solution and leadership is flexible to accommodate minor variations in functionality or PSAP needs that demonstrates a commitment to transparency within bidder's Exhibit 22 MRCs. For example: NENA updates the i3 specification for EIDO or requirement to comply with PSAP (Public Safety Answering Point) Credentialing Agency (PCA).	Yes

EXHIBIT 21
Technical Requirements - CPE

21.1 CPE Interface Requirements

Requirement	**Mandatory CPE Interface Requirements** The requirements are organized into General Requirements and then more specific requirements for each deployment method.	**CPE Service Provider Agrees to meet the Requirement** **YES/NO**
21.1.1	CPE shall include a Graphical User Interface (GUI) that allows PSAP and/or call taker to personalize the CPE screen layout.	Yes
21.1.2	CPE shall utilize the standardized API developed by the PNSP and the CA 9-1-1 Branch for all interfaces to deliver 9-1-1 traffic to the CPE.	Yes
21.1.3	CPE shall support a NENA i3 compliant interface to the existing CAD system in operation at the PSAP. All non-i3 ready CAD systems require interface providing serial ALI spill functionality	Yes
21.1.4	CPE shall connect to analog or digital audio interface devices at the PSAP to support consistent audio levels from radio and CPE for the call taker.	Yes
21.1.5	CPE shall interface with PSAP phone system. This includes administrative telephone lines, ring down lines, business lines, PRI with caller ID, intercom, paging, local control circuits, PBX (IP or legacy), or Centrex, etc. with caller ID configured within the CPE at their PSAP.	Yes
21.1.6	CPE shall support the interface developed by PNSP and RNSP as directed by the CA 9-1-1 Branch for delivery of all 9-1-1 traffic and must support the NENA i3 standard.	Yes
21.1.7	CPE shall interface with CA 9-1-1 Branch's call data record solution via NENA i3 logging standard, or the CA 9-1-1 Branch defined XML standard.	Yes
21.1.8	CPE shall ingest and display the CA 9-1-1 Branch statewide GIS data layers, or shape files, and shall provide an interface at the PSAPs request. CA 9-1-1 Branch shall provide database for updated GIS files in a NENA i3 compliant format via secure file or secure web interface.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.1.9	CPE interface shall comply with NENA i3 standard for the delivery of callback and location information to CAD, mapping applications, and voice recorders.	Yes
21.1.10	CPE shall utilize CA 9-1-1 Branch provided NG9-1-1 trunk for the transport of any 9-1-1 traffic	Yes
21.1.11	CPE shall interface with the peripheral equipment configurations already in place at all PSAPs: GIS, radio, logging recorder, etc.	Yes
21.1.12	CPE shall provide a SIPREC compliant interface for on site logging recorder at the PSAP.	Yes
21.1.13	CPE shall interface with the State PSAP Credentialing Agency (PCA), the top-level certificate authority for NG9-1-1 in California, which is administered by the CA 9-1-1 Branch and is implemented by the PNSP.	Yes
21.1.14	CPE shall display caller ID from any non 9-1-1 line if provided by the originating service provider.	Yes
21.1.15	CPE shall develop a Basic API that aligns to cost workbook element 22.3.5 at the request of the PSAP with direction from Cal OES to support a one time 1-3 month API development outside of NENA i3 and SOW requirements. Cal OES will be the sole arbiter to determine if the API needed is basic, intermediate, or complex.	Yes
21.1.16	CPE shall develop an intermediate API that aligns to cost workbook element 22.3.6 at the request of the PSAP with direction from Cal OES to support a one time 3-6 month API development outside of NENA i3 and SOW requirements. Cal OES will be the sole arbiter to determine if the API needed is basic, intermediate, or complex.	Yes
21.1.17	CPE shall develop a Complex API that aligns to cost workbook element 22.3.7 at the request of the PSAP with direction from Cal OES to support a one time 6-9 month API development outside of NENA i3 and SOW requirements. Cal OES will be the sole arbiter to determine if the API needed is basic, intermediate, or complex.	Yes
21.1.18	CPE shall interface with legacy Centralized Automated Message Accounting (CAMA) trunks at PSAP. The Interface shall convert CAMA into an IP based signaling transmitted over a NG 9-1-1 trunk that can be processed in the Cloud by the CPE solution.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.1.19	CPE shall interface with CAMA and NG 9-1-1 trunk simultaneously.	Yes
21.1.20	When directed by CA 9-1-1 Branch, CPE shall interface with CAMA, and NG 9-1-1 trunk simultaneously.	Yes
21.1.21	CPE shall be tested and validated for CAMA interface at the CA 9-1-1 Branch NG9-1-1 Lab prior to installation at a PSAP. Testing will be conducted by the Contractor in conjunction with the CA 9-1-1 Branch. Lab test results shall be provided to the CA 9-1-1 Branch upon request. The CA 9-1-1 Branch shall be the owner of all reports.	Yes
21.1.22	CPE CAMA interface shall be installed within 60 days of notification the CA 9-1-1 Branch.	Yes
21.1.23	CPE CAMA interface shall be removed within 60 days of notification the CA 9-1-1 Branch.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.2 CPE Functionality Requirements

Requirement	**Mandatory CPE Functionality Requirements** The requirements are organized into General Requirements and then more specific requirements for each deployment method.	**CPE Service Provider Agrees to meet the Requirement YES/NO**
21.2.1	CPE shall generate NENA i3 Call Detail Record (CDR) automatically, and store all available information pertaining to all 9-1-1 traffic, on a server that allows access by or connectivity for state-wide reporting purposes.	Yes
21.2.2	CPE shall provide automatic call distribution (ACD), configurable by the PSAP. ACD functionality shall support interactive voice response (IVR)	Yes
21.2.3	CPE shall require users to manually log-on with a username/password combination. Two factor authentication must be provided as an option at no additional cost. Password parameters shall be flexible to meet PSAP needs. CA 9-1-1 Branch will validate two factor authentication method. PSAP shall have administrative rights controlling all account credentialing.	Yes
21.2.4	CPE shall include audio, text, and video logging recording at the data center or in the cloud. Recording shall include separate recordings for operator and caller. Shall include active recording methodology of all circuits and positions via NENA i3 compliant SIPREC.	Yes
21.2.5	CPE shall provide end-to-end encryption for all recordings, including voice, text, and video. Access to all recordings shall be controlled by the PSAP that owns the recording.	Yes
21.2.6	CPE shall display live streamed video from IoT, caller, or supplemental data source.	Yes
21.2.7	CPE shall allow the call-taker to initiate the viewing of video via a process initiated and controlled by the PSAP. Video should start recording immediately during transmission, but the call-taker should not be required to initiate viewing in order for the recording to begin.	Yes
21.2.8	CPE shall allow the call-taker to stop viewing the video even while the video is still recording	Yes
21.2.9	CPE shall allow call taker to send video to any PSAP authorized first responder or recipient outside of dispatch with a device that can play video	Yes
21.2.10	CPE short term video storage shall be configurable by the PSAP. Video shall be locked so that it can only be viewed by authorized users. Additionally, meta data shall be made readily available to the PSAP in order to see a list of all viewers of any video.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.2.11	CPE shall store all audio and video recordings in the cloud or at data center. Storage term shall be configurable by the PSAP for up to 180 days. System shall allow PSAP to auto-download data at PSAP defined intervals or as one time downloads. CPE shall also provide downloadable access and interface to the PSAP for local storage.	Yes
21.2.12	CPE solution shall not cap the amount of storage needed to support 21.2.11	Yes
21.2.13	CPE shall support instant recall recorder (IRR) play back of the recording of any call from an assigned workstation. The IRR shall interface with the existing operating environment within the PSAPs.	Yes
21.2.14	CPE system shall provide the PSAP with configurable recording retention for IRR. System shall provide a minimum of 8 hours of talk time.	Yes
21.2.15	CPE shall deliver caller ID during a transfer from a 9-1-1 line to any non-9-1-1 line.	Yes
21.2.16	CPE system shall provide IP phone set(s), if requested by PSAP	Yes
21.2.17	CPE shall allow for a visual display of the caller's telephone number and it shall be viewable at the workstation. At minimum, the display needs to meet the NENA i3 compliant standards for ANI display and all future NENA i3 standards at no additional cost.	Yes
21.2.18	CPE shall accept, display, and send text-to-911 translation, including languages with non-English characters.	Yes
21.2.19	CPE shall support the current operational needs of the PSAP as identified in the NENA i3 standard and the SOW.	Yes
21.2.20	Any CPE system failure within an active operational component shall result in no loss of service or capability.	Yes
21.2.21	CPE shall deliver location information to CAD and mapping applications via an IP connection and/or serial connection.	Yes
21.2.22	CPE shall have adjustable audio volume control at the individual workstation.	Yes
21.2.23	CPE shall ingress secure emergency voice, text, and video messaging directly from the PNSP and RNSP, including the delivery of accurate emergency calling party location information for all 9-1-1 traffic.	Yes
21.2.24	CPE shall display the CA 9-1-1 Branch statewide alert and warning system.	Yes
21.2.25	CPE shall provide abandoned call detail	Yes
21.2.26	CPE shall incorporate time synchronization. Shall sync up with both the RNSP and PNSP as well as the PSAP with a stratum 0 clock in UTC format.	Yes
21.2.27	CPE shall define a list of phone numbers that can be entered into the solution and be routed to a specific position or login credential to support local 9-1-1 system testing.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.2.28	CPE shall provide one-button callback.	Yes
21.2.29	CPE shall provide complete call progress detection including but not limited to idle, ringing, dial tone, ringback, and busy.	Yes
21.2.30	CPE shall provide configurable outbound caller-ID and outbound text-ID to the PSAP.	Yes
21.2.31	CPE shall provide automated abandoned call-back and text-back	Yes
21.2.32	CPE shall have one button transfer capability to other PSAPs, configurable upon request. All transfers must occur across NG9-1-1 trunks, with location information. CPE shall transfer 9-1-1 calls to all CA PSAPs, off-net PSAPs, as well as to other states in the US.	Yes
21.2.33	CPE shall provide local conferencing consisting of six (6) or more internal and/or external parties (including originator). The system's conferencing functionality shall allow the conference call to continue when the originating calling party disconnects.	Yes
21.2.34	CPE shall provide distinct audible ringing options	Yes
21.2.35	CPE shall provide speed dial functionality for both hold conference and no-hold conference for 9-1-1 calls as well as non-emergency calls	Yes
21.2.36	CPE shall allow call taker muting capability during conference or transfer	Yes
21.2.37	CPE shall support TDD/TTY functionality until no longer required by the FCC and upon the direction of the CA 9-1-1 Branch.	Yes
21.2.38	Contractor to provide an on-line reference manual, users manual, help guide, live chat, or similar feature to PSAP. All reference materials must be continually updated to reflect CPE system updates and new functionality.	Yes
21.2.39	Call taker screen layout shall be automatically locked when the user logs in as ready.	Yes
21.2.40	A designated user shall have the ability to restore to last saved screen layout as well as default screen layout while making modifications.	Yes
21.2.41	CPE shall display the information of at least the last 10 calls released at the answering workstation, configurable by the PSAP	Yes
21.2.42	CPE shall provide the user with call holding as well as call parking (exclusive/non-exclusive hold) capability	Yes
21.2.43	Users with appropriate system permissions shall have the ability to silently listen to another user's telephone conversation from their workstation. Such action shall not cause any audio or visual disturbance at the monitored answering station.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.2.44	CPE shall provide supervisors or authorized users the ability to barge into an existing call with one click functionality	Yes
21.2.45	Users with appropriate system permissions shall have the ability to temporarily remove themselves from a ring group (call queue) in order to conclude a previous call or perform another task such as radio dispatch, while remaining logged on.	Yes
21.2.46	CPE shall enable two-way communication with the 9-1-1 caller's device for push/pull notifications and text from 9-1-1.	Yes
21.2.47	CPE shall present historical details linked to the calling number. This feature shall accommodate information that call-takers have saved from previous calls, but should also include system generated (machine learned) information.	Yes
21.2.48	CPE shall ingest and display any third party or State provided data via API within 6 months of notification from the CA 9-1-1 Branch.	Yes
21.2.49	Browser based CPE shall work on a CA 9-1-1 Branch approved web browser based on system performance and security requirements.	Yes
21.2.50	Non-Browser based CPE shall accessed through an application that can operate on any standard PC.	Yes
21.2.51	CPE shall ingress, display, and send Real Time Text (RTT)	Yes
21.2.52	CPE shall provide role based/skillset based profiling for call takers, and the ability to change roles without requiring logout and sign in.	Yes
21.2.53	CPE shall provide call taker the ability to flag, create, and send out mis-routed 9-1-1 call reports electronically	Yes
21.2.54	CPE shall support maximum 10 second system operation start-up from the time user ID and password are entered.	Yes
21.2.55	CPE shall provide MIS functionality and shall provide call taker details. CPE shall provide remote access to PSAP defined MIS metrics.	Yes
21.2.56	CPE shall interface with a universal log in service at PSAP if available. Universal log in shall apply across CAD or other platforms as specified by the PSAP, and support where available.	Yes
21.2.57	CPE shall provide status indication ("ready/not ready/wrap up") at the workstation level, number of status states to be configurable by PSAP.	Yes
21.2.58	CPE shall allow PSAP personnel to play back a pre-recorded PSAP message during the 9-1-1 call	Yes
21.2.59	CPE shall provide a visual indication to the call taker when 9-1-1 traffic is delivered via a policy based route.	Yes
21.2.60	CPE bidder shall provide reader boards to PSAPs upon request.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.2.61	CPE solution shall provide an integrated mapping application	Yes

EXHIBIT 21
Technical Requirements - CPE

21.3 CPE System Monitoring Requirements

Requirement	**Mandatory CPE System Monitoring Requirements** The requirements are organized into General Requirements and then more specific requirements for each deployment method.	**CPE Service Provider Agrees to meet the Requirement** **YES/NO**
21.3.1	CPE shall provide near real-time performance data, to be monitored by CA 9-1-1 Branch as well as PSAPs upon request.	Yes
21.3.2	Performance data shall include documented Mean Time Between Failure (MTBF) or Mean Time To Repair (MTTR) that may impact the availability of the system to deliver traffic	Yes
21.3.3	Technical Service Bulletin (TSB) shall be provided to CA 9-1-1 Branch and PSAP for any update, patch, or bug fix.	Yes
21.3.4	Contractor shall establish a network operation center (NOC) that includes but is not limited to alarming, reporting, monitoring, managing, and supporting CPE on a 24/7/365 basis, down to the workstation level.	Yes
21.3.5	Contractor shall provide trouble ticket log that is visible to CA 9-1-1 Branch, originating PSAP, RNSP, and PNSP 24/7/365	Yes
21.3.6	CPE shall support trouble ticket ebonding with RNSP and PNSP, and shall maintain trouble ticket ebonding	Yes
21.3.7	The CPE solution shall provide a dashboard to display and report the health of the CPE solution. The dashboard will monitor the health of the CPE solution and any PSAP equipment to ensure that SLAs are being met. Monitoring shall be real time or near real time.	Yes
21.3.8	CPE shall be subject to CA 9-1-1 Branch approved or contracted third party verification to ensure cloud/data center space and resources have been properly dedicated to California and meet physical and cyber security requirements.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.3.9	Contractor shall notify the CA 9-1-1 Branch when any stop-clock condition exists, within 60 minutes of stop-clock discovery.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.4 CPE Technology Requirements

Requirement	**Mandatory CPE Technology Requirements** The requirements are organized into General Requirements and then more specific requirements for each deployment method.	**CPE Service Provider Agrees to meet the Requirement** **YES/NO**
21.4.1	CPE shall be deployed as a geographically diverse interconnected platform, housed within a minimum of two Tier 3 or better data centers or as a native cloud solution within CONUS, and as a dedicated single tenant to California with demonstrated capability that provides 99.999% availability.	Yes
21.4.2	Any data center or cloud instance that is used to house the CPE shall be designed in a redundant, survivable manner and have multiple geographically diverse connections to the PNSP/RNSP.	Yes
21.4.3	CPE shall be IP-based and shall fully comply with current and future NENA i3 standards for NG911.	Yes
21.4.4	CPE shall utilize end-to-end IP connectivity (NG9-1-1 trunk), procured by CA 9-1-1 Branch from the PNSP/RNSP with a minimum of two diverse connections to each POI and data center.	Yes
21.4.5	CPE shall interface with PNSP/RNSP at a minimum of two (2) logically and physically diverse locations and support 99.999% availability	Yes
21.4.6	CPE shall be verified through testing at the CA 9-1-1 Branch NG9-1-1 Lab prior to issuing SOW to the PSAP for CPE purchase. Testing will be conducted by the Contractor in conjunction with the CA 9-1-1 Branch. Lab test results shall be provided to the CA 9-1-1 Branch upon request. The CA 9-1-1 Branch shall be the owner of all reports.	Yes
21.4.7	All updates, fixes, upgrades, patches, etc. shall be executed in the cloud/data centers and pushed out to each PSAP in a manner consistent with traditional cloud-based evergreen software support.	Yes
21.4.8	All updates, fixes, upgrades, patches, etc. shall be deployed in the cloud/data center, ensuring that 100% of the PSAPs are operating on the same cloud/data center software and firmware version. Maximum 15 day soak period for first customer application.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.4.9	All updates, at the discretion of and coordinated by the CA 9-1-1 Branch, shall be tested and accepted in the CA 9-1-1 Branch NG9-1-1 Lab prior to deployment at the PSAP.	Yes
21.4.10	All updates that have been tested and accepted by the CA 9-1-1 Branch NG9-1-1 Lab shall be deployed at all PSAPs supported by the Contractor within 14 calendar days of successful testing. This includes CPE that my have been tested and accepted by the CPE manufacturer working with the CA 9-1-1 Branch, independent of the contractor.	Yes
21.4.11	CPE software shall, within 30 minutes of notification by the CA 9-1-1 Branch, roll back to prior version if updates or patches cause unintended failures or performance problems at the PSAP.	Yes
21.4.12	Workstations shall support the minimum memory and processing capability to support CPE software and shall be equipped with all necessary audio and video interface equipment, including but not limited to: keyboard, mouse, speakers, audio integration device, keypad dialer, arbitrator, and minimum 22 inch flat panel monitors.	Yes
21.4.13	Workstation, along with any other Contractor supplied peripheral hardware at each workstation shall be replaced every five (5) years, at minimum. PSAP is eligible for full system training at this time.	Yes
21.4.14	Bidder shall supply PSAP with monitor at a minimum of 22" and a maximum of 50"	Yes
21.4.15	If no PNSP/RNSP network degradation is present, all audio input/output from the CPE shall meet MOS score requirements. At five (5) minute intervals, via third party verification, 99% of the MOS measurements shall exceed 2.6 and 90% shall exceed 3.8. Degradation caused by PNSP/RNSP network shall not impact CPE MOS score.	Yes
21.4.16	CPE hardware components installed at the PSAP shall be nonproprietary, with the sole exception of audio control devices, and shall support standard hardware interfaces.	Yes
21.4.17	CPE shall include a workstation UPS and shall provide a minimum of 15 minutes of power to each workstation. CPE provider shall provide 2 hour backroom UPS.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.4.18	All workstation peripherals shall be supplied by the Contractor and supported at the workstation: auxiliary keypad dialers, arbitrators, keyboard, mouse, and headset box.	Yes
21.4.19	CPE shall connect to analog or digital audio interface devices at the PSAP, as directed by the PSAP.	Yes
21.4.20	CPE shall not directly connect to the public internet at the PSAP. CPE shall ensure that any public data source is connected via a secure, controlled interface at data center/cloud. At a minimum the connection should address application layer inspection, secure flows, intrusion prevention, and intrusion detection.	Yes
21.4.21	Contractor shall provide cabling at install, which may include cable paths through floors, walls, and ceilings.	Yes
21.4.22	Cloud native solution shall utilize a cloud service provider that holds a verified FEDRAMP certification. Data center solution shall utilize a geographically diverse interconnected platform, housed within a minimum of two Tier 3 or better data centers.	Yes
21.4.23	CPE shall ingress, handle, and display all incoming 9-1-1 traffic and supplemental information (i.e. location and/or caller information) in a manner that is compliant with all NENA i3 standards	Yes
21.4.24	System availability shall be 99.999% regardless of the level of response required. CPE shall meet worst-case scenarios or dynamically expand without limitation of any physical onsite hardware, human intervention, or system resources (CPU, channels, etc.) during disasters or high demand events.	Yes
21.4.25	Contractor shall provide on-site technical support personnel to resolve technical issues at the PSAP (workstations).	Yes
21.4.26	CPE shall ingest and display Z coordinates from RNSP and PNSP when they become available	Yes
21.4.27	CPE shall have secure connectivity, trust and identity, and threat defense from cloud or data center to the call-taking workstations	Yes
21.4.28	CPE shall ingest, display, and utilize any standards-based information that can enrich the 911 call: viewing CCTV, street-level cameras, or IoT sensor data, upon initiation by the call taker.	Yes
21.4.29	CPE shall include any universal sensor integration with open API, including seismic, weather, smoke detection, and traffic information.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.4.30	CPE shall include secured firewalling of data transmission of IoT data streams. IoT Data streams shall be encrypted in transit.	Yes
21.4.31	CPE shall be designed to industry standard and FCC best practices, including the NENA i3 standards	Yes
21.4.32	CPE shall utilize an open standards methodology where applicable.	Yes
21.4.33	Contractor shall ensure that proprietary standards and or protocols are minimized within the proposed CPE system. Where systems utilize customized solutions, the Contractor shall identify the standard or protocol substituted and provide a narrative with regard to meeting the NENA i3 requirement.	Yes
21.4.34	Data center/cloud shall comply with NENA i3 cyber security standards and industry best practices for cyber security	Yes
21.4.35	CPE system shall support BGP interfaces to PNSP and RNSP and comply with the IP addressing scheme provided by CA 9-1-1 Branch	Yes
21.4.36	CPE shall support a logical connection over existing NG 911 trunk(s) that supports call delivery from cloud/data center to PSAP	Yes
21.4.37	CPE shall support all elements of NENA i3. Any components that are implemented within the CPE shall not compromise the ability to support NENA i3 and the ability for the PNSP or RNSP to deliver the call to the PSAP, or to support transfers from one PSAP to another, regardless of CPE vendor.	Yes
21.4.38	CPE shall implement new industry standards, including NENA i3 based on the timeline and deployment process as directed by the CA 9-1-1 Branch. For most, but not necessarily all updates, the CA 9-1-1 Branch will direct a minimum timeline of 6 months.	Yes
21.4.39	CPE shall process and deliver all potential NENA i3 9-1-1 traffic from multiple NG 9-1-1 service providers.	Yes
21.4.40	CPE testing in the Cal OES NG9-1-1 lab shall be completed within 10 working days from start of testing, as directed by the CA 9-1-1 Branch.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.4.41	Cloud solution must include isolated, independent clusters of data centers located in close enough proximity to ensure extremely low latency (ability to perform synchronous data replication) and the ability for each cluster to continue operation in the case of a data center failure. Data center solution must be built in a fully redundant manner, where the loss of one data center does not affect the call takers functionality.	Yes
21.4.42	Data centers and/or data centers used in a cloud solution within a geographic area must have independent power infrastructure.	Yes
21.4.43	CPE shall have the ability to recognize multiple calls originating from the same geographic area and will provide the PSAP with a solution to process the calls based on operational needs.	Yes
21.4.44	All servers, routers, firewalls, and other network elements at the PSAP shall have the current version or patch, deployed within 5 days of discovery of the need for updating.	Yes
21.4.45	All workstations shall have current operating system and software version, deployed within 30 days of discovery of the need for updating. CPE vendor shall allow PSAP to control the update schedule such that no more than 25% of the workstations are updated at the same time. CPE vendor shall also allow PSAP to set the update window based on operational needs.	Yes
21.4.46	All 9-1-1 traffic must be transferred using PNSP or RNSP core services, per NENA i3 standards.	Yes
21.4.47	Data center/cloud solution shall not negatively impact the ability of the CA 9-1-1 Branch to acquire CJIS/CLETS certification of the network.	Yes
21.4.48	CPE shall geospatially transfer to any primary or secondary PSAP based on PSAP boundary file. CPE shall offer a preferred transfer PSAP using geospatial data.	Yes
21.4.49	CPE shall support data compression and other tools needed to meet bandwidth requirements.	Yes
21.4.50	CPE shall support a busy hour of 475 calls or less with a 5 Mbps connection.	Yes
21.4.51	CPE shall support a busy hour of 476 calls or more with a 50 Mbps connection.	Yes
21.4.52	CPE shall refresh location information received from PNSP or RNSP every 2 seconds starting from the time PNSP or RNSP delivers the call to the CPE. The refresh rate shall be configurable, in 2 second intervals, by the PSAP.	Yes

EXHIBIT 21

Technical Requirements

CA NG9-1-1 On-Premises CPE System Instructions

Bidder shall provide response, Yes "Y" or No "N", to the 'CPE Service Provider Agrees to Meet the Requirement' for each requirement on tab 21.5 through 21.10.

EXHIBIT 21
Technical Requirements - CPE

21.5 On-premises CPE Interfaces Requirements

Requirement	Mandatory CPE Interface Requirements	CPE Service Provider Agrees to meet the Requirement YES/NO
21.5.1	CPE shall include a Graphical User Interface (GUI) that allows PSAP and/or call taker to personalize the CPE screen layout.	Yes
21.5.2	CPE shall utilize the standardized API developed by the PNSP and the CA 9-1-1 Branch for all interfaces to deliver 9-1-1 traffic to the CPE.	Yes
21.5.3	CPE shall support a NENA i3 compliant interface to the existing CAD system in operation at the PSAP. All non-i3 ready CAD systems require interface providing serial ALI spill functionality.	Yes
21.5.4	CPE shall connect to analog or digital audio interface devices at the PSAP to support consistent audio levels from radio and CPE for the call taker.	Yes
21.5.5	CPE shall interface with PSAP phone system. This includes administrative telephone lines, ring down lines, business lines, PRI with caller ID, intercom, paging, local control circuits, PBX (IP or legacy), or Centrex, etc. with caller ID configured within the CPE at their PSAP.	Yes
21.5.6	CPE shall support the interface developed by the state's NG 9-1-1 service providers, as directed by the CA 9-1-1 Branch for delivery of all 9-1-1 traffic and must support the NENA i3 standard.	Yes
21.5.7	CPE shall interface with CA 9-1-1 Branch's MIS reporting solution via NENA i3 logging standard and 9-1-1 Branch defined call data record format.	Yes
21.5.8	CPE interface shall comply with NENA i3 standard for the delivery of call data to CAD, mapping applications, and voice recorders where applicable.	Yes
21.5.9	CPE shall utilize CA 9-1-1 Branch provided CAMA and NG9-1-1 trunk for the transport of any 9-1-1 traffic.	Yes
21.5.10	CPE shall interface with the peripheral equipment configurations already in place at all PSAPs: GIS, radio, logging recorder, etc.	Yes
21.5.11	CPE shall provide a SIPREC or serial compliant interface for on site logging recorder at the PSAP.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.5.12	CPE shall interface with the State PSAP Credentialing Agency (PCA), the top-level certificate authority for NG9-1-1 in California, which is administered by the CA 9-1-1 Branch and is implemented by the NG 9-1-1 service providers.	Yes
21.5.13	CPE shall display caller ID from any non 9-1-1 line if provided by the originating service provider.	Yes
21.5.14	CPE shall develop a Basic API that aligns to cost workbook Tab. 22.8, line item 13 at the request of the PSAP with direction from Cal OES outside of NENA i3 and SOW requirements. The API needed (basic, intermediate, or complex) will be mutually agreed upon between Cal OES and the vendor.	Yes
21.5.15	CPE shall develop an Intermediate API that aligns to cost workbook Tab. 22.8, line item 14 at the request of the PSAP with direction from Cal OES outside of NENA i3 and SOW requirements. The API needed (basic, intermediate, or complex) will be mutually agreed upon between Cal OES and the vendor.	Yes
21.5.16	CPE shall develop a Complex API that aligns to cost workbook Tab. 22.8, line item 15 at the request of the PSAP with direction from Cal OES outside of NENA i3 and SOW requirements. The API needed (basic, intermediate, or complex) will be mutually agreed upon between Cal OES and the vendor.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.6 On-Premises Functionality Requirements

Requirement	CPE Functionality Requirements	Requirement Type	CPE Service Provider Agrees to meet the Requirement YES/NO
21.6.1	CPE shall generate NENA i3 Call Detail Record (CDR) automatically, and store all available information pertaining to all 9-1-1 traffic, on a server that allows access by or connectivity for state-wide reporting purposes.	Mandatory	Yes
21.6.2	CPE shall provide automatic call distribution (ACD), configurable by the PSAP. ACD functionality shall support interactive voice response (IVR).	Mandatory	Yes
21.6.3	CPE shall require users to manually log-on with a username/password combination. Two factor authentication must be provided as an option at no additional cost. Password parameters shall be flexible to meet PSAP needs. CA 9-1-1 Branch will validate two factor authentication method. PSAP shall have administrative rights controlling all account credentialing.	Mandatory	Yes
21.6.4	CPE shall support Instant Recall Recorder (IRR) play back of the recording of any call from an assigned workstation. The IRR shall interface with the existing operating environment within the PSAPs.	Mandatory	Yes
21.6.5	CPE system shall provide the PSAP with configurable recording retention for IRR. System shall provide a minimum of 8 hours of talk time.	Mandatory	Yes
21.6.6	CPE shall deliver caller ID during a transfer from a 9-1-1 line to any non-9-1-1 line.	Mandatory	Yes
21.6.7	CPE system shall provide IP phone set(s), if requested by PSAP.	Mandatory	Yes
21.6.8	CPE shall allow for a visual display of the caller's telephone number and it shall be viewable at the workstation. At minimum, the display needs to meet the NENA i3 compliant standards for ANI display and all future NENA i3 standards at no additional cost.	Mandatory	Yes
21.6.9	CPE shall accept, display, and send text-to-911 translation, including languages with non-English characters for PSAPs with integrated text.	Mandatory	Yes
21.6.10	Any CPE system failure within an active operational component shall result in no loss of service or capability.	Mandatory	Yes
21.6.11	CPE shall deliver location information to CAD and mapping applications via an IP connection and/or serial connection.	Mandatory	Yes
21.6.12	CPE shall have adjustable audio volume control at the individual workstation.	Mandatory	Yes
21.6.13	CPE shall provide abandoned call detail.	Mandatory	Yes
21.6.14	CPE shall incorporate time synchronization. Shall sync up with the state NG 9-1-1 service provider as well as the PSAP with a stratum 0 clock in UTC format.	Mandatory	Yes
21.6.15	CPE shall provide one-button callback.	Mandatory	Yes
21.6.16	CPE shall provide complete call progress detection including but not limited to idle, ringing, dial tone, ringback, and busy.	Mandatory	Yes
21.6.17	CPE shall provide configurable outbound caller-ID and outbound text-ID to the PSAP.	Mandatory	Yes
21.6.18	CPE shall provide automated abandoned call-back and text-back.	Mandatory	Yes
21.6.19	CPE shall have one button transfer capability to other PSAPs, configurable upon request. All transfers must occur across CAMA and/or NG9-1-1 trunks, with location information.	Mandatory	Yes

EXHIBIT 21
Technical Requirements - CPE

21.6.20	CPE shall provide local conferencing consisting of six (6) or more internal and/or external parties (including originator). The system's conferencing functionality shall allow the conference call to continue when the originating calling party disconnects.	Mandatory	Yes
21.6.21	CPE shall provide distinct audible ringing options.	Mandatory	Yes
21.6.22	CPE shall provide speed dial functionality for both hold conference and no-hold conference for 9-1-1 traffic as well as non-emergency traffic.	Mandatory	Yes
21.6.23	CPE shall allow call taker muting capability during conference or transfer.	Mandatory	Yes
21.6.24	CPE shall support TDD/TTY functionality until no longer required by the FCC and upon the direction of the CA 9-1-1 Branch.	Mandatory	Yes
21.6.25	Contractor to provide an on-line reference manual, users manual, help guide, live chat, or similar feature to PSAP. All reference materials must be continually updated to reflect CPE system updates and new functionality.	Mandatory	Yes
21.6.26	Call taker screen layout shall be automatically locked when the user logs in as ready.	Mandatory	Yes
21.6.27	A designated user shall have the ability to restore to last saved screen layout as well as default screen layout while making modifications.	Mandatory	Yes
21.6.28	CPE shall display the information of at least the last 10 calls released at the answering workstation.	Mandatory	Yes
21.6.29	CPE shall provide the user with call holding as well as call parking (exclusive/non-exclusive hold) capability.	Mandatory	Yes
21.6.30	Users with appropriate system permissions shall have the ability to silently listen to another user's telephone conversation from their workstation. Such action shall not cause any audio or visual disturbance at the monitored answering station.	Mandatory	Yes
21.6.31	CPE shall provide supervisors or authorized users the ability to barge into an existing call with one click functionality.	Mandatory	Yes
21.6.32	Users with appropriate system permissions in an ACD deployment shall have the ability to temporarily remove themselves from a ring group (call queue) in order to conclude a previous call or perform another task such as radio dispatch.	Mandatory	Yes
21.6.33	CPE shall enable two-way communication with the 9-1-1 caller's device for push/pull notifications and text from 9-1-1.	Mandatory	Yes
21.6.34	CPE shall present historical details linked to the calling number. This feature shall accommodate information that call-takers have saved from previous calls, but should also include system generated (machine learned) information.	Desirable	No
21.6.35	CPE shall ingest and display any third party or State provided data via API that is mutually agreed upon by vendor and the CA 9-1-1 Branch.	Mandatory	Yes
21.6.36	CPE shall ingress, display, and send Real Time Text (RTT).	Mandatory	Yes
21.6.37	CPE shall provide role based/skillset based profiling for call takers, and the ability to change roles.	Mandatory	Yes
21.6.38	CPE shall provide call taker the ability to flag, create, and send out mis-routed 9-1-1 call reports electronically.	Mandatory	Yes
21.6.39	CPE shall support maximum 10 second system operation start-up from the time user ID and password are entered.	Mandatory	Yes
21.6.40	CPE shall provide Management Information System (MIS) functionality and shall provide call taker details. CPE shall provide remote access to PSAP defined MIS metrics.	Mandatory	Yes
21.6.41	CPE shall interface with a universal log in service at PSAP if available. Universal log in shall apply across CAD or other platforms as specified by the PSAP, and support where available.	Mandatory	Yes

EXHIBIT 21
Technical Requirements - CPE

21.6.42	CPE shall provide status indication ("ready/not ready/wrap up") at the workstation level, number of status states to be configurable by PSAP.	Mandatory	Yes
21.6.43	CPE shall allow PSAP personnel to play back a pre-recorded PSAP message during the 9-1-1 call.	Mandatory	Yes
21.6.44	CPE shall provide a visual indication to the call taker when 9-1-1 traffic is delivered via a policy based route.	Mandatory	Yes
21.6.45	CPE provider shall provide reader boards to PSAPs upon request.	Mandatory	Yes
21.6.46	CPE solution shall provide an integrated mapping application.	Mandatory	Yes

EXHIBIT 21
Technical Requirements - CPE

21.7 On-Premises System Monitoring Requirements

Requirement	CPE System Monitoring Requirements	Requirement Type	CPE Service Provider Agrees to meet the Requirement YES/NO
21.7.1	CPE shall provide near real-time performance data, to be monitored by CA 9-1-1 Branch as well as PSAPs upon request.	Mandatory	Yes
21.7.2	Performance data shall include documented Mean Time Between Failure (MTBF) or Mean Time To Repair (MTTR) that may impact the availability of the system to deliver traffic.	Desirable	No
21.7.3	Technical Service Bulletin (TSB) shall be provided to CA 9-1-1 Branch and PSAP for any update, patch, or bug fix.	Mandatory	Yes
21.7.4	Contractor shall establish a network operation center (NOC) that includes but is not limited to alarming, reporting, monitoring, managing, and supporting CPE on a 24/7/365 basis, down to the workstation level.	Mandatory	Yes
21.7.5	Contractor shall provide trouble ticket log that is visible to CA 9-1-1 Branch, originating PSAP, state NG 9-1-1 service provider 24/7/365.	Mandatory	Yes
21.7.6	CPE shall support trouble ticket ebonding with state NG 9-1-1 service provider, and shall maintain trouble ticket ebonding.	Mandatory	Yes
21.7.7	The CPE solution shall provide a dashboard to display and report the health of the CPE solution. The dashboard will monitor the health of the CPE solution to ensure that SLAs are being met. Monitoring shall be real time or near real time.	Desirable	No
21.7.8	Contractor shall notify the CA 9-1-1 Branch when any stop-clock condition exists, within 60 minutes of stop-clock discovery.	Mandatory	Yes

EXHIBIT 21
Technical Requirements - CPE

21.8 On-Premises Technology Requirements

Requirement	Mandatory CPE Technology Requirements	CPE Service Provider Agrees to meet the Requirement YES/NO
21.8.1	CPE shall be IP-based and shall fully comply with current and future NENA i3 standards for NG911.	Yes
21.8.2	CPE shall utilize IP connectivity (NG9-1-1 trunk) and CAMA, procured by CA 9-1-1 Branch from the state NG 9-1-1 service provider.	Yes
21.8.3	CPE shall support 99.999% availability.	Yes
21.8.4	CPE shall be verified through testing at the CA 9-1-1 Branch NG9-1-1 Lab prior to contract award. Testing will be conducted by the Contractor in conjunction with the CA 9-1-1 Branch. Lab test results shall be provided to the CA 9-1-1 Branch upon request. The CA 9-1-1 Branch shall be the owner of all reports.	Yes
21.8.5	All updates, at the discretion of and coordinated by the CA 9-1-1 Branch, shall be tested and accepted in the CA 9-1-1 Branch NG9-1-1 Lab prior to deployment at the PSAP.	Yes
21.8.6	All updates that have been tested and accepted by the CA 9-1-1 Branch NG9-1-1 Lab shall be deployed at all PSAPs supported by the Contractor in a mutually agreed upon timeframe. This includes CPE that may have been tested and accepted by the CPE manufacturer working with the CA 9-1-1 Branch, independent of the contractor.	Yes
21.8.7	Workstations shall support the minimum memory and processing capability to support CPE software and shall be equipped with all necessary audio and video interface equipment, including but not limited to: keyboard, mouse, speakers, audio integration device, keypad dialer, arbitrator, and minimum 22 inch flat panel monitors.	Yes
21.8.8	Workstation, along with any other Contractor supplied peripheral hardware at each workstation shall be maintained for five (5) years. A 2 year extended maintenance grace period can start at year 5 if the PSAP chooses.	Yes
21.8.9	Contractor shall supply PSAP with monitor at a minimum of 22" and a maximum of 50".	Yes

EXHIBIT 21
Technical Requirements - CPE

21.8.10	If no NG 9-1-1 network or CAMA degradation is present, all audio input/output from the CPE shall meet MOS score requirements via third party verification. 99% of the MOS measurements shall exceed 2.6 and 90% shall exceed 3.8. Degradation caused by NG 9-1-1 network or CAMA shall not impact CPE MOS score.	Yes
21.8.11	CPE hardware components installed at the PSAP shall be nonproprietary, with the sole exception of audio control devices, and shall support standard hardware interfaces.	Yes
21.8.12	CPE shall include a workstation UPS and shall provide a minimum of 15 minutes of power to each workstation. CPE provider shall provide redundant 15 minute backroom UPSs.	Yes
21.8.13	All workstation peripherals shall be supplied by the Contractor and supported at the workstation: auxiliary keypad dialers, arbitrators, keyboard, mouse, and headset box.	Yes
21.8.14	CPE shall connect to analog or digital audio interface devices at the PSAP, as directed by the PSAP.	Yes
21.8.15	Contractor shall provide cabling at install, which may include cable paths through floors, walls, and ceilings.	Yes
21.8.16	CPE shall ingress, handle, and display all incoming 9-1-1 traffic and supplemental information (i.e. location and/or caller information) in a manner that is compliant with all NENA i3 standards.	Yes
21.8.17	Contractor shall provide on-site technical support personnel to resolve technical issues at the PSAP.	Yes
21.8.18	CPE shall ingest and display Z coordinates.	Yes
21.8.19	CPE shall be designed to FCC best practices and NENA i3 standards, including NENA STA-040 (NG-SEC) and 75-502 (NG Security Audit Checklist)	Yes
21.8.20	CPE shall utilize an open standards methodology where applicable.	Yes
21.8.21	Contractor shall ensure that proprietary standards and or protocols are minimized within the proposed CPE system. Where systems utilize customized solutions, the Contractor shall identify the standard or protocol substituted and provide a narrative with regard to meeting the NENA i3 requirement.	Yes
21.8.22	CPE system shall support BGP interfaces to state NG 9-1-1 service provider and comply with the IP addressing scheme provided by CA 9-1-1 Branch.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.8.23	CPE shall support all elements of NENA i3. Any components that are implemented within the CPE shall not compromise the ability to support NENA i3 and the ability for the NG 9-1-1 service provider to deliver the call to the PSAP, or to support transfers from one PSAP to another, regardless of CPE vendor.	Yes
21.8.24	CPE shall implement new industry standards, including NENA i3 based on the timeline and deployment process as directed by the CA 9-1-1 Branch. For most, but not necessarily all updates, the CA 9-1-1 Branch will direct a minimum timeline of 6 months.	Yes
21.8.25	CPE shall process and deliver all potential NENA i3 9-1-1 traffic from multiple NG 9-1-1 service providers per Cal OES ICD.	Yes
21.8.26	CPE testing in the Cal OES NG 9-1-1 lab shall be completed prior to contract award,as directed by the CA 9-1-1 Branch.	Yes
21.8.27	All servers, routers, firewalls, and other network elements at the PSAP shall have the current version or patch, deployed in a mutually agreed upon timeframe.	Yes
21.8.28	All 9-1-1 traffic must be transferred using CAMA or NG 9-1-1 service provider network, per NENA i3 standards.	Yes
21.8.29	CPE shall geospatially transfer to any primary or secondary PSAP based on PSAP boundary file for i3 traffic. CPE shall offer a preferred transfer PSAP using geospatial data.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.9 On-Premises General Requirements

Requirement	Mandatory CPE General Requirements	CPE Service Provider Agrees to meet the Requirement YES/NO
21.9.1	Electrical components must run on 120 volt AC power.	Yes
21.9.2	Contractors installing 9-1-1 systems will be required to connect to ALI databases of all regional ALI providers. When installing 9-1-1 systems, it shall be the responsibility of the Contractor to contact the regional ALI provider to obtain specific connection requirements. Automatic Location Identifier (ALI) Database Connection – Contractors will connect their equipment to an ALI router to request data from the ALI database. CPE must make an ALI request based on the ANI provided with the call.	Yes
21.9.3	Contractor must provide a local maintenance terminal for on-premises maintenance and diagnostics.	Yes
21.9.4	CPE ANI/ALI display and refresh shall meet the minimum requirements in the NENA i3 standard.	Yes
21.9.5	CPE shall accommodate the most current Statewide ALI format and be configurable for a no cost upgrade for any changes during the term the equipment is installed at the PSAP.	Yes
21.9.6	CPE must conform to the state defined management information system CDR and i3 logs output format.	Yes
21.9.7	The CPE solution shall have a minimum of two physical servers each that process the packets for voice and data. Features of the server operation shall provide the minimum functionality as follows: •In the event of a failure of the active server, switchover to the second server shall be automatic and shall result in no loss of service. •The system shall have a non-blocking, fault-tolerant switching fabric which expands as interface cards are added. •Every interface port shall have dedicated resources to detect tones, generate tones and support audio conferencing. •Power to each system shall be delivered to the equipment such that the failure of a single power supply will still allow the redundant systems to function without loss of ability to process traffic. The power supplies shall be connected to an uninterruptible power supply (UPS) capable of supplying power for two hours. The UPS shall be compatible with emergency generators for automatic power loss handling.	Yes

EXHIBIT 21
Technical Requirements - CPE

21.9.8	CPE shall have the capability to terminate native IP telephony as well as CAMA/analog emergency and administrative traffic.	Yes
21.9.9	The solution shall connect to NG ALI via IP and serial RS-232.	Yes
21.9.10	Contractor shall provide diagrams in the purchase SOW for their proposed solution in showing: •System connectivity •System NG9-1-1 functionality including connectivity to network •Intelligent workstation equipment •PC hardware requirements.	Yes
21.9.11	Contractor is responsible for the following: •All cabling for connectivity among the controllers •All cabling for connectivity to the demarcation point for Centralized Automatic Message Accounting (CAMA) trunk, NG 9-1-1 Circuit (IP) and admin line connections •All cabling for connectivity to the NG ALI source.	Yes
21.9.12	Contractor shall be responsible for the migration of CPE connected to existing 9-1-1 services to NG9-1-1 services at all interfaces between the bidder's equipment and other emergency call originating network operators in order to accomplish 9-1-1 call delivery which meets the quality and reliability requirements of this RFP. This includes stating the terms, conditions, procedures, or processes for interconnection and exchange of information between other carrier's networks and systems and the bidder's equipment, networks and/or systems as applicable. The terms, conditions, procedures or processes shall not impose onerous requirements on other network operators, and shall be stated in the proposed solution. Examples of such interfaces would be the means to perform the timely exchange of information such as ALI database updates, exchange of monitoring/trouble ticket statuses, trunk connections to an LNG, and IP connections to border control functions. This list of examples is not exhaustive. The Contractor shall to work closely with other network operators and cooperate fully with them in order to accomplish successful transition to the NG9-1-1 network.	Yes
21.9.13	Call handling shall be NENA i3 compliant at the time of NG network go-live. If call handling is not i3 compliant, vendor will be provided 6 months to bring the call handling into compliance, at no cost to the State of California.	Yes

21.10 Host Remote Configuration Requirements

Requirement	Mandatory CPE Host Remote configuration Requirements	CPE Service Provider Agrees to meet the Requirement YES/NO
21.10.1	CPE shall be capable of hosting multiple remote PSAPs. Each PSAP may be composed of a number of remote positions plus security appliances necessary to prevent intrusion by unauthorized personnel. It shall be configurable to send real-time Call Detail Record (CDR) to any PSAP for any 9-1-1 call that is being handled by that PSAP. Administrative lines shall be capable of terminating at the host or at the remote PSAPs. IP transport will also be used to backhaul admin line traffic to the host.	Yes
21.10.2	The CPE solution shall allow for varying levels of administration and security for: all reconfiguration, monitoring, diagnostic and maintenance activities. Although the different jurisdictions are sharing a common hosted platform, from a PSAP perspective it shall appear to be a dedicated system. Individual PSAPs/jurisdictions shall not have visibility into the activities of other PSAPs/jurisdictions.	Yes
21.10.3	Host Remote CPE shall be installed in a geo-diverse redundant configuration. The geo-diverse redundant solution shall be composed of standalone controllers. Additionally, each individual controller shall be fully redundant and fault tolerant. The central equipment at each location shall be fully capable of supporting 100 percent of all the workstations. Each location shall have local survivability such that if one location becomes completely unavailable due to a catastrophic natural or man-made event, the other locations can continue to process all 9-1-1 traffic without intervention from the other unavailable controller.	Yes
21.10.4	The controller shall allow 9-1-1 traffic to be routed to a designated alternate location if all primary location workstations are busy.	Yes
21.10.5	There shall be no signal conversion between the controller and the remote workstations, and the connection shall be IP end-to-end. The system shall detect and compensate for any echo and latency at the remote positions.	Yes

EXHIBIT 22, COST WORKBOOK

CA Next Generation 911 - Call Processing Equipment

March 26, 2020

Issued by:

STATE OF CALIFORNIA

California Governor's Office of Emergency Services

CA NG 9-1-1 CPE Cost Workbook Instructions

Bidders shall submit their Cost Worksheets per the instructions in RFP Part 1 Section 5, Cost Worksheet instructions and submission requirements. The Cost Worksheets must be submitted in a separately sealed, marked envelope or package containing only the completed Cost Worksheets.

Costs will be evaluated as 50% of the bid. Bidders are encouraged to ensure pricing aligns with Cal OES budget constraints and that they understand the evaluation criteria in Section 7 of Part 1 of the RFP. The number of PSAPs and positions listed in the quantity column of Tab #2 and #3 are estimates that will be used for evaluation only. The unit price and all boxes that are not grayed out will be the responsibility of the bidder to complete.

Quantities provided in the worksheets are for evaluation purposes only and should not be used as an indication of future orders. Quantities used for the Evaluation indicate the possible numbers for a typical bidder. There is no obligation on Cal OES' part to utilize the entire amount in the Cost Worksheets or the entire quantities provided in the worksheets.

Bidders shall enter the Bidder's cost for each service element or feature in the unshaded cells in each Cost Worksheet. The submitted costs contained within these tables will be used for evaluation purposes per RFP Part 1, Section 7.3, Final Proposal Evaluation, and will establish the maximum contracted costs and rates of the final awarded Contract for each element. Quantities used for the Evaluation indicate the average break down of call volume for an average of 100 PSAPs in California for Tab #2 and 1000 positions for Tab #3 for purposes of evaluation only.

The definitions of the services of each Line Item that require costing are provided in the individual referenced RFP Technical Requirements. Bidders are cautioned that they are not to add language to the Cost Worksheets, nor are they allowed to add cost elements.

The Bidder shall provide one (1) single, uniform price throughout the entire state of California.

The Bidder shall provide costs for all worksheets. The cells that are grayed out shall not be modified.

COST WORKSHEET ELEMENTS

The Cost Worksheets elements shall include the following definitions:

Non Recurring Charge (NRC):

Non Recurring Charges are for set up and installation costs occurring one time only. Where NRC charges do not apply or where related equipment/installation costs are to be amortized by monthly recurring charges the cell should be represented by a zero (0) or is simply left blank.

Monthly Recurring Charge (MRC) per Item per Unit:

Monthly Recurring Charge per line item (unit of measure) are "fee for service" charges. Monthly recurring charges for services or features shall be provided, where applicable. When a Monthly Recurring Charge does not apply the cell should be represented by a zero (0) or is simply left blank.

CPE Service Costs in Tab #2:

The CPE Service Costs are the costs associated with providing Call Processing equipment in either a Data Center or Native Cloud environment needed to support the technical requirements in Exhibit 21 and the requirements in the SOW.

CPE Integration Costs in Tab #3:

The CPE Integration Costs are the costs associated with providing the integration and service needed to display the 9-1-1 traffic at the PSAP needed to support the technical requirements in Exhibit 21 and the requirements in the SOW. These costs do not include any of the services included in Tab #2.

CPE Labor Costs in Tab #4:

The CPE Labor Costs are the costs associated with providing services that may be needed after the initial installation of the equipment. Labor Costs will not be used to support any of the initial deployment effort and will only be utilized after receiving direction from the CA 9-1-1 Branch.

CA NG911 - CPE Cost Summary

"Total Extended Costs" and their sum total shall not be manually entered by the Bidder. These costs are entered automatically from the "Total Extended Costs for NRC and Annual MRC" calculated on each Cost Worksheet.

Length of Contract in Years: 10

CA NG 911 Region Cost Summary Table	Total NRC Costs	Total MRC 10 yr Extended Costs
Total Evaluated Cost (120 month of MRC) - CPE Service		$ 48,548,640.00
Total Evaluated Non-Recurring Costs (NRC) - CPE Integration	$ 7,475,828.00	
NRC Total	$ 7,475,828.00	
120 month MRC Total		$ 48,548,640.00

GRAND TOTAL (NRC + 120 months MRC) USED FOR EVALUATION		$ 56,024,468.00

CA NG 9-1-1 CPE Service Costs - All implementation/on going maintenance is all inclusive of costs

A	B	C	D	E	F	H
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Total Extended Annual Cost (D*Fx12mo)
22.2.1	NG 9-1-1 CPE Services (0-100 Busy Hour Calls)	0-100 Busy Hour Calls	24	Call Volume	$ 1,266.00	$ 364,608.00
22.2.2	NG 9-1-1 CPE Services (101-300 Busy Hour Calls)	101-300 Busy Hour Calls	56	Call Volume	$ 2,973.00	$ 1,997,856.00
22.2.3	NG 9-1-1 CPE Services (301-750 Busy Hour Calls)	301-750 Busy Hour Calls	12	Call Volume	$ 6,517.00	$ 938,448.00
22.2.4	NG 9-1-1 CPE Services (751-1450 Busy Hour Calls)	751-1450 Busy Hour Calls	5	Call Volume	$ 10,411.00	$ 624,660.00
22.2.5	NG 9-1-1 CPE Services (1451-3600 Busy Hour Calls)	1451-3600 Busy Hour Calls	2	Call Volume	$ 25,710.00	
22.2.6	NG 9-1-1 CPE Services (3600+ Busy Hour Calls)	3601+ Busy Hour Calls	1	Call Volume	$ 26,021.00	$ 312,252.00
	MRC Annual 12 month Total					$ 4,237,824.00

CA NG 911 CPE Integration Costs - All implementation/on going maintenance is all inclusive of costs

A	B	C	D	E	G	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Non-Recurring (One Time Charge)	Total Extended NRC Costs
22.3.1	NRC Integration Equipment Install at PSAP	Integration equipment and installation at PSAP with Call Volume less than 751 per hour	92	Per PSAP	$ 26,139.00	$ 2,404,788.00
22.3.2	NRC Integration Equipment Install at PSAP	Integration equipment and installation at PSAP greater than 750 calls per hour	8	Per PSAP	$ 43,861.00	$ 350,888.00
22.3.3	NRC PSAP Display Equipment Install	Installation of monitors, computer, keyboard and other ancillary equipment	1,000	Per Position	$ 1,185.00	$ 1,185,000.00
22.3.4	NRC PSAP Display Equipment	Display equipment including but not limited to: monitors, computer, keyboard and other ancillary equipment	1,000	Per Position	$ 3,039.00	$ 3,039,000.00
22.3.5	NRC Basic API Development	One time 1-3 month API development outside of NENA i3 and SOW requirements	1	Per API	$ 10,128.00	$ 10,128.00
22.3.6	NRC Intermediate API Development	One Time 3-6 month API development outside of NENA i3 and SOW requirements	1	Per API	$ 20,255.00	$ 20,255.00
22.3.7	NRC Complex API Development	One Time 6-9 month API development outside of NENA i3 and SOW requirements	1	Per API	$ 40,509.00	$ 40,509.00
22.3.8	IP Phone Set	One time cost, upon PSAP request	250	Per Phone	$ 1,520.00	$ 380,000.00
22.3.9	Reader Boards	One time cost, upon PSAP request	10	Per PSAP	$ 2,026.00	$ 20,260.00
22.3.10	NRC CAMA Install	One time Install per PSAP for PSAPs with 20 or less CAMA connections	1	Per PSAP	$ 10,000.00	$ 10,000.00
22.3.11	NRC CAMA	One time Install per PSAP for PSAPs with over 20 CAMA connections	1	Per PSAP	$ 15,000.00	$ 15,000.00
	NRC Total					$ 7,475,828.00

CA NG 911 CPE Specific Costs - All implementation/on going maintenance is all inclusive of costs

A	B	C	D	E	G	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Non-Recurring (One Time Charge)	Total Extended NRC Costs
22.4.1	NG9-1-1 CPE Support	Per SOW Requirements	1	Per Hour	225.0000	$ 225.00
	NRC Total					$ 225.00

Labor is only for activities beyond what is included in the SOW. Labor rates will only be used when directed by CA 9-1-1 Branch.

CA NG 9-1-1 CPE Estimated Budget

Bidders shall consider the Cal OES estimated budget for CPE when completing their Cost Worksheets. RFP Part 1 Section 7, provides the details on how the Cost Workbook will be evaluated. An important part of the evaluation is the ability to align the CPE pricing model with the authorized CA 9-1-1 Branch budget. Each fiscal year (July 1 - June 30), the CA 9-1-1 Branch receives an updated authorization from the CA Legislature based on the approved Governor's Budget. Below are the estimated budget numbers for FY 2020-2021. Bidders are encouraged to ensure pricing aligns with Cal OES budget constraints.

For the FY 2020-2021, the CA 9-1-1 Branch estimates that the total budget for all CPE related expenditures will be:
$20,000,000.00

CPE funding budget is based on the following PSAP distribution

Busy Hour Volume	Number of PSAPs	Percent	For 100 PSAPs
0-100	129	29.45%	24
101-300	234	53.42%	56
301-750	51	11.64%	12
751-1450	16	3.65%	5
1451-3600	7	1.60%	2
3601+	1	0.23%	1

Bidders may use the total number of PSAPs (438) following the percentages above for Tab #2 and the total number of positions (4000) for Tab #3 to determine if the Cost Workbook submitted is within the Cal OES projected budget.

Instructions: Contractor must follow steps 1 through 7 when filling out these Cost Worksheets.
1) Bidder shall insert their Company name into the "Bidder's Name" field and Model name for the proposed system into the "Manufacturer/Model" field.
2) For all Line Items, the Contractor shall provide pricing for one unit of measure for State's evaluation. Items submitted with no price will be considered as offered at no cost, except the items specifically identified as not offered by the Contactor.
3) The Technical Requirements to be included are detailed within the SOW and Exhibit 21 - Technical Requirements. Contractor shall provide pricing for all the cost items listed on worksheets 22.5 though 22.9
4) The Equipment Unit Price shall include all equipment consisting of, but not limited to, preconfigured hardware, software, ancillary materials.
5) The Implentation Unit Price shall include the cost of staging, installation, wiring, testing and training.
6) Contractor is to provide a Monthly Maintenance rate for years 1 through 5 for each Line Item #. The Monthly Maintenance begins after system acceptance. Monthly Maintenance shall include any updates (hot fix/patches) to hardware and software, and local PSAP site service required to keep the Line Item # fully operational which may include parts as needed to replace obsolete technology.
7) Contractor shall provide Additional Monthly Maintenance rate for additional years, if needed by the PSAP or State.
8) Tab 22.8 Applications Peripherals: the Bidder must confirm, in column (i), YES or NO if each line item is provided.

22.5 - 9-1-1 CPE BASIC STAND-ALONE SYSTEM COST WORKSHEET

Bidder's Name: AT&T

Manufacturer/Model: VESTA

(a.)	(b.)	(c.)	(d.)	(e.)	(f.)	(g.)	(h.)
Line Item #	CPE System with defined Number of positions	Unit of Measure Each	Basic System Equipment Unit Price	Implementation Unit Price	Monthly Maintenance Rate Years 1-5	Cost CPE Basic System for 5 Years c*[d+e+(f*60)]	Additional Monthly Maintenance Rate Beyond Year 5
1	System - 2 Positions	1	$ 118,973.24	$ 66,353.00	$ 2,224.36	$ 318,787.84	$ 2,471.91
2	System - 3 Positions	1	$ 124,652.69	$ 67,460.51	$ 2,653.82	$ 351,342.40	$ 2,964.96
3	System - 4 Positions	1	$ 130,332.14	$ 68,508.08	$ 3,083.29	$ 383,837.62	$ 3,458.01
4	System - 5 Positions	1	$ 136,011.58	$ 69,585.63	$ 3,512.74	$ 416,361.61	$ 3,951.06
5	System - 6 Positions	1	$ 141,691.03	$ 70,663.17	$ 3,942.20	$ 448,886.20	$ 4,444.11
6	System - 7 Positions	1	$ 147,370.48	$ 71,740.72	$ 4,371.66	$ 481,410.80	$ 4,646.22
7	System - 8 Positions	1	$ 153,049.92	$ 72,818.26	$ 4,801.11	$ 513,934.78	$ 5,430.22
8	System - 9 Positions	1	$ 158,729.38	$ 73,895.80	$ 5,230.57	$ 546,459.38	$ 5,923.27
9	System - 10 Positions	1	$ 164,408.83	$ 74,973.35	$ 5,660.02	$ 578,983.38	$ 6,416.32
10	System - 11 Positions	1	$ 170,088.28	$ 76,050.89	$ 6,089.48	$ 611,507.97	$ 6,909.37
11	System - 12 Positions	1	$ 175,767.72	$ 77,128.44	$ 6,518.95	$ 644,033.16	$ 7,402.44
12	System - 13 Positions	1	$ 181,447.17	$ 78,205.95	$ 6,948.40	$ 676,557.12	$ 7,895.49
13	System - 14 Positions	1	$ 187,126.62	$ 79,283.52	$ 7,377.86	$ 709,081.74	$ 8,388.54
14	System - 15 Positions	1	$ 225,722.98	$ 82,563.59	$ 7,704.96	$ 770,584.17	$ 8,748.93
15	System - 16 Positions	1	$ 231,717.95	$ 83,641.14	$ 8,103.46	$ 801,566.69	$ 9,206.58
16	System - 17 Positions	1	$ 237,712.93	$ 84,718.68	$ 8,501.96	$ 832,549.21	$ 9,664.24
17	System - 18 Positions	1	$ 243,707.89	$ 85,796.22	$ 8,900.44	$ 863,530.51	$ 10,121.89
18	System - 19 Positions	1	$ 249,702.86	$ 86,873.77	$ 9,298.94	$ 894,513.03	$ 10,579.55
19	System - 20 Positions	1	$ 255,697.84	$ 87,951.31	$ 9,697.43	$ 925,494.95	$ 11,037.20
20	At the time of installation, the cost of an additional position for a call handling system over 20 positions including all connectivity within the PSAP.	1	$ 19,570.64	$ 1,077.54	$ 1,473.82	$ 109,077.38	$ 1,662.99
21	After installation, the cost of an additional position for a call handling system, including all hardware, software, training, cabling, and any additional materials necessary for install.	1	$ 19,570.64	$ 16,079.54	$ 1,473.82	$ 124,079.38	$ 1,662.99
			SUBTOTALS (for evaluation purposes only):			$ 12,002,579.32	$ 132,986.29

22.6 - 9-1-1 CPE SYSTEM ITEMIZED COST WORKSHEET

Bidder's Name: AT&T VESTA

(a.)	(b.)	(c.)	(d.)	(e.)	(f.)	(g.)	(h.)
Line Item #	Itemized Description	Unit of Measure Each	Equipment Unit Price	Implementation Unit Price	Monthly Maintenance Rate Years 1-5	Cost CPE System Itemized for 5 Years c*[d+e+(f*60)]	Additional Monthly Maintenance Rate Beyond Year 5
1	Legacy Network Interface card with a minimum of 4 ports to accommodate CAMA or 10-digit.	1	$ 3,000.00	$ 1,350.00	$ 100.00	$ 10,350.00	$ 115.00
2	Chassis to mount hardware with all required interconnect cabling.	1	$ 1,200.00	$ 600.00	$ 20.00	$ 3,000.00	$ 22.00
3	Firewall with all required cabling	1	$ 2,500.00	$ 1,200.00	$ 100.00	$ 9,700.00	$ 115.00
4	Router with all required cabling	1	$ 20,000.00	$ 2,400.00	$ 175.00	$ 32,900.00	$ 200.00
5	Gateway with required cabling	1	$ 30,000.00	$ 5,000.00	$ 300.00	$ 53,000.00	$ 340.00
				SUBTOTALS (for evaluation purposes only):		$ 108,950.00	$ 792.00

22.7 - 9-1-1 CPE HOST-REMOTE SYSTEM COST WORKSHEET

Bidder's Name: AT&T

Manufacturer/Model: VESTA

(a.)	(b.)	(c.)	(d.)	(e.)	(f.)	(g.)	(h.)
Line Item #	**Configuration Title**	**Unit of Measure Each**	**Equipment Unit Price**	**Implementation Unit Price**	**Monthly Maint. Rate Years 1-5**	**Cost for CPE System Host-Remote for 5 Years c*[d+e+(f*60)]**	**Additional Monthly Maintenance Rate Beyond Year 5**
1	The first Host of a Host-Remote System, including all backroom equipment	1	$ 176,708.57	$ 56,781.90	$ 2,867.89	$ 405,563.87	$ 3,140.46
2	The second or additional Host of a Host- Remote System, including all backroom equipment	1	$ 176,708.57	$ 56,781.90	$ 2,867.89	$ 405,563.87	$ 3,140.46
3	Remote PSAP with 1 position including all connectivity within the PSAP	1	$ 43,525.13	$ 57,685.00	$ 1,155.87	$ 170,562.33	$ 1,371.28
4	Remote PSAP with 2 positions including all connectivity within the PSAP.	1	$ 49,787.44	$ 58,781.79	$ 1,632.48	$ 206,518.03	$ 1,919.35
5	Remote PSAP with 3 positions including all connectivity within the PSAP.	1	$ 56,049.75	$ 59,878.57	$ 2,109.08	$ 242,473.12	$ 2,467.41
6	Remote PSAP with 4 positions including all connectivity within the PSAP.	1	$ 62,312.06	$ 60,975.36	$ 2,585.69	$ 278,428.82	$ 3,015.48
7	Remote PSAP with 5 positions including all connectivity within the PSAP.	1	$ 68,574.35	$ 62,072.14	$ 3,062.30	$ 314,384.49	$ 3,563.54
8	Remote PSAP with 6 positions including all connectivity within the PSAP.	1	$ 74,836.66	$ 63,168.93	$ 3,538.91	$ 350,340.19	$ 4,111.61
9	Remote PSAP with 7 positions including all connectivity within the PSAP.	1	$ 81,098.96	$ 64,265.71	$ 4,015.52	$ 386,295.87	$ 4,659.68
10	Remote PSAP with 8 positions including all connectivity within the PSAP.	1	$ 87,361.26	$ 65,362.50	$ 4,492.13	$ 422,251.56	$ 5,207.74
11	Remote PSAP with 9 positions including all connectivity within the PSAP.	1	$ 93,623.56	$ 66,459.29	$ 4,968.74	$ 458,207.25	$ 5,755.81
12	Remote PSAP with 10 positions including all connectivity within the PSAP.	1	$ 99,885.87	$ 67,556.07	$ 5,445.33	$ 494,161.74	$ 6,303.86
13	Remote PSAP with 11 positions including all connectivity within the PSAP.	1	$ 106,148.16	$ 68,652.86	$ 5,921.94	$ 530,117.42	$ 6,851.92
14	Remote PSAP with 12 positions including all connectivity within the PSAP.	1	$ 112,410.47	$ 69,749.64	$ 6,398.55	$ 566,073.11	$ 7,399.99
15	Remote PSAP with 13 positions including all connectivity within the PSAP.	1	$ 118,672.78	$ 70,846.43	$ 6,875.15	$ 602,028.21	$ 7,948.06
16	Remote PSAP with 14 positions including all connectivity within the PSAP.	1	$ 124,935.08	$ 71,943.21	$ 7,351.76	$ 637,983.89	$ 8,496.12
17	Remote PSAP with 15 positions including all connectivity within the PSAP.	1	$ 148,689.32	$ 74,895.84	$ 7,305.05	$ 661,888.16	$ 8,446.77
18	Remote PSAP with 16 positions including all connectivity within the PSAP.	1	$ 155,295.27	$ 75,992.63	$ 7,749.76	$ 696,273.50	$ 8,958.42

19	Remote PSAP with 17 positions including all connectivity within the PSAP.	1	$ 161,901.21	$ 77,089.41	$ 8,194.48	$ 730,659.42	$ 9,470.08
20	Remote PSAP with 18 positions including all connectivity within the PSAP.	1	$ 168,507.14	$ 78,186.20	$ 8,639.19	$ 765,044.74	$ 9,981.73
21	Remote PSAP with 19 positions including all connectivity within the PSAP.	1	$ 175,113.09	$ 79,282.99	$ 9,083.91	$ 799,430.68	$ 10,493.40
22	Remote PSAP with 20 positions including all connectivity within the PSAP.	1	$ 181,719.03	$ 80,380.77	$ 9,528.63	$ 833,817.60	$ 11,005.06
23	At the time of installation, the cost to add an additional position for a Remote PSAP configuration over 20 positions in a Host- Remote system including all connectivity within the PSAP, priced as each.	1	$ 21,734.94	$ 1,096.79	$ 1,496.06	$ 112,595.33	$ 1,791.49
24	After intial installation, the cost to add an additional position to a Remote PSAP within a Host-Remote system including all hardware, software, training, cabling and any additional materials necessary for install, priced as each.	1	$ 21,984.94	$ 16,096.79	$ 1,496.06	$ 127,845.33	$ 1,791.49
25	After intial installation, the cost at an individual Host to add another PSAP to an existing Host-Remote system, priced as each.	1	$ 34,786.56	$ 52,117.06	$ -	$ 86,903.62	$ -
			SUBTOTALS (for evaluation purposes only) :			$ 11,285,412.15	$ 137,291.21

22.8 - APPLICATIONS AND PERIPHERALS COST WORKSHEET

Bidder's Name: AT&T VESTA

(a.)	(b.)	(c.)	(d.)	(e.)	(f.)	(g.)	(h.)	(j)
Line Item #	**Application or Peripheral**	**Unit of Measure**	**Equipment Unit Price**	**Implementation Unit Price**	**Monthly Maintenance Rate Years 1-5**	**Cost for CPE Applications and Peripherals for 5 Years c*[d+e+(f*60)]**	**Additional Monthly Maintenance Rate Beyond Year 5**	**CPE Provider Agrees to provide this Item YES/NO**
1	Geographical Information System (GIS) Mapping System functionality including all required server hardware and software, including a license as needed, in the PSAP backroom or Host location.	1	$ -	$ -	$ -	$ -	$ -	NO
2	Geographical Information System (GIS) Mapping System functionality **per position** including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$ -	$ -	$ -	$ -	$ -	NO
3	Digital Voice Logging Recorder (DVLR) with maximum of 64 analog or digital channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$ 111,180.46	$ 45,124.48	$ 784.19	$ 203,356.34	$ 901.82	YES
4	Digital Voice Logging Recorder (DVLR) with minimum of 65 analog or digital channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$ 158,267.85	$ 68,611.19	$ 1,376.32	$ 309,458.24	$ 1,582.77	YES
5	External Time Source (Net clock)	1	$ 30,000.00	$ 1,230.77	$ 200.00	$ 43,230.77	$ 220.00	YES
6	Real-Time Call Status System	1	$ 6,650.14	$ 2,443.08	$ 557.42	$ 42,538.42	$ 641.03	YES
7	Real-Time Call Status Display	1	$ 5,000.00	$ 1,500.00	$ 200.00	$ 18,500.00	$ 225.00	YES
8	IP Phone Set	1	$ 1,403.66	$ 760.00	$ 43.81	$ 4,792.26	$ 50.38	YES
9	Automatic Call Distribution (ACD) Site Activation functionality including all required server hardware and software, including a license as needed, **in the PSAP backroom or Host location.**	1	$ -	$ -	$ 181.44	$ 10,886.40	$ 208.66	YES
10	Automatic Call Distribution (ACD) functionality **per position/Agent** including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$ -	$ -	$ 263.04	$ 15,782.40	$ 302.50	YES
11	Management Information System (MIS) functionality including all required server hardware and software, including a license as needed, **in the PSAP backroom or Host location.**	1	$ 36,791.15	$ 7,880.23	$ 300.00	$ 62,671.38	$ 330.00	YES
12	Management Information System (MIS) functionality **per position** including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$ -	$ -	$ -	$ -	$ -	YES
13	One time 1-3 month API development outside of NENA i3 and SOW requirements	1	$ -	$ 35,000.00	$ -	$ 35,000.00	$ -	YES
14	One time 3-6 month API development outside of NENA i3 and SOW requirements	1	$ -	$ 60,000.00	$ -	$ 60,000.00	$ -	YES

15	One time 6-9 month API development outside of NENA i3 and SOW requirements	1	$ -	$ 100,000.00	$ -	$ 100,000.00	$ -	YES
16	New technology integration (MRC per position per month)	1	$ 28,283.74	$ 72,528.82	$ -	$ 100,812.56	$ -	YES
			SUBTOTALS (for evaluation purposes only)			**$ 1,007,028.77**	**$ 4,462.16**	

22.9 - LABOR RATES COST WORKSHEET

Bidder's Name : AT&T VESTA

(a.)	(b.)	(c.)
Line Item#	**Labor Classification**	**Hourly Rate**
1	Technician	**$ 200.00**
2	System Engineer	**$ 250.00**
3	Project Manager	**$ 225.00**
	Subtotal (for evaluation purposes only)	**$ 675.00**