



Request for Proposal

RFP 6104-2019

PART 2 – Bidder Response

FOR

NG 9-1-1 Cloud Native or Data Center Call Processing Equipment

Issued by:

State of California

California Governor's Office of Emergency Services (Cal OES)

Part 1 of the solicitation contains the Bidder and bidding instructions, proposal form instructions, solution requirements and instructions, and all other instructional/compliance information that the Bidder must meet in order to be considered responsive and responsible to the solicitation.

Part 2 of the solicitation contains all forms the Bidders must complete and return with their proposal; including administrative forms, qualification forms, requirement responses and all Exhibits/Attachments discussed in Part 1.

Disclaimer: The original PDF version and any subsequent addenda of the RFP released by the Procurement Official of this proposal 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.

RFP

PART 2 BIDDER RESPONSE

TABLE OF CONTENTS

PART 2 BIDDER RESPONSE	2
EXHIBIT A, STATEMENT OF WORK.....	7
1 BACKGROUND AND PURPOSE	7
1.1 OBJECTIVE	8
2 DESCRIPTION OF PROPOSED SERVICE	9
2.1 SERVICE TO BE PROVIDED	9
2.2 CPE SERVICES ENVIRONMENT	10
2.3 COMMERCIALY AVAILABLE HARDWARE.....	10
3 CONTRACT TERM	10
3.1 CONTRACT COMMENCEMENT TIME	11
3.2 CONTRACT AMENDMENTS	12
3.3 CONTRACT TERMINATION	12
3.4 CAL OES NG911 LAB CPE TESTING	12
4 ORDERING AND DELIVERY PROCESS	12
4.1 PERFORMANCE BOND AT PSAP OR CAL OES REQUEST.....	12
4.2 9-1-1 CPE SYSTEM DIAGRAMS.....	13
4.3 9-1-1 CPE INSTALLATION.....	13
4.4 PSAP SITE SURVEY.....	13
4.5 PSAP SITE MODIFICATIONS.....	13
4.6 CERTIFICATION OF EQUIPMENT READINESS	13
4.7 RELOCATION.....	14
4.8 MOVES, ADDS AND CHANGES (MACS).....	14
4.9 DOCUMENTATION.....	15
4.10 EQUIPMENT DELIVERY AND SHIPMENT	15
5 CONTRACT CONTACTS	16
6 EVERGREEN TECHNICAL REQUIREMENTS	16
6.1 LOCAL HARDWARE	16
6.2 UPGRADES AND PLANNED MAINTENANCE DOWN-TIME	17
6.3 PLANNED MAINTENANCE.....	17
6.4 REMEDIAL MAINTENANCE	17
6.5 RNSP/PNSP REPAIRS	18
6.6 REPLACEMENT PARTS.....	18
6.7 SYSTEM OR SOFTWARE UPDATES.....	18

6.8	EVERGREEN SERVICE EXCLUSIONS	18
7	CONTRACTOR FACILITY LOCATIONS	19
8	CA 9-1-1 BRANCH ROLES AND RESPONSIBILITIES	19
9	PSAP RESPONSIBILITIES	20
10	CONTRACTOR'S ROLES AND RESPONSIBILITIES	20
11	LABOR CLASSIFICATIONS	21
12	PROJECT MANAGEMENT	22
13	SUBCONTRACTORS	22
14	ALTERATIONS AND ATTACHMENTS.....	22
15	PROBLEM ESCALATION	23
15.1	SERVICE ISSUES AND OUTAGE NOTIFICATION.....	23
15.1.1	OUTAGE NOTIFICATION	24
15.1.2	OTHER EVENT NOTIFICATION	24
16	CHANGE CONTROL PROCESS	25
17	CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS.....	25
17.1	MAINTENANCE PLAN.....	25
18	TRAINING.....	26
18.1	TRAINING TIMES AND LOCATIONS	26
18.2	TRAINING PLAN.....	26
18.3	TRAINING ON NEW FUNCTIONALITY	27
19	CPE SYSTEM ACCEPTANCE.....	27
19.1	ACCEPTANCE TESTING CRITERIA	28
19.2	CONTRACT TERMINATION	28
20	DATA HANDLING.....	29
20.1	DATA HANDLING AND OWNERSHIP	29
20.2	CALL DATA RECORDS	29
20.3	9-1-1 TRAFFIC DATA	30

21	PSAP HELP DESK/CALL CENTER.....	30
22	SERVICE LEVEL AGREEMENTS (SLA).....	30
22.1	SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT.....	30
22.2	CONTRACTOR'S MONTHLY ACTIVITY REPORT	30
22.3	SLA REPORTING REQUIREMENTS.....	31
22.3.1	TIME TO REPAIR CRITICAL FAILURE.....	31
22.3.2	TIME TO REPAIR MAJOR FAILURE	32
22.3.3	TIME TO REPAIR MINOR FAILURE	32
22.3.4	AVAILABILITY	33
22.3.5	OUTAGE NOTIFICATION	33
22.3.6	DEPLOYMENT AND CUSTOMER ACCEPTANCE.....	34
22.3.7	SLA REPORTING.....	34
22.3.8	SLA REMITTANCE.....	34
22.3.9	SOFTWARE UPDATE ROLLBACK	35
22.3.10	QUALITY OF SERVICE.....	35
22.3.11	PLANNED OUTAGES.....	35
22.3.12	NON-DELIVERY OF SYSTEM REQUIREMENTS.....	36
22.3.13	FAILURE TO COLLABORATE	36
22.3.14	ROOT CAUSE ANALYSIS FOR UNPLANNED OUTAGES.....	37
22.3.15	SYSTEM MONITORING	37
22.3.16	CUMMULATIVE / MULTIPLE SLA LIMITATIONS	37
22.3.17	STANDARDS COMPLIANCE UPDATES	38
22.4	STOP CLOCK CONDITIONS	38
22.5	REPORTING TROUBLE TICKET LOG	39
23	INSURANCE REQUIREMENTS	39
24	BUDGET DETAIL AND PAYMENT PROVISIONS	43
25	BUDGET CONTINGENCY CLAUSE.....	44

SOW - ATTACHMENT 1: CPE SERVICE INVOICE SAMPLE TEMPLATE	45
SOW - ATTACHMENT 1A: CPE SERVICE INVOICE TEMPLATE INSTRUCTIONS.....	47
SOW - ATTACHMENT 2 - PSAP LIST.....	50
SOW - ATTACHMENT 3 – SAMPLE SOW TEMPLATE.....	65
SOW - ATTACHMENT 4 – CONTRACTOR’S LICENSE INFORMATION	67
SOW – ATTACHMENT 5 – PROJECT MILESTONE REPORT.....	68
EXHIBIT 1: STD 213, STANDARD AGREEMENT	69
EXHIBIT 2: INTENT TO BID	70
EXHIBIT 3: CONFIDENTIALITY STATEMENT	71
EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS	73
EXHIBIT 5: GSPD 05-105 BIDDER DECLARATION	75
EXHIBIT 6: SECRETARY OF STATE CERTIFICATION.....	75
EXHIBIT 7: WORKERS' COMPENSATION CERTIFICATION	76
EXHIBIT 8: COVER LETTER FORM	77
EXHIBIT 9: PAYEE DATA RECORD.....	78
EXHIBIT 10: IRAN CONTRACTING ACT OF 2010	79
EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION	81
EXHIBIT 12: DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) DECLARATIONS.....	82
EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES	83
EXHIBIT 14: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION.....	85
EXHIBIT 15: STD 830 TACPA PREFERENCE REQUEST.....	86
EXHIBIT 16: RESPONSIBILITY CERTIFICATION	87
EXHIBIT 17: CONTRACTOR'S LICENSE INFORMATION	88
EXHIBIT 18: BIDDER QUALIFICATION FORM - INSTRUCTIONS	89
EXHIBIT 18.1: BIDDER QUALIFICATIONS FORM.....	91
EXHIBIT 18.2: BIDDER REFERENCE FORM	93
EXHIBIT 19: BOND AND OTHER SECURITY DOCUMENTS	95
EXHIBIT 20: TECHNICAL REQUIREMENTS NARRATIVE RESPONSE	96
EXHIBIT 21: TECHNICAL REQUIREMENTS.....	97
EXHIBIT 22: COST WORKBOOK	98
EXHIBIT 26A: ACRONYMS.....	102
EXHIBIT 26B: GLOSSARY OF TERMS	105

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.

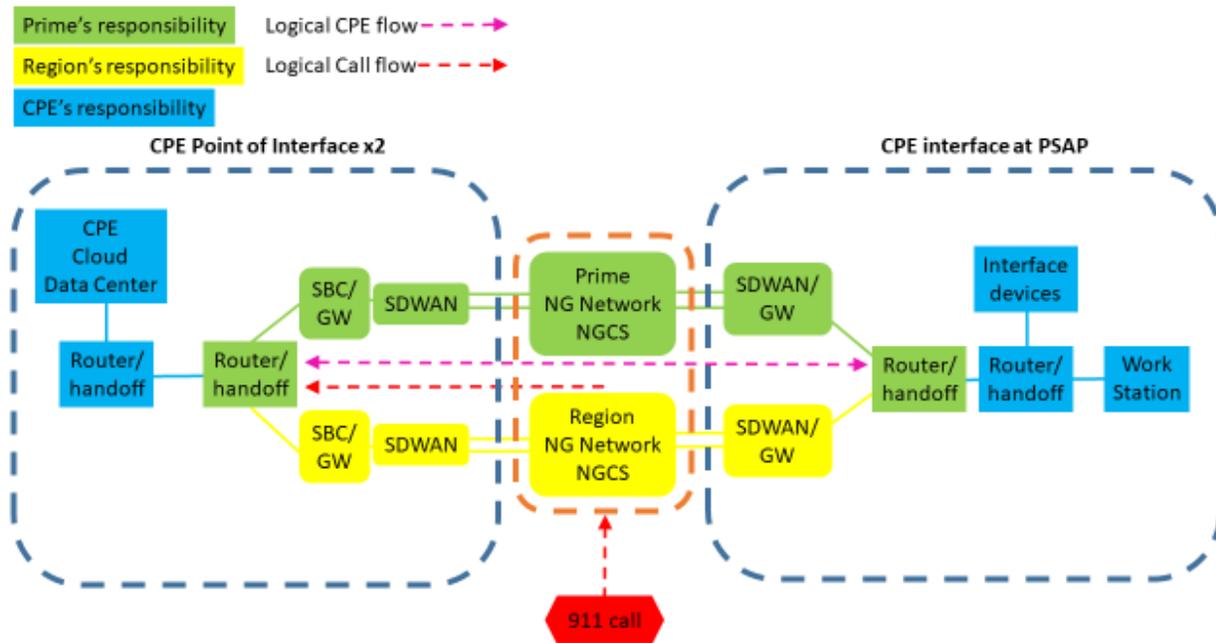


FIGURE 1: NG 9-1-1 TRAFFIC RESPONSIBILITY

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 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.

This SOW will also establish a standard CPE platform that complies with NENA i3, interfaces with the PSNP 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 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.

2.2 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 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 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.

2.3 COMMERCIALY AVAILABLE HARDWARE

Where ever 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), Statewide Technology Procurement (STP), 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 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 service, the PSAP may cancel service with 30 days' notice to the Contractor. After year five (5), if the PSAP chooses to continue service, it will be on a month to month basis. The PSAP may cancel the service 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.

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).

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). All CPE shall be validated in the CA 9-1-1 Branch NG 9-1-1 Lab prior to selling and installing at any PSAP. Vendor will deploy CPE and run test calls through the system. When every step of the System Acceptance Checklist has been completed and approved by the CA 9-1-1 Branch, the system shall be deemed suitable for deployment to the PSAPs in California. CPE testing in the Cal OES NG9-1-1 lab shall be completed within 10 working days from start of testing. If testing produces actionable items that require correction, the vendor shall be given time to correct issues. Upon correction, a new 10 day testing period is required.

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/PublicSafetyCommunicationsSite/Documents/004-ChapterIIIFunding.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. 911 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

Orders from the PSAP must be completely installed and ready for acceptance testing within 90 calendar days after TD-288 is issued.

The installation date may be changed by mutual consent of the Contractor and the PSAP; however, the system installation schedule must be updated with the revised dates. The 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 refers 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. The Contractor shall provide routine MACs as requested by the PSAP. When performing MACs, the Contractor will not bill for travel time to and from the PSAP or preparation time, only the time spent actually performing the MACs.
2. For those MACs that are performed routinely, such as adding or deleting new workstations, changing speed dial numbers, etc., the Contractor shall provide training to the PSAP System Administrator if required.

3. 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.
4. 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:
Name: Andrew Mattson	Name:
Address: 601 Sequoia Pacific Blvd. MS 911 Sacramento, CA 95811	Address:
Phone: (916) 657-9459	Phone:
e-mail: Andrew.Mattson@caloes.ca.gov	e-mail:

Direct all Contract inquiries to:

State: Governor's Office of Emergency Services	Contractor:
Unit: Procurement/Contracts Unit	Attention:
Name: Saagar Patel	
Address: 3650 Schriever Ave Mather, CA 95655	Address:
Phone: (916) 845-8180	Phone:
e-mail: Saagar.Patel@caloes.ca.gov	e-mail:

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 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 25% 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 workstation, 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 90 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 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 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 the best available hours at the direction of the PSAP.
- 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.
- 3) System Engineer - A system engineer shall be capable of engineering the entire solution and any related programming that 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 and will be on-site during cutover to the new 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.

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-####

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 fifteen (15) 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 fifteen (15) 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 cloud or data center based CPE Services for the term of the Contract. No additional costs outside of the cost workbook, EXHIBIT 22, 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 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 MONTHLY 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. Also includes failure of 25% or more workstations at the PSAP.	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
<p>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 data, etc. are disrupted.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p> <p>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.</p>

22.3.3 TIME TO REPAIR MINOR FAILURE

Definition	Measurement Method	Objective	Rights and Remedies
<p>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.</p>	<p>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.</p>	<p>Each Minor Failure will be resolved within 48 hours of notification to the Contractor's customer support center or by alarm, whichever comes first.</p>	<p>Each occurrence of a failure to meet this SLA objective shall result in a 10% credit of the CPE Service Cost MRC for the affected PSAP.</p> <p>A minor failure lasting longer than 240 hours shall result in a credit of 50% of the CPE Service Cost MRC of all affected PSAPs.</p>

22.3.4 AVAILABILITY

Definition	Measurement Method	Objective	Rights and Remedies
<p>Availability captures short duration outages within a month that do not trigger other time to repair SLAs such as Critical, Major, and Minor.</p>	<p>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.</p>	<p>Monthly up-time shall be greater than 99.999%.</p>	<p>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.</p> <p>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.</p> <p>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.</p>

22.3.5 OUTAGE NOTIFICATION

Definition	Measurement Method	Objective	Rights and Remedies
<p>Outage is defined as critical failure of CPE (as defined in time to repair critical failure SLA).</p>	<p>Critical failure with a duration of fifteen (15) minutes or more.</p>	<p>Notification to Cal OES of all outages of fifteen (15) minutes or more. Cal OES shall be notified within fifteen (15) minutes of</p>	<p>\$1,000 credit for failure to notify Cal OES within fifteen (15) minutes of outage.</p> <p>Failure to report continuing after the initial fifteen (15) minutes will result in an</p>

		discovery of outage.	additional \$5,000 per every five (5) minute increment. Not to exceed \$25,000 per outage.
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22.3.6 DEPLOYMENT AND CUSTOMER ACCEPTANCE

Definition	Measurement Method	Objective	Rights and Remedies
Vendor shall adhere to the agreed upon installation dates identified in the SOW.	PSAP system acceptance shall occur within fourteen (14) days of system installation.	To prevent delays of CPE deployment beyond 14 days.	Any delay beyond fourteen (14) days shall result in a 25% credit of total installation costs listed on the authorized TD-288.

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 10 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 UPDATE ROLLBACK

Definition	Measurement Method	Objective	Rights and Remedies
Contractor must be able to roll back to previous version of CPE software within 30 minutes of discovery when any update, bug fix, patch, hot fix, etc. causes a critical, or major failure at the PSAP.	Minutes	To prevent outages at the PSAP due to faulty software updates.	Contractor to provide \$500 credit or adjustment for every 30 minutes 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 and monitored by an automated Mean Opinion Score (MOS) measurement tool. SLA does not apply if PNSP or RNSP is determined to be the cause of the audio degradation.	MOS values shall be measured hourly to determine the average MOS score, unless a problem has been detected. MOS is measured between cloud or data center and the CPE located at the PSAP.	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 shall occur no less than 48 hours prior to planned outage.	To provide advanced warning, enabling Cal OES and the	Lack of 48 hours' notice shall result in a one-time \$10,000 credit to Cal OES.

notification and justification.		PSAPs time to prepare.	
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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 30 calendar days 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 15 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

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 all 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 by 15 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.

22.4 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) Available Coverages/Limits – All coverage and limits available to the Contractor shall also be available and applicable to the State;
- i) Satisfying a Self-Insured Retention (SIR) - All insurance required by this Contract must allow the State to pay and/or act as the Contractor's agent in satisfying any SIR. The choice to pay and/or act as the Contractor's agent in satisfying any SIR is at the State's discretion;
- j) Use of Subcontractors - In the case of Contractor's utilization of subcontractors to complete the contracted scope of work, Contractor shall include all subcontractors as insured's under Contractor's insurance or

supply evidence of subcontractor's insurance to the State equal to policies, coverages, and limits required of Contractor.

2) Contract Insurance Requirements

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

a) Commercial General Liability

Contractor shall obtain, at Contractor's expense, and keep in effect during the term of this Contract, Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverages that are satisfactory to the State. This insurance shall include personal and advertising injury liability, products, completed operations, and contractual liability coverage for the indemnity provided under this Contract. Coverage shall be written on an occurrence basis in an amount not be less than \$1,000,000 per occurrence. Annual aggregate limit shall not be less than \$2,000,000. The State of California, its officers, agents, and employees are to be covered as additional insured with respect to liability arising out of work or operations.

b) Automobile Liability

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

c) Workers' Compensation and Employer's Liability

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

d) Technology Professional Liability/Errors and Omissions Insurance appropriate to the Contractors profession and work hereunder, with limits not less than \$1,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Contractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private

information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

1. The Policy shall include, or be endorsed to include, property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the State in the care, custody, or control of the Contractor. If not covered under the Contractors liability policy, such "property" coverage of the 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) Statement requiring the Insurer to provide written notice to Cal OES 30 calendar days prior to canceling Contractor's policy;

- c) Statement that the CA 9-1-1 Branch, its officers, agents, servants and employees are included as additional insured on the policy, but only insofar as the services under this Contract are concerned;
- d) Statement that neither the CA 9-1-1 Branch, nor any of its agencies, will be responsible for any premium or assessment on said policies;
- e) The Contractor shall submit the certificate of insurance, identifying the California Governor's Office of Emergency Services Contract number.

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.

SOW - ATTACHMENT 1: CPE SERVICE INVOICE SAMPLE TEMPLATE

 **Logo Name**
 Your Company Name
 Street Address
 City, ST ZIP Code
 Phone

DATE Date	CONTRACT/TRACKING NO Number, Trk #	ACCOUNT NUMBER Number	INVOICE NO 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	PSAP LOCATION NAME	SERVICE TYPE	SERVICE PERIOD
ACCEPTANCE DATE 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

The California PSAPs listed below represent those funded by the CA 9-1-1 Branch. Not all PSAPs request/receive funding from the CA 9-1-1 Branch; therefore, the list is not inclusive of all PSAPs in California.

#	FCC ID	PSAP NAME	LOCATION	LAST REFRESH	BUSY HOUR RANGE
1	8225	Alameda County Regional Fire/LLNL	Livermore	3/14/17	101-300
2	523	Alameda County Sheriff's Department	San Leandro	7/25/14	101-300
3	524	Alameda Police Department	Alameda	8/4/17	101-300
4	525	Albany Police Department	Albany	8/7/18	0-100
5	526	Alhambra Police/Fire Department	Alhambra	7/30/16	101-300
6	528	Amador County Sheriff's Department	Jackson	3/14/19	101-300
7	530	Anaheim Police Department	Anaheim	1/27/15	301-750
8	532	Antioch Police Department	Antioch	11/9/15	101-300
9	533	Arcadia Police Department	Arcadia	12/6/18	101-300
10	534	Arcata Police Department	Arcata	11/27/18	0-100
11	536	Arvin Police Department	Arvin	12/4/18	101-300
12	537	Atascadero Police Department	Atascadero	6/20/18	0-100
13	538	Atherton Police Department	Atherton	3/1/17	0-100
14	539	Atwater Police Department	Atwater	11/11/15	101-300
15	540	Auburn Police Department	Auburn	9/14/17	0-100
16	542	Avalon Fire Department	Avalon	1/6/15	0-100
17	544	Azusa Police Department	Azusa	12/8/15	101-300
18	545	Bakersfield Police Department	Bakersfield	10/11/17	751-1450
19	546	Baldwin Park Police Department	Baldwin Park	1/14/16	101-300
20	547	Banning Police Department	Banning	11/4/15	101-300
21	548	Barstow Police Department	Barstow	5/14/15	101-300
22	8114	Bay Area Rapid Transit (BART) Police Dept.	Oakland	7/19/17	101-300
23	551	Beaumont Police Department	Beaumont	5/26/15	101-300
24	552	Bell Gardens Police Department	Bell Gardens	7/2/19	101-300
25	553	Bell Police Department	Bell	10/15/13	101-300
26	554	Belmont Police Department	Belmont	9/1/16	0-100

27	555	Benicia Police Department	Benicia	2/10/15	0-100
28	556	Berkeley Police/Fire Communications Center	Berkeley	5/18/17	101-300
29	558	Beverly Hills Police Department	Beverly Hills	11/8/16	101-300
30	560	Bishop Police Department	Bishop	11/15/18	0-100
31	561	Blythe Police Department	Blythe	6/30/14	0-100
32	562	Brawley Police Department	Brawley	3/27/19	101-300
33	563	Brea Police Department	Brea	12/10/18	101-300
34	8531	Brentwood Police Department	Brentwood	8/18/17	101-300
35	567	Buena Park Police Department	Buena Park	10/24/16	101-300
36	568	Burbank Police Department	Burbank	12/13/16	101-300
37	569	Burlingame Police Department	Burlingame	10/2/13	101-300
38	571	Butte County Sheriff's Department	Oroville	9/30/19	101-300
39	574	Calaveras County Sheriff's Department	San Andreas	5/15/14	101-300
40	576	Calexico Police Department	Calexico	2/20/19	101-300
41	589	CAL-FIRE Camino (Amador/El Dorado Unit)	Camino	8/3/15	101-300
42	599	CAL-FIRE El Cajon (San Diego Unit)	El Cajon	10/29/15	101-300
43	601	CAL-FIRE Felton (San Mateo/Santa Cruz)	Felton	7/12/16	0-100
44	725	CAL-FIRE Fortuna (Humboldt/Del Norte Unit)	Fortuna	8/18/16	0-100
45	591	CAL-FIRE Fresno (Fresno/Kings Unit)	Fresno	3/9/15	0-100
46	596	CAL-FIRE Grass Valley (Nevada/Yuba/Placer)	Grass Valley	4/1/15	101-300
47	592	CAL-FIRE Mariposa (Madera/Mariposa/Merced)	Mariposa	8/6/15	0-100
48	594	CAL-FIRE Monterey (San Benito/Monterey)	Monterey	12/26/14	0-100
49	602	CAL-FIRE Morgan Hill (Santa Clara Unit)	Morgan Hill	7/7/15	0-100
50	570	CAL-FIRE Oroville (Butte Unit)	Oroville	9/21/18	101-300
51	597	CAL-FIRE Perris (Riverside Unit)	Perris	12/6/16	301-750
52	605	CAL-FIRE Red Bluff (Tehama/Glenn Unit)	Red Bluff	5/1/16	0-100
53	603	CAL-FIRE Redding (Shasta/Trinity Unit)	Redding	3/15/16	0-100
54	606	CAL-FIRE San Andreas (Tuolumne/Calaveras)	San Andreas	11/17/14	0-100
55	598	CAL-FIRE San Bernardino (San Bernardino)	San Bernardino	12/16/13	101-300

56	600	CAL-FIRE San Luis Obispo (San Luis Obispo)	San Luis Obispo	1/14/13	0-100
57	595	CAL-FIRE St Helena (Sonoma/Lake/Napa)	St Helena	4/23/15	101-300
58	992	CAL-FIRE Susanville (Lassen/Modoc Unit)	Susanville	6/10/19	0-100
59	1004	CAL-FIRE Visalia (Tulare Unit)	Visalia	11/12/14	0-100
60	593	CAL-FIRE Willits (Mendocino Unit)	Willits	5/13/15	101-300
61	607	CAL-FIRE Yreka (Siskiyou Unit)	Yreka	12/8/16	0-100
62	577	California City Police Department	California City	2/4/16	101-300
63	579	Calistoga Police Department	Calistoga	5/27/16	0-100
64	581	Campbell Police Department	Campbell	6/18/15	101-300
65	582	Carlsbad Police Department	Carlsbad	4/23/19	101-300
66	584	Carmel Police Department	Carmel	8/29/17	0-100
67	587	Cathedral City Police Department	Cathedral City	11/29/16	101-300
68	609	Ceres Police Department	Ceres	7/17/15	101-300
69	8116	Cerritos College Police Department	Norwalk	4/6/18	0-100
70	610	Chico Police Department	Chico	11/4/19	101-300
71	612	Chino Police Department	Chino	9/3/19	101-300
72	613	Chowchilla Police Department	Chowchilla	10/27/15	0-100
73	637	CHP Atwater (Merced)	Atwater	12/19/16	751-1450
74	614	CHP Bakersfield (Kern)	Bakersfield	1/3/17	751-1450
75	615	CHP Barstow (San Bernardino)	Barstow	8/9/17	301-750
76	616	CHP Bishop (Inyo)	Bishop	10/7/16	301-750
77	617	CHP Border Comm Center	San Diego	7/11/16	751-1450
78	618	CHP Capitol Communications Center	Sacramento	9/30/16	0-100
79	619	CHP Chico (Butte)	Chico	8/28/17	301-750
80	620	CHP El Centro (Imperial)	Imperial	9/25/17	101-300
81	623	CHP Eureka (Humboldt)	Arcata	11/20/17	751-1450
82	621	CHP Fresno	Fresno	4/10/18	751-1450
83	624	CHP Indio (Riverside)	Indio	3/20/17	301-750
84	625	CHP Inland (San Bernardino)	Fontana	10/3/16	1451-3600
85	639	CHP Irvine (Orange)	Irvine	1/5/18	751-1450
86	626	CHP Los Angeles	Los Angeles	2/20/18	1451-3600
87	641	CHP Rancho Cordova (Sacramento)	Rancho Cordova	4/8/16	1451-3600

88	640	CHP Redding (Shasta)	Redding	4/6/17	101-300
89	638	CHP Salinas (Monterey)	Salinas	8/29/16	301-750
90	642	CHP San Luis Obispo	San Luis Obispo	11/20/17	101-300
91	643	CHP Stockton (San Joaquin)	Stockton	5/27/16	301-750
92	644	CHP Susanville (Lassen)	Susanville	5/15/17	101-300
93	647	CHP Ukiah (Mendocino)	Ukiah	2/14/17	101-300
94	622	CHP Vallejo/Golden Gate (Solano)	Vallejo	8/23/18	1451-3600
95	648	CHP Ventura	Ventura	12/19/16	301-750
96	649	CHP Yreka (Siskiyou)	Yreka	10/30/17	101-300
97	650	Chula Vista Police Department	Chula Vista	10/31/19	101-300
98	8255	Citrus Heights Police Department	Citrus Heights	1/29/18	101-300
99	653	Claremont Police Department	Claremont	8/3/15	0-100
100	8591	Clearlake Police Department	Clearlake	9/22/19	0-100
101	654	Cloverdale Police Department	Cloverdale	2/4/16	0-100
102	655	Clovis Police Department	Clovis	9/24/10	101-300
103	658	Coalinga Police Department	Coalinga	7/22/19	0-100
104	659	Colma Police Department	Colma	9/19/13	0-100
105	660	Colton Police Department	Colton	6/25/14	101-300
106	661	Colusa County Sheriff's Department	Colusa	11/21/16	0-100
107	663	Concord Police Department	Concord	2/28/19	101-300
108	911	CONFIRE - San Bernardino County Fire (Rialto)	Rialto	12/6/13	301-750
109	665	Contra Costa County Fire Protection District	Pleasant Hill	10/7/14	101-300
110	666	Contra Costa County Sheriff's Department	Martinez	11/17/15	301-750
111	667	Corcoran Police Department	Corcoran	10/9/19	101-300
112	669	Corning Fire Department	Corning	1/14/17	0-100
113	668	Corning Police Department	Corning	9/23/15	0-100
114	670	Corona Police Department	Corona	8/19/16	101-300
115	671	Coronado Police Department	Coronado	11/30/15	101-300
116	672	Costa Mesa Police Department	Costa Mesa	6/3/14	101-300
117	673	Cotati Police Department	Cotati	10/7/15	0-100
118	674	Covina Police Department	Covina	4/20/15	101-300
119	8074	CSU Channel Island Police Department	Camarillo	6/5/15	0-100

120	677	CSU Chico Police Department	Chico	1/13/20	0-100
121	678	CSU Dominguez Hills Police Department	Carson	5/27/16	0-100
122	8115	CSU East Bay Police Department	Hayward	8/22/16	0-100
123	679	CSU Fresno Police Department	Fresno	8/18/09	0-100
124	680	CSU Fullerton Police Department	Fullerton	11/18/16	0-100
125	758	CSU Humboldt Police Department	Arcata	5/3/17	0-100
126	8118	CSU Long Beach University Police	Long Beach	3/29/16	0-100
127	681	CSU Los Angeles Police Department	Los Angeles	8/17/15	0-100
128	682	CSU Northridge University Police	Northridge	2/10/15	0-100
129	573	CSU Pomona (Cal Poly) Police Department	Pomona	8/1/16	0-100
130	683	CSU San Bernardino Police Department	San Bernardino	7/22/13	0-100
131	684	CSU San Diego Police Department	San Diego	5/22/16	0-100
132	929	CSU San Francisco Police Department	San Francisco	8/18/14	0-100
133	685	CSU San Jose Police Department	San Jose	10/23/14	0-100
134	8124	CSU San Luis Obispo (Cal Poly) Police Dept.	San Luis Obispo	9/6/18	0-100
135	8256	CSU San Marcos Police Department	San Marcos	7/18/16	0-100
136	691	Davis Police Department	Davis	6/3/10	101-300
137	692	Del Norte County Sheriff's Department	Crescent City	6/11/19	101-300
138	693	Delano Police Department	Delano	6/7/17	101-300
139	694	Dinuba Police Department	Dinuba	7/8/13	101-300
140	8231	Dos Palos Police Department (Westside Regional Comm)	Dos Palos	6/1/17	0-100
141	695	Downey Fire Department	Downey	4/18/19	101-300
142	696	Downey Police Department	Downey	2/18/16	101-300
143	697	East Bay Regional Park District	Castro Valley	2/23/15	0-100
144	702	El Cajon Police Department	El Cajon	6/9/17	101-300
145	703	El Camino Community College District Police	Torrance	2/25/19	0-100
146	705	El Centro Police Department	El Centro	2/21/19	101-300
147	708	El Dorado County Sheriff's Department	Placerville	9/14/14	101-300
148	709	El Monte Police Department	El Monte	6/8/17	101-300
149	8155	Elk Grove Police Department	Elk Grove	12/19/13	101-300
150	711	Emeryville Police Department	Emeryville	9/3/15	0-100

151	713	Escondido Police Department	Escondido	12/13/16	101-300
152	715	Eureka Police Department	Eureka	11/18/14	101-300
153	717	Fairfax Police Department	Fairfax	7/13/16	0-100
154	718	Fairfield Police Department	Fairfield	4/18/19	301-750
155	722	Firebaugh Police Department	Firebaugh	8/27/17	0-100
156	723	Folsom Police Department	Folsom	4/23/19	101-300
157	724	Fontana Police Department	Fontana	3/15/17	101-300
158	726	Fortuna Police Department	Fortuna	10/10/19	0-100
159	727	Foster City Police Department	Foster City	9/4/14	0-100
160	728	Fountain Valley Police Department	Fountain Valley	7/19/18	101-300
161	730	Fremont Police Department	Fremont	10/23/18	101-300
162	731	Fresno County EMS	Fresno	2/6/13	301-750
163	732	Fresno County Sheriff's Department	Fresno	3/3/17	101-300
164	733	Fresno Police Department	Fresno	8/31/18	1451-3600
165	737	Fullerton Police Department	Fullerton	10/2/19	101-300
166	738	Galt Police Department	Galt	2/2/16	0-100
167	739	Garden Grove Police Department	Garden Grove	11/8/17	101-300
168	740	Gilroy Police Communications	Gilroy	5/12/16	101-300
169	741	Glendale Police Department	Glendale	9/14/16	101-300
170	742	Glendora Police Department	Glendora	6/29/17	101-300
171	743	Glenn County Sheriff's Department	Willows	3/29/19	101-300
172	745	Gridley Police Department	Gridley	12/9/19	0-100
173	746	Grover Beach Police Department	Grover Beach	6/18/18	0-100
174	748	Hanford Police Department	Hanford	1/7/19	101-300
175	749	Hayward Police Department	Hayward	11/14/14	101-300
176	750	Healdsburg Police Department	Healdsburg	8/16/16	0-100
177	751	Heartland Communications Facility Authority-Fire	El Cajon	8/19/13	101-300
178	752	Hemet Police Department	Hemet	10/13/16	101-300
179	754	Hillsborough Police Department	Hillsborough	11/20/14	0-100
180	757	Humboldt County Sheriff's Department	Eureka	8/14/14	101-300
181	759	Huntington Beach Police Department	Huntington Beach	1/15/19	101-300
182	760	Huntington Park Police Department	Huntington Park	6/18/18	101-300
183	761	Huron Police Department	Huron	5/3/16	0-100

184	764	Imperial County Sheriff's Department	El Centro	2/27/19	101-300
185	765	Indio Police Department	Indio	6/17/14	101-300
186	766	Inglewood Police/Fire Department Comm.	Inglewood	9/22/14	101-300
187	767	Inyo County Sheriff's Department	Independence	11/13/14	0-100
188	768	Irvine Police Department	Irvine	3/31/16	101-300
189	769	Irwindale Police Department	Irwindale	4/10/15	0-100
190	8242	Kern County Fire Department	Bakersfield	10/31/14	301-750
191	771	Kern County Sheriff's Department	Bakersfield	12/6/14	301-750
192	772	Kings County Sheriff's Department	Hanford	4/19/17	101-300
193	774	La Habra Police Department	La Habra	11/2/17	101-300
194	775	La Mesa Police Department	La Mesa	6/8/17	101-300
195	776	La Palma Police Department	La Palma	5/10/16	0-100
196	777	La Verne Police/Fire Department	La Verne	8/18/15	101-300
197	778	Laguna Beach Police Department	Laguna Beach	6/6/19	101-300
198	779	Lake County Sheriff's Department	Lakeport	9/8/18	101-300
199	586	LASD - Carson Sheriff's Station	Carson	4/12/19	301-750
200	608	LASD - Century Sheriff's Station	Lynwood	11/29/17	301-750
201	8117	LASD - Cerritos Sheriff's Station	Cerritos	7/3/19	101-300
202	662	LASD - Compton Sheriff's Station	Compton	12/13/18	101-300
203	676	LASD - Crescenta Valley Sheriff's Station	La Crescenta	9/17/19	101-300
204	698	LASD - East Los Angeles Sheriff's Station	Los Angeles	8/28/18	101-300
205	652	LASD - Industry Sheriff's Station	City of Industry	4/12/19	301-750
206	780	LASD - Lakewood Sheriff's Station	Lakewood	2/12/19	301-750
207	781	LASD - Lancaster Sheriff's Station	Lancaster	2/12/19	301-750
208	790	LASD - Lomita Sheriff's Station	Lomita	5/23/19	101-300
209	805	LASD - Lost Hills/Malibu Sheriff's Station-Agoura	Calabasas	11/27/18	101-300
210	811	LASD - Marina Del Rey Sheriff's Station	Marina Del Rey	10/14/19	101-300
211	8263	LASD - Metro Transportation Authority	Los Angeles	12/12/19	0-100
212	849	LASD - Norwalk Sheriff's Station	Norwalk	5/23/19	101-300
213	864	LASD - Palmdale Sheriff's Station	Palmdale	9/17/19	301-750
214	872	LASD - Pico Rivera Sheriff's Station	Pico Rivera	10/14/19	101-300

215	926	LASD - San Dimas Sheriff's Station	San Dimas	3/7/19	101-300
216	955	LASD - Santa Clarita Valley Sheriff's Station	Valencia	12/12/19	101-300
217	784	LASD - South Los Angeles Sheriff's Station	Los Angeles	10/14/19	101-300
218	997	LASD - Temple City Sheriff's Station	Temple City	9/17/19	101-300
219	1040	LASD - Walnut/Diamond Bar Sheriff's Station	Walnut	9/17/19	101-300
220	1045	LASD - West Hollywood Sheriff's Station	Los Angeles	12/4/19	101-300
221	782	Lassen County Sheriff's Department	Susanville	11/15/17	101-300
222	785	Lincoln Police Department	Lincoln	8/29/17	101-300
223	787	Livermore Police Department	Livermore	7/22/19	101-300
224	788	Livingston Police Department	Livingston	9/20/18	0-100
225	789	Lodi Police Department	Lodi	4/6/17	101-300
226	791	Lompoc Police Department	Lompoc	11/5/13	101-300
227	792	Long Beach Fire Department	Long Beach	6/29/18	101-300
228	794	Long Beach Police Department	Long Beach	6/29/18	751-1450
229	796	Los Altos Police Department	Los Altos	2/5/18	0-100
230	799	Los Angeles City Fire Department	Los Angeles	8/22/19	751-1450
231	797	Los Angeles County Fire	Los Angeles	11/30/16	751-1450
232	800	Los Angeles Police Department	Los Angeles	3/24/11	3600+
233	801	Los Banos Police Department	Los Banos	1/13/12	101-300
234	802	Los Gatos Police Communications	Los Gatos	12/9/14	101-300
235	803	Madera County Sheriff	Madera	8/7/15	101-300
236	804	Madera Police Department	Madera	9/5/13	101-300
237	806	Manteca Police Department	Manteca	4/21/16	101-300
238	808	Marin County Fire Department	Woodacre	5/25/17	0-100
239	810	Marin County Sheriff's Department	San Rafael	6/27/14	101-300
240	812	Mariposa County Sheriff's Department	Mariposa	10/9/14	0-100
241	813	Martinez Police Department	Martinez	8/4/15	101-300
242	814	Marysville Police Department	Marysville	5/24/16	101-300
243	8264	McFarland Police Department	McFarland	11/1/19	0-100
244	816	Mendocino County Sheriff's Department	Ukiah	9/6/18	101-300
245	817	Menlo Park Police Department	Menlo Park	12/5/13	101-300
246	819	Merced County Sheriff's Department	Merced	8/28/14	101-300

247	820	Merced Emergency Medical Services	Merced	9/11/17	101-300
248	821	Merced Police Department	Merced	11/16/12	101-300
327	924	Metro Zone Command and Data Center	San Diego	9/13/16	101-300
249	822	MetroNet - Metro Cities Fire Authority Comm. Center	Anaheim	7/23/18	301-750
250	825	Milpitas Police Department	Milpitas	7/22/16	101-300
251	826	Modoc County Sheriff's Department	Alturas	6/23/15	0-100
252	827	Mono County Sheriff's Department	Bridgeport	11/19/18	0-100
253	828	Monrovia Police Department	Monrovia	12/23/14	101-300
254	829	Montclair Police Department	Montclair	12/17/14	101-300
255	830	Montebello Police Department	Montebello	4/23/15	101-300
256	831	Montecito Fire Protection District	Montecito	3/15/11	0-100
257	835	Monterey County Emergency Communications	Salinas	9/12/14	301-750
258	834	Monterey Park Police/Fire Department	Monterey Park	5/21/13	101-300
259	836	Morgan Hill Police Communications	Morgan Hill	12/10/15	101-300
260	838	Mountain View Police/Fire Department	Mountain View	2/14/19	101-300
261	839	Mt. Shasta Police Department	Mt Shasta	1/27/16	0-100
262	840	Murrieta Police Department	Murrieta	5/24/16	101-300
263	841	Napa County Communications	Napa	4/27/10	101-300
264	8126	NASA AMES Police Department	Moffett Field	4/29/08	0-100
265	842	National City Police Department	National City	2/12/20	101-300
266	844	Nevada County Sheriff's Department	Nevada City	6/5/19	101-300
267	846	Newark Police/Fire Department	Newark	3/28/14	101-300
268	847	Newport Beach Police Department	Newport Beach	11/17/15	301-750
269	887	North County Dispatch	Rancho Santa Fe	7/31/13	101-300
270	850	Novato Police Department	Novato	12/2/14	101-300
271	851	Oakdale Police Department	Oakdale	11/12/13	101-300
272	852	Oakland Fire Department	Oakland	12/13/13	101-300
273	853	Oakland Police Department	Oakland	6/27/12	751-1450
274	854	Oceanside Police Department	Oceanside	9/6/17	301-750
275	8479	Ontario Fire Department	Ontario	8/27/15	101-300
276	856	Ontario Police Department	Ontario	1/26/18	301-750

277	857	Orange County Fire Authority	Irvine	2/9/16	101-300
278	8257	Orange County Sheriff (Harbor Patrol/Newport Beach)	Corona Del Mar	12/7/16	0-100
279	858	Orange County Sheriff's Department	Silverado	8/23/17	301-750
280	859	Orange Police Department	Orange	8/16/15	101-300
281	860	Oroville Police Department	Oroville	11/18/19	101-300
282	861	Oxnard Police/Fire Department	Oxnard	12/17/13	301-750
283	863	Palm Springs Police/Fire Department	Palm Springs	6/2/16	101-300
284	865	Palo Alto Police Department	Palo Alto	10/22/18	101-300
285	866	Palos Verdes Estates Police/Fire Dept.	Palos Verdes	12/5/14	0-100
286	867	Paradise Police Department	Paradise	10/17/19	101-300
287	868	Pasadena Police Department	Pasadena	8/16/16	101-300
288	869	Paso Robles Police Department	Paso Robles	3/26/19	101-300
289	871	Petaluma Police Department	Petaluma	8/20/15	101-300
290	873	Piedmont Police Department	Piedmont	8/11/16	0-100
291	874	Pinole Police Department	Pinole	2/25/16	0-100
292	875	Pismo Beach Police Department	Pismo Beach	8/23/17	0-100
293	876	Placentia Police Department	Placentia	6/1/15	101-300
294	877	Placer County Sheriff's Department	Auburn	8/16/17	101-300
295	7957	Placerville Police Department	Placerville	1/14/13	0-100
296	879	Pleasant Hill Police Department	Pleasant Hill	12/1/15	0-100
297	880	Pleasanton Police Department	Pleasanton	6/3/19	101-300
298	881	Plumas County Sheriff's Department	Quincy	11/7/17	101-300
299	882	Pomona Police Department	Pomona	5/7/18	101-300
300	883	Port Hueneme Police Department	Port Hueneme	1/21/14	101-300
301	885	Porterville Police Department	Porterville	10/23/19	101-300
302	888	Red Bluff Police Department	Red Bluff	5/11/18	101-300
303	889	Redlands Police Department	Redlands	1/20/15	101-300
304	891	Redondo Beach Police/Fire Department	Redondo Beach	9/9/14	101-300
305	892	Redwood City Police Department	Redwood City	9/30/14	101-300
306	893	Reedley Police Department	Reedley	4/11/15	101-300
307	895	Rialto Police Department	Rialto	9/1/16	101-300
308	897	Richmond Police Department	Richmond	5/21/14	301-750
309	898	Ridgecrest Police Department	Ridgecrest	5/6/13	101-300

310	899	Ripon Police Department	Ripon	3/30/17	0-100
311	8120	Riverside County Sheriff's Department	Blythe	6/28/18	0-100
312	8121	Riverside County Sheriff's Department	Palm Desert	6/28/18	301-750
313	900	Riverside County Sheriff's Department	Riverside	6/28/18	751-1450
314	901	Riverside Police Department	Riverside	1/10/14	301-750
315	902	Rocklin Police Department	Rocklin	8/21/17	101-300
316	903	Rohnert Park Police Department	Rohnert Park	6/26/15	101-300
317	904	Roseville Police Department	Roseville	8/22/17	101-300
318	906	Sacramento City Police Department	Sacramento	10/6/16	301-750
319	905	Sacramento County Sheriff's Department	Elk Grove	7/1/14	751-1450
320	907	Sacramento Regional Fire Emergency Comm. Center - SRFECC	Sacramento	6/18/15	301-750
321	912	San Bernardino County Sheriff Dept.- Rialto/Valley	Rialto	11/19/13	301-750
322	915	San Bernardino County Sheriff's Department (Victorville/Desert)	Hesperia	8/26/13	751-1450
323	917	San Bernardino Police Department	San Bernardino	6/23/15	301-750
324	918	San Bruno Police Department	San Bruno	9/30/13	101-300
325	922	San Diego County Lifeguards	San Diego	6/22/16	0-100
326	923	San Diego County Sheriff's Department	San Diego	7/5/18	751-1450
328	8258	San Diego Harbor Police Department	San Diego	2/7/12	0-100
329	925	San Diego Police Department	San Diego	9/8/16	1451-3600
330	927	San Fernando Police Department	San Fernando	8/13/16	101-300
331	588	San Francisco Dept. Emergency Management	San Francisco	3/30/17	1451-3600
332	8125	San Francisco International Airport Police	South San Francisco	8/25/08	101-300
333	931	San Gabriel Police Department	San Gabriel	7/11/16	101-300
334	933	San Joaquin County Sheriff's Department (Stockton/French Camp)	French Camp	9/25/12	101-300
335	935	San Jose Police/Fire Communications	San Jose	9/29/16	751-1450
336	936	San Leandro Police Department	San Leandro	11/4/14	101-300
337	937	San Luis Obispo County Sheriff's Department	San Luis Obispo	5/22/14	101-300

338	938	San Luis Obispo Police Department	San Luis Obispo	3/10/16	101-300
339	939	San Marino Police Department	San Marino	6/7/17	0-100
340	940	San Mateo County Communications	Redwood City	10/19/16	301-750
341	941	San Mateo Police Department	San Mateo	11/26/18	101-300
342	944	San Rafael Police Department	San Rafael	12/9/14	101-300
343	945	San Ramon Valley Fire Protection District	San Ramon	7/1/15	101-300
344	948	Santa Ana Police Department	Santa Ana	10/5/18	301-750
345	950	Santa Barbara County Sheriff's Department	Santa Barbara	8/25/16	301-750
346	951	Santa Barbara Police Department	Santa Barbara	11/29/18	301-750
347	952	Santa Clara County Sheriff's Department Comm	San Jose	1/10/18	301-750
348	954	Santa Clara Police Department	Santa Clara	5/27/16	101-300
349	956	Santa Cruz Regional 9-1-1	Santa Cruz	7/15/16	301-750
350	958	Santa Maria Police Department	Santa Maria	6/1/17	101-300
351	960	Santa Monica Police Department	Santa Monica	8/15/19	101-300
352	961	Santa Paula Police Department	Santa Paula	5/4/12	101-300
353	962	Santa Rosa Police Department	Santa Rosa	6/12/15	301-750
354	964	Scotts Valley Police Department	Scotts Valley	7/24/15	0-100
355	965	Sebastopol Police Department	Sebastopol	9/15/16	0-100
356	966	Selma Police Department	Selma	2/17/16	101-300
357	968	Shafter Police Department	Shafter	9/8/17	0-100
358	969	Shasta County Comm. Center - SHASCOM	Redding	5/20/15	301-750
359	971	Sierra County Sheriff's Department	Downieville	11/22/16	0-100
360	972	Sierra Madre Police/Fire Department	Sierra Madre	7/26/16	0-100
361	973	Signal Hill Police Department	Signal Hill	3/13/19	101-300
362	974	Simi Valley Police Department	Simi Valley	12/13/13	101-300
363	975	Siskiyou County Sheriff's Department	Yreka	7/23/16	101-300
364	976	Solano County Sheriff	Fairfield	12/18/14	101-300
365	8259	Sonoma County REDCOM Fire & EMS	Santa Rosa	12/10/14	101-300
366	977	Sonoma County Sheriff's Department	Santa Rosa	11/17/11	101-300
367	979	Sonora Police Department	Sonora	11/19/12	0-100
368	980	South Bay Regional Public Comm. Authority	Hawthorne	2/17/16	301-750

369	981	South Gate Police Department	South Gate	12/11/19	101-300
370	983	South Lake Tahoe Police Department	South Lake Tahoe	9/14/14	101-300
371	984	South Pasadena Police/Fire Department	South Pasadena	3/27/17	0-100
372	985	South San Francisco Police Department	South San Francisco	8/7/15	101-300
373	986	St. Helena Police Department	St. Helena	7/1/15	0-100
374	988	Stanislaus Regional 9-1-1	Modesto	11/4/16	301-750
375	8260	Stockton Fire Department	Stockton	4/2/19	101-300
376	989	Stockton Police Department	Stockton	12/19/11	301-750
377	990	Suisun City Police Department	Suisun	12/12/18	101-300
378	991	Sunnyvale Police Department	Sunnyvale	2/2/16	101-300
379	993	Sutter County Sheriff's Department	Yuba City	12/16/13	101-300
380	994	Taft Police Department	Taft	1/16/16	0-100
381	996	Tehama County Sheriff's Department	Red Bluff	4/18/16	101-300
382	1000	Torrance Police Department	Torrance	12/12/18	101-300
383	1001	Tracy Police Department	Tracy	6/29/16	101-300
384	1003	Trinity County Sheriff's Department	Weaverville	11/26/14	0-100
385	8261	Tulare County Consolidated Ambulance Dispatch - TCCAD	Tulare	12/17/12	101-300
386	8262	Tulare County Fire Department	Farmersville	7/23/15	0-100
387	1005	Tulare County Sheriff's Department	Visalia	6/23/14	301-750
388	1006	Tulare Police Department	Tulare	12/20/12	101-300
389	1008	Tuolumne County Sheriff's Department	Sonora	4/11/16	101-300
390	1009	Turlock Police Department	Turlock	12/4/13	101-300
391	1010	Tustin Police Department	Tustin	12/12/16	101-300
392	1012	UC Berkeley Police Department	Berkeley	4/12/18	0-100
393	1013	UC Davis Police Department	Davis	8/14/14	0-100
394	1014	UC Irvine Police Department	Irvine	2/24/16	101-300
395	1015	UC Los Angeles Police Department	Los Angeles	7/29/16	101-300
396	8173	UC Merced Police Department	Merced	4/18/16	0-100
397	1016	UC Riverside Police Department	Riverside	8/8/14	0-100
398	1017	UC San Diego Police Department	La Jolla	3/10/16	0-100
399	1018	UC San Francisco Police Department	San Francisco	7/30/12	101-300

400	1019	UC Santa Barbara Police Department	Santa Barbara	12/7/15	101-300
401	1020	UC Santa Cruz Police Department	Santa Cruz	2/13/18	0-100
402	1021	Ukiah Police Department	Ukiah	8/27/18	101-300
403	1023	Upland Police Department	Upland	5/31/17	101-300
404	549	*US Air Force Beale AFB SFCC	Beale AFB	10/22/08	0-100
405	700	*US Air Force Edwards AFB Fire Department	Edwards AFB	7/22/16	0-100
406	1002	*US Air Force Travis AFB	Travis AFB	6/6/10	0-100
407	1031	*US Air Force Vandenberg AFB Police/Fire Dept.	Vandenberg AFB	1/4/16	0-100
408	734	*US Army Fort Hunter Liggett Police Department	Ft Hunter Liggett	7/14/04	0-100
409	736	*US Army Fort Irwin Provost Marshall (MP)	Fort Irwin	6/8/09	0-100
410	886	*US Army Presidio of Monterey Dispatch Center	Presidio of Monterey	12/17/12	0-100
411	1025	US Park Police Golden Gate NRA	San Francisco	4/10/19	0-100
412	967	US Sequoia National Park	Three Rivers	9/20/16	0-100
413	1053	US Yosemite National Park	El Portal	11/29/16	0-100
414	580	*USMC Camp Pendleton JECC	Camp Pendleton	8/29/12	0-100
415	8075	*USMC Logistics Base Barstow - NEBO Provost Marshall	Barstow	4/28/11	0-100
416	8123	*USMC Miramar Air Station Police/Fire Dept.	San Diego	11/2/05	0-100
417	1027	*USMC Twenty-Nine Palms Combat Center - Fire	Twenty-Nine Palms	11/5/05	0-100
418	1029	Vacaville Police Department	Vacaville	11/24/14	101-300
419	1030	Vallejo Police Department	Vallejo	7/4/15	301-750
420	987	Valley Regional Emergency Comm Center	Modesto	5/20/13	301-750
421	1033	Ventura County Fire Protection District	Camarillo	4/20/07	301-750
422	1032	Ventura County Sheriff's Department	Ventura	12/12/13	301-750
423	1034	Ventura Police Department	Ventura	3/5/15	101-300
424	1035	Verdugo Fire Department	Glendale	5/11/16	101-300
425	1036	Vernon Police Department	Vernon	4/16/18	101-300
426	1038	Visalia Police Department	Visalia	12/20/17	101-300
427	1039	Walnut Creek Police Department	Walnut Creek	9/24/18	101-300
428	1042	Weed Police Department	Weed	1/6/16	0-100

429	1044	West Covina Police/Fire Department	West Covina	11/1/18	101-300
430	1043	WEST-COMM - West Cities Police Comm Center	Seal Beach	2/22/16	101-300
431	1046	Westminster Police Department	Westminster	7/3/17	101-300
432	1047	Whittier Police Department	Whittier	11/30/18	101-300
433	1048	Willits Police Department	Willits	8/27/18	0-100
434	1035	Willows Fire Department	Willows	12/22/14	0-100
435	1051	Yolo Emergency Communications Agency YECA	Woodland	11/23/15	101-300
436	1054	Yreka Police Department	Yreka	2/7/19	0-100
437	1055	Yuba City Police Department	Yuba City	11/7/18	101-300
438	1056	Yuba County Sheriff's Department	Marysville	8/21/17	101-300

*Denotes Military Site

Table 1: 2017 Statewide Overview

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

¹ Data updated February 2019, will be 438 as of April 1, 2019

² U.S. Census Bureau, Population estimates, July 1, 2017

³ Source: Cal OES Official Published Call Statistics in 2017 (include CHP Golden Gate 2016 counts due to long term outage in 2017)

⁴ Statewide sum total of the average 2017 monthly call volume for each PSAP

⁵ Statewide sum total of the 2017 busiest month call volume for each PSAP

⁶ Statewide sum total of the average 2017 busy hour call volume for each PSAP

⁷ Statewide sum total of the 2017 busiest hour call volume for each PSAP

⁸ Statewide average of the 2017 9-1-1 average call duration for each PSAP

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 is including but 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	
<input type="checkbox"/> Not started		<input type="checkbox"/> Available		<input type="checkbox"/> No updates needed	
<input type="checkbox"/> In development		<input type="checkbox"/> Need to assess		<input type="checkbox"/> Software updates needed	
<input type="checkbox"/> Revision update		<input type="checkbox"/> Need to hire		<input type="checkbox"/> Under development	
<input type="checkbox"/> Sent for approval		<input type="checkbox"/> Release resource(s)		<input type="checkbox"/> Not applicable	
<input type="checkbox"/> Other (specify) _____		<input type="checkbox"/> Other (specify) _____		<input type="checkbox"/> Other (specify) _____	
Project Milestone Status: (This is an update of the current status for this Milestone)					
Project Milestone Risks: (These should include actions being taken or recommendations for mitigation.)					

EXHIBIT 1: STD 213, STANDARD AGREEMENT

STATE OF CALIFORNIA
STANDARD AGREEMENT
STD. 213 (REVISED 07/12)

REGISTRATION NUMBER:
PURCHASING AUTHORITY NUMBER:
AGREEMENT NUMBER:

- This Agreement is entered into between the State Agency and the Contractor named below
STATE AGENCY'S NAME:
California Governor's Office of Emergency Services
CONTRACTOR'S NAME
- The term of this Agreement is: XXX or upon Statewide Technology Procurement approval, whichever is later, through four (4) Years. *(with three (3), two (2)-year optional extension years remaining)*
- The maximum amount if this Agreement is:** \$ **To Be Determined**
- The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Agreement:
 (*) Cloud Computing – SaaS General Provisions
 (*) Cloud Computing Special Provisions for SaaS
 Exhibit A, Statement of Work
 Exhibit 21, Technical Requirements
 EXHIBIT 22, Cost Workbook

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

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

CONTRACTOR	Statewide Technology Use Only	
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
BY (Authorized Signature) 		DATE SIGNED
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
STATE OF CALIFORNIA		
AGENCY NAME California Governor's Office of Emergency Services		
BY (Authorized Signature) 	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING	<input type="checkbox"/> Exempt per	
ADDRESS 3650 Schriever Avenue, Mather, CA 95655		

EXHIBIT 2: INTENT TO BID

Submit to: Department of Technology, Statewide Technology Procurement
Procurement Official: Emily Klahn; Emily.Klahn@state.ca.gov

We (the Bidder) (select all appropriate responses below):

1. Intend to submit a bid
 - and intend to submit 1 CPE Solution, or
 - and intend to submit more than 1 CPE Solution

2. Do not intend to submit a proposal
Because of the following reason:

3. By checking the below boxes, Bidder acknowledges they understand and will submit a bid complying with the following non-negotiable items:
 - A proposed solution that is in compliance with NENA i3 standards
 - No on premise call processing equipment with the exception of workstations, routers, gateways, Uninterrupted Power Supply (UPSs), phone interfaces, logging recorder interfaces, and other serial interfaces.
 - Complies with call volume pricing
 - Solution must utilize NG 9-1-1 Trunks provided by RNSP and PNSP to deliver all 9-1-1 traffic to the PSAP

Failure to comply with the non-negotiable items will disqualify the bidder from having the remainder of their bid evaluated, disqualify the bidder from negotiation, and will disqualify the bidder from being eligible for contract award.

The individual to whom all information regarding this solicitation shall be transmitted is:

Name:
Title:
Address:
Phone Number:
Email:

Sincerely,
Apply signature
Name and Title
Bidder Name

EXHIBIT 3: CONFIDENTIALITY STATEMENT

As an authorized representative or corporate officer of the company name below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to Cal OES or its affiliated agencies is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

I certify that I will keep all project information, including, but not limited to information concerning the planning, processes, development or procedures of the Project, and all communication with the CA 9-1-1 Branch or its affiliates derivative of any procurement process, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless the CA 9-1-1 Branch has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the Project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the Project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil or criminal penalties. I agree to advise the Procurement Official immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

I warrant that if my company is awarded the Contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has an agreement with the State similar in nature to this one.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized CA 9-1-1 Branch representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction which documents the destruction procedures must be sent to the 9-1-1 Program Management Division Chief before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the contracting department.

All personnel assigned to this project shall be provided a Confidentiality Statement and will be expected to sign and return it to the State's project manager before beginning work on this project.

Representative Name:		Title:		Phone Number:	
Company Name:					
Address:					
City/State/Zip Code:					
Signature:					
Date:					

EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS

Bidder must indicate agreement to each of the Administrative Requirements in the Table below as described in section 3.9. By indicating "Yes" the bidder affirms that it understands the requirement and agrees to comply with the requirement. Answering "No" to any of the mandatory administrative requirements in the Proposal may result in the proposal being deemed non-responsive.

RFP Section*	Administrative Requirement – RFP Section 3	Bidder Agrees Yes / No
3	Administrative Requirements	
3.1	Ability to Perform	
3.2	Primary Bidder	
3.3	Subcontractors	
3.3.1	Bidder Declaration Form	
3.4	Amendment	
3.5.1	Financial Stability	
3.5.2	Responsibility Certification	
3.6.1	General Provisions – Cloud Computing SaaS	
3.6.2	Cloud Computing Services Provisions	
3.7	Commercial General Liability	
3.8	Workers Compensation/Employer's Liability	
3.9	Administrative Requirements Document	
3.10	Cover Letter Form	
3.11	STD. 213, Standard Agreement	
3.12	Statement of Work	
3.13	Confidentiality Statement	
3.14	Secretary of State Certification	
3.15	Seller's Permit	
3.16	Payee Data Record	

RFP Section*	Administrative Requirement –RFP Section 3	Bidder Agrees Yes / No
3.17	Iran Contracting Act of 2010	
3.18	California Civil Rights Laws	
3.19	Bonds and Other Security Documents	
3.20.1	Bidder's Preference and Incentives Declaration	
3.20.5	Commercially Useful Function	
3.22	Hardware/Equipment	
3.25	Contractor's License	
RFP Section*	Other RFP Requirements	Bidder Agrees Yes / No
Part 1 1.4.2	Bidder shall design a solution that supports the NENA i3 standards and guarantees a non-proprietary solution that supports interoperability.	
Part 1 1.2	Bidder shall submit Cost Worksheets with costs.	
Part 1 1.2	Bidder shall comply with all regulatory and statutory 9-1-1 requirements.	
Part 2 1	Bidder shall comply with CA 9-1-1 Operations Manual	
Part 2 31	Bidder shall comply with all SLAs.	
Part 2	Bidder shall support all elements in the SOW.	
Exhibit 21.0	Bidder shall support all narrative responses in Exhibit 21.0. Exhibit 21 has been attached to the SOW.	

EXHIBIT 5: GSPD 05-105 BIDDER DECLARATION

A copy of the *GSPD-05-105 Bidder Declaration* and its instructions is available as a fill and print PDF at: <http://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

EXHIBIT 6: SECRETARY OF STATE CERTIFICATION

ATTACH A COPY OF THE BIDDERS SECRETARY OF STATE CERTIFICATION TO THIS EXHIBIT.

For more information on certification/status of registration, refer to the following website link: <https://businesssearch.sos.ca.gov/>

EXHIBIT 7: WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

I am aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions before commencing the performance of the work of this Contract.

Signature

Date

Name and Title (Print or Type)

Street Address

City, State, ZIP code

Firm Name

EXHIBIT 8: COVER LETTER FORM

Bidder Agrees Yes/No	
	Bidder's Company Legal name:
	Bidder's Company address:
	The proposal response is the bidder's binding offer, good for 180 calendar days from scheduled Contract award date, as noted in section 2.3, KEY ACTION DATES.
	The bidder agrees to the terms and conditions of this solicitation and accepting responsibility as the prime Contractor if awarded the Contract resulting from this solicitation.
	The bidder agrees that the bidder has available staff with the appropriate skills to complete the Contract for all services as described in this solicitation and SOW.
	This form is signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned proposal may be rejected.
	Provide email and phone number of the person signing the letter:
<p>X _____ _____ Signature Date</p> <p>Printed/Typed Name and Title of person signing:</p> <p>_____</p>	

EXHIBIT 9: PAYEE DATA RECORD

ATTACH A COPY OF STD. 204, PAYEE DATA RECORD TO THIS EXHIBIT.

Refer to the following website link to obtain the appropriate form. Payee Data Record (STD 204) for information: <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

EXHIBIT 10: IRAN CONTRACTING ACT OF 2010

IRAN CONTRACTING ACT

(Public Contract Code § 2202-2208)

Prior to bidding on, submitting a proposal or executing a contract or renewal for a State of California contract for goods or services of \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the California Department of General Services ("DGS") pursuant to Public Contract Code § 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 calendar days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or b) demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to Public Contract Code § 2203(c) or (d).

To comply with this requirement, please insert your vendor or financial institution name and Federal ID Number (if available) and complete **one** of the options below. Please note: California law (Public Contract Code § 2205) establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts.

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 calendar days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

Vendor Name/Financial Institution (Printed):		Federal ID Number (or n/a):
By (Authorized Signature):		
Printed Name and Title of Person Signing:		
Date Executed:	Executed in	

EXHIBIT 10: IRAN CONTRACTING ACT OF 2010, continued.

OPTION #2 – EXEMPTION

Pursuant to Public Contract Code sections 2203(c) and (d), a public entity may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enters into or renews, a contract for goods and services.

If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please fill out the information below, and attach documentation demonstrating the exemption approval.

Vendor Name/Financial Institution (Printed):	Federal ID Number (or n/a)
By (Authorized Signature)	
Printed Name and Title of Person Signing:	Date Executed:

EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION

Pursuant to Public Contract Code section 2010, if a bidder or proposer executes or renews a contract over \$100,000 on or after January 1, 2017, the bidder or proposer hereby certifies compliance with the following:

1. CALIFORNIA CIVIL RIGHTS LAWS: For contracts over \$100,000 executed or renewed after January 1, 2017, the contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and
2. EMPLOYER DISCRIMINATORY POLICIES: For contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

CERTIFICATION

I, the official named below, certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.		<i>Federal ID Number</i>
<i>Proposer/Bidder Firm Name (Printed)</i>		
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in the County and State of</i>	

EXHIBIT 12: DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) DECLARATIONS

A copy of the STD. 843, Disabled Veteran Business Enterprise Declarations and its instructions is available as a fill and print PDF at:

https://www.documents.dgs.ca.gov/dgs/fmc/gsp/pd/pd_843.pdf

EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES

ALL BIDDERS: COMPLETE ALL SECTIONS BELOW AND SUBMIT WITH YOUR PROPOSAL.

1. SMALL BUSINESS PREFERENCE:

Bidder must check the appropriate box from the choices below.

- I am a DGS certified Small Business and claim the Small Business Preference. My DGS Small Business certification number is: _____
- I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.
- I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference. Bidder must complete and submit Exhibit 5: GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor. The form can also be found at the following link:
<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>
- I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE:

Bidder must check the appropriate box from the choices below.

- I am a DGS certified DVBE. A copy of my STD. 843 form is attached.
- I have recently filed for DGS DVBE certification, but have not yet received certification.
- I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

Bidder must submit a complete Exhibit 5: GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 12, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager. The form can be found on the following link:
https://www.documents.dgs.ca.gov/dgs/fmc/gspd/pd_843.pdf
- I am not claiming the DVBE incentive.

EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES, continued

3. ADDITIONAL BIDDING PREFERENCES:

The Bidder shall check the appropriate box or boxes from the choices below.

- I am not claiming the TACPA preference.

- I am claiming the TACPA bidding preference.
Bidder must submit Exhibit 15: STD 830 TACPA Preference Request.

Name of Bidder:

Signature and
Date:

EXHIBIT 14: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION

Bidder Name: _____

Subcontractor Name (submit one form for each SB/DVBE): _____

Mark all that apply: DVBE: Small Business: Micro Business: N/A:

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the commercially useful function requirements under Government Code Section 14837 (for SB), Military and Veterans Code Section 999 (for DVBE), and Title II California Code of Regulations, Section 1896.4 and 1896.62.

Answer questions 1-5 below, as they apply to your company for the goods and/or services being acquired in this solicitation. A California certified SB, MB, or DVBE business must be deemed to perform a Commercially Useful Function (CUF) by meeting **ALL** of the following CUF requirements for Contract/Purchase Order (PO) award consideration.

1.	Is responsible for the execution of a distinct element of the resulting Contract.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Carries out its obligation by actually performing, managing, or supervising the work involved.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Performs work that is normal for its business services and functions.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Is responsible, with respect to products, inventories, materials, and supplies required for the Contract, for negotiating price, determining quality and quantity, ordering, installing, if applicable, and making payment. If this is a SERVICE with NO goods involved, check N/A and go to #5.	Yes <input type="checkbox"/>	No <input type="checkbox"/> or N/A <input type="checkbox"/>
5.	Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If the answer to any of the five (5) questions is "NO" except for #4 when marked with "N/A", may result in your proposal being deemed non-responsive.

The bidder must provide a written statement below detailing the role, services and goods the subcontractor(s) will provide to meet the commercially useful function requirement. If the bidder is not claiming a Small Business or DVBE, indicate "Not claiming a preference" in the box below.

At the State's option prior to award, bidders may be required to submit additional written clarifying information.

By signing this form, the undersigned bidder certifies that the Certified Small Business or DVBE satisfies the Commercially Useful Function requirement, and will provide the role, services, and/or goods stated above.

Bidder Signature: _____

Bidder Printed/Typed Name and Title: _____

EXHIBIT 15: STD 830 TACPA PREFERENCE REQUEST

A copy of the *STD 830 TACPA Preference Request* and its instructions is available as a fill and print PDF at: <https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-a-Target-Area-Contract-Preference>

EXHIBIT 16: RESPONSIBILITY CERTIFICATION

By signing and submitting this certification, the bidder is providing the certification as set out below:

- A. The Bidder certifies to the best of its knowledge and belief that the Bidder, the Bidder's subcontractor(s) or any personnel related to the Contract to be awarded are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of Contracts by any state or federal agency.

Company Name

Name and Title of Authorized Representative that can bind the company

Signature

EXHIBIT 17: CONTRACTOR'S LICENSE INFORMATION

The Bidder 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 Bidder 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: Bidder (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: _____

EXHIBIT 18: BIDDER QUALIFICATION FORM - INSTRUCTIONS

The Bidder must complete Exhibit 18.1 with the qualifying project information being used to meet the minimum experience required for this project. If the bidder is using a sub-contractor experience to qualify for this RFP submission, bidder shall describe the relationship between the Contractor and sub-contractor, and role of the sub-contractor in this project. Bidder experience may be achieved by individual members employed by the Bidder who may or may not been directly working for the Bidder at the time they gained the experience. Minimum qualifications include, but are not limited to the following:

- 1) Minimum of two (2) years' experience in the development and design of native cloud solutions for cloud based CPE bidders or two (2) years' experience in the development and design of a data center solution for data center based CPE bidders;
- 2) Minimum of two (2) years' experience designing, engineering, building and maintaining a call-center or CPE (cloud, data center, host remote, or on premise) solutions that support a minimum call volume of 200,000 calls per year;
- 3) Minimum of two (2) years' experience in managing a CPE solution across a network and providing a system monitoring and outage reporting solution for deployed CPE solutions;
- 4) Minimum of two (2) years' experience in participation with standards development for NG9-1-1;

A separate exhibit must be completed for each project used to meet the minimum mandatory requirements. **No more than two (2) projects can be used to meet an individual requirement.** Exhibits 18.1 will be used by the CA 9-1-1 Branch to evaluate bidder's qualifications. The bidder must specify the required experience in the pertinent row for each requirement in Exhibit 18.1. The bidder can only reference sub-contractor experience for sub-contractors that are part of this RFP response. Use additional forms as needed to complete each response. The CA 9-1-1 Branch may contact references listed on Exhibit 18.2 to verify the information provided by the bidder. Any conflicting information may result in the proposal being deemed non-responsive.

All experience must have occurred within five (5) years prior to the solicitation release date.

Contact person for Bidder's references must not be an employee of the CA 9-1-1 Branch. The reference and contact name(s) must be from the end user of the development project. References from another contractor or contracting company are not

acceptable.

Box 1, Bidder: Provide the company name of the Bidder submitting the proposal.

Box 2, Project Name: Provide the name of the project.

Box 3, Company Name of the Bidder's reference. Identify the company for whom the project was completed.

Box 4, Contact name and contact information of the Bidder's reference. Identify the contact information from whom the project was completed. Enter the name, title, e-mail address, and phone number for the reference contact for the project. By submitting a proposal, the Bidder declares that the reference person identified is/was employed by the company identified in box 3. This reference must be the same person identified in the Bidder Reference Form (Exhibit 18.1).

Boxes 5 and 6, Start Date and End Date: Provide the start and end date that the Bidder worked on the cited project using MM/DD/YYYY format.

Box 7, Project Description: Provide a brief description of the nature of the Bidder's cited project. The description should include those elements that are similar to the State's project as described in the solicitation.

Box 8, Check the appropriate response, "Yes" or "No". If the "No" box is checked, time spent on that project will not count towards Bidder experience.

Box 9, Check the appropriate response, "Yes" or "No" or "On-going"

Note: It is the Bidder's responsibility to ensure that each minimum experience requirement is met in full and is addressed in the Bidder qualification forms in order for the State to determine compliance to the requirements. If the State cannot determine that the years of experience for each of the minimum experience requirements have been met, Bidder's proposal may be deemed non-responsive.

EXHIBIT 18.1: BIDDER QUALIFICATIONS FORM

Bidders may use multiple projects to meet the minimum total experience required for this project. A separate form must be completed for each project cited.

1	Bidder:			
2	Project Name:			
3	Company Name of Bidder's reference:			
4	Contact Name and Title, Email Address and Telephone Number of Bidder's reference:			
5	Project Start Date (MM/DD/YYYY):			
6	Project End Date (MM/DD/YYYY):			
7	Project Description (must include a complete description of the project):			
8	Was the Bidder that performed the work the Primary Contractor? Yes ___ No ___			
9	Did the Bidder complete the project? Yes <input type="checkbox"/> No <input type="checkbox"/> On-going <input type="checkbox"/>			
10	For each mandatory experience listed below, check "Yes" if the total experience was met on this referenced project; check "No" if none of the experience was met on this referenced project; or check "Partial" if fewer than the total years of the experience was met on this referenced project. If partial or total experience was met (checked), enter the years and/or months of "Experience gained on this referenced project" and describe the Bidder's role and responsibilities performed on the project in the "Description of services provided" field.			
Number	Classification	Mandatory Experience	Total Experience Required	Experience gained on this cited Project Satisfaction Rating
11	M	Minimum of two (2) years' experience in the development and design of native cloud solutions for cloud based CPE bidders or two (2) years' experience in the development and design of a data center solution for data center based CPE bidders;	2 years	Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Yr. ___ Mo. ___

Description of services provided:			
12	M	Minimum of two (2) years' experience designing, engineering, building and maintaining CPE (cloud, data center, or on premise) solutions that support a minimum call volume of 200,000 9-1-1 calls per year.	2 Years Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Yr.____ Mo.____
	Description of services provided:		
13	M	Minimum of two (2) years' experience in managing a CPE solution across a network and providing a system monitoring and outage reporting solution for deployed CPE solutions.	2 Years Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Yr.____ Mo.____
	Description of services provided:		
14	M	Minimum of two (2) years' experience in participation with standards development for NG9-1-1.	2 Years Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/> Yr.____ Mo.____
	Description of services provided:		

EXHIBIT 18.2: BIDDER REFERENCE FORM

Bidder Instructions: Complete Exhibit 18.2, Bidder Reference Form. One form for each corresponding Exhibit 18.1, Bidder Qualification Forms submitted. The Bidder reference must complete the rest of this form. The reference information below must be the same as the corresponding Exhibit 18.1.

Instructions for the Bidder Reference: Using the rating scale in the “Reference Satisfaction Rating” field, please rate your satisfaction with the Bidder who performed the services described on Exhibit 18.1, date and sign this Exhibit 18.2 and return the form(s) to the Bidder.

By signing below, I declare that I have reviewed the information contained in Exhibit 18.1 and Exhibit 18.2, and that the information is true and correct. The reference form may be copied/faxed/scanned to the Bidder.

1	Bidder:	
2	Project Name:	
3	Company Name of Bidder’s reference:	
4	Contact Name and Title, Email Address and Telephone Number of Bidder’s reference:	
5	Bidder involvement in this project (roles and responsibilities):	
6	Project Description:	
7	<p><u>Satisfaction Rating to be completed by the Bidder’s reference:</u></p> <p>Using the following scale: 0 = Unsatisfactory, 1 = Marginal, 2 = Satisfactory, 3 = Excellent</p> <p>Circle only one number for each question below.</p>	
8	Does the information provided on the Bidder Qualifications Form accurately describe your project and your engagement with the Bidder?	Yes/ No

9	How would you rate the Bidder's effectiveness at development and design of native cloud solutions for cloud based CPE.	0 1 2 3
10	How would you rate the Bidder's effectiveness at development and design of a data center solution for data center based CPE.	0 1 2 3
11	How would you rate the Bidder's effectiveness at designing, engineering, building and maintaining CPE solutions that provide call handling for more than one (1) PSAP?	0 1 2 3
12	How would you rate the Bidder's effectiveness at managing a CPE solution across a network?	0 1 2 3
13	How would you rate the Bidder's effectiveness at providing skilled staff?	0 1 2 3
14	How would you rate the Bidder's effectiveness at providing quality and timely responses to users' questions and concerns?	0 1 2 3
15	How would you rate the Bidder's effectiveness at providing system monitoring and reporting?	0 1 2 3
16	How would you rate the Bidder's effectiveness at managing project resources to ensure an appropriate level of dedication to your project efforts?	0 1 2 3
17	How would rate the Bidder's ability to manage project milestones, deliverables, and timelines?	0 1 2 3
18	How would you rate the Bidder's ability to quickly adapt your solution to meet project needs?	0 1 2 3
Total Possible Points		30

Reference Signature:

Date:

Printed Name:

Reference Project Role:

Reference Email:

Reference Phone:

EXHIBIT 19: BOND AND OTHER SECURITY DOCUMENTS

ATTACH A COPY OF THE BOND DOCUMENT REQUIRED WITH PROPOSAL SUBMITTAL PER RFP SECTION 3.19 AS EXHIBIT 19.

EXHIBIT 20: TECHNICAL REQUIREMENTS NARRATIVE RESPONSE

Bidder shall include the narrative response question for **each** narrative response. Bidder's response shall not exceed two (2) pages per response. Including (repeating) the question will not be counted against the bidder's word count.

Refer to the Excel Workbook file on Cal eProcure labeled, "EXHIBIT 21 Technical Requirements" for further instructions.

SAMPLE:

Narrative requirement 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.

Bidder's response:

EXHIBIT 21: TECHNICAL REQUIREMENTS

Refer to the Excel Workbook file on Cal eProcure labeled, "EXHIBIT 21 Technical Requirements".

Bidder must indicate agreement to each of the TECHNICAL requirements in EXHIBIT 21, Workbook 21.1 through 21.4 by indicating "Yes" the bidder affirms that it understands the requirement and agrees to comply with the requirement in order to be considered. Qualifying any "Yes" answer or Answering "No" to any of the Mandatory TECHNICAL requirements in the proposal may result in the proposal being deemed non-responsive. Contractor must provide a written narrative for the requirements noted in EXHIBIT 21.0 and include with its Proposal Submission in accordance with Section 6, Proposal Format and Submission Requirements.

A separate Exhibit 21 must be submitted for each CPE Solution proposed by the Bidder.

EXHIBIT 22: COST WORKBOOK

Refer to the Excel Workbook file on Cal eProcure labeled, "EXHIBIT 22 Cost Workbook" for submission of your Cost Data.

The cost worksheets shall be completed in accordance with the instructions in the section 5, COST and section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS. Cost worksheets shall be submitted with in a separately sealed envelope by the Key Action Date (RFP Part 1, Section 2.3) for Cost Workbook Submission.

A separate Exhibit 22 must be submitted for each CPE Solution proposed by the Bidder.

EXHIBIT 23: Maintenance Plan

The Bidder must insert a draft Maintenance Plan here that demonstrates their ability to provide an evergreen CPE solution that complies with all Exhibit 21 Technical Requirements and Appendix A SOW requirements.

Contractor shall be responsible for maintaining all cloud or data center based CPE Services for the term of the Contract. No additional costs outside of the cost workbook, EXHIBIT 22, shall be incurred by the CA 9-1-1 Branch or the PSAP. Planned or unplanned maintenance shall not disrupt 9-1-1 service or trigger any SLAs.

A separate Exhibit 23 must be submitted for each CPE Solution proposed by the Bidder.

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;
- 9) Workstations;
- 10) UPSs;
- 11) Interface devices.

EXHIBIT 24: LIST OF PROPOSED SUBCONTRACTORS

Listed hereinafter is the name and address of each subcontractor who will be employed and the kind of work which each will perform if the Contract is awarded to the aforesigned. I understand that under Government Code Section 4100 through 4113 (see note below), I must here clearly set forth the name and address of each subcontractor who will perform work or labor or render service to me in or about the construction of the work in an amount in excess of one-half of one percent (1/2 of 1%) of my total proposal and that as to any work in which I fail to do so, I agree to perform that portion myself or be subject to penalty under the act.

IF MORE THAN ONE SUBCONTRACTOR IS LISTED FOR THE SAME TYPE OF WORK, SPECIFY THE PORTION OF THAT TYPE OF WORK THAT THE INDIVIDUAL SUBCONTRACTOR WILL BE PERFORMING. LIST THE SUBCONTRACTORS' APPLICABLE CONTRACTOR'S LICENSE NUMBER(S), IF AVAILABLE. VENDORS OR SUPPLIERS OF MATERIALS ONLY NEED NOT BE LISTED.

If additional space is required for the listing of proposed subcontractors, reproduced additional sheets showing the required information, as indicated below, shall be attached hereto and made a part of the Proposal.

SUBCONTRACTOR NAME AND ADDRESS	TYPE OF WORK (as it relates to tariffed services)	LICENSE NO. (if applicable)	EXPIRATION DATE

NOTE: The above listing requirement will for purposes of this proposal be construed in accordance with the provisions of the Subletting and Subcontracting Fair Practices Act ("The Act") as set forth in Government Code Sections 4100 through 4113. Also, for purposes of this proposal and interpretation of The Act, a vendor will be considered to be a Prime Contractor regardless of whether such vendor is or is not a licensed Contractor.

EXHIBIT 25: SELLER'S PERMIT CERTIFICATION

(IF APPLICABLE)

ATTACH A COPY OF THE CALIFORNIA SELLERS PERMIT AS EXHIBIT 25.

For more information on seller's permit or certification of registration, refer to the following links: <https://www.cdffa.ca.gov/taxes-and-fees/subprograms.htm>

EXHIBIT 26A: ACRONYMS

Acronyms and Abbreviations

ADA	American Disability Act
ATC	Acceptance Testing Criteria
ARO	After Receipt of Order
BTU	British Thermal Unit(s)
CAL OES	California Governor's Office of Emergency Services
CAPSNET	California Public Safety Microwave Network
CCR	California Code of Regulations
CDR	Call Data Record
CDT	California Department of Technology
CONUS	Continental United States
COTS	Commercial-off-the-shelf
CPE	Call Processing Equipment
CPUC	California Public Utilities Commission
CUF	Commercial Useful Functions
DFEH	Department Fair and Employment Housing
DVBE	Disabled Veteran Business Enterprise
ESRP	Emergency Service Routing Proxy
ETA	Estimated Time of Arrival
FCC	Federal Communications Commission
GC	Government Code
GIS	Geographical Information System
IaaS	Infrastructure as a Service
ID	Identification
LDB	Location Database
LLC	Limited Liability Corporation
LLP	Limited Liability Partnership
LP	Limited Partnership
MACS	Moves, Adds, and Changes

MOS	Mean Opinion Score
MRC	Monthly Recurring Cost(s)
MVC	Military and Veteran Code
NENA	National Emergency Number Association
NGCS	Next Generation Core Services
NOC	Network Operations Center
NRC	Non-Recurring Charge(s)
OSDS	Office of Small Business and Disabled Veteran Business Enterprise Services
OSP	Originating Service Provider
PCC	Public Contract Code
PDP	Project Deployment Plan
PRF	Policy Routing Function
PIDF-LO	Presence Information Data Format - Location Object
PNSP	Prime Network Service Provider
POI	Point of Interconnection
PSAP	Public Safety Answering Point(s)
PSC	Public Safety Communications
RNSP	Regional Network Service Provider
RFP	Request for Proposal
SaaS	Software as a Service
SETNA	State Emergency Telephone Number Account
SIP	Session Internet Protocol
SIR	Self-Insured Retention
SLA	Service-Level Agreement(s)
SME	Subject Matter Expert
SOH	Scheduled Operational Hours
SOI	Service Order Input
SOP	Standard of Performance is the service availability according to the mandatory requirements
SOW	Statement of Work

TACPA	Target Area Contract Preference Act
TMRC	Total Monthly Recurring Cost(s)
UAT	User Acceptance Testing
UPS	Uninterruptable Power Supply
VoIP	Voice over Internet Protocol
WOA	Work Order Authorization(s)

EXHIBIT 26b: GLOSSARY OF TERMS

Acronyms and Abbreviations

Term/Acronym	Definition
9-1-1 traffic	Includes all voice, data, text, pictures, videos, and any future technologies capable of delivering to PSAP over the NG9-1-1 Network.
99.999% Availability	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.
Agency/State entity	Includes every state office, officer, department, division, bureau, board, and commission, including Constitutional Officers. "State entity" does not include the University of California, California State University, the State Compensation Insurance Fund, the Legislature, or the Legislative Data Center in the Legislative Counsel Bureau.
Aggregation	The services needed to receive 9-1-1 traffic from an OSP and deliver to the correct Core Service Provider.
Business Requirements	Higher-level statement of the goals, objectives, or needs of the Agency/state entity. Business requirements describe the reasons why a project has been initiated, the objective that the project will achieve, and the metrics that will be used to measure its success. Business requirements describe the needs of the Agency/state entity as a whole, not the groups or stakeholders within it.
Commercial Off The Shelf Software (COTS)	A computer hardware or software product that is ready-made for specific uses and available for sale to the general public. COTS products are designed to be installed without requiring custom development. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses and individuals. The set of rules for COTS is defined by the Federal Acquisition Regulation (FAR).
Contractor	Any bidder who is awarded 9-1-1 CPE Contract.
CONUS	Continental United States. Lower 48 States of the US.
Custom solution	Typically, computer software developed for a specific customer to accommodate the customer's particular requirements, preferences, and expectations.

Term/Acronym	Definition
Dedicated	All components and software that are used to support NG9-1-1 traffic in California, must meet the requirements of this RFP and the needs of California at any instance in time.
Evergreen	Managing services comprised of components that are always up to date. "Evergreen" encompasses not only the services at the user level but all of the underlying infrastructures, whether on-site or outsourced.
Functional Requirements	Functional requirements represent the business objectives, needs and outcomes of all stakeholders. They should be organized and presented in context of and with a baseline business process/workflow that they describe. They provide a description of what an enabling solution should provide and specify essential details of a solution for stakeholders as a means to express and manage expectations. They describe actions and operations that the solution must be able to perform. They can describe services, reactions, and behaviors of the solution. They also describe information the solution will manage. The requirements should be expressed in business terms and should not include any technical references. The requirement should identify "what" is required to meet the business objective, not "how" the requirement will be implemented.
Non-functional Requirements	Non-functional requirements provide criteria to evaluate the operation of an enabling solution and primarily represent qualities of (expectations and characteristics) and constraints on (e.g., governmental regulations) the solution. They capture conditions that do not directly relate to the behavior or functionality of the solution, but rather describe environmental conditions of an effective solution or productive qualities of the solution. Mid-level non-functional requirements also define quality of service requirements, such as those relating to required capacity, speed, security, privacy, availability, response time, throughput, usability, and the information architecture and presentation of the user interfaces.
Off-Net PSAP	Any PSAP that is not connected to the California NG9-1-1 network.
Point of Interface (POI)	Placed in a location that meets the needs of CPE Contractor, PNSP, and RNSP. POI provides the interfaces needed to accept 9-1-1 traffic from the PNSP or RNSP and deliver that traffic to CPE over an NG9-1-1 trunk service.
Prime Network Service Provider	The bidder who was awarded the NG9-1-1 Services – Prime Contract. The Prime Network Service Provider may also be referenced as PNSP.
Solution Requirements	Describes the characteristics of a solution that will meet the business requirements. Solution requirements describe specific characteristics of the solution both in terms of functionality and

Term/Acronym	Definition
	quality of service. Solution requirements are sub-classified into functional requirements, non-functional requirements and project/transitional requirements.
Workstation	Desktop, laptop, or any other non-licensed, non-proprietary computer used to answer 9-1-1 calls at the PSAP.