STATE OF CALIFORNIA
STANDARD AGREEMENT AMENDMENT
STD. 213 A (Rev 6/03)

☐ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 100 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
4151-6	1
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:
STATE AGENCY'S NAME
California Governor's Office of Emergency Services (Cal OES)
CONTRACTOR'S NAME
Vesta Solutions, Inc.
2. The term of this Agreement is April 10, 2017, or upon California Department of Technology approval, whichever is later, through April 9, 2020
3. The maximum amount of this Agreement after this amendment is: $0.00 Zero Dollars and Zero Cents
4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

1. The Contractor's name has changed
From: Airbus DS Communications, Inc.
To: Vesta Solutions, Inc.

2. The Project Representative for Vesta Solutions, Inc. will be:
Sara Boulger
951.551.5665
Sara.boul gerifl motorolasolutions.com

FULLY EXECUTED

All other terms and conditions shall remain the same.

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

CONTRACTOR

CONTRACTOR'S NAME *(If other than an individual, state whether a corporation, partnership, etc.)*
Vesta Solutions, Inc.
BY *(Authorized Signature)* Jeffrey A. Wittek
DATE SIGNED *(Do not type)* 9Aug18
PRINTED k'All/IE AjJID TITLE OF PERSON SIGNING
Jeffrey A. Wittek, Principal Consultant - Strategy
ADDRESS
42505 Rio Nedo
Temecula, CA 92590

STATE OF CALIFORNIA

AGENCY NAME
California Governor's Office of Emergency Services (Cal OES)
BY *(Authorized Signature)* Tabitha Stout
DATE SIGNED *(Do not type)* 8.22.18
PRINTED NAME AND TITLE OF PERSON SIGNING ~~Sara Stillwell, Deputy Director, Finance and Administration~~ Tabitha Stout, Assistant Director, Administrative Services
ADDRESS
3650 Schriever Avenue
Mather. CA 95655

CALIFORNIA
Department of Technology
Use Only

California Department of Technology
APPROVED
OCT 03 2018
Signed
Statewide Technology Procurement

☐ Exempt per:

AWARD STIPULATION

An Award Stipulation has been placed on this Agreement, until such time that the following mandatory functional requirement has been made entirely available per the base Agreement under IFB 8500-2016:

IFB Requirement 6.4.1.6, Abandon Call Detail

In the event the system detects that a 9-1-1 emergency calling party hangs up before a Telecommunicator answers the call, the system shall identify in the System Call Status Window the abandoned call AN! and ALI information.

The system shall be PSAP programmable to provide an immediate automatic call-back of the abandoned emergency calling party. This shall be a choice, since some PSAPs may desire to call back manually. No matter what source the 9-1-1 emergency call is from, the appropriate number shall be put into the Last Number Redial of the associated Telecommunicator answering IWS, which will provide one (1)-step call-back to the abandoned call number. The last number redial function shall accommodate a minimum of 10 digits and be a valid call-back telephone number.

The system shall be tested after install to insure that emergency calls are not internally held up, after trunk seizure, before ringing at a Telecommunicator IWS. From seizure to ring at the IWS, the call shall not exceed two (2) seconds, without ACD or queuing functionality incorporated.

During the conditional award, VESTA SOLUTIONS, INC. may not sell a system in which the feature/functionality identified above has been deemed a "mandatory requirement" in a Statement of Work (SOW) prepared by a Public Safety Answering Point (PSAP) under this Agreement. However, a SOW with either 1) the functional requirement not identified in the SOW, or 2) the functional requirement deemed an "optional requirement," would permit VESTA SOLUTIONS, INC. to sell said system under this Agreement.

Once formal notification of availability has been provided to the State (CalOES and the CA Department of Technology {CDT}) by VESTA SOLUTIONS, INC., and validated by CalOES and CDT), the base contract will be amended to remove this Award Stipulation in its entirety.

"Availability" in the context of this Award Stipulation shall mean the functionality has been installed and in productive use within an overall system for a paying customer external to VESTA SOLUTIONS, INC. for not less than one (1) month, in accordance with the Customer In-Use requirement identified in Section 5.8.2 of the IFB.

APPENDIX A
STATEMENT OF WORK

9-1-1 CPE SYSTEMS
STATEMENT OF WORK (SOW)

1.1. BACKGROUND AND PURPOSE

The California Governor's Office of Emergency Services (Cal OES), CA 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) is responsible for administering the State Emergency Telephone Number Account (SETNA) which provides funding to California Public Safety Answering Points (PSAPs) for 9-1-1 systems and services. . User Instructions will be provided to PSAPs upon Contract Award for detailing the process' to follow when ordering 9-1-1 Customer Premise Equipment (CPE) Systems. The main function of the 9-1-1 CPE Systems are to provide PSAPs with call handling equipment located at the PSAP to answer the 9-1-1 calls.

1.2. OBJECTIVE

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.

1.3. PSAP LOCATIONS

PSAPs may be added or removed from time to time by the Cal OES for a variety of reasons. Not all PSAPs request or receive funding from the CA 9-1-1 Branch; therefore, the PSAPs List is not inclusive of all PSAPs in California. Some NG 9-1-1 Core Services exist today, or are planned and are designated by "CE" or "CP". Some PSAPs contain Evergreen Network based Turn-key Solutions that are existing or planned, designated by "EE" or "EP". The remaining PSAPs are all Stand-Alone CPE as "Blank" in the status field or Host-Remote Solutions designated with an "HS" as defined below:

Blank - CPE Stand-Alone
HS - CPE Host-Remote System
- HS - B (Butte)
- HS - I (Imperial)
- HS - LAS (Los Angeles Sheriff)
- HS - P (Placerville)
- HS - R (Riverside)
- HS - SC (Santa Clara)
- HS - V (Ventura)

CE - Core Existing
CP - Core Planned
EE - Evergreen Existing
EP - Evergreen Planned

Table 1.1 PSAPs CURRENTLY FUNDED BY SETNA

#	PSAP NAME	STATUS	LOCATION
1)	Alameda County Regional Fire/LLNL		Livermore
2)	Alameda County Sheriffs Department		San Leandro
3)	Alameda Police Department		Alameda
4)	Albany Police Department		Albany
5)	Alhambra Police/Fire Department	EP, CP	Alhambra
6)	Amador County Sheriff's Department		Jackson
7)	Anaheim Police Department		Anaheim
8)	Antioch Police Department		Antioch
9)	Arcadia Police Department	EP, CP	Arcadia
10)	Areata Police Department		Areata
11)	Arvin Police Department		Arvin
12)	Atascadero Police Department		Atascadero
13)	Atherton Police Department		Atherton
14)	Atwater Police Department		Atwater
15)	Auburn Police Department	HS-P	Auburn
16)	Avalon Fire Department		Avalon
17)	Azusa Police Department		Azusa
18)	Bakersfield Police Department		Bakersfield
19)	Baldwin Park Police Department		Baldwin Park
20)	Banning Police Department		Banning
21)	Barstow Police Department		Barstow
22)	Bay Area Rapid Transit (BART) Police		Oakland
23)	Bear Valley Police Department		Tehachapi
24)	Beaumont Police Department		Beaumont
25)	Bell Gardens Police Department		Bell Gardens
26)	Bell Police Department		Bell
27)	Belmont Police Department		Belmont
28)	Benicia Police Department		Benicia
29)	Berkeley Police/Fire Communications Center		Berkeley
30)	Beverly Hills Police Department	EP, CP	Beverly Hills
31)	Bishop Police Department		Bishop
32)	Blythe Police Department		Blythe
33)	Brawley Police Department	HS-I	Brawley
34)	Brea Police Department		Brea
35)	Buena Park Police Department		Buena Park
36)	Burbank Police Department	EE, CP	Burbank
37)	Burlingame Police Department		Burlingame
38)	Butte County Sheriff's Department	CE, HS-	Oroville
39)	Calaveras County Sheriff's Department		San Andreas
40)	Calexico Police Department	HS-I	Calexico
41)	CAL-FIRE Camino (Amador/El Dorado Unit)		Camino
42)	CAL-FIRE El Cajon (San Diego Unit)		El Cajon
43)	CAL-FIRE Felton (San Mateo/Santa Cruz Unit)		Felton
44)	CAL-FIRE Fortuna (Humboldt/Del Norte Unit)		Fortuna

#	PSAP NAME	STATUS	LOCATION
45)	CAL-FIRE Fresno (Fresno/Kings Unit)		Fresno
46)	CAL-FIRE Grass Valley (Nevada/Yuba/Placer		Grass Valley
47)	CAL-FIRE Mariposa		Mariposa
48)	CAL-FIRE Monterey (San Benito/Monterey		Monterey
49)	CAL-FIRE Morgan Hill (Santa Clara Unit)		Morgan Hill
50)	CAL-FIRE Oroville (Butte Unit)	CE, HS-	Oroville
51)	CAL-FIRE Perris (Riverside Unit)		Perris
52)	CAL-FIRE Red Bluff (Tehama/Glenn Unit)	CE	Red Bluff
53)	CAL-FIRE Redding (Shasta/Trinity Unit)	CE	Redding
54)	CAL-FIRE San Andreas (Tuolumne/Calaveras		San Andreas
55)	CAL-FIRE San Bernardino (San Bernardino		San Bernardino
56)	CAL-FIRE San Luis Obispo (San Luis Obispo		San Luis Obispo
57)	CAL-FIRE St Helena (Sonoma/Lake/Napa		St Helena
58)	CAL-FIRE Susanville (Lassen/Modoc Unit)	CE	Susanville
59)	CAL-FIRE Visalia (Tulare Unit)		Visalia
60)	CAL-FIRE Willits (Mendocino Unit)		Willits
61)	CAL-FIRE Yreka (Siskiyou Unit)	CE	Yreka
62)	California City Police Department		California City
63)	Calistoga Police Department		Calistoga
64)	Campbell Police Department		Campbell
65)	Carlsbad Police Department		Carlsbad
66)	Carmel Police Department		Carmel
67)	Cathedral City Police Department		Cathedral City
68)	Ceres Police Department		Ceres
69)	Cerritos College Police Department		Norwalk
70)	Chico Police Department	CE	Chico
71)	Chino Police Department	HS-B	Chino
72)	Chowchilla Police Department		Chowchilla
73)	CHP Atwater (Merced)		Atwater
74)	CHP Bakersfield (Kern)		Bakersfield
75)	CHP Barstow (San Bernardino)		Barstow
76)	CHP Bishop (Inyo)		Bishop
77)	CHP Border Comm Center		San Diego
78)	CHP Capitol Communications Center		Sacramento
79)	CHP Chico (Butte)	CE	Chico
80)	CHP El Centro (Imperial)		Imperial
81)	CHP Eureka (Humboldt)		Areata
82)	CHP Fresno		Fresno
83)	CHP Indio (Riverside)		Indio
84)	CHP Inland (San Bernardino)		Fontana
85)	CHP Irvine (Orange)		Irvine
86)	CHP Los Angeles		Los Angeles
87)	CHP Rancho Cordova (Sacramento)		Rancho Cordova
88)	CHP Redding (Shasta)	CE	Redding
89)	CHP Salinas (Monterey)		Salinas
90)	CHP San Luis Obispo		San Luis Obispo

#	PSAP NAME	STATUS	LOCATION
91)	CHP Stockton (San Joaquin)		Stockton
92)	CHP Susanville (Lassen)	CE	Susanville
93)	CHP Truckee (Nevada)		Truckee
94)	CHP Ukiah (Mendocino)		Ukiah
95)	CHP Vallejo/Golden Gate (Solano)		Vallejo
96)	CHP Ventura		Ventura
97)	CHP Yreka (Siskiyou)	CE	Yreka
98)	Chula Vista Police Department		Chula Vista
99)	Citrus Heights Police Department		Citrus Heights
100)	Claremont Police Department		Claremont
101)	Cloverdale Police Department		Cloverdale
102)	Clovis Police Department		Clovis
103)	Coalinga Police Department		Coalinga
104)	Colma Police Department		Colma
105)	Colton Police Department		Colton
106)	Colusa County Sheriff's Department	CE	Colusa
107)	Concord Police Department		Concord
108)	CONFIRE - San Bernardino County Fire		Rialto
109)	Contra Costa County Fire Protection District		Pleasant Hill
110)	Contra Costa County Sheriffs Department		Martinez
111)	Corcoran Police Department		Corcoran
112)	Corning Fire Department	CE	Corning
113)	Corning Police Department	CE	Corning
114)	Corona Police Department		Corona
115)	Coronado Police Department		Coronado
116)	Costa Mesa Police Department		Costa Mesa
117)	Cotati Police Department		Cotati
118)	Covina Police Department	EP,CP	Covina
119)	CSU Channel Island Police Department		Camarillo
120)	CSU Chico Police Department	CE, HS-	Chico
121)	CSU Dominguez Hills Police Department		Carson
122)	CSU East Bay Police Department		Hayward
123)	CSU Fresno Police Department		Fresno
124)	CSU Fullerton Police Department		Fullerton
125)	CSU Humboldt Police Department		Areata
126)	CSU Long Beach University Police		Long Beach
127)	CSU Los Angeles Police Department		Los Angeles
128)	CSU Northridge University Police		Northridge
129)	CSU Pomona (Cal Poly) Police Department		Pomona
130)	CSU San Bernardino Police Department		San Bernardino
131)	CSU San Diego Police Department		San Diego
132)	CSU San Francisco Police Department		San Francisco
133)	CSU San Jose Police Department		San Jose
134)	CSU San Luis Obispo (Cal Poly) Police		San Luis Obispo
135)	CSU San Marcos Police Department		San Marcos
136)	CSU Sonoma Police Department		Rohnert Park

#	PSAP NAME	STATUS	LOCATION
137)	Culver City Police/Fire Department	EP,CP	Culver City
138)	Daly City Police Department		Daly City
139)	Davis Police Department		Davis
140)	Del Norte County Sheriff's Department		Crescent City
141)	Delano Police Department		Delano
142)	Dinuba Police Department		Dinuba
143)	Dos Palos Police Department (Westside		Dos Palos
144)	Downey Fire Department		Downey
145)	Downey Police Department		Downey
146)	East Bay Regional Park District		Castro Valley
147)	El Cajon Police Department		El Cajon
148)	El Camino Community College District Police		Torrance
149)	El Centro Police Department	HS-I	El Centro
150)	El Dorado County Sheriff's Department		Placerville
151)	El Monte Police Department		El Monte
152)	Elk Grove Police Department		Elk Grove
153)	Emeryville Police Department		Emeryville
154)	Escondido Police Department		Escondido
155)	Eureka Police Department		Eureka
156)	Fairfax Police Department		Fairfax
157)	Fairfield Police Department		Fairfield
158)	Firebaugh Police Department		Firebaugh
159)	Folsom Police Department		Folsom
160)	Fontana Police Department		Fontana
161)	Fortuna Police Department		Fortuna
162)	Foster City Police Department		Foster City
163)	Fountain Valley Police Department		Fountain Valley
164)	Fremont Police Department		Fremont
165)	Fresno County EMS		Fresno
166)	Fresno County Sheriff's Department		Fresno
167)	Fresno Police Department		Fresno
168)	Fullerton Police Department		Fullerton
169)	Galt Police Department		Galt
170)	Garden Grove Police Department		Garden Grove
171)	Gilroy Police Communications		Gilroy
172)	Glendale Police Department	EE,CP	Glendale
173)	Glendora Police Department		Glendora
174)	Glenn County Sheriff's Department	CE	Willows
175)	Gridley Police Department	CE, HS-	Gridley
176)	Grover Beach Police Department		Grover Beach
177)	Hanford Police Department		Hanford
178)	Hayward Police Department		Hayward
179)	Healdsburg Police Department		Healdsburg
180)	Heartland Communications Facility Authority -		El Cajon
181)	Hemet Police Department		Hemet
182)	Hillsborough Police Department		Hillsborough

#	PSAP NAME	STATUS	LOCATION
183)	Humboldt County Sheriff's Department		Eureka
184)	Huntington Beach Police Department		Huntington Beach
185)	Huntington Park Police Department		Huntington Park
186)	Huron Police Department		Huron
187)	Imperial County Sheriffs Department	HS-I	El Centro
188)	Indio Police Department		Indio
189)	Inglewood Police/Fire Department		Inglewood
190)	Inyo County Sheriff's Department		Independence
191)	Irvine Police Department		Irvine
192)	Irwindale Police Department		Irwindale
193)	Kern County Fire Department		Bakersfield
194)	Kern County Sheriff's Department		Bakersfield
195)	Kings County Sheriff's Department		Hanford
196)	La Habra Police Department		La Habra
197)	La Mesa Police Department		La Mesa
198)	La Palma Police Department		La Palma
199)	La Verne Police/Fire Department	EP,CP	La Verne
200)	Laguna Beach Police Department		Laguna Beach
201)	Lake County Sheriff's Department		Lakeport
202)	LASD - Carson Sheriff's Station	HS-LAS	Carson
203)	LASD - Century Sheriffs Station	HS-LAS	Lynwood
204)	LASD - Cerritos Sheriffs Station	HS-LAS	Cerritos
205)	LASD - Compton Sheriff's Station	HS-LAS	Compton
206)	LASD - Crescenta Valley Sheriffs Station	HS-LAS	La Crescenta
207)	LASD - East Los Angeles Sheriff's Station	HS-LAS	Los Angeles
208)	LASD - Industry Sheriff's Station	HS-LAS	City of Industry
209)	LASD - Lakewood Sheriff's Station	HS-LAS	Lakewood
210)	LASD - Lancaster Sheriff's Station	HS-LAS	Lancaster
211)	LASD - Lomita Sheriff's Station	HS-LAS	Lomita
212)	LASD - Lost Hills/Malibu Sheriff's Station	HS-LAS	Calabasas
213)	LASD - Marina Del Rey Sheriff's Station	HS-LAS	Marina Del Rey
214)	LASD - Metro Transportation Authority	HS-LAS	Los Angeles
215)	LASD - Norwalk Sheriff's Station	HS-LAS	Norwalk
216)	LASD - Palmdale Sheriff's Station	HS-LAS	Palmdale
217)	LASD - Pico Rivera Sheriff's Station	HS-LAS	Pico Rivera
218)	LASD - San Dimas Sheriff's Station	HS-LAS	San Dimas
219)	LASD - Santa Clarita Valley Sheriff's Station	HS-LAS	Valencia
220)	LASD - South Los Angeles Sheriff's Station	HS-LAS	Los Angeles
221)	LASD - Temple City Sheriff's Station	HS-LAS	Temple City
222)	LASD - Walnut/Diamond Bar Sheriff's Station	HS-LAS	Walnut
223)	LASD - West Hollywood Sheriff's Station	HS-LAS	Los Angeles
224)	Lassen County Sheriff's Department	CE	Susanville
225)	Lincoln Police Department	HS-P	Lincoln
226)	Lindsay Police Department		Lindsay
227)	Livermore Police Department		Livermore
228)	Livingston Police Department		Livingston

#	PSAP NAME	STATUS	LOCATION
229)	Lodi Police Department		Lodi
230)	Lompoc Police Department		Lompoc
231)	Long Beach Fire Department		Long Beach
232)	Long Beach Police Department		Long Beach
233)	Los Altos Police Department	HS-SC	Los Altos
234)	Los Angeles City Fire Department		Los Angeles
235)	Los Angeles County Fire		Los Angeles
236)	Los Angeles Police Department		Los Angeles
237)	Los Banos Police Department		Los Banos
238)	Los Gatos Police Communications		Los Gatos
239)	Madera County Sheriff		Madera
240)	Madera Police Department		Madera
241)	Manteca Police Department		Manteca
242)	Marin County Fire Department		Woodacre
243)	Marin County Sheriffs Department		San Rafael
244)	Mariposa County Sheriff's Department		Mariposa
245)	Martinez Police Department		Martinez
246)	Marysville Police Department	CE	Marysville
247)	McFarland Police Department		McFarland
248)	Mendocino County Sheriff's Department	EE,CP	Ukiah
249)	Menlo Park Police Department		Menlo Park
250)	Merced County Sheriff's Department		Merced
251)	Merced Emergency Medical Services		Merced
252)	Merced Police Department		Merced
253)	MetroNet - Metro Cities Fire Authority Comm.		Anaheim
254)	Milpitas Police Department		Milpitas
255)	Modoc County Sheriff's Department	CE	Alturas
256)	Mono County Sheriffs Department		Bridgeport
257)	Monrovia Police Department	EP,CP	Monrovia
258)	Montclair Police Department		Montclair
259)	Montebello Police Department	EP,CP	Montebello
260)	Montecito Fire Protection District		Montecito
261)	Monterey County Emergency Communications		Salinas
262)	Monterey Park Police/Fire Department	EP,CP	Monterey Park
263)	Morgan Hill Police Communications		Morgan Hill
264)	Mountain View Police/Fire Department	HS-SC	Mountain View
265)	Mt. Shasta Police Department	CE	Mt Shasta
266)	Murrieta Police Department		Murrieta
267)	Napa County Communications		Napa
268)	NASA AMES Police Department		Moffett Field
269)	National City Police Department		National City
270)	Nevada County Sheriffs Department		Nevada City
271)	Newark Police/Fire Department		Newark
272)	Newport Beach Police Department		Newport Beach
273)	North County Dispatch		Rancho Santa Fe
274)	Novato Police Department		Novato

#	PSAP NAME	STATUS	LOCATION
275)	Oakdale Police Department		Oakdale
276)	Oakland Fire Department		Oakland
277)	Oakland Police Department		Oakland
278)	Oceanside Police Department		Oceanside
279)	Ontario Fire Department		Ontario
280)	Ontario Police Department		Ontario
281)	Orange County Fire Authority		Irvine
282)	Orange County Sheriff's Department (Flarbor		Corona Del Mar
283)	Orange County Sheriff's Department		Silverado
284)	Orange Police Department		Orange
285)	Oroville Police Department	CE, HS-	Oroville
286)	Oxnard Police/Fire Department	CP, HS-	Oxnard
287)	Palm Springs Police/Fire Department		Palm Springs
288)	Palo Alto Police Department	HS-SC	Palo Alto
289)	Palos Verdes Estates Police/Fire Department		Palos Verdes
290)	Paradise Police Department	CE, HS-	Paradise
291)	Pasadena Police Department	EE,CP	Pasadena
292)	Paso Robles Police Department		Paso Robles
293)	Petaluma Police Department		Petaluma
294)	Piedmont Police Department		Piedmont
295)	Pinole Police Department		Pinole
296)	Pismo Beach Police Department		Pismo Beach
297)	Placentia Police Department		Placentia
298)	Placer County Sheriff's Department	HS-P	Auburn
299)	Placerville Police Department		Placerville
300)	Pleasant Hill Police Department		Pleasant Hill
301)	Pleasanton Police Department		Pleasanton
302)	Plumas County Sheriff's Department	CE	Quincy
303)	Pomona Police Department	EP,CP	Pomona
304)	Port Hueneme Police Department		Port Hueneme
305)	Porterville Police Department		Porterville
306)	Red Bluff Police Department	CE	Red Bluff
307)	Redlands Police Department		Redlands
308)	Redondo Beach Police/Fire Department		Redondo Beach
309)	Redwood City Police Department		Redwood City
310)	Reedley Police Department		Reedley
311)	Rialto Police Department		Rialto
312)	Richmond Police Department		Richmond
313)	Ridgecrest Police Department		Ridgecrest
314)	Ripon Police Department		Ripon
315)	Riverside County Sheriff's Department	HS-R	Blythe
316)	Riverside County Sheriff's Department	HS-R	Palm Desert
317)	Riverside County Sheriff's Department	HS-R	Riverside
318)	Riverside Police Department		Riverside
319)	Rocklin Police Department	HS-P	Rocklin
320)	Rohnert Park Police Department		Rohnert Park

#	PSAP NAME	STATUS	LOCATION
321)	Roseville Police Department	HS-P	Roseville
322)	Sacramento City Police Department		Sacramento
323)	Sacramento County Sheriff's Department		Elk Grove
324)	Sacramento Regional Fire Emergency Comm.		Sacramento
325)	San Bernardino County Sheriff's Department		Rialto
326)	San Bernardino County Sheriff's Department		Hesperia
327)	San Bernardino Police Department		San Bernardino
328)	San Bruno Police Department		San Bruno
329)	San Diego County Lifeguards		San Diego
330)	San Diego County Sheriff's Department		San Diego
331)	San Diego Fire Communications		San Diego
332)	San Diego Harbor Police Department		San Diego
333)	San Diego Police Department		San Diego
334)	San Fernando Police Department	EP,CP	San Fernando
335)	San Francisco Dept. Emergency Management		San Francisco
336)	San Francisco International Airport Police		South San
337)	San Gabriel Police Department	EP,CP	San Gabriel
338)	San Joaquin County Sheriff's Department		French Camp
339)	San Jose Police/Fire Communications		San Jose
340)	San Leandro Police Department		San Leandro
341)	San Luis Obispo County Sheriff's Department		San Luis Obispo
342)	San Luis Obispo Police Department		San Luis Obispo
343)	San Marino Police Department	EP.CP	San Marino
344)	San Mateo County Communications		Redwood City
345)	San Mateo Police Department		San Mateo
346)	San Rafael Police Department		San Rafael
347)	San Ramon Valley Fire Protection District		San Ramon
348)	Santa Ana Police Department		Santa Ana
349)	Santa Barbara County Sheriff's Department		Santa Barbara
350)	Santa Barbara Police Department		Santa Barbara
351)	Santa Clara County Sheriff's Department		San Jose
352)	Santa Clara Police Department		Santa Clara
353)	Santa Cruz Regional 9-1-1		Santa Cruz
354)	Santa Maria Police Department		Santa Maria
355)	Santa Monica Police Department		Santa Monica
356)	Santa Paula Police Department		Santa Paula
357)	Santa Rosa Police Department		Santa Rosa
358)	Scotts Valley Police Department		Scotts Valley
359)	Sebastopol Police Department		Sebastopol
360)	Selma Police Department		Selma
361)	Shatter Police Department		Shatter
362)	Shasta County Comm. Center - SHASCOM	CE	Redding
363)	Sierra County Sheriff's Department	CE	Downieville
364)	Sierra Madre Police/Fire Department	EE,CP	Sierra Madre
365)	Signal Hill Police Department		Signal Hill
366)	Simi Valley Police Department	CP, HS-	Simi Valley

#	PSAP NAME	STATUS	LOCATION
367)	Siskiyou County Sheriff's Department		Yreka
368)	Solano County Sheriff		Fairfield
369)	Sonoma County REDCOM Fire & EMS		Santa Rosa
370)	Sonoma County Sheriffs Department		Santa Rosa
371)	Sonora Police Department		Sonora
372)	South Bay Regional Public Comm. Authority		Hawthorne
373)	South Gate Police Department		South Gate
374)	South Lake Tahoe Police Department		South Lake Tahoe
375)	South Pasadena Police/Fire Department	EP,CP	South Pasadena
376)	South San Francisco Police Department		South San
377)	St. Helena Police Department		St. Helena
378)	Stanislaus Regional 9-1-1		Modesto
379)	Stockton Fire Department		Stockton
380)	Stockton Police Department		Stockton
381)	Suisun City Police Department		Suisun
382)	Sunnyvale Police Department		Sunnyvale
383)	Sutter County Sheriffs Department	CE	Yuba City
384)	Taft Police Department		Taft
385)	Tehama County Sheriffs Department	CE	Red Bluff
386)	Torrance Police Department		Torrance
387)	Tracy Police Department		Tracy
388)	Trinity County Sheriffs Department	CE	Weaverville
389)	Tulare County Consol. Ambulance Dispatch -		Tulare
390)	Tulare County Fire Department		Farmersville
391)	Tulare County Sheriffs Department		Visalia
392)	Tulare Police Department		Tulare
393)	Tuolumne County Sheriffs Department		Sonora
394)	Turlock Police Department		Turlock
395)	UC Berkeley Police Department		Berkeley
396)	UC Davis Police Department		Davis
397)	UC Irvine Police Department		Irvine
398)	UC Los Angeles Police Department		Los Angeles
399)	UC Merced Police Department		Merced
400)	UC Riverside Police Department		Riverside
401)	UC San Diego Police Department		La Jolla
402)	UC San Francisco Police Department		San Francisco
403)	UC Santa Barbara Police Department		Santa Barbara
404)	UC Santa Cruz Police Department		Santa Cruz
405)	Ukiah Police Department	EE,CP	Ukiah
406)	Union City Police Department		Union City
407)	Upland Police Department		Upland
408)	US Air Force Beale AFB SFCC		Beale AFB *
409)	US Air Force Edwards AFB Fire Department		Edwards AFB
410)	US Air Force Travis AFB		Travis AFB
411)	US Air Force Vandenberg AFB Police/Fire		Vandenberg AFB
412)	US Army Fort Hunter Liggett Police		Ft Hunter Liggett

#	PSAP NAME	STATUS	LOCATION
413)	US Army Fort Irwin Provost Marshall (MP)		Fort Irwin
414)	US Army Presidio of Monterey Dispatch		Presidio of
415)	US Park Police Golden Gate NRA		San Francisco
416)	US Sequoia National Park		Three Rivers
417)	US Yosemite National Park		El Portal
418)	USMC Camp Pendleton JECC		Camp Pendleton
419)	USMC Logistics Base Barstow - NEBO		Barstow
420)	USMC Miramar Air Station Police/Fire Dept.		San Diego
421)	USMC Twenty-Nine Palms Combat Center -		Twenty-Nine Palms
422)	Vacaville Police Department		Vacaville
423)	Vallejo Police Department		Vallejo
424)	Valley Regional Emergency Communications		Modesto
425)	Ventura County Fire Protection District		Camarillo
426)	Ventura County Sheriff's Department	CP, HS-	Ventura
427)	Ventura Police Department		Ventura
428)	Verdugo Fire Department	EE,CP	Glendale
429)	Vernon Police Department		Vernon
430)	Visalia Police Department		Visalia
431)	Walnut Creek Police Department		Walnut Creek
432)	Weed Police Department	CE	Weed
433)	West Covina Police/Fire Department	EP,CP	West Covina
434)	WEST-COMM - West Cities Police Comm		Seal Beach
435)	Westminster Police Department		Westminster
436)	Whittier Police Department		Whittier
437)	Willits Police Department	EE,CP	Willits
438)	Willows Fire Department	CE	Willows
439)	Yolo Emergency Communications Agency		Woodland
440)	Yreka Police Department	CE	Yreka
441)	Yuba City Police Department	CE	Yuba City
442)	Yuba County Sheriff's Department	CE	Marysville

1.4. TERM/PERIOD OF PERFORMANCE

1) Effective upon approval of the California Department of Technology (CDT), Statewide Technology Procurement (STP), the initial Multiple Award Contract term will be three (3) years.

2) Cal OES, at its sole discretion, may exercise its option to execute four (4), one (1)-year extensions for a maximum Multiple Award Contract term of seven (7) years.

3) 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. Any delivery or performance that is commenced prior to the signing of the multiple award

contracts shall be considered voluntary on the part of the Contractor and non-compensable.

4) 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 STP under Public Contract Code (PCC) 12100.

5) Period of performance for a PSAP's CPE purchase will continue for the five (5) years, consisting of a one (1) year warranty and four (4) years maintenance included in the purchase price, from the date of system acceptance. The Contractor shall adhere to this Period of Performance even when the multiple award contract term may have expired.

6) If the Contractor receives a CPE request from the PSAP, the Contractor must coordinate with the PSAP to ensure sufficient time to develop a PO Package. A PSAP's PO Package (as described within the CA 9-1-1 Branch Operations Manual Chapter 3 - Funding) must be received by the CA 9-1-1 Branch at a minimum of four (4) weeks prior the Multiple Award Contract expiration to allow time for review, revision, and issuance of a TD-288 Commitment to Fund.

7) The Contractor is required to respond to the PSAP's request for additional CPE monthly maintenance (beyond original purchases five (5) year maintenance term) by providing a quote not to exceed the Cost Workbook pricing in Exhibit 16. Quote must be provided with sufficient lead time to allow PSAP's submittal of required PO to the CA 9-1-1 Branch at a minimum of four (4) weeks prior to expiration of the Multiple Award Contract.

8) If the Contractor subsequently receives PSAP's submittal of PO and the CA 9-1-1 Branch's TD-288 Commitment to Fund additional CPE monthly maintenance, Period of Performance shall continue on a monthly basis for up to an additional twenty-four months (until acceptance of subsequent CPE replacement; or upon PSAP request for termination with thirty days' notice to the Contractor) even if the Multiple Award Contract may have expired.

9) After the multiple award contract expiration date, new orders shall not be issued and are prohibited.

1.5. PROJECT REPRESENTATIVES

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

Table 1-2 PROJECT REPRESENTATIVES

State:	**California Governor's Office of Emergency Services**	Contractor:	**Vesta Solutions, Inc.**
Name:	Andrew Mattson Contract Manager	Name:	Sara Boulger
Address	601 Sequoia Pacific Blvd. Sacramento, CA 95811	Address:	42505 Rio Nedo Temecula, CA 92590
Phone: Fax: e-mail:	(916) 657-9459 Andrew. Mattson(a)caloes.ca.qov	Phone: Fax: e-mail:	(951)551-5665 Sara. boulqer(a>motorolasolutions. com

Direct all contract inquiries to:

State: Unit:	**CA Governor's Office of Emergency Services Procurement and Logistics Services Branch**	Contractor:	**Vesta Solutions, Inc.**
Attention:	Jodi Lopez Contracts Analyst	Attention:	Sara Boulger
Address:	3650 Schriever Ave Mather, CA 95655	Address:	42505 Rio Nedo Temecula, CA 92590
Phone: Fax: e-mail:	(916) 845-8307 (916) 845-8303 Jodi.Lopez(a)caloes.ca.qov	Phone: Fax: e-mail:	(951)551-5665 Sara. boulqer(a)motorolasolutions. com

1.6. CONTRACTOR RESPONSIBILITIES

The Contractor shall:

1) Ensure that installation of equipment includes all parts, labor, software and configuration required to deliver and make the system ready for use, and operational with the manufacturer's published specifications.

2) Provide period of performance one (1) year Warranty and four (4) years Maintenance on any system purchased prior to contract termination.

3) 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.

4) Notify Cal OES, 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.

the substitute personnel shall meet all requirements and must be approved in advance of any performance under the Agreement by Gal OES via an approved Amendment if adding a new subcontractor.

5) Perform their duties on the premises of the PSAP facilities located within California, during the best available hours for the PSAP, and at all other times as required to successfully provide the services.

6) Comply with the PSAP's requirements that restrict deliveries to non-peak commute hours in specific locations, or require delivery within defined time frames due to site policies. When applicable, the PSAP will provide the information regarding these policies/or requirements.

7) Provide the PSAP with a copy of the manufacturer's recommended preventive maintenance process and schedule. Preventive (scheduled) maintenance shall be performed in accordance with the manufacturer's recommended preventive maintenance requirements and be consistent with the PSAP's operating requirements.

8) Work closely with PSAPs regarding any of the additional applications and peripheral equipment provided under contract and adhere to any changes and future time-frames listed in the individual requirements.

9) Allow equipment purchased under the Contract to be operated at any time, for any length of time at the convenience of the PSAP, exclusive of the time required for preventive and remedial maintenance.

10) Allow each item of software that is proprietary in nature to be licensed to the PSAP for its use in accordance with the provisions of the Contract and the PSAP shall have unrestricted use of the software.

11) Provide title to equipment, accessories and devices purchased under the Contract shall be vested in the PSAP.

12) Make every reasonable effort to assist the PSAP in procuring the use of equipment compatible with that provided under this Contract to meet emergencies such as major outages or unforeseen peak loads. The PSAP may accept or reject the offer of use of emergency equipment. If accepted the charge for such use, if any, shall be a separate Purchase Order (PO) arrangement between the PSAP and the Contractor.

13) The Contractor will, within five (5) State business days after initial problem notification, respond to Cal OES by submitting a detailed explanation describing precisely how the identified services and/or products actually adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the specific

inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to Cal OES's initial problem notification within the required time limits may result in immediate termination of the Contract. In the event of such termination, Cal OES shall pay all amounts due the Contractor for all work accepted prior to termination.

14) Submit a system diagram, depicting data flow and interconnection requirements.

15) As the Prime, be responsible for all the terms and conditions of this Contract regardless if a failure occurs in any portion of their system or their Subcontractors.

1.6.1. Labor Classifications

Contractor shall make available each of the labor classifications listed below. Pricing for these classifications shall be provided in Exhibit 16 Cost Worksheet #2, Labor Rates. For each labor classification all individuals used by the Contractor through teaming agreements or sub-contracting arrangements shall meet these following requirements:

1.6.1.2. Factory-Trained Technician

The definition of a Factory-Trained Technician is a technician who has passed a certification/training course taught by factory or factory approved personnel for the system he/she must install and maintain. All training courses provided by other than the manufacturer's own personnel must be recognized and approved by the manufacturer, if the Contractor asserts that an employee is factory-trained. A Factory-Trained Technician is able to diagnose all-Major and Minor system alarms, provide hardware and software repairs, provide to the PSAP recommendations regarding user defined software and make changes to the user defined software. Contractor shall provide proof of Factory-Trained Technician certification upon use of this labor classification to the State.

1.6.1.3. Technician

The definition of Technician is a person who has basic telephone skills that has been provided instruction by a Certified Factory-Trained Technician for the system he/she must maintain at a level that the Technician is able to view all Major and Minor system alarms, provide hardware replacements and software repairs and provide to the PSAP recommendations regarding user defined software, under the direction of a Certified Factory-Trained Technician. Contractors shall detail the training that will be provided to a Technician.

1.6.1.4. System Engineer

For the purposes of the resulting Contract, a System Engineer is a person that has at least three (3) years' experience in 9-1-1 applications for CPE call-taking systems. A System Engineer shall be capable of engineering all of the systems that that the Contractor proposes or sells through the resulting Contract.

1.6.1.5. Project Manager

A Project Manager shall have provided project management support on behalf of a 9-1-1 emergency call processing system provider for at least three (3) distinct installations. Full time support of another Project Manager on an installation may be considered to meet this experience requirement. 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.

1.7. ORDERING PROCESS

Following the 9-1-1 CPE System PSAP User Instructions, PSAPs will submit orders accordingly. The ordering process that the CA 9-1-1 Branch uses is detailed in the 9-1-1 Operation Manual, Chapter III, Funding. The Operations Manual can be viewed at:

http://www.Cal OES.ca.gov/for-businesses-organizations/plan-prepare/ca-9-1 -1 -operations-manual

1.7.1. 9-1-1 CPE System Diagrams

As part of the ordering process for the 9-1-1 CPE Turn-key or Host-Remote System, the Request for Offers (RFOs) to the PSAPs shall include system diagrams using Microsoft Visio or similar to depict:

1) System connectivity;

2) Data flow;

3) Interconnection Requirements;

4) System NG9-1-1 functionality including connectivity to network (if necessary);

5) IWS equipment;

6) PC hardware Requirements;

7) Interfaces to any PSAP auxiliary equipment (i.e. CAD, log recorder);

8) Interfaces to any PSAP Itemized Items;

9) Interfaces to any peripheral equipment ordered

1.7.2. Examples of System Orders using Price Worksheets

1.7.2.1.9-1-1 CPE Turn-key Example

A PSAP requiring an individual Turn-key System with five (5) positions would simply use the Price Worksheet Tab #1 of Exhibit 16, Line Item #4. A PSAP requiring an individual Turn-key System with 25 positions would select one (1) unit from Line #19, and five (5) units from Line #20. A PSAP with an individual Turn-key System already installed that requires an additional three (3) IWSs, would select three (3) units from Line #21.

1.7.2.2. Itemized Example

A PSAP requiring any itemized item from the Itemized Price Worksheet, Tab #2 of Exhibit 16 would simply select their unit of measure for each item desired. PSAPs requiring larger sized monitors would select the appropriate itemized Line Item, #s 3 or 4, and then the monitor in the 9-1-1 Turn-key or Host-Remote System would be discounted. A PSAP requiring additional Legacy Network capacity for CAMA or 10-digit would use Line #5. PSAPs converting to an IP Network would select the IP Interface Gateway/Appliance from Line # 6. A PSAP who has their own UPS for backroom equipment or a small units at the IWSs, will expect, at a minimum, the unit price listed on Line #s 8 and 9 shall be discounted from the 9-1-1 Turn-key or Host-Remote System.

1.7.2.3. 9-1-1 CPE Host-Remote Example

Host-Remote Systems with multiple Remote PSAPs will use the Price Worksheet on Tab #3 of Exhibit 16. A Host-Remote System with two (2) Remote PSAPs with two (2) positions each and two (2) Remote PSAPs with five (5) positions each would select one (1) unit from Line #1 for the first Host, one (1) unit from Line #2 for the second Host, two (2) units from Line #4 and, two (2) units from Line #7. At the time of installation, if the Host-Remote System required a Remote PSAP with 24 positions, one (1) unit from Line #22 and four (4) units from Line #23. After initial installation, if the Host-Remote System needed an additional position at the two (2) PSAPs with two (2) positions, they would select two (2) units from Line #24 is selected. After the initial installation, if the Host-Remote System needs to expand and add an additional Remote PSAP, with six (6) positions they would select one (1) unit from Line #8, and two (2) units from Line #25 to add another PSAP to each Host.

The host server of the Host-Remote System is priced for the host not installed at a PSAP. If a Host-Remote System is designed to have a host server at a PSAP, then the Contractor may discount the price on the order.

1.8. UNPLANNED DOWN-TIME DISCLOSURE AND ROOT CAUSE ANALYSIS

In the event CPE equipment is impacted by unplanned down-time, (such as a failure), the Contractor shall provide the CA 9-1-1 Branch and PSAPs with a written disclosure statement within two (2) calendar weeks via email which shall include but not be limited to:

1) The component that failed;

2) The duration (including start time and end time) the component was impacted;
3) Impact to the overall system due to the component failure - including impacted PSAPs by Federal Communications Commission (FCC) Identification (ID); and

4) Corrective action taken to recover the component.

The disclosure statement shall be provided by the Contractor proactively without request from Cal OES and/or the Local Agency/Agencies.

In addition to the above disclosure the Contractor shall provide a root cause analysis to the CA 9-1-1 Branch and Local Agency/Agencies within 15 business days. If a complete root cause analysis cannot be provided the Contractor shall provide an initial root cause analysis within 15 business days and then update the CA 9-1-1 Branch and PSAPs every five (5) business days until root cause is determined.

Root cause analysis shall identify the root cause of failure and corrective action to prevent a like failure in the future.

1.9. INSTALLATION DATE

A PSAP is a Public Agency authorized under Government Code Section 53102 to perform the functions of a PSAP. Orders from the PSAP must be completely installed and ready-for-use within 180 calendar days After Receipt of Order (ARO) as indicated on the PO.

The installation date may be changed by mutual consent of the Contractor and the PSAP; however, the System Installation Schedule must be completed/updated with the revised dates. Such deferment shall not exceed 60 calendar days, except by mutual agreement. In the event of an agreed change to the installation date, the Contractor will provide-a revised Contractor's SOW to the PSAPs and to the CA 9-1-1 Branch.

1.9.1. Restricted Delivery Hours

The Contractor shall comply with the PSAP's requirements that restrict deliveries to non-peak commute hours in specific locations, or require delivery within defined time frames due to site policies. When applicable, the PSAP will provide the information regarding these policies/or requirements.

1.9.2. Site Survey

As part of the RFO for the PSAP, the Contractor shall prepare a floor plan of the Communications Operations Room showing the location of each item of equipment and detailing the current electrical power, common ground and environmental control facilities. The Contractor shall prepare a floor plan of the Equipment Room showing the location of each item of back-room equipment and detailing the current electrical power and environmental control facilities. The Contractor shall review and comment on the adequacy of the PSAP's facility, including but not limited to, the adequacy of the furniture, lighting, floor plan, environmental control, cabling, demarcation room .and equipment room 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.

Specifications shall include the operating voltage required, maximum current under peak conditions (in amperes), power consumed (expressed in watts), temperature range within which the equipment is designed to operate, the humidity range within which the equipment offered is designed to operate, grounding required, the equipment heat producing pattern under normal operating conditions (expressed in British Thermal Units (BTUs) for each specific

Model Cluster), and the type and number of power receptacles required. All modifications specified to prepare the facilities must be detailed in the Contractor's SOW.

The Contractor shall provide a pre-installation checklist to insure that the PSAP has met all installation obligations prior to the Contractor installing the equipment. Absence of a pre-installation checklist shall mean that the Contractor is offering equipment that has no Minimum or maximum environmental specifications.

On or before the Facility Readiness Date, the PSAP shall cause the site to be prepared in accordance with the Contractor's site preparation specifications unless the Contractor has agreed to be responsible for such site preparation. The Contractor will provide a written certification that the modifications detailed on the pre-installation checklist have been completed in accordance with the Contractor's requirements.
Subsequent alterations or modifications to the site which are directly attributable to incomplete or erroneous specifications provided by the Contractor and which involve additional expense shall be made at the expense of the Contractor, to the extent that such costs would not have been incurred had the complete and/or correct specifications been initially provided. If such site alterations cause a delay in the installation, the provisions of Section 1.17, Attachment 1.0, Contractor's Monthly Activity Report and Section 1.16 shall apply.

1.9.3. Certification of Facility Readiness

If required, Cal OES and/or PSAP will modify PSAP site facilities to meet the Contractor's specifications at Cal OES and/or PSAP expense. Upon completion the Contractor will be required to certify in writing that the modifications have been completed and satisfy the Contractor's requirements before delivery.

1.9.4. 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. Such certification must be in writing and presented to the individual specified in Attachments 3.0 and 3.1, Contractor's Sample Statement of Work.

1.9.5. 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 and in the best interest of the PSAP to move the equipment purchased under this Contract from a PSAP location to another, except in an emergency situation, the PSAP will notify the Contractor in writing or electronically, a minimum of six (6) months in advance of the anticipated move date, that the move is scheduled to take place. The PSAP will provide their PO number, date of disconnection, the locations from and to where the equipment is to be moved, and the re-connection date, if more than five (5) business days after the disconnect date. 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. Cal OES will only pay for 30 days of overlapping network costs. After 30 days is exceeded, billing from vacated PSAP premises will be transferred and become the responsibility of the PSAP. Confer with CA 9-1-1 Branch current Operations Manual policy.

2) The PSAP will reimburse the Contractor for all transportation, transit, risk insurance, rigging, packing, unpacking and drayage charges for such relocation performed by the Contractor; however, the Contractor shall maintain responsibility for the equipment at all times during the move.

3) If the Contractor does not relocate the equipment by the mutually agreed date, the SLAs, as specified in iSection 1.17.1, System Readiness: Hardware and Software, shall apply. Contractors should note that the SLAs shall be the same as for late deliveries.

4) On, or before, the scheduled reconnect date, the Contractor shall disconnect affected equipment, physically move (relocate) and .reconnect and certify the equipment at the new location.

5) In the case of an emergency PSAP CPE relocation, all noted timelines are subject to negotiation on a case-by-case basis with the Contractor.

6) 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 Rates bid in Exhibit 16. However, the cost for other services not normally associated with a same‘facility MACs, such as moving van equipment and personnel, will be negotiated between the Contractor and PSAP on a case-by-case basis for each re-location.

1.9.6. Moves, Adds and Changes (MACS)

MACs refers to changes in system application configurations to facilitate PSAP operations or 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) There shall be a one (1) hour minimum charge for all MACs. For those MACs that are performed routinely, such as adding or deleting new Telecommunicator Intelligent Workstations (IWSs), changing speed dial numbers, etc., the Contractor shall provide training to the PSAP System Administrator when performing these MACs.

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, each time a request is made. All routine MACs shall be accomplished within a mutually agreed upon number of days from the date request is submitted to the Contractor.

4) All costs for MACs will be directly billed to and paid by the PSAP, not to exceed the hour Labor Rates bid in Exhibit 16. 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, while the cost for other services not normally associated with a same facility MAC, such as moving van equipment and personnel, may be negotiated on case-by-case basis for each relocation.

1.9.7. Documentation

The Contractor shall provide copies of all non-proprietary manuals and other printed materials, including updated versions, which are useful and necessary to the PSAP in its use of the equipment or software provided at prices listed in Exhibit 16, Cost Workbook. Contractor shall provide one (1) hard copy and one (1) softcopy for multiple distributions and Web access to updates.

1.10. FREIGHT

1.10.1. Transportation

1) Shipments to and from the installation site shall be the responsibility of the Contractor. Equipment shall be transported by commercial carrier, or Contractor owned carrier, in a padded van or airfreight.

2) Equipment shall be preserved, packed and marked in accordance with the Contractor's standard practice. All deliveries of purchased equipment and software shall be Freight on Board (F.O.B.) - DESTINATION.

3) The Contractor shall bear the cost of transportation, rigging, and/or drayage 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) Upon notification, as stipulated in the Section 1.9.5, the PSAP reserves the option, with concurrence from the Contractor (such concurrence not to be unreasonably withheld), to arrange and pay for all transportation, rigging and drayage charges for such relocation. The PSAP shall use a commercial carrier with a padded van properly constructed and equipped for shipment of electronic equipment. Any subsequent moves are not paid by Cal OES, but mgy be negotiated between PSAP and Contractor, when the equipment is moved from one PSAP location to another.

1.10.2. Packing and Unpacking

1) Supervision of packing, unpacking and placement of equipment shall be furnished by the Contractor during the Contractor's normal working hours without additional charge to the PSAP.

2) Rearrangement of equipment on the same site for PSAP convenience shall be at PSAP expense.

1.10.3. Risk of Loss or Damage

The PSAP shall be relieved from all risk of loss or damage to the equipment purchased under this Contract during periods of transportation, installation and 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 such as a police or fire report. The PSAP assumes risk of loss or damage for equipment after formal Acceptance of installed systems.

1.10.4 Acceptance Testing and Continuing Standard of Performance Acceptance Testing Criteria

1) The Contractor shall issue a certificate of system readiness to the PSAP when equipment and software are installed and ready for acceptance testing. Acceptance testing shall commence on a date and time mutually agreed upon by the PSAP, within 10 business days, following receipt of the certificate of system readiness and shall end when the equipment and software have met the standard of performance Acceptance Testing Criteria for a period of 240 consecutive hours. Operation of the equipment and software to confirm proper installation shall be considered to be a part of the acceptance test. It is not required that the 240 consecutive hour period expire in order to begin a subsequent acceptance testing period.

2) Equipment and software shall not be accepted by the PSAP and no charges will be paid by the PSAP or the CA 9-1-1 Branch until all of the items on Attachment 4.0, 9-1-1 CPE System Acceptance and Authorization Checklist are met. Upon the successful completion of the acceptance testing period and within five (5) business days, the PSAP shall execute the System Acceptance and Authorization Checklist 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. For acceptance testing purposes, the average effectiveness level is a percentage figure determined by dividing the Scheduled Operational Hours (SOH) minus down-time by the SOHs. In addition, the equipment shall operate in at least minimal conformance with the Manufacturer's official published specifications applicable to such equipment on the date of this Contract. The Contractor shall provide the published specifications applicable to each piece of equipment, if requested by the PSAP.

4) Down-Time, for acceptance testing purposes is that period of time when the system installed at one location is incapable of performing all of the functions for which the installation was intended (during SOH), due.to a malfunction of the system or its operating software, excluding all external factors. During a period of system down-time, all equipment and software that are part of the system shall be made available to the Contractor to facilitate prompt repair. During this time the PSAP may use operable equipment and software where such use does not interfere with the Contractor's efforts to restore service and where Contractor's permission for such use is given (such permission not to be unreasonably denied). In the event that the system is required by the Contractor for testing or exercising of failed equipment but is not made available by the PSAP when requested, system down-time shall not accrue during the interval between the time of Contractor's request and the time that the system is made available to the Contractor.

5) The required effectiveness level shall apply separately to a system and to each Contractor's supplied remote equipment unless the PSAP and the Contractor agree otherwise. The effectiveness level of the system supplied by the Contractor shall be computed to exclude Down-Time attributable to equipment, cables and wires not supplied by the Contractor.

6) If the PSAP uses the system when the system or subsystem is down, as Down-Time is defined above, use of the system shall be excluded from the level of effectiveness computation, as will any down time resulting from system failure during such use.

7) The PSAP shall maintain appropriate records to validate that all requirements of this section concerning acceptance testing are met. SOHs and down-time shall be measured in hours and whole minutes. If meters are used to record the time, the meter readings will be converted into hours and whole minutes on a daily basis.

8) When a system involves on-line equipment that is remote to the basic installation, the required effectiveness level shall apply separately to the system and to the remote equipment.

9) During the acceptance testing period, all the preventative maintenance time shall be excluded from the acceptance testing period hours. System failure down-time shall be measured by those intervals during the acceptance testing period between the time that the Contractor is notified of the system failure and shall end when the system is returned to the PSAP in operating condition.

10) During the acceptance testing period, if the Contractor is notified that the system is not performing as intended, Contractor shall adhere to the response time requirements specified in Remedial Maintenance. All maintenance service and parts shall be furnished by the Contractor without charge during an unsuccessful period of acceptance testing on

the same basis as set forth herein concerning maintenance unless such maintenance service and parts are required as a result of the fault or negligence of the PSAP.

11) The PSAP may, upon written notice to the Contractor and the CA 9-1-1 Branch that is at least 15 calendar days prior to the scheduled start of the acceptance testing, delay the start of the acceptance testing period, but such delay may not exceed 30 consecutive calendar days. Delays that exceed 30 days shall be referred to the CA 9-1-1 Branch for dispute resolution.

12) 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 performance period or terminate the order (or portions thereof) and seek relief as provided by the Rights and Remedies of State for Default provision in the contract. The PSAP's option shall remain in effect until such time as the system meets the performance criteria, or 180 consecutive calendar days after the start of the acceptance testing, whichever occurs first. If the system has not met the standard of performance by 180 calendar days after installation the PO order under which the defective system is being installed may be cancelled. If the CA 9-1-1 Branch determines the same type of system has not met the standard of performance at more than three (3) planned installations, the system or affected components of the system may be removed from the Contract at the discretion of the CA 9-1-1 Branch.

1.10.5. System Acceptance Testing

Acceptance testing is intended to ensure that the system acquired operates in substantial accord with the Manufacturer's technical specifications, is adequate to perform as warranted by Contractor's response to the requirements of this Contract and evidences a satisfactory level of performance reliability, prior to its acceptance by the PSAP. If the system to be installed includes operating software as listed in the PO, such operating software shall be present for the acceptance test unless substitute operating software acceptable to the PSAP is provided. Acceptance testing is required for all newly installed technology systems, subsystems and individual equipment which are added, or field modified (modification of equipment from one model to another) after a successful performance period.

The PSAP shall begin acceptance testing on a mutually agreed date and time within 10 business days of a Contractor issuing a certificate of system readiness to the PSAP. If the system fails any portion of acceptance testing, the Contractor shall be notified by the PSAP immediately of the failure, with written confirmation to be provided in not more than five (5) business days. Control of the system shall immediately be given to the Contractor if the system performs so poorly that it poses a potential threat to public safety and the original 9-1-1 system being replaced is still functional. If the system performs in compliance with this Contract and does not pose a threat to public safety, but does not operate as intended by the manufacturer, the PSAP will continue using the system while the Contractor affects repairs. The system shall not be deemed to be accepted until the Contractor re-certifies such installation and the above referenced test is successfully completed.

In the event the system does not meet the standard of performance during the initial 10 days, the acceptance tests shall continue on an hour-to-hour basis until the standards of performance are met for 10 days. The acceptance-testing period shall not be delayed due to a PSAP request to make a change within a system's featured functionality. All problems that occur during the acceptance testing period that can be quickly remedied by making a change to the system shall only delay the acceptance testing the amount of time from when the problem was first reported to the Contractor to the time the adjustment successfully remedies the problem. Failures during acceptance testing period caused by sources outside of the Contractor's control shall not be deemed as cause to delay the acceptance testing period.

At the request of the Contractor, the PSAP shall make available not only the failed system, but also the equipment that must be utilized by the Contractor to identify the cause of failure and to accomplish the repair.

Systems shall not be accepted by the PSAP or CA 9-1-1 Branch, and no charges associated with such system shall be paid by the PSAP or CA 9-1-1 Branch, until the Contractor has demonstrated that the Contractor has satisfactorily provided all of the equipment and functionality per Attachments 4.0 and 4.1, 9-1-1 CPE System Acceptance and Authorization Checklists.

1.10.6. Acceptance Testing For Software (Other Than Operating System Software)

Acceptance testing is required for all Contractor-supplied software supplied under this Contract including all software initially installed, improved versions (new repurchases) of this software, software which has been altered (modified) by the Contractor to satisfy PSAP requirements, and all substitute software provided by the Contractor in lieu thereof, unless otherwise provided herein. The purpose of the acceptance test is to ensure that the software operates in substantial accord with the Manufacturer's technical specifications and meets the PSAPs performance specifications. The specific procedures for the accomplishment of such tests are as stated in Acceptance Testing Criteria.

Following certification by the Contractor that programming aids, program products and applications listed in the PO have been delivered ready for PSAP use, the PSAP shall test each such programming aid, program product or application, in accordance with the Acceptance Testing Criteria.

If the Contractor has written application programs, the PSAP will provide test data and the Contractor will provide a test master and all output formats for such programs. The PSAP will process input transactions against the master file and produce the updated old and new master files to ensure that all transactions were applied correctly. All outputs will be checked for accuracy, format and quality, and the programs will be accepted when the PSAP confirms that the application programs meet the specifications to which they were written.

1.11. SYSTEM REPLACEMENT AND PARTICIPATION

Following PSAP acceptance testing period, if during a 30 consecutive day period the system does not achieve the required level(s) of availability, the PSAP will notify the Contractor in writing.

If the Contractor fails to bring the system to the required average availability level during the succeeding 30 consecutive days after notification by the CA 9-1-1 Branch, the PSAP may require the Contractor to replace the equipment failing to meet the standard of performance. Replaced equipment must also meet acceptance testing following installation as set forth in Acceptance.

During the term of the Contract if three (3) or more purchased installations are cancelled or are replaced for failing to meet this continuing standard of performance, the CA 9-1-1 Branch, at their sole discretion, may remove the identified system or affected components of the system from this Contract. There will be no cost to Cal OES or PSAP by a Contractor if a component of their equipment is removed from the Contract to include increase of cost for any system or components that remain on the Contract. This does not abridge Cal OES's rights under GSPD 401 IT (09/05/14) Section #25, Rights and Remedies of State for Default.

1.12. 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 at no additional cost to the PSAP or the CA 9-1-1 Branch. 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 networks and Internet Protocol (IP) networks, as well as the proposed system.

1.13. SCHEDULE/PROJECT PLAN

The Contractor shall submit an implementation schedule. The schedule shall include delivery timeframe and complete transition timeframes. The project plan shall break out completion of key project milestones as agreed to between the Contractor and PSAP.

The project plan shall be a task-oriented Gantt chart detailing the system installation, clearly identifying all external dependencies outside of the Contractor's control for a system and expected timelines.

An example of items that may be considered key milestones would be the network connection dependencies for core services, installation of equipment, approval of testing plans, testing of equipment. This is a sample and is not all inclusive of potential milestones.

1.14. MAINTENANCE

1.14.1. General

Equipment and Software shall be maintained in good operating condition to ensure the Continuing Standards of Performance prescribed criteria of Acceptance Testing of this

Contract are met. The Contractor is responsible to maintain the equipment purchased under this Contract in good operating condition and shall always be responsive to the maintenance requirements of the PSAP. All such maintenance service, including parts, software support and labor, shall be furnished after the warranty period for up to four (4) years after the warranty period. Maintenance includes Software Support.

1.14.2. Maintenance Coverage

The Contractor shall provide maintenance (labor and parts) and keep the equipment in good operating condition. Maintenance parts will be furnished by the Contractor and will be new or equivalent to new in performance when used for this equipment. Contractor is responsible for disposal of replaced parts removed during maintenance.

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

1.14.3. Upgrades and Planned Maintenance Down-Time

The proposed 9-1-1 CPE Systems shall not be adversely impacted by downtime planned maintenance. It is acceptable that individual components or elements have downtime for planned maintenance.

1.14.4. 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 Cal OES/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.

Contractor's 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.

1.14.5. Software Support

Contractor shall provide software support for equipment acquired under this Contract. Software includes the operating parameters required by the PSAP for the applicable control unit. This includes newly acquired control equipment as well as changes to existing equipment acquired under this Contract.

Software support must be available through term of Contract. The Contractor's software support must include a telephone number for both voice and facsimile communication that is free to any Telecommunicator within the PSAP.

Contractor shall apply necessary modifications to the CDR XML to meet the CA 9-1-1 Branch standard. Contractor shall defer questions and clarifications to the CA 9-1-1 Branch CPE Contract Manager for the most current requirements. Within six (6) months of notification of change in the CDR XML standard, the Contractor shall provide the enhancements and a

sample of the data string that is produced by the CPE, along with a detailed description, that demonstrates how all of the data elements will be presented. Upon completion of the required CDR XML enhancements, all equipment installed under this Contract shall receive a software update to comply with the revised standard.

1.14.6. Remedial Maintenance

Contractors shall track the status of each Major and Minor Failure through the Trouble Ticket Log described in Section 1.19.2. Contractors shall provide the telephone number of their customer support center to each PSAP with whom they have a maintenance contract for reporting 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 Major and Minor Failures and for accurately updating the Trouble Ticket Log.

The 9-1-1 CPE System shall be capable of alerting PSAP personnel of system alarms by the use of a signaling device in the PSAP. This device shall provide for an audible or visual alarm. The device shall provide a cutoff option to disable alarms in progress and must be automatically reset upon removal of the alarm condition or should a new alarm occur.

1.14.7 Remote Maintenance

The Contractor shall provide maintenance as described herein:

1) Full diagnostic access to all major components of the 9-1 -1 CPE System;

2) Capability to disable or enable system ports to bypass failed ports;

3) A list of the most frequently failed components and the success rate of remote reports for these components;

4) Capability to access accumulated statistics on 9-1-1 CPE System performance such as error messages, power failures, etc.;

5) Description of the ability and types of software-that can be remotely updated/replaced; and

6) Confirmation that access to the system will be password protected.

1.14.8 Telephone Line Repairs

If the PSAPs notifies the Contractor of a problem with the 9-1-1 system and the Contractor determines that the problem lies with the telephone company service provider, the Contractor, will be responsible for notifying the PSAPs that the problem lies with the local telephone line service provider.

1.14.9 Warranty

1) Notwithstanding GSPD 401 IT (09/05/14) Section #18, Warranty, the Contractor warrants that all equipment provided under the authority of this Contract, when installed, will be in good working order, will be fit for the manufacturer's intended purpose and will conform to the Contractor's official published specifications.

2) Except as provided elsewhere in this Contract, the Contractor's obligations and liabilities with respect to this specific warranty provision are limited to the repair or replacement of any parts, software or equipment when either Cal OES or the Contractor determines that the equipment does not conform to the warranties stated herein.

3) The Contractor shall warrant the equipment and software to perform per the manufacturer's specifications for a period of one (1) year after acceptance. The Contractor shall furnish all warranty services and parts for a period of one (1) year beginning on the first day following System Acceptance at no cost to Cal OES, provided that such maintenance service or parts are not required because of accident, neglect, misuse, failure of electrical power or air conditioning, humidity control or causes other than ordinary use. 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. All replaced parts shall be property of the Contractor. Prior to the expiration of the warranty period, whenever equipment is shipped for mechanical replacement purposes, the Contractor shall bear all costs for such shipment including, but .not limited to, costs of packing, transportation, rigging, drayage and insurance.

4) Service pursuant to this warranty 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 to travel expense associated with services for which the Contractor is responsible under,this warranty provision.

5) When non-Contractor software is used by the PSAP and as a result the Contractor's maintenance diagnostic routines do not pinpoint the failure, the PSAP shall pay for the time spent by the Contractor in diagnosing the failure at the applicable per-call rate per man-hour then in effect.

6) When the Contractor is called to perform remedial maintenance service on the equipment and by mutual agreement it is determined that either no failure existed or that the service was outside the scope of this warranty, the PSAP shall pay for the travel expense in accordance with the State's then current short-term travel expense policy as stated in the State Administrative Manual Chapter 0700 (http://sam.dgs.ca.gov/TOC/700.aspx) and the time spent by the Contractor at the applicable time and materials rates then in effect.

7) Unless otherwise mutually agreed upon, the Contractor shall not be required to adjust or repair any equipment or part thereof if it would be impractical for the Contractor personnel to do so because of alterations made to the equipment or part thereof by or on behalf of the PSAP. The Contractor shall be responsible for interfaces with plug compatible equipment that is attached to the current controllers. Increased service pursuant to this warranty caused by any alteration or attachment shall be paid for by the PSAP at the applicable time and materials rates as stated in Exhibit 16, Cost Workbook, unless the Contractor elects not to apply such charge on an individual occurrence basis.

1.14.10. Equipment Replacement

When 9-1-1 CPE System equipment fails to function in the manner for which it was designed to the extent that the PSAPs ability to answer 9-1-1 emergency calls is adversely affected, the Contractor will make every attempt to satisfactorily resolve the problem.

After the PSAP's initial purchase from a Contractor, all commonly available components may be replaced at the risk and discretion of the PSAP. With the written consent of the Contractor, the PSAP may replace commonly available components that meet or exceed the manufacturer's specification. If certification or testing is required, the Contractor shall provide a price to the PSAP before proceeding with such certification process or testing. Such replacements of Contractor's equipment will be at the PSAP's expense, and shall be allowed by the Contractor if, in the Contractor's opinion, no safety hazard or system degradation of Contractor's remaining equipment or software is caused by such replacements. Maintenance agreements for replaced items may be separate from the maintenance for all Contractor provided equipment. Disputes regarding the use of commonly available components shall be resolved in accordance with GSPD 401 IT.

1.14.11. Replacement Parts

Contractor shall maintain an inventory of critical spare components and parts necessary to keep the 9-1-1 CPE systems running properly for all PSAPs to which the Contractor is responsible for providing support under this Contract. The spare components and parts shall be maintained in storage facilities that are located close enough to meet the Time to Repair objectives of the Service Level Objectives for Major and Minor Failures.

The spare components and parts inventory shall include, at a Minimum, power supplies, system boards, hard drives, Uninterruptable Power Supply (UPS) devices, computer monitors, computer keyboards, computer fans, and similar equipment. All replacement components and parts shall be available to authorized Contractor repair personnel on a 24x7x365.

1.14.12. Technology Refresh

Cal OES expects to allow for Technology Refresh as long as it is an evolution of existing technologies on the Contract. What the Contract offers, will be considered to be added as an amendment to the Contract at the State's sole discretion.

Contractor(s) are required to:

1) Support this effort throughout the life of the resulting Contract.

2) Proactively report to Cal OES Contract Manager at least every six (6) months, or as needed, based on changes in technology and make recommendations for changes in technology offerings.

3) Technology offered during technology refresh shall meet all current National Emergency Number Association (NENA) i3 requirements.

4) At the time of refresh notification, Contractor(s) shall provide to Cal OES Contract Manager the following:

   a) A side by side comparison of the proposed new technology to the existing technology being replaced and its corresponding common configuration.

   b) An up to date Road Map of the technology proposed to refresh the services.

   c) An updated Cost Worksheet containing the items offered.

1.15. MAINTENANCE SERVICE EXCLUSIONS

Maintenance service does not include:

1) Electrical work external to equipment or maintenance of accessories, alterations, attachments or other devices not listed in Cost Workbook;

2) Repair of damage or increase in service time caused by accident or disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; transportation; neglect or misuse; alterations which include, but are' not limited to, any deviation from Contractor's physical, mechanical or electrical equipment design; attachments, which are defined as the mechanical, electrical or electronic interconnection to Contractor equipment or non-Contractor equipment and devices not supplied by Contractor;

3) Repair of damage or increase in service time resulting from failure to provide a suitable installation environment with all facilities prescribed by the appropriate Contractor Installation Manual; Physical Planning (including, but not limited to, failure of, or failure to provide adequate electrical power, air-conditioning or humidity control);

4) Repair of damage or increase in service time attributable to the use of the equipment for other than data processing purposes for which acquired;

5) Furnishing supplies or accessories; painting or refinishing material; inspecting equipment altered by other than Contractor, making specification changes or performing services

connected with relocation of equipment; or adding or removing accessories, attachments or other devices;

6) Such service which is impractical for Contractor to render because of alterations in the equipment or their connection by mechanical or electrical means to other equipment;

Repair of damage or increase in service time caused by the conversion from one Contractor model to another or the installation or removal of a Contractor feature whenever any of the foregoing was performed by other than Contractor.

1.16. TECHNICAL SLA CHARTS - CPE TURN-KEY AND HOST REMOTE SYSTEMS

The following technical Service Level Agreements (SLAs) provide charts describing the definition, measurement method, objective, and rights and remedies for each category.

All SLA's are self-reporting and it is the incumbent on the Contractor to report all outages that do not meet the objectives and the associated Rights and Remedies. SLA's are not intended to be punitive, but protect the State and/or PSAP and mitigate extended outages.

1.16.1 System Readiness: Hardware and Software

Definition	Measurement	Objective	Rights and Remedies
System readiness includes new installations, relocations, MAGs ready for acceptance testing by the PSAP on or before the agreed to scheduled system readiness date.	System readiness dates are mutually agreed to by the PSAP and the Contractor in the SOW provided with each PO.	Certificate of system readiness submitted by the Contractor on or before the due date cited in the PO.	**Immediate Rights and Remedies:** 50% of the implementation charge when implementation charges are broken out or 10% of total bundled charges (excluding sales tax) when implementation charges are bundled with equipment, training, and/or additional services **Monthly Rights and Remedies:** If 95% of monthly implementation dates are not met: Remaining 50% of implementation charge, when implementation charges are broken out or An additional 10% of total bundled charges (excluding sales tax) when implementation charges are bundled with equipment, training, and/or additional services

1.16.2. Time to Repair Critical Failure

Definition	Measurement	Objective	Rights and Remedies
Following Acceptance, the time to repair a Critical Failure begins when the Contractor's customer support center is notified of the failure either through notification by the FSAF or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved. A Critical Failure is defined as any hardware or software failure that prevents the 9-1-1 PSAP location from making communication contact or viewing ANI or ALI information for a person who has contacted the PSAP on a 9-1-1 trunk/or equivalent ingress.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log and will include the time from initial notification to the time that the PSAP has confirmed failure resolution.	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.	**Immediate Rights and Remedies:** Each occurrence of a failure to meet this SLA objective shall result in a 25% rebate of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP. Excessive outage (more than 12 hours from the notification of the failure to PSAP confirmation of failure resolution) shall result in a rebate of 100% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.

1.16.3. Time to Repair Major Failure

Definition	Measurement	Objective	Rights and Remedies
Following Acceptance, the time to repair a Major Failure begins when the Contractor's customer support center is notified of the failure either through notification by the PSAP or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved. A Major Failure is a loss of 25% or more of any or all of the following: Call-carrying capacity of the system, trunks, or Telecommunicator answering IWSs.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log and will include the time from initial notification to the time that the PSAP has confirmed failure resolution.	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.	**immediate Rights and Remedies:** Each occurrence of a failure to meet this SLA objective shall result in a 15% rebate of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP. Excessive outage (more than 12 hours from the notification of the failure to PSAP confirmation of failure resolution) shall result in a rebate of 100% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.

1.16.4. Time to Repair Minor Failure

Definition	Measurement	Objective	Rights and Remedies
Following Acceptance, the time to repair a Minor Failure begins when the Contractor's customer support center is notified of the failure either through notification by the PSAP or by an alarm, whichever comes first, and ends when the PSAP representative confirms that the failure has been resolved. A Minor Failure is defined as any hardware or software failure that prevents any feature of the 9-1-1 CPE System provided by the contractor from meeting the specifications of the business, functional and technical requirements.	Time to repair will be measured through data in the Contractor's Trouble Ticket Log and will include the time from initial notification the time that the PSAP has confirmed failure resolution.	Each Minor Failure will be resolved within 48 hours of notification to the Contractor's customer support center or by alarm, whichever comes first.	**Immediate Rights and Remedies:** Each occurrence of a failure to meet the SLA objective shall result in a 10% rebate of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP. Excessive outage (more than 240 hours from the notification of the failure.) to PSAP confirmation of failure resolution) shall result in a rebate of 50% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee during the warranty period of the affected PSAP.

1.16.5. Availability

Definition	Measurement	Objective	Rights and Remedies
Following Acceptance, service availability includes the scheduled uptime for all system components and functionality for each item Required in the System Acceptance and Authorization Checklist. Availability is to capture multiple short duration outages within a month that do not trigger other time to repair SLA's such as Critical, Major, and Minor.	Monthly uptime percentage is calculated by dividing the total uptime hours by the total hours available in the month for each component or functionality. Stop-clock provisions apply.	Monthly up-time shall be greater than 99.9%.	**Monthly Rights and Remedies:** 20% of the recurring monthly system maintenance fee or the projected monthly system maintenance fee of the affective PSAP if the monthly objective is not met. Each successive month that the monthly objective is not met will result in an increase in the remedy of an additional 20% over the previous month, not to exceed 60%. Additionally, if the Contractor fails to achieve the up-time objective three (3) months in a row or five (5) months in any 12 month period, the PSAP may terminate the maintenance agreement with 30 calendar days' notice and engage the services of an alternative Contractor with no early termination charges to the State or the PSAP.

1.17. STOP CLOCK CONDITIONS (M)

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 to prevent punitive damages from being assessed.

1) Periods when a restoration or testing effort is delayed at the specific request of the PSAPs. 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 requests ticket be kept open for observation. If the service is later determined by the PSAPs to not have been restored, the Stop-Clock shall continue until the time the PSAPs notifies the Contractor that the service has not been restored;

3) Time after a service has been restored, but the PSAPs is not available to verify that the service is working. If the service is later determined by the PSAPs to not have been restored, the Stop-Clock shall apply only for the time period between Contractor's reasonable attempt to notify the PSAPs that Contractor believes the service has been restored and the time the PSAPs notifies the Contractor that the service has not been restored;

4) Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or affiliates;

5) Trouble caused by a power problem outside of the responsibility of the Contractor after the initial 15 minutes;

6) Lack of building entrance facilities or conduit structure that are the PSAPs responsibility to provide;

7) PSAPs failure to prepare the site in accordance with the Contractor's site readiness requirements;

8) The following contact/access problems, provided that Contractor makes reasonable efforts to contact the PSAPs during the applicable stop-clock period:

a) Access necessary to correct the problem is not available because access has not been arranged by site contact or the PSAPs representative;

b) Site contact refuses access to technician who displays proper identification;

c) Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify the PSAPs of the improper contact information and takes reasonable steps to obtain the correct information;

d) Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem;

e) If it is determined later that the cause of the problem was not at the site in question, then the Stop-Clock shall not apply;

f) Any problem or delay to the extent caused by PSAPs staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to PSAPs staff to correct the problem or delay;

g) PSAPs applications that interfere with repair of the trouble.

h) Failure of the Trouble Ticket originator or responsible party to return a call from Contractor's technician for on-line close-out of Trouble Tickets after the service has been restored as long as Contractor can provide documentation substantiating message from Contractor's technician.

9) An outage directly related to any properly performed scheduled maintenance or upgrade. Any such Stop-Clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be considered a Stop-Clock condition;

10) Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including cable cuts not caused by the Contractor. Contractor's affiliates, subsidiaries or subcontractors shall be deemed to be under the control of Contractor with respect to the equipment, services or facilities to be provided under this Contract;

11) Force Majeure events, as defined in GSPD 401 IT, Section 24;

12) If equipment failure is caused by alterations or attachments not furnished, approved or maintained by the Contractor.

1.18. REPORTING REQUIREMENTS

1.18.1 Monthly SLA Compliance Report

The Monthly SLA Compliance Report shall be provided in the format shown in 2.0, Contractor's Monthly SLA Compliance Report. Contractors shall submit a monthly report to the CA 9-1-1 Branch no more than 30 calendar days following the end of the reporting month that reflects the status of all SLA objectives that were not met during the previous month, including the rights and remedies.

The report shall list all Trouble Tickets that were open and/or acted upon during the reported month, including tickets not qualifying for SLA remedy. This report shall show what SLA rights and remedies were applied to each ticket number, when applicable. If no Trouble Tickets were opened and/or acted upon during a month, the report shall state there were no issues or tickets for that month.

The monthly SLA compliance report shall include the following detail:

1) Report period,

2) Contractor's trouble ticket number,

3) PSAP name,

4) PSAPFCCID,

5) Service type,

6) Brief trouble symptom,

7) Brief restoration description,

8) Ticket open date and time,

9) Problem resolution date and time,

10) Total stop clock duration, outage duration,

11)Yes/No if qualified for SLA,

12) The applicable SLA, and

13) Rights and remedies applied to each ticket when applicable

Definition	Measurement	Objective	Rights and Remedies
Reporting Requirement Contractors shall provide the reports required by this CONTRACT for each month of activity during the term of the contract.	Calendar Days.	Contractors shall deliver accurate and complete reports no more than 30 calendar days following the end of the applicable reporting month.	Each occurrence of a failure to meet the objective shall result in a $50.00 rebate for each business day that the report is not delivered after the objective.
SLA Remedy Delivery Timely payment of remedies due to Cal OES/CA 9-1-1 Branch for missed SLA objectives.	Calendar Days	Contractor's check shall be issued no more than 60 calendar days following the end of the month in which the SLA remedies applied.	Each occurrence of an SLA remedy (check) that is not issued within 60 calendar days following the end of the month in which the remedy applied will result in an additional $50.00 payment for each business day that the check is not issued.

1.18.2. 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. The Contractor shall provide remote, seven (7) day, 24 hour access to the CA 9-1-1 Branch in order to track progress of the restoration of failures and to validate SLA calculations.

1.18.3. Contractor's Monthly Activity Report

Each month, Contractors shall provide the CA 9-1-1 Branch with a detailed report of the status of transactions made under this Contract using Attachment 1.0, Contractor's Monthly Activity Report. Cal OES reserves the right to require the Contractor to modify the format and content of these reports no more than two (2) times during the Contract term at no cost.

The Contractor's Monthly Activity Report shall include the fields listed below and shall be provided in the format shown below;

1) PSAPs Name - Name of the PSAPs that has been funded for the transaction;

2) CA 9-1-1 Branch Tracking Number - The Tracking Number provided by the CA 9-1-1 Branch for the transaction;

3) Status of the Installation - Reflects the status of the order at the end of the reporting period and shall include one (1) of the following status descriptions: Order Received, Delivered, Installed, Certificate of Readiness delivered, Acceptance Testing in progress, Accepted Awaiting Payment or Payment Received;

4) Scheduled Acceptance Start Date - The Acceptance Start Date as reflected on the SOW that has been approved by the CA 9-1-1 Branch;

5) Actual Acceptance Date - The date that the System Acceptance and Authorization Checklist is signed by an authorized representative of the PSAPs;

6) Order Value - The dollar amount of the SOW as approved by the CA 9-1 -1 Branch.

1.19. 9-1-1 CPE SYSTEM DELIVERABLES

The Contractor shall:

1) Provide the 9-1-1 CPE System Equipment;

2) Work with PSAP/s in following the User Instructions for ordering;

3) Deliver and provide all documents in electronic format unless a hardcopy is specifically requested by Cal OES/CA 9-1-1 Branch;

4) Report all SLAs in accordance with Section 1.19, Reporting Requirements;

5) Deliver all equipment necessary for the 9-1-1 CPE Stand-Alone Configuration or the Host-Remote System;

6) Deliver the system ready-for-use within 180 calendar days ARO as indicated on the PO and defined in Section 1.9, Installation Date.

7) Perform and provide a site survey per Section 1.9.2, Site Survey;

8) Provide documentation consisting of copies of all non-proprietary manuals and other printed materials, including updated versions, which are useful and necessary to the PSAP in its use of the equipment or software provided at prices listed in Exhibit 16, Cost Workbook and referenced in Section 1.9.7, Documentation.

9) Provide transportation for shipments to and from the installation site per Section 1.10.1, Transportation;

10) Perform the packing, unpacking and placement of equipment as defined in SectionI .10.2;

11) Deliver a police or fire report that relieves the PSAP of all risk due to loss or damage of equipment purchased under this Contract during periods of transportation, installation and during the entire time the equipment is in the possession of the Contractor. PSAP assumes responsibility for loss or damage to equipment after Formal Acceptance as detailed in Section 1.10.3, Risk of Loss or Damage;

12) Make deliveries during the PSAP's delivery hours per Section 1.9.1, Restricted Delivery Hours;

13) Be responsible to provide the following required IWS wiring:

a) Install dedicated port jacks near the PSAP-owned Computer Aided Dispatch (CAD), logging recorder and third-party mapping equipment.

b) Provide console jacks and cabling. The wiring runs that are to be provided must be terminated to patch panels in the telephone room of each PSAP. A total of six (6) jacks must be terminated at each 9-1-1 IWS. Four (4) of the six (6) jacks will be wired to the Telecommunications Industry Association (TIA) / Electronic Industry Association (EIA) 568B standard. The remaining two (2) cables must be connected to RJ-11 jacks.

c) Ensure jacks are labeled clearly at each branch location; and the jack-number must match the IWS number where it is located. For example: IWS one (1) must have jack number one (1) installed. The jacks themselves must be labeled A through F and correspond with the patch panel located in the equipment room or wiring closet. All termination blocks shall have a cover and labeled "9-1-1 ONLY".

d) Reserve the jack that is labeled as "F", the RJ-11, for voice logger applications and will be terminated on a telephony style block. The jack that is labeled "E" is the RJ-11 that is reserved for telephony applications that will be required.

e) Install advanced cabling for Universal Serial Bus (USB) or High-Definition Multi-Media Interface (HDMI) will need to be specified by the PSAP if interfacing to associated equipment is special.

f) Have a surplus structured wiring available at each IWS for potential future applications.

14) Write a certificate of system readiness when the service is ready for acceptance testing per Sections 1.9.3, Certification of Facility Readiness, and 1.9.4, Certification of Equipment Readiness;

15) Perform System Acceptance Testing to ensure that the system operates in substantial accord with the technical specifications, is adequate to perform as warranted by Contractor's response to the requirements of this Contract and evidences a satisfactory level of performance reliability, prior to its acceptance as defined in Sections 1.11.2, System Acceptance Testing and 1.11.3, Acceptance Testing for Software (Other than Operating System Software);

16) Develop and submit an implementation schedule/project plan per Section 1.14, Schedule/Project Plan; and

17) Perform maintenance service including parts, software support and labor per Section 1.15 Maintenance.

1.20. ACCEPTANCE OF DELIVERABLES

It shall be in Cal OES's sole determination as to whether a deliverable has been successfully completed and acceptable to Cal OES. Acceptance criteria shall consist of the following:

1) It shall be Cal OES's sole determination as to whether the tasks and deliverables identified in this Agreement have been successfully completed and are acceptable.

2) The Contractor costs related to rework of unacceptable work products shall be costs of the Contractor, and shall not be billed to Cal OES.

3) The Contractor shall meet all time-lines and deliverable dates, as agreed to in the Agreement

1.21. TRAINING

1.21.1. 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, at mutually agreeable times prior to or, with PSAP approval, during the acceptance testing period. Training for Equipment Installation Coordinators and Project Leaders will be conducted at the PSAP site unless an alternate site is mutually agreed to by the PSAP and the Contractor.

1.21.2. Training Plan

No more than 30 calendar days following Contract award, Contractors shall provide to the PSAP a detailed training plan describing their concept of the scope of training, the duration of initial training (in hours per student), and the training aids (including operating manuals) which are required to train Programmers, Telecommunicators, Support Staff and User Training Specialists in the operation of all hardware and software.

The Contractor shall provide training and training materials to ensure that Telecommunicators and System Administrators can proficiently use the 9-1-1 CPE system. The Contractor will provide the following at no additional cost to the PSAP or the CA 9-1-1 Branch:

1) A comprehensive training program that provides the Telecommunicators with the skills necessary to operate all the features of the 9-1 -1 system;

2) Training at a time mutually agreed upon by the PSAP and the Contractor;

3) Instructors who have the technical skills, teaching skills and abilities necessary to instruct others how to use the equipment proficiently;

4) Train no more than six (6) Telecommunicators 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;

5) Provide at least two (2) fully operational IWSs with at least one (1) operational phone line for training purposes. Fully operational means features and user defined parameters are fully functional so all features can be realistically demonstrated during training. The two (2) IWSs used for training will also be used to complete the installation of all ordered IWSs. Training IWSs may be temporarily installed in a training room at the installation facility. Temporary cabling to a training room will be provided upon request of the PSAP. Cost to cable temporary IWSs shall be at the hourly rate provided for MACs;

6) Contractor will compile a list of Telecommunicators who attended training, the date and time of the training and rate the proficiency of the Telecommunicators to use the equipment on a pass or fail basis. A copy of this information will be provided to the PSAP Manager;

7) In addition to the Telecommunicator training, the Contractor will provide Supervisor/System Administrator training, with no more than six (6) Supervisors/System Administrators per class. This training shall cover routine MACs accessible by a System Administrator, routine trouble shooting procedures and problem reporting procedures. Training for statistics report generation shall be provided no more than 30 calendar days following cutover. Training will also include an on-site instructor(s) for a period not to exceed 24 hours upon 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. The instructor(s) can be on-site for the first 24 hour period of system acceptance testing or up to two (2) periods totaling not more than 24 hours during the first seven (7) calendar days of the system acceptance testing period;

8) Posf-cutover training may be provided at an additional cost to the PSAP at the rate established by this Contract. Post-cutover training will be provided for no less than six (6) Telecommunicators or system administrators; and

9) Appropriate manuals and other materials must be provided to each participant in training. Training materials shall become the property of the PSAP upon completion of the training. Manuals of sufficient detail to successfully operate both the software system and the hardware system must be provided. Contractor shall document in the SOW the operation of all customer specified programming not specifically covered by the manufacturer user manuals.

1.21.3. Training on New or Substitute Equipment

If requested by the PSAP, training and documentation on new or substitute equipment shall be provided by the Contractor at no charge to the PSAP or the CA 9-1-1 Branch. The training shall provide an overview of the new or substitute equipment capabilities and operational procedures. This additional training shall be provided by the Contractor at no additional charge in instances where equipment is upgraded and/or changed during the lifetime of the contract, provided that the equipment change includes a change in equipment operation. The CA 9-1-1 Branch reserves the right to make final determination in cases of disagreements that may arise under this section.

1.22. ALTERATIONS AND ATTACHMENTS

1) With the written consent of the Contractor, while still enforcing the SLA's, such consent not to be unreasonably withheld, the PSAPs may make alterations or install attachments to the equipment at the PSAP's expense if, in the Contractor's opinion, no safety hazard is thereby created. The PSAPs shall assume full liability for any damages and/or degradation of equipment performance attributable to such alteration or attachment. For example, firewall or workstation hardware.

2) If the alteration or attachment interferes with the normal and satisfactory maintenance of any of the equipment in such a manner as to render maintenance impractical, the PSAPs will, upon notice from the Contractor to that effect, remove the alteration or attachment and restore the equipment to its normal condition within 10 working days.

3) If an inspection by the Contractor is required to determine if the equipment or system remains practical to maintain or that no safety hazard has been created, the PSAPs shall be so notified and a mutually agreeable inspection date will be scheduled. Charges for such inspection shall be paid by the PSAPs, at the applicable rates from Exhibit 16 Cost Workbook, Tab 5, Labor Rates.

4) Repair of damage or increase in the Contractor's service personnel time attributable to the alteration or attachment will be billed to the PSAPs at the Contractor's rate provided in Exhibit 16 Cost Workbook, Tab 5, Labor Rates.

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

1.23. PSAP RESPONSIBILITIES

1) The PSAP is responsible for the arrangements for provisioning of all telephone lines required for the Contractor's system, including a line for remote maintenance.

2) The PSAPs will provide adequate storage space for spare parts, and adequate working space, including heat, light, ventilation, electrical current and outlets, for the use of the

Contractor's maintenance personnel at the time maintenance is being performed. These facilities shall be within a reasonable distance of the equipment to be serviced and shall be provided at no charge to the Contractor.

3) 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. These specifications shall be in such detail as to ensure that equipment, if installed according to these specifications, shall operate efficiently from an environmental point of view and properly from a functional point of view. These modifications shall be in line with the floor plan of the Communications Operations Room.

4) Subject to the PSAPs security regulations, the Contractor shall have full and free access to the equipment to provide service thereon. If persons other than Contractor representatives have performed maintenance or repair of equipment, and, as a result, further repair by Contractor is required, such further repairs will be made at Contractor's then applicable time and material rates, as shown in Exhibit 16, Cost Workbook.

5) The PSAP is responsible for providing DSL or other high speed internet connection.

6) The PSAPs shall maintain records and documentation associated with contractor.

1.24. STATE RESPONSIBILITIES

Cal OES 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. This person will review the SOW and associated documents with the Contractor to ensure understanding of the responsibilities of both parties. Cal OES designee shall:

1) Provide access to department staff and management, offices and operation areas, as required, to complete the tasks and activities defined under this Agreement.

2) Provide at least a minimum of 10 Cal OES business days for the timely review and approval of information and documentation provided by the Contractor to perform its obligations.

1.24.1. Performance

Cal OES will be the sole judge of the acceptability of all work performed and all work products produced by the Contractor as a result of this SOW. Should the work performed or the products produced by the Contractor fail to meet Cal OES conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes:

1) Cal OES will notify the Contractor in writing within five (5) State business days after completion of each phase of service of all acceptance problems by identifying the specific

inadequacies and/or failures in the services performed and/or the products produced by the Contractor.

2) The Contractor will, within five (5) Cal OES business days after initial problem notification, respond to Cal OES by submitting a detailed explanation describing precisely how the identified services and/or products actually adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to Cal OES's initial problem notification within the required time limits may result in immediate termination of the Contract.

   In the event of such termination, Cal OES shall pay all amounts due the Contractor for all work accepted prior to termination.

3) Cal OES will, within five (5) Cal OES 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 Cal OES rejects the explanation and/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 Cal OES'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, Cal OES shall pay all amounts due the Contractor for all work accepted prior to termination.

4) Cal OES will, within three (3) Cal OES 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, Cal OES shall pay all amounts due the Contractor for all work accepted prior to termination.

1.25. 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 Cal OES's attention. Problems or issues shall normally be reported in regular status reports. There may be instances; however, where the severity of the problems justifies escalated reporting. To this extent, the Contractor will determine the level of severity and notify the appropriate State personnel. Cal OES 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. Cal OES personnel include, but are not limited to, the following:

First level:	Alicia Fuller, Contract Manager, (916) 657-6119
Second level:	Ryan Sunahara, Senior Telecommunications Engineer, (916) 657-9100
Third level:	Budge Currier, 9-1-1 Branch Manager, (916) 657-9911

1.26. CANCELLATION

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

1.27.SUBCONTRACTOR AGREEMENT

1) The Contractor will act as Prime Contractor under this Agreement. In addition to identifying all personnel proposed to work under this Agreement, the Contractor shall also identify its subcontractor affiliation, as applicable.

2) Cal OES reserves the right to approve all subcontractors prior to the performance of work by the subcontractor.

3) Nothing contained *n* this Agreement shall create a contractual relationship between Cal OES and subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to Cal OES for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by them.

4) If a subcontractor is a California Certified Small Business and/or Disabled Veteran's Business Enterprise (DVBE), then those amounts paid to certified subcontractors shall be identified on the Contractor's invoice(s).

5) The Contractor's obligation to pay its subcontractors is an independent obligation from Cal OES's obligation to make payments to the Contractor. As a .result, Cal OES shall have no obligation to pay or to enforce the payment of monies to a subcontractor.

SOW ATTACHMENT 1.0: CONTRACTOR'S MONTHLY ACTIVITY REPORT

Contractor's Name:
Contact Name:
Contact Telephone Number:
Contact e-mail address:
Reporting Month/Year:

PSAP Name	CA 9-1-1 Branch Tracking number	Status of Installation[1]	Scheduled Acceptance Start Date[2]	Actual Acceptance Date[3]	Order Value[4]	DVBE Participation	Notes

1 Status of Installation shall reflect the status of the order at the end of the reporting period and shall include one of the following status descriptions: Order Received, Delivered, Installed, Certificate of Readiness delivered, and Acceptance Testing in progress, Accepted Awaiting Payment or Payment Received.

2 Mutually agreed upon date between Contractor and PSAP that the system acceptance period of two-hundred-forty (240) continuous hours can begin in accordance with Section 1.11.1.

3 Date that the 9-1-1 System Acceptance form is signed by the PSAP responsible party.

4 The dollar value of the transaction as approved by the CA 9-1-1 Branch.

SOW ATTACHMENT 2.0: CONTRACTOR'S MONTHLY SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT TURN-KEY 9-1-1 CPE SYSTEM

Contractor's Name:
Contact Name:
Contact Telephone Number:
Contact e-mail address:
Reporting Month/Year:

3rovisioning SLAs

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

Time to Repair and Avai ability SLAs

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

Administrative SLAs

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

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

Contractor's Name:
Contact Name:
Contact Telephone Number:
Contact e-mail address:
Reporting Month/Year:

Provisioning SLAs

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

Time to Repair and Availability SLAs

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

Administrative SLAs

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

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

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

A. Cover Page (should include the following)

1. Contractor Name
2. PSAP Name
3. Project name (example Turn-key 9-1-1 CPE System for ABC City)

B. Table of Contents

1. Include all of the major categories and subcategories

C. Body

1. Overview
   a. An overall statement about the purpose of the SOW and scope of the project;
   b. A list of the equipment, software and maintenance to be provided (workstation, back room, MIS, etc.) including quantities, individual prices and extended prices;
   c. A description of the existing equipment that will be reused;
   d. A description of the equipment that is to be provided by the PSAP;
   e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project;
   f. Any other general issues.
2. Design
   a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element;
   b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring-down lines, remote maintenance lines and any other network connections that will be configured in the system;
   - c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis;
   d. Integration Requirements to other equipment such as CAD, radio, and clock syncing equipment;

e. Building modifications that the PSAP will have to make to accommodate the new or updated system.

3. Change Requests

a. A description of how changes to the SOW will be managed by the State and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.

4. Acceptance Testing

a. An Acceptance Test Plan with a clear description of the acceptance testing process that is consistent with the Contract Requirements including the System Acceptance and Authorization Checklist;

b. A description of how MACs are handled once Acceptance has been signed off by the authorized PSAP representative.

5. Names of Responsible Parties and Contact Information

a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.

6. Responsibilities

a. Contractor's responsibilities;

b. Identified responsibilities of others;

c. CA 9-1-1. Branch responsibilities.

• 7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS Statewide provider);

8. Installation Schedule

a. List of key dates beginning with the funding approval date from the CA 9-1-1 Branch;

b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.

9. Warranty Provisions

a. Acknowledgement of the terms of the warranty provisions of the Contract.

10. Maintenance Plan

a. Remote maintenance processes;

b. Description of how preventive maintenance will be provided;

c. Description of how remedial maintenance will be provided, including response times for major and minor outages;

d. Description of the Minimum level of technical expertise that the maintenance technicians will have;

e. Contact numbers to report trouble and the hours of availability for the contact center;

f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.

11. Training

a. A Training Plan that includes the following:

b. A description of the training that will be provided to the PSAP management staff, Telecommunicators and PSAP technical support personnel;

c. Description of the user manuals that will be provided by the Contractor;

d. Description of the technical service manuals that will be provided by the Contractor.

12. SOW Approval

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

13. Appendices

a. Site Certification Document

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

c. Floor Plan

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

e. Pricing and Terms

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

g. Forms

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

i. Systems Acceptance and Authorization Checklist

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

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

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

A. Cover Page (should include the following)

1. Contractor Name
2. PSAP Name
3. Project name (example 9-1-1 CPE Host-Remote System ABC County)

B. Table of Contents

1. Include all of the major categories and subcategories

C. Body.

1. Overview

a. An overall statement about the purpose of the SOW and scope of the project;

b. A list of the equipment, software and maintenance to be provided (workstation, back room, MIS, etc.) including quantities, individual prices and extended prices;

c. A description of the existing equipment that will be reused;

d. A description of the equipment that is to be provided by the PSAP;

e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project;

f. Any other general issues.

2. Design

a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element;

b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring-down lines, remote maintenance lines and any other network connections that will be configured in the system;

c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis;

d. Integration Requirements to other equipment such as CAD, radio, and clock syncing equipment;

e. Building modifications that the PSAP will have to make to accommodate the new or updated system.

3. Change Requests

a. A description of how changes to the SOW will be managed by the PSAP and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.

4. Acceptance Testing

a. An Acceptance Test Plan with a clear description of the acceptance testing process that is consistent with the Contract Requirements including the System Acceptance and Authorization Checklist;

b. A description of how MACs are handled once Acceptance has been signed off by the authorized PSAP representative.

5. Names of Responsible Parties and Contact Information

a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.

6. Responsibilities

a. Contractor's responsibilities;

b. PSAP responsibilities including a pre-installation checklist;

c. CA 9-1-1 Branch responsibilities.

7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS statewide provider);

8. Installation Schedule

a. List of key dates beginning with the funding approval date from the CA 9-1-1 Branch;

b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.

9. Warranty Provisions

a. Acknowledgement of the terms of the warranty provisions of the Contract.

10. Maintenance Plan

a. On-site and remote maintenance processes;

b. Description of how preventive maintenance will be provided;

c. Description of how remedial maintenance will be provided, including response times for major and minor outages;

d. Description of the Minimum level of technical expertise that the maintenance technicians will have;

e. Contact numbers to report trouble and the hours of availability for the contact center;

f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.

11 .Training

a. A Training Plan that includes the following:

b. A description of the training that will be provided to the PSAP management staff,

c. Telecommunicators and PSAP technical support personnel;

d. Description of the user manuals that will be provided by the Contractor;

e. Description of the technical service manuals that will be provided by the Contractor.

12. SOW Approval

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

13. Appendices

a. Site Certification Document

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

c. Floor Plan

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

e. Pricing and Terms

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

g. Forms

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

i. Systems Acceptance and Authorization Checklist

A copy of the System Acceptance and Authorization Checklist (SOW Attachment 4.1) to be completed and signed by the authorized PSAP representative upon acceptance. The executed form will be provided to the CA 9-1-1 Branch as documentation of system acceptance and beginning of the warranty period for the system.

SOW ATTACHMENT 4.0: TURN-KEY 9-1-1 CPE SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST

State of California
California 9-1-1 Emergency Communications Division
STAND ALONE CPE SYSTEM ACCEPTANCE AND AUTHORIZATION FORM
TD-284 (Rev. 3/2017)

This document shall be used by the PSAP to validate that the purchased 9-1-1 system (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative. Each item should be validated against the referenced IFB Requirement.

MPA RFP Requirement Number	Requirement	PSAP Initial
Audio		
6.3.1.5	Audio Quality	
6.3.1.6	Acoustic Noise	
6.3.1.7	Crosstalk	
System Physical Requirements		
6.3.2.2	Electrical Requirements	
6.3.2.3	Unintemiptable Power Supply	
6.3.2.4	Multiple Lines/Workstation Requirement	
6.3.2.5	CPE Expansion Requirement	
6.3.2.6	Printing Capability at Local PSAP	
Intelligent Workstation Physical Requirements		
6.3.3.1	IWS Hardware Requirements	
6.3.3.2	User Volume Controls	
6.3.3.3	Standard Keyboard	
6.3.3.4	Mouse	
6.3.3.5	Keyboard Arbitrator	
6.3.3.6	Monitor	
6.3.3.7	Auxiliary Keypad Dialer	
6.3.3.8	Headset/Handset Capability	
6.3.3.9	Radio Dispatch Integration	
6.3.3.10	IWS Wiring	
6.3.3.11	IWS Logging Recorder Interface	
Interconnectivity		
6.3.4.1	System Connections	
6.3.4.2	Wireless Connections	
6.3.4.3	ALI Retrieval	
6.3.4.4	Cabling	
6.3.4.5	CPE Interface to Existing Equipment	
6.3.4.6	Remote Data Transfer Interface	
6.3.4.7	Additional LCD/LED Monitor Interface	
6.3.4.S	Trunk and Line Interfaces	

63.4.9	Logging Recorder Interface	
6.3.4.10	IWS Based Logging Interface	
6.3.4.11	Local Maintenance Terminal Interface	
6.3.4.12	Interoperability with GIS Mapping System	
6.3.4.13	CAD and Mapping Interface	
System Features		
6.4.1.1	ALI Controller	
6.4.1.2	ANI/ALI Display	
6.4.1.3	Dynamic ANI/ALI Output	
6.4.1.4	ALI Error Reporting	
6.4.1.5	Abandoned Call Detail	
6.4.1.6	Internal Time Synchronization	
6.4.1.7	External Source Time Synchronization	
6.4.1.8	Caller Identification	
6.4.1.9	Wireless ALI- FCC 94-102-Phase I/Phase II One-button Call-back	
6.4.1.10	Voice over Internet Protocol (VoIP) Capability	
6.4.1.11	Complete Call Progress Detection	
6.4.1.12	TDD/TTY	
6.4.1.13	Multi-Media Requests for Assistance	
6.4.1.14	Remote Maintenance Access	
6.4.1.15	System Database Backup	
Call and System Detail Records		
6.4.2.1	Call Detail Record (CDR) Format	
6.4.2.2	Remote CDR Collection Service	
6.4.23	System Detail Records	
6.4.2.4	CDR and Quality of Service (QOS)	
Turn-Key System Functionality		
6.43.1	Controller Functionality	
6.43.2	Redundant Architecture	
6.4.33	Call-Path Associated Signaling (CAS) and Non Call-Path Signaling (NCAS)	
6.43.4	Administrative Line Support	
6.43.5	ALI Caching	
6.43.6	System Call Format Flexibility	
6.43.7	9-1-1 Emergency Star (*) Codes Transfers	
6.43.8	Selective Transfer	
6.43.9	Abandoned Call Information	
6.4.3.10	Automatic CDR	
Telecommunicator Call-Taking Functionality		
6.4.4.1 (1)	Hold	
6.4.4.1 (2)	Dial	
6.4.4.1 (3)	Re-dial	
6.4.4.1 (4)	Release	
6.4.4.1 (5)	Transfer	
6.4.4.1 (6)	Conference	
6.4.4.1 (7)	Speed Dial	

6.4.4.1 (8)	ALI Request	
6.4.4.1 (9)	ANI/ALI display (separate display is allowed)	
6.4.4.1 (10)	Four (4) line appearances or more	
6.4.4.1 (11)	Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set	
6.4.4.1 (12)	Headset/handset interface	
6.4.4.1 (13)	Volume control for inbound audio signal for headset/handset	
6.4.4.1 (14)	Volume control for outbound signal and sidetone for headset/handset	
6.4.4.1 (15)	Volume Control for the ringer	
6.4.4.1 (16)	Call status indication (ringing, answered or both)	
6.4.4.2	Flash Transfer	
6.4.4.3	Conferencing Functionality	
6.4.4.4	Distinctive Ringing	
6.4.4.5	Call Queuing	
6.4.4.6	Last Stored Number Redial	
6.4.4.7	Pre-Arrival ALI	
6.4.4.8	Incoming 9-1-1 Emergency Call Display	
Speed-Dial Functionalities		
6.4.5.1	Speed Dial	
6.4.5.2	Speed-Dial Contacts	
6.4.5.3	Speed-Dial Icons	
6.4.5.4	Speed-Dial Shortcut Star (*) Codes	
Additional Functionality		
6.4.6.1	Voice Transfer	
6.4.6.2	Ring Volume	
6.4.6.3	Transmit Mute	
6.4.6.4	Release	
6.4.6.5	Radio System Interface	
Integrated Recall Recording		
6.4.7.1	Integrated Voice Recording (IVR)	
6.4.7.2	Integrated Recall Recording (IRR)	
6.4.7.3	IRR - Management of Old Recordings	
6.4.7.4	IRR - Call Type/Text Information	
6.4.7.5	IRR - Separate Recording and Playback	
6.4.7.6	IRR - Controls	
6.4.7.7	IRR - Speakers	
6.4.7.8	IRR - Radio Channel Recording	
Intelligent Work Station Telephone (IWS) Functionality *(Verify on each IWS)*		
6.4.8	TDD/TTY Capability	
6.4.9	Call/Line Indicators	
6.4.10	System Sounds and Icons	
6.4.11	Graphical User Interface (GUI)	
6.4.12	Help Documents	
6.4.13	Screen Layout - Lock	
6.4.14	Screen Layout - Restore	
6.4.15	Printing Capabilities	

6.4.16	**Status Window**	
6.4.17	**Automatic Number Identification (ANI)**	
6.4.18	**Automatic Location Identification (ALI)**	
6.4.19	**Call Review**	
6.4.20	**Instant Messaging (IM)**	
6.4.21	**ALI Rebid**	
6.4.22	**ALI Parsing**	
6.4.23	**Conferencing Capabilities**	
6.4.24	**Call-back**	
6.4.25	**Hold**	
6.4.26	**Forced Disconnect**	
6.4.27	**Audio Monitoring**	
6.4.28	**Barge In**	
6.4.29	**Make Busy**	
6.4.30	**Computer Telephony Integration Software Requirements**	
6.4.31	**Telecommunicator Log-on Roles and Permissions**	

Minor Discrepancies:

Tracking#: _____ ApprovedTD-288 Amount: $

As the authorized representative of:

_____ *(PSAP name),*

I hereby acknowledge receipt, installation and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

Signature **Date**

Printed/Typed Name **Title**

IMMEDIATELY AFTER ACCEPTANCE:

Submit the original TD-284, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Division

SOW ATTACHMENT 4.1: 9-1-1 CPE HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST

State of California
California 9-1-1 Emergency Communications Division
HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION FORM
TD-284A (Rev. 3/2017)

This document shall be used by the PSAP to validate that the purchased 9-1-1 system (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative. Each item should be validated against the referenced IFB Requirement.

MPA RFP Requirement Number	Requirement	PSAP Initial
Audio		
6.3.1.5	Audio Quality	
6.3.1.6	Acoustic Noise	
6.3.1.7	Crosstalk	
System Physical Requirements		
6.32.2	Electrical Requirements	
6.3.2.3	Uninterruptable Power Supply	
6.3.2.4	Multiple Lines/Workstation Requirement	
6.3.2.5	CPE Expansion Requirement	
6.3.2.6	Printing Capability at Local PSAP	
Intelligent Workstation Physical Requirements		
6.3.3.1	IWS Hardware Requirements	
6.3.3.2	User Volume Controls	
6.3.3.3	Standard Keyboard	
6.3.3.4	Mouse	
6.3.3.5	Keyboard Arbitrator	
6.3.3.6	Monitor	
6.3.3.7	Auxiliary Keypad Dialer	
6.3.3.8	Headset/Handset Capability	
6.3.3.9	Radio Dispatch Integration	
6.3.3.10	IWS Wiring	
6.3.3.11	IWS Logging Recorder Interface	
Interconnectivity		
6.3.4.1	System Connections	
6.3.4.2	Wireless Connections	
6.3.4.3	ALI Retrieval	
6.3.4.4	Cabling	
6.3.4.5	CPE Interface to Existing Equipment	
6.3.4.6	Remote Data Transfer Interface	
6.3.4.7	Additional LCD/LED Monitor Interface	

6.3.4.8	Trunk and Line Interfaces	
6.3.4.9	Logging Recorder Interface	
6.3.4.10	IWS Based Logging Interface	
6.3.4.11	Local Maintenance Terminal Interface	
6.3.4.12	Interoperability with GIS Mapping System	
6.3.4.13	CAD and Mapping Interface	
System Features		
6.4.1.1	ALI Controller	
6.4.1.2	ANI/ALI Display	
6.4.1.3	Dynamic ANI/ALI Output	
6.4.1.4	ALI Error Reporting	
6.4.1.5	Abandoned Call Detail	
6.4.1.6	Internal Time Synchronization	
6.4.1.7	External Source Time Synchronization	
6.4.1.8	Caller Identification	
6.4.1.9	Wireless ALI- FCC 94-102-Phase I/Phase II One-button Call-back	
6.4.1.10	Voice over Internet Protocol (VoIP) Capability	
6.4.1.11	Complete Call Progress Detection	
6.4.1.12	TDD/TTY	
6.4.1.13	Multi-Media Requests for Assistance	
6.4.1.14	Remote Maintenance Access	
6.4.1.15	System Database Backup	
Call and System Detail Records		
6.4.2.1	Call Detail Record (CDR) Format	
6.4.2.2	Remote CDR Collection Service	
6.4.2.3	System Detail Records	
6.4.2.4	CDR and Quality of Service (QOS)	
Turn-Key System Functionality		
6.4.3.1	Controller Functionality	
6.4.3.2	Redundant Architecture	
6.4.3.3	Call-Path Associated Signaling (CAS) and Non Call-Path Signaling (NCAS)	
6.4.3.4	Administrative Line Support	
6.4.3.5	ALI Caching	
6.4.3.6	System Call Format Flexibility	
6.4.3.7	9-1-1 Emergency Star (*) Codes Transfers	
6.4.3.8	Selective Transfer	
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6.4.3.10	Automatic CDR	
Telecommunicator Call-Taking Functionality		
6.4.4.1 (1)	Hold	
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6.4.4.1 (3)	Re-dial	
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6.4.4.1 (5)	Transfer	
6.4.4.1 (6)	Conference	

6.4.4.1 (7)	Speed Dial	
6.4.4.1 (8)	ALI Request	
6.4.4.1 (9)	ANI/ALI display (separate display is allowed)	
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6.4.4.7	Pre-Arrival ALI	
6.4.4.8	Incoming 9-1-1 Emergency Call Display	
Speed-Dial Functionalities		
6.4.5.1	Speed Dial	
6.4.5.2	Speed-Dial Contacts	
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6.4.5.4	Speed-Dial Shortcut Star (*) Codes	
Additional Functionality		
6.4.6.1	Voice Transfer	
6.4.6.2	Ring Volume	
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6.4.6.4	Release	
6.4.6.5	Radio System Interface	
Integrated Recall Recording		
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6.4.7.3	IRR - Management of Old Recordings	
6.4.7.4	IRR - Call Type/Text Information	
6.4.7.5	IRR - Separate Recording and Playback	
6.4.7.6	IRR - Controls	
6.4.7.7	IRR - Speakers	
6.4.7.8	IRR - Radio Channel Recording	
Intelligent Work Station Telephone (IWS) Functionality *(Verify on each IWS)*		
6.4.8	TDD/TTY Capability	
6.4.9	Call/Line Indicators	
6.4.10	System Sounds and Icons	
6.4.11	Graphical User Interface (GUI)	
6.4.12	Help Documents	
6.4.13	Screen Layout - Lock	
6.4.14	Screen Layout - Restore	

6.4.15	Printing Capabilities	
6.4.16	Status Window	
6.4.17	Automatic Number Identification (ANI)	
6.4.18	Automatic Location Identification (ALI)	
6.4.19	Call Review	
6.4.20	Instant Messaging (IM)	
6.4.21	ALI Rebid	
6.4.22	ALI Parsing	
6.4.23	Conferencing Capabilities	
6.4.24	Call-back	
6.4.25	Hold	
6.4.26	Forced Disconnect	
6.4.27	Audio Monitoring	
6.4.28	Barge In	
6.4.29	Make Busy	
6.4.30	Computer Telephony Integration Software Requirements	
6.4.31	Telecommunicator Log-on Roles and Permissions	
9-1-1 CPE Host-Remote System		
6.6.10	Service Component Architecture Call-Taking Mode	
6.6.11	Overflow Capability	
6.6.12	Remote Maintenance Access	
6.6.13	CDR and System Detail Records	
6.6.15	Radio Channel Recording	
6.6.17	Administration	
6.6.18	Time Synchronization	
6.6.21	Telecommunicator Log-on	
6.6.22	Logging Recorder Interface	
6.6.23	ACD	
6.6.24	MIS	
Remote PSAP	Requirements	
6.7.3	User Profile Mobility	
6.7.4	CAD and Mapping Interface	
Remote PSAP	WS Call-Handling Configuration and Functionality	
6.8.2	Routing Display	

Minor Discrepancies:

Tracking #: _____ Approved TD-288 Amount: $

As the authorized representative of:

_____ _____ *(PSAP name),*

I hereby acknowledge receipt, installation and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

Signature **Date**

Printed/Typed Name **Title**

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ATTACHMENT 5.0 REQUIRED CALL DETAIL RECORD (CDR) ELEMENTS

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

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

SAMPLE XML FORMAT:

```
<?xml version-' 1.0" encoding="UTF-8"?>
<!— edited with XMLSpy v2016 rel. 2 spl (x64) (http://www.altova.com) —>
<xs:schemaxmlns:xs="http://www.w3.org/2001/XMLSchema">
    <xs:aimotation>
        <xs:documentation>Califomia Schema for Call Detail Records (CDR) requirements and CA Required Automatic Location Information (ALI) payload</xs:documentation> .
    </xs: annotation>
    <xs: element name=" C ACallD etailRecord" >
        <xs:complexType>
            <xs:sequence>
                <xs:elementname—'SequenceNumber" type="xs:unsignedLong"/>
                <xs:element name="PSAPName" type="xs:string"/>
                <xs:element name="AgencyType" type="xs:string"/>
                    <xs:simpleType>
                        <xs:restrictionbase="xs:string">
                            <xs:enumeration value="Primary"/>
                            <xs: enumeration value—'Secondary"/>
                        </xs:restriction>
                    </xs:simpleType>
```

```
</xs:element>
<xs:element name—'AgencyAffiliation" block="restriction"/>
        <xs:simpleType>
                <xs:restriction base="xs:string">
                        <xs: enumeration value="CalFire"/>
                        <xs:enumeration value="CHP"/>
                        <xs: enumeration value="Consolidated"/>
                        <xs: enumeration value="Fire"/>
                        <xs: enumeration value="Medical"/>
                        <xs: enumeration value="Military"/>
                        <xs: enumeration value="Police"/>
                        <xs: enumeration value=" Sheriff'/>
                        <xs: enumeration value="University"/>
                </xs:restriction>
        </xs:simpleType>
</xs:element>
<xs:element name="FCCID" type="xs:unsignedInt"/>
<xs:element name="ANF' type="xs:unsignedLong"/>
<xs:element name="TN" type="xs:unsignedLong"/>
<xs:element name="TimeZoneOffset" type="xs:string"/>
<xs:element name="RouteInformation">
        <xs:complexType>
                <xs:sequence>
                        <xs:element name="TransportType" type="xs:string"/>
                        <xs:element name="RouteName" type="xs:string"/>
                        <xs:element name="LineNumber" type=nxs:string'7>
                        <xs:element name="NetworkProvider" type="xs:string"/>
                        <xs:element name="SignallingType" type="xs:string"/>
```

```
                    <xs:element name="Non911 ">
                        <xs:complexType>
                            <xs:sequence>
                                <xs:element name="IsOutbound" type="xs:boolean"/>
                                <xs:element name="IsEmergency" type="xs:boolean"/>
                                <xs:element name="IsRingback" type="xs:boolean"/>
                            </xs:sequence>
                        </xs:complexType>
                    </xs: elements
                    <xs:element name—'IsTDDTTY" type—'xs:boolean"/>
                    <xs:element name="MediaType" block="restriction">
                        <xs:simpleType>
                            <xs: restriction base="xs:string">
                                <xs:enumeration value="VOICE"/>
                                <xs:enumeration value="TDDTTY'7>
                                <xs renumeration value="SMS"/>
                                <xs renumeration value="MMS"/>
                                <xsr enumeration value=" VIDEO "/>
                                <xs renumeration value-'APP"/>
                            </xs:restriction>
                        </xs:simpleType>
                    </xs:element>
                    <xs:element name—'Conversation" type="xs:string" minOccurs="0"/>
                </xs:sequence>
            </xs:compIexType>
        </xsrelement>
        <xs:element name="CallEvents">
            <xsrcomplexType>
```

```
<xs:sequence minOccurs—" 1" maxOccurs="l">
<xs:element name="TnmkSeizure">
<xs:complexType>
<xs:sequence minOccurs=" 1" maxOccurs="l">
<xs:element name—'EventNumber" type="xs:unsignedShort"/>
<xs:element name="DateTime" type="xs:dateTime"/>
<xs:element name="SipDetails">
<xs:complexType>
<xs:sequence>
<xs:element name="SipType" type-'xs:string7>
<xs:element name="SipId" type="xs:unsignedInt"/>
<xs:element name="SourceIP" type="xs:string"/>
<xs:element name="DestinationIp" type="xs:string"/>
<xs:element name="RawSipMessage"
type="xs: string"/>
</xs:sequence>
</xs:complexType>
</xs:element>
</xs:sequence>
</xs: complexType>
</xs:element>
<xs:element name="SetUp">
<xs: comp lexTyp e>
<xs:sequence minOccurs—' 1" maxOccurs=" 1 ">
<xs:element name—'EventNumber" type="xs:unsignedShort"/>
<xs:element name="DateTimeStart" type="xs:dateTime"/>
<xs:element name="DateTimeEnd" type="xs:dateTime"/>
</xs:sequence>
</xs:complexType>
```

```
</xs:element>
<xs:element name="Ring">
        <xs:complexType>
                <xs:sequence minOccurs="0" maxOccurs="unbounded">
                        <xs:elementname-'EventNumber" type="xs:unsignedShort" minOccurs-' 1"
                maxOccurs-' 1 "/>
                        <xs: element name-' DateTime S tart[1]' type="xs:dateTime" minOccurs-' 1"
                        maxOccurs=" 1 "/>
                        <xs:element name="DateTimeEnd" type="xs:dateTime" minOccurs="l"
                        maxOccurs-' 1 "/>
                        <xs:element name="Position" type="xs:string" minOccurs=" 1"
                        maxOccurs=" 1 "/>
                        <xs:element name="OperatorId" type="xs:string" minOccurs=" 1"
                        maxOccurs=" l"/>
                        <xs:elementname="OperatorName" type="xs:string" minOccurs—' 1"
                maxOccurs=" 1 "/>
                        <xs:element name="OperatorRole" type="xs:string" minOccurs=" 1"
                maxOccurs=" 1 "/>
                        </xs:sequence>
        </xs:complexType>
</xs:element>
<xs:element name="Queue">
        <xs:complexType>
                <xs:sequence minOccurs="0" maxOccurs="unbounded">
                        <xs:element name="EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTimeStart" type="xs:dateTimc"/>
                        <xs:element name="DateTimeEnd" type="xs:dateTime"/>
                        <xs:element name—'QueueName" type="xs:string"/>
                        <xs:element name="QueueNumber" type="xs:string"/>
                </xs:sequence>
        </xs:complexType>
```

```
</xs:element>
<xs:element name="WelcomeMessage">
        <xs:complexType>
                <xs:sequence minOccurs—'O" maxOccurs="unbounded">
                        <xs:element name="EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTimeStart" type="xs:dateTime"/>
                        <xs:element name="DateTimeEnd" type="xs:dateTime"/>
                </xs:sequence>
        </xs:complexType>
</xs:element>
<xs:element name="InitialAnswer">
        <xs:complexType>
                <xs:sequence minOccurs="0" maxOccurs="1">
                        <xs:elemerit name="EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTime" type="xs:dateTime"/>
                        <xs:element name="Position" type="xs:string"/>
                        <xs:element name="OperatorId" type="xs:string"/>
                        <xs:element name="OperatorName" type="xs:string"/>
                        <xs:element name—'OperatorRole" type="xs:string"/>
                </xs:sequence>
        </xs:complexType>
</xs:element>
<xs: element name=" StationC onnect" >
        <xs:complexType>
                <xs:sequence minOccnrs="0" maxOccurs="unbounded">
                        <xs:element name-'EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTimeStart" type="xs:dateTime"/>
                        <xs:element name="DateTimeEnd" type="xs:dateTime"/>
```

```
                    <xs:element name="Position" type="xs:string"/>
                    <xs:element name="OperatorId" type="xs:string"/>
                    <xs:element name—'OperatorName" type="xs:string"/>
                    <xs:element name="OperatorRole" type="xs:string"/>
                </xs:sequence>
            </xs:complexType>
        </xs:element>
        <xs:element name="Transfer">
            <xs:complexType>
                <xs:sequence minOccurs="0" maxOccurs="unbounded">
                    <xs:element name="Position" type="xs:string"/>
                    <xs:element name="OperatorId" type="xs:string"/>
                    <xs:element name="OperatorName" type="xs:string"/>
                    <xs:element name="OperatorRole" type="xs:string"/>
                    <xs:element name="EventNumber" type="xs:unsignedShort"/>
                    <xs:element name="DateTimeStart" type="xs:dateTime'7>
                    <xs:element name—'DateTimeConnected" type="xs:dateTime"/>
                    <xs:element name="DateTimeEnd" type="xs:dateTime"/>
                    <xs:element name="DialedDigits" type="xs:string"/>
                    <xs:element name="QuickDialLabel" type="xs:string"/>
                    <xs:element name="TransferType" block^"restriction">
                        <xs:simpleType>
                            <xs:restriction base="xs:string"> •
                                <xs: enumeration value="Intemal"/>
                                <xs: enumeration value—' External"[1]'/>
                            </xs: restriction>
                        </xs:simpleType>
                    </xs:element>
```

```
                    </xs:sequence>
                </xs: complexType>
            </xs:element>
            <xs:element name="Conference">
                <xs:complexType>
                    <xs:sequence minOccurs—'O'1 maxOccurs—'unbounded">
                        <xs:element name="Position" type="xs:string"/>
                        <xs:element name="OperatorId" type="xs:string'7>
                        <xs:element name="OperatorName" type="xs:string"/>
                        <xs:element name="OperatorRole" type="xs:string"/>
                        <xs:element name="EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTimeStart" type="xs:dateTime"/>
                        <xs:element name="DateTimeConnected" type="xs:dateTime"/>
                        <xs:element name-'DateTimeEnd" type="xs:dateTime"/>
                        <xs:element name="Dia!edDigits" type="xs:string"/>
                        <xs:element name="QuickDialLabel" type—'xs:string"/>
                        <xs:element name—'ConferenceType" type="xs:string"/>
                    </xs:sequence>
                </xs:complexType>
            </xs:element>
            <xs:element name—'Mute">
                <xs:complexType>
                    <xs:sequence minOccurs="0" maxOccurs="unbounded">
                        <xs:element name="EventNumber" type="xs:unsignedShort"/>
                        <xs:element name="DateTimeStart" type="xs:dateTime"/>
                        <xs:element name—'DateTimeEnd" type="xs:dateTime"/>
                        <xs:element name="Position" type="xs:string"/>
                        <xs:element name="Operator!d" type="xs:string"/>
```

```
                    <xs:element name="OperatorName" type="xs:string"/>
                    <xs:element name="OperatorRole" type="xs:string"/>
                </xs:sequence>
            </xs: complexT ype>
        </xs:element>
        <xs:element name="Hold">
            <xs:complexType>
                <xs:sequence minOccurs="0" maxOccurs="unbounded">
                    <xs:element name—'EventNumber" type="xs:unsignedShort"/>
                    <xs:element name="DateTimeStart" type="xs:dateTime"/>
                    <xs:element name="DateTimeEnd" type="xs:dateTime"/>
                    <xs:element name="Position" type—'xs:striiig'7>
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                    <xs:element name="OperatorName" type="xs:string"/>
                    <xs:element name="OperatorRole" type="xs:string"/>
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        </xs:element>
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```

```
                    </xs:sequence>
                </xs:complexType>
            </xs:element>
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                <xs: complexT yp e>
                    <xs:sequence minOccurs="0" maxOccurs="unbounded">
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                    </xs:sequence>
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                            <xs:simpleType>
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                                    <xs remuneration value=" Caller"/>
                                    <xs renumeration value="Operator"/>
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```

```
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                                        </xs:sequence>
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```
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                <xs:complexType>
                    <xs:sequence minOccurs=" 1" maxOccurs="unbounbed”>
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                    </xs:sequence>
                </xs:complexType>
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                <xs:complexType>
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                        <xs:element name—'Position" type—'xsrstring" />
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                        <xs:element name="OperatorName" type="xs:string" />
                        <xs:element name="OperatorRole" type="xs:string" />
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                        <xs:element name="QueueNumber" type="xs:string" />
                    </xs:sequence>
                </xs:complexType>
            </xs:element>
            <xs:element name-'OperatorLogout">
                <xs:complexType>
                    <xs:sequenceminOccurs—' 1" maxOccurs="unbounbed”>
                        <xs:elementname="DateTime" 1ype="xs:dateTime" />
```

```
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                    <xs:element name="OperatorId" type—'xsrstring" />
                    <xs:element name="OperatorName" type-'xs:string" />
                     <xs:element name—'OperatorRole" type="xs:string" />
                    <xs:element name="QueueName" type="xs:string" />
                    <xs:element name="QueueNumber" type="xs:string" />
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        </xs:element>
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                    <xs:element name="OperatorId" type="xs:string" />
                    <xs:element name="OperatorName" type="xs:string" />
                     <xs:element name="OperatorRole" type="xs:string" />
                    <xs:element name="QueueName" type="xs:string" />
                    <xs:element name="QueueNumber" type="xs:string” />
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                                <xs: enumeration value— 'NotReady"/>
                            </xs:restriction>
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                    </xs:element>
                    <xs:element name="ReasonCode" type="xs:string" />
```

```
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</xs:schema>
```

SOW ATTACHMENT 6.0: CALL DATA RECORD FORMAT

The CACallDetailRecord is the root element name for the California XML Schema for 9-1-1 call detail records.

Level 1	**Level 2**	**Level 3**	**Level 4**	Level 3	Level 4	*Data* Definition
CACallDetailRecord					n/a	The root element of the call detail record schema.

The following sub-levels are the children and sub-elements from the root element.

Level 1	**| Level 2**	**Levcf 3**	**Level 4**	Data Format	Data Definition
SequenceNumber				unsignedLong	A positive number from 0 to 32 or 64 bits in length number. This is assigned to each CDR in sequential order to detect if any calls were skipped or duplicated. No reset of this number is allowed
PSAPName		-	-	string	The name of the PSAP according to the FCC PSAP Registry
AgencyType		-		enumeration	Defines the PSAP using only the following string values "Primary" or "Secondary"
AgencyAffiliation				enumeration	Defines the PSAP's affiliation type using only the following string values: CalFire, CHP, Consolidated, Fire, Medical, Military, Police, Sheriff, University
FCCID	-	-		unsignedInt	The unsigned positive number identified as a 6 to 8 digit integer from the FCC PSAP Registry
ANI				unsignedLong	The 10 digit automatic number identifier of the caller, with no hyphens
TN		-		unsignedLong	The telephone number of the caller with no hyphens or the number dialed by the call taker on an outbound call
TimeZoneOffset				string	The time offset from Universal Time Coordinate (UTC). Off daylight savings time this would be -08:00 and on daylight savings time this would be -07:00.
Routeinformation		-		n/a	Denotes the route information of the call with the following 9 sub elements at level 2.
RouteInformation	TransportType	-		string	Denotes the ingress network Transport type, as identified by the call handling system, such as: CAMA, T1
Routeinformation	RouteName	-	"-	string	• Identifier of the type of call, such as: 911, Admin, Ring Down
Routeinformation	LineNumber			string	The numeric identified of the trunk/line the call comes in from (by Selective Router and trunk billing number preferred for 911 trunks)

RouteInformation	NetworkProvider	-	-	string	Service provider of the routing network (ATT, Frontier, West ComTech, etc.)
RouteInformation	SignallingType	-	-	string	Identity if call is coming by SS7, SIP, SMS, MPLS
RouteInformation	Non911	IsOutbound		boolean	TRUE/FALSE Identifies if the non911 call is outbound or not
RouteInformation	Non911	IsEmergency		boolean	TRUE/FALSE Identifies if the non911 call came on 10-digit emergency lines or not
RouteInformation	Non911	IsRingback		boolean	TRUE/FALSE Identifies if the non911 call is an abandoned call ringback or not
RouteInformation	IsTDDTTY			boolean	TRUE/FALSE Identifies if the call is a TDDTTY call or not
RouteInformation	MediaType	”		enumeration	Defines the call media type using only the following string values: VOICE, TDDTTY, SMS, MMS, VIDEO, APP
RouteInformation	Conversation	”		string	The contents of the conversation for media types that contain a written conversation, such as TDDTTY and SMS
CallEvents				n/a	Denotes the call events of the call with the following 9 sub elements at level 2.
CallEvents	TrunkSeizure	”	-	n/a	The details of the time when the call is received at the Controller and the trunk is seized.
CallEvents	TrunkSeizure	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	TrunkSeizure	DateTime	-	dateTime	Date and time of the event
CallEvents	TrunkSeizure	SipDetails	-.	string	SIP details as defined by the 5 sub elements below
CallEvents	TrunkSeizure	SipDetails	SipType	string	The media type of the SIP message body
CallEvents	TrunkSeizure	SipDetails	SipId	unsignedInt	SIP Message-ID unique identifier within the header
CallEvents	TrunkSeizure	SipDetails	SourceIP	string	The IP address of IPv4 or Ipv6
CallEvents	TrunkSeizure	SipDetails	Destination!P	string	The IP address of IPv4 or Ipv6
CallEvents	TrunkSeizure	SipDetails	RawSipMessage	string	The raw SIP message
CallEvents	SetUp				The details of the time when the call is in the controller being set up for delivery to the call taker or queue

		..... Levels.....	Level 4 .	UP	D m\ni Definition
CallEvents	SetUp	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	SetUp	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	SetUp	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Ring	"	”	-	The details related to the call when the call is ringing/presented at the call taker's position
CallEvents	Ring	EventNumber	“	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Ring	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	Ring	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Ring	Position	“	string	Call taker's position number in the form of 0001,0002 up to 9999
CallEvents	Ring	Operatorld		string	The name or number id of the call taker operator who is signed on
CallEvents	Ring	OperatorName	'	string	The name or number id of the call taker operator who is signed on
CallEvents	Ring	OperatorRole	“	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Queue	-	-	-	The details related to the call when in/out of queue
CallEvents	Queue	EventNumber	“	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Queue	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	Queue	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Queue	QueueName	“	string	The name of the queue such as, 911, Admin, Spanish
CallEvents	Queue	QueueNumber	“	string	The assigned queue number
CallEvents .	WelcomeMessage	-			The details related to the time that the call is treated with an introductory message
CallEvents	WelcomeMessage	EventNumber	“	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	WelcomeMessage	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	WelcomeMessage	DateTimeEnd	-	dateTime	Date and time of the event end

		[redacted] Love) 3 Le [redacted]		Data Format	
CallEvents	InitialAnswer	-	-	-	The details related to the time at which the call taker answers the call
CallEvents	InitialAnswer	EventNumber	"	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	InitialAnswer	DateTime	- ■	dateTime	Date and time of the event
CallEvents	InitialAnswer	Position	"	string	Call taker's position number in the form of 0001, 0002 up to 9999
CallEvents	InitialAnswer	OperatorId		string	The name or number id of the call taker operator who is signed on
CallEvents	InitialAnswer	OperatorName	-	string	The name or number id of the call taker operator who is signed on
CallEvents	InitialAnswer	OperatorRole	"	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	StationConnect	"	"	"	The details related to the time at which an intelligent workstation (within the CPE system) connects to a call
CallEvents	StationConnect	EventNumber	"	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	StationConnect	DateTimeStart	"	dateTime	Date and time of the event start
CallEvents	StationConnect	DateTime End		dateTime	Date and time of the event end
CallEvents	StationConnect	Position		string	Call taker's position number in the form of 0001, 0002 up to 9999
CallEvents	StationConnect	Operatorld		string	The name or number id of the call taker operator who is signed on
CallEvents	StationConnect	OperatorName .	"	string	The name or number id of the call taker operator who is signed on
CallEvents	StationConnect	OperatorRole	"	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Transfer				The details related to a call transfer
CallEvents	Transfer	EventNumber		unsignedShort	The unique nbmber assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Transfer	DateTimeStart	-	dateTime	Date and time of the event start

Level 2	Level 3	Level 4 DaLi P' •iiij t	D.iLj Definition	1
CallEvents	Transfer	DateTimeConnected	-	dateTime	Date and time when the call is connected to the transfer to party
CallEvents	Transfer	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Transfer	Position	”	string	Call taker's position number in the form of 0001,0002 up to 9999
CallEvents	Transfer	OperatorId	“	string	The name or number id of the call taker operator who is signed on
CallEvents	Transfer	OperatorName	“	string	The name or number id of the call taker operator who is signed on
CallEvents	Transfer	OperatorRole		string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Transfer	DialedDigits	“	string	Flash hook or similar transfer indicator with * code, transfer number, or 10 digit dialed number
CallEvents	Transfer	QuickDialLabel		string	The name of the entity associated with the dialed digits (i.e. PSAP, external emergency resource)
CallEvents	Transfer	TransferType	“	enumeration	Defines the call transfer type using only the following string values: Internal, External
CallEvents	Conference	“			The details related to a conference session
CallEvents	Conference	EventNumber	“	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Conference	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents-	Conference	DateTimeConnected	-	dateTime	Date and time when the call is connected to the transfer to party
CallEvents	Conference	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Conference	Position		string	Call taker's position number in the form of 0001,0002 up to 9999
CallEvents	Conference	Operatorld	-	string	The name or number id of the call taker operator who is signed on
CallEvents	Conference	OperatorName	“	string	The name or number id of the call taker operator who is signed on
CallEvents	Conference	OperatorRole	“	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Conference	DialedDigits	”	string	Dialed digits or number being conferenced
CallEvents	Conference	QuickDialLabel		string	The name of the entity associated with the dialed digits (i.e. station number)

■ Level 1	Level 2	Level 3	Level 4	Data Format	Definition
CallEvents	Conference	ConferenceType	”	string	Defines the call conference type such as external (outside the CPE system), internal (within the CPE system), etc.
Call Events	Mute	“	“		The details related to a call that is placed on mute
CallEvents	Mute	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Mute	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	Mute	DateTimeEnd	-	dateTime	Date and time of the event end .
CallEvents	Mute	Position		string	Call taker's position number in the form of 0001, 0002 up to 9999
CallEvents	Mute	Operatorld		string	The name or number id of the call taker operator who is signed on
CallEvents	Mute	OperatorName	“	string	The name or number id of the call taker operator who is signed on
CallEvents	Mute	OperatorRole	“	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Hold	“	“	“	The details related to a call that is placed on Hold
CallEvents	Hold	EventNumber	“	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Hold	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	Hold	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Hold	Position	~	string	Call taker's position number in the form of 0001, 0002 up to 9999
CallEvents	Hold	Operatorld		string	The name or number id of the call taker operator who is signed on
CallEvents	Hold	OperatorName	“	string	The name or number id of the call taker operator who is signed on
CallEvents	Hold	OperatorRole	“	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	Park				The details related to a call that is placed on Hold ■

CallEvents	Park	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Park	DateTimeStart	-	dateTime	Date and time of the event start
CallEvents	Park	DateTimeEnd	-	dateTime	Date and time of the event end
CallEvents	Park	Position	-	string	Call taker's position number in the form of 0001, 0002 up to 9999
CallEvents	Park	OperatorId		string	The name or number id of the call taker operator who is signed on
CallEvents	Park	OperatorName	”	string	The name or number id of the call taker operator who is signed on
CallEvents	Park	OperatorRole	”	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	AbandonedCall				Any call in which the caller hangs up prior to their call being answered by a PSAP call taker. Callers who hang up after their call has been treated by an ACD or placed into queue, but prior to their call being answered by a call taker, shall be counted as an abandoned call. This is the time at which the caller abandons the call prior to being answered by the call taker, including the time at which a call enters an abandoned call queue or list, if applicable.
CallEvents	AbandonedCall	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	AbandonedCall	DateTime	-	dateTime	Date and time of the event
CallEvents	DisconnectTime				The time at which the call taker or the caller disconnects from the call. There may be multiple disconnect times for different call takers for the same event number.
CallEvents	DisconnectTime	DisconnectedBy		enumeration	Defines the call transfer type using only the following string values: Internal, External
CallEvents	DisconnectTime	EventNumber		unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	DisconnectTime	DateTime	-	dateTime	Date and time of the event
CallEvents	DisconnectTime	Position		string'	Call taker's position number in the form of 0001, 0002 up to 9999 •
CallEvents	DisconnectTime	OperatorId		string	The name or number id of the call taker operator who is signed on

rn^rn 2-'	Level 3 - Level 4			Data Format	
CallEvents	DisconnectTime	OperatorName	"	string	The name or number id of the call taker operator who is signed on
CallEvents	DisconnectTime	OperatorRole	"	string	The role to which the call taker is assigned or logged into specific to this event.
CallEvents	TrunkReleaseTime	"	"	"	The time at which the line is released and available for the next call.
CallEvents	T runkReleaseTime	EventNumber	"	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	TrunkReleaseTime	DateTime	-	dateTime	Date and time of the event
CallEvents	Finished	-	"	-	The time at which the call data processing concludes within the call handling system
CallEvents	Finished	EventNumber	-	unsignedShort	The unique number assigned to the call within a system and used for all events and reporting related to the original call.
CallEvents	Finished	DateTime	-	dateTime	Date and time of the event
C AReq u i red	RawAL 1			n/a	Denotes the California Required Automatic Location Information of the call with the following sub element at level 2. Must comply with California Format 04 ALI Display Standards, including future updates or revisions.
C A Required	RawAL 1			string	The ALI dump out of the call handling system as received from the AU provider. Must comply with California Format 04 ALI Display Standards, including future updates or revisions. Minimum occurrence of 0 and maximum occurrence is unbounded. Must be provided for the initial ALI bid, the final ALI bid, and each rebid for all calls where ALI is applicable.
System Events	"		-	n/a	Denotes the system events of the CPE with the following 4 sub elements at level 2.
SystemEvents	HourlyControllerTimeStamp		"		The mandatory hourly time stamp generated by the call handling system controller
System Events	HourlyControllerTimeStamp	DateTime	-	dateTime	Date and time of the event
			Lev,		
SystemEvents	OperatorLogin		"	"	The details related to the call taker when logging in to the CPE system
SystemEvents	OperatorLogin	DateTime	-	dateTime	Date and time of the event
SystemEvents	OperatorLogin	Position		string	Call taker's position number in the form of 0001,0002 up to 9999

Level 1 - Level 2. Levels			Level 4	Data Format	Data
System Events	OperatorLogin	OperatorId	"	string	The name or number id of the call taker operator who is signed on
System Events	OperatorLogin	OperatorName	"	string	The name or number id of the call taker operator who is signed on
System Events	OperatorLogin	OperatorRole		string	The role to which the call taker is assigned or logged into specific to this event.
SystemEvents	OperatorLogin	QueueName		string	The name of the queue such as 911, Admin, Spanish
System Events	OperatorLogin	QueueNumber	"	string	The assigned queue number
				.VT-	
SystemEvents	OperatorLogout				The details related to the call taker when logging out of the CPE system
SystemEvents	OperatorLogout	DateTime	-	dateTime	Date and time of the event
SystemEvents	OperatorLogout	Position	"	string	Call taker's position number in the form of 0001,0002 up to 9999
SystemEvents	OperatorLogout	OperatorId		string	The name or number id of the call taker operator who is signed on
SystemEvents	OperatorLogout	OperatorName	"	string	The name or number id of the call taker operator who is signed on
SystemEvents	OperatorLogout	OperatorRole	"	string	The role to which the call taker is assigned or logged into specific to this event.
SystemEvents	OperatorLogout	QueueName	"	string	The name of the queue such as 911, Admin, Spanish
SystemEvents	OperatorLogout	QueueNumber	"	string	The assigned queue number
SystemEvents	OperatorStatusChange	"	"		The details related to the call taker when the status of that call taker changes from one state to another
SystemEvents	OperatorStatusChange	DateTime	-	dateTime	Date and time of the event
SystemEvents	OperatorStatusChange	Position	"	string	Call taker's position number in the form of 0001,0002 up to 9999
SystemEvents	OperatorStatusChange	OperatorId	"	string	The name or number id of the call taker operator who is signed on
SystemEvents	OperatorStatusChange	OperatorName		string	The name or number id of the call taker operator who is signed on

	Level 2	Level 3	Level 4	Data Format	Definition
System Events	OperatorStatusChange	OperatorRole		string	The role to which the call taker is assigned or logged into specific to this event.
System Events	OperatorStatusChange	QueueName	"	string	The name of the queue such as 911, Admin, Spanish
System Events	OperatorStatusChange	QueueNumber		string	The assigned queue number
SystemEvents	OperatorStatusChange	Status	-	enumeration	Defines the call taker status using only the following string values: Ready, NotReady

APPENDIX B
BUDGET DETAIL, INVOICING AND PAYMENT PROVISIONS

1) Contractors shall be limited to 12 months of back billing on all systems, services and functionality ordered under the Contract. Invoices presented more than 12 months after the formal acceptance of the system, service or functionality will not be considered valid and will not be paid.

2) Invoices shall be submitted as specified on the individual PO as submitted to the Contractor. The Contractor shall render invoices for total monthly maintenance charges following the month for which the charges accrue. Invoices to the CA 9-1-1 Branch must include those items listed in the GSPD-401IT, Item #29 and may require additional information. Payment for goods or services rendered outside the original SOW of a PO (change orders) will require an amendment to the PO or a new PO.

3) Contractor shall provide individual invoices for each project under this Contract that shall include, at a minimum, the following fields:

   a) Invoice Date

   b) CA PSAP Name and Address

   c) Tracking Number

   d) Naming Convention (provided by CA 9-1-1 Branch)

   e) System Installation Date

   f) System Acceptance Date

   g) Maintenance Start Date (after the one year warranty period)

   h) Cost (including equipment, installation, and training)

   i) Sales Tax

4) All invoices submitted to the CA 9-1-1 Branch as a result of a PO based on this Contract will be billed separately from other charges the Contractor may currently be billing.

5) The CA 9-1-1 Branch will provide naming conventions to the CA PSAP for site identification and all invoices will use the same naming convention.

6) Equipment accountability will be by model number, serial number and physical location.

7) The Contractor shall make every effort to reconcile incorrect invoices within 30 calendar days from notification by the CA PSAP or CA 9-1-1 Branch of the discrepancy. The CA PSAP or CA 9-1-1

Branch may withhold payments of ail invoices issued as a result of this Contract until the discrepancies have been corrected.

8) It shall be PSAP's sole determination as to whether all equipment has been successfully installed and accepted. Signed acceptance is required from the PSAP before processing an invoice for payment.

9) Upon acceptance of each deliverable, the Contractor will submit an invoice for payment associated with the individual payment amounts. Payment shall not exceed the Cost Worksheet.

10) For Equipment, invoices shall be submitted in triplicate including costs charged for each Line Item's Equipment Unit Price.

11) For Monthly Maintenance, invoices shall be submitted in triplicate, monthly in arrears, identifying the PSAP, Contractor and equipment information.,

12) The Contractor costs related to items such as travel and per diem are costs of the Contractor, shall be inclusive of the hourly rate bid, and will not be paid separately as part of this Agreement.

13) Submit invoices, in triplicate, with reference to the Contract number #4151-6 to:

California Governor's Office of Emergency Services
Attention: Accounting Unit
3650 Schriever Avenue
Mather, CA 95655

14) It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, Cal OES shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement.

15) If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, Cal OES shall have the option to either cancel this Contract with no liability occurring to Cal OES, or offer a Contract amendment to the Contractor to reflect the reduced amount.

16) 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.

EXHIBIT 16 - #1

9-1-1 CPE SASIC TURN-KEY STAND-ALONE SYSTEM COST WORKSHEET

instructions: Bidder must follow 1 through 7 when filling out this Cost Worksheet.

1) Bidder shaS insert their Company name into the 'Bidder's Name" field and Model name for the proposed system into the ' Man yfactureiYM ode!" field

2) For all Line Items., the Bidder shall provide priorig for one unit of measure for evaluation.

3) The elements included in the Basic CPE Tutm-key Configurations are detailed within the 'FB Section 6.5. Bidder shall insert the price ·or the 9-H-i CPE Basic Turn-key Systeim Confi{^ration based cti the defined number of positions per each Line Item # Fair configurations over 20 positions during a^tiai installation or adding additional positions after installation, with all the same requirements

. . -L ....

4) The Equipment Unit Price shall indude all equipment consisting of, but not limited to, preconngured hardware, software, ancillary materials, and one year warranty

5) The Implantation Urwt Price shall include the cost of staging, installation wiring, testing and train ing.

6) Bidders are to provide a Monthly Maintenance rate for years 2 through 5 for eadh Late stem ft The Monthly Maintenance begins, following acceptance of the implementation and after the one year warranty is complete Monthly Maintenance shaS include any updates (hot fbc/patches) to hardware and software, and local P3AP site service required to keep the Line Item ft' fully operational which may include parts as needed to replace obsolete technology.

7) Bidder sh3i9 provide AddHonat Monthly Maintenance rate for Years 6 and 7,1 needed by the PSAP or State.

Bddsr's Name Vesta Solutions, Inc.

.vv₃nui.ictu'"r/block- Vesta Solutions, Inc, vesta s.1.1 {Solution for £h& cpe[1]*

'la :	<*»->	(=-1	(S-j	{e.)	(t)	(3 »	;T	<■	
Line item =	Tum-key System wm oe^nea Number of irtefcgent WotstafiRK fPcsfitonsi	Unit of Measure Each	Basse Turn-key System Equipment Lina Price	Imperaentat&n UnJi - nee	Monthly Mart r.S'r Years 2-5	TOTAL 5 Y93f Turn-key System c*tS*ehT42ii	WDT4hy Mami esi Yes-6	Manteiy Maim Rais Yes-"	TOT A. res 6 5 7 Maintenance - : - ;
1	Turn-key System - 2 PosR-ons	1	376.C26.SC	528,250 .DC	$791-55	$144,275 DO	5536.17	583-6.17	520.Q65-CO
2	Tum-fcey System - 3 Positions	1	59D.239.SC-	$35,175-00	11.1-36.23	$160,020.00	51,212.92	51,212.92	529.110.00
3	Tusn-key System - 4 Positions	1	S-102.743.30	$42,200 .DO	$1,434.62	$216-2.15.CO	51,589-67	51.569.67	$33,152-00
4	Tumi-key System - 5 Positions	1	3114,571.30	549,22-5.00	$1,331.40	$251,704.00	51,966.42	51.966.42	$47,194.CO
5	Turn-key System - 6 Positions	1	3125,031.30	$45,150.00	52,177.53	5277,725 00	52,343.17	32,343.17	$56,236.00
C	Turn-Key System - 7 PosSlons	1	$140.212.30	$51,175.K)	$2,524.57	S312.567.00	$2,719.92	$2,719.92	$65,276.00
7	Ttan-key System - 6 Positions	1	31 S3.4-36.50	$-57,50*3.00	$2,373.15	$-343,7S4.CO	-53,096.57	53.0iS6.67	$74,320.00
■:	Turn-key System - 9 Positions	1	3165,619.30	$54,025.0*3	$3,217.73	$364,096.00	33,473-42	53,473.42	583,36200
c	Turn-key System - 1D Positions	1	/ 165.-49 50	$70,850.00	53,564 32	$423,087.00	53,850.57	53.860.17	$92,404.00
10	Turn-key System - 11 Posteons	1	3195,733.30	$55,475.00	$3,910.50	$451,932-00	54,225.52	54,226.92	5101446.0 0
11	Turn-key System -12 Posteons	1	521 »,606 30	$70,10*3.00	$4,257.43	$456,066.0*0	54,60-3.67	$4,60-3.57	$110,466.00
12	Turn-Key System -13 Postons	1	5223,737.30	574,825 00	I- 304 I"	$519,506.00	-54,960.42	54,950.42	5119.530.DD
13	Turn-key System -.14 Positrons	1	5237,247 30	$79,650.00	54 3SD.E5	$554,525.00	$5,357.17	55,357 17	$123,572X0
14	Turn-key System -15 Positions	1	5245,428.30	$34,575 CO	$5,297.23	$563,271.00	55,733.52	-35,733.92	5137,€14X0
15	Tism-key Sysiem - 16 Positions	i	5261,612.30	. 5-39,800 .K	I5.543.B2	$622,316.00	56,150.67	56,110.67	5146.6-56.00
16	Tusn-key System -17 positions	I	5274,6-35.30	$94,725.00	56,990.40	$656,950.00	56,487.42	56.487.42	5155.69B.DD
17	Turn-key System -15 FosfttenH	1	5285,666.30	599,950.00	16,336.53	S6S0.992.CQ	56,864.17	56,864 17	516-5.740.00
16	Turn-key System -19 Posltdra	1	530C.326.30	$ 105,275.00	$6,683.57	$726,413.00	-57,240 92	57,240.92	5173.782.CX
19	Turn-key System - 2D Positrons	1	5-315:5-32.40	5110,700.00	$7,063.03	$76-5,255.00	57,617.67	$7,617.67	5162.324X0
2D	At the time of insfalaBon, the cost of an additional 1WS position per Secton 6 for a 533lc Turn-key system over 2D positions Including a! CGonscllv.Ty within the PSAP.	1	514,750.00	S6.QOQ.f3C	5325.00	$36,350.00	$36-0-00	5350.00	$-3,400.00
21	After irstafadon, Hie cost of an 3dtgfion3l IVVS per Section 5 for a 63sio Turn-key system, heading all hardware, software, trainhg, cabling, and anyaddrJon3i materials necessary ter install.	1	$14,750.00	$6,000.00	5325.00	135,350.00	5350.00	5350.00	$3,400.00
					SUBTOTAL; $8,678,431.0*0			SUBTOTAL; .344.274.0(1	

[TAB #1: GRAND TOTAL OTTURM-KEY CPE WITH SYR MAtliT - 2YR MAUOT: *M.«2.7S5J0

EXHIBIT 16 - #2
9-11 CPE SYSTEM ITEMIZED COST WORKSHEET

Instf utu^ lYhroTigh henl 11 f i no out this Cost Worksheet.

1) Bidder shall insert their Company name into the "Bidder's N3me' field

2) For all Line ttems, the Bidder shall provide pricing (or one unit of measure for evaluation

3) These itemized items may he applied for Turn-Key or Host-Remote Systems Bidders are to provide their pnce for the equipment with features and Emotionality described for each ime item me Equipment unrt Price shall included all equipment, software and one year warranty

4) The Equipment Unit Pnce- shall include all equipment consisting of. but not limited to. preconfigured hard-ware, software, ancillary materials, and one year warranty

5) The Importation Unit Pnce shall include Hie cost of staging installation, wiring, testing and training

6} Bidden are to provide a Monthly Maintenance rate for years 2 through S ter oaeh lino Item # The Monthly Maintenance begins, following acceptance of fh implementation and after the one year warranty is complete Monthly Maintenance snail include any updates (hot fr</patches) to hardware *am* software, and local PSAP site service required to keep the Line Hem # fully operational which may include parts as needed to replace obsolete technology,

7) Bidder snail provide Additional Monthly Maintenance rate for Years 6 and 7 if needed by the PSAP or State

Bidder's Name Solutions, Inc.

<8>	(M	<e.)	(H)	fe.)	(t)	**< g >**	<h>	0i	w
Unfit Ham #	itemized Description	Unit of Measure each	Eqtupmeo*. Unit Price	Implementation Unit Pnce	Monthly Masnt Rate Years 2-5	Total 5 Year Itemized c*fd+e+(f*48ij	Monthly Maint Rale Year6	**Uorthly** Mair.t Rate Year 7	TOTAL YearSi? Maintenance
1	Laser jet printer. (LAN Network ready! capable of prwvtireg 15 pages per minute.	1	5647 00	so.oo	so.oo	5647.00	S0.0Q	SO 00	so.oo
2	19* computer monitor to wort; with fWS	1	5193.00	SO 00	SO 00	5153 00	50.00	$0 00	50 00
3	22' computer monitor to work with IV/S	1	5209 00	so.oo	SO 00	5209 00	$0.00	SO 00	50.00
*	24' computer monitor to work with iWS	1	5338 00	30.00	$0 00	$388 00	$0 00	50 00	50 00
5	Legacy Network interface card with a nun-mum of 4 ports to accommodate Centralized Automatic Message Accounting (CaMA) or tO-Oign.	1	5339.Q0	so.oo	so.oo	5339.00	so.oo	50.00	SO.OO
6	IP interface gateway/appliance	1	$611 00	5166.00	515.98	51,544 20	SO 00	50.00	SO 00
7	Chassis to mount interface lirte cards with aS required interconnect cabling	1	S1 938 0Q	SO.OO	S32 88	53.516 40	5164 42	5164 42	S3.946.00
3	Uninterrupted Power Supply (VPS) tor backroom equipment.	i	$1,349 00	so.oo	50.00	51,349 00	SO.OO	50.00	50.00
9	Uninterrupted Power Supply (UPS? for an IWS	J	5525.00	so.oo	SO.OO	$525.00	so.oo	50.00	SO.OO
					SUBTOTAL: $3,710.00			SUBTOTAL: S3.946.00	

TAB *S2*: GRAND TOTAL of ITEMIZED ITEMS WITH 5YR MAlflT * 2YR -MA1MT: S12.65ir.60

EXHIBIT 16 #3

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

Instructions; Bidder must follow I through 7 when filling out this Cost Worksheet.

1) Bidder strull insert then Company name into the 'Bidder's Name" field and Model name for the proposed system into the "Manufacturer Model" field

2) For all the Items, the Hidder shall provide pricing for one unit of measure for evaluation

3) The requirements for the 911 CPE Host Remote System are detailed within Ihe if-H Sections 6 6 88 Hidder snnli Insert the price for tne indivhlu.il no si Line Item# and conflguatut'orni with the defined rtumL'U uf positions per each Line Item *f For configurations over 20 position* during initial linslallat'on ami adding additional positions uP.sn install a liuri, with aL tl<e same ic-guir trmenls as ubovc

4) Tne ifqmpment tJnrl Price shall include mi equ pment cnnsislirnj nf. pul mss limited in. precnnnquten Hardware Mirnv.irc anclinry materials and one year

6) The Impientohon Unit Price shaii include the cost oi staging, installation, tvirtng. testing ana training

6) Bidders aie to provide a Monltily Maintenance rate foi years *2* Ihiuuyh 5 for each Line Item # Tlve Monthly Maintenance begins following acceptance of ihe imptementnllon nnrt after tne one year warranty Is complete Monihly Mnlnlenance shall include any updates (hoi fixJpntchesj to hardware .and software, and local PStAP site service required In keep Ihe t. Ine Item *H* fully operational which may include parts as needed to reptar.e ousotele technology

7) Diaoer shall provide Adaaionai Monthly Maintenance rate for Years G ana 7 if needed Dy tne P3AP or state

Bidder's Name Vesta Solutions, Inc.

ManufacturcifModcl Vesta Solutions, InC. y£&JA I-1 (Solution fur Ihe CPEj

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
Line Item #	Configuration Title	Unit of Measure Basis	Equipment Unit Price	Implementation Unit Price	Monthly Maint. Rate Years 2-5	TOTAL 5 Year Host Remote System Bid Price (d)+(e)+(f*48)	Monthly Maint. Rate Year 6	Monthly Maint Rate Year 7	TOTAL Year 6 & 7 Maintenance (h*12)+(i*12)
1	The first Host of a Host-Remote System including all backroom equipment as described in Sections 6.5 - 6.8	1	$36,911.40	$10,820.00	$44.95	$49,889.10	$8.42	$8.42	$202.00
2	The second or additional Host of a Host-Remote System including all backroom equipment as described in Section 6.5 - 6.8	1	$36,911.40	$4,000.00	$44.95	$42,869.10	$8.42	$8.42	$202.08
3	Remote PSAP with 1 position including all connectivity within the PSAP	1	$31,591.40	$14,125.00	$432.50	$66,456.00	$442.58	$442.58	$10,622.00
4	Remote PSAP with 2 positions including all connectivity within the PSAP	1	$44,759.40	$20,250.00	$779.55	$102,427.00	$819.33	$819.33	$19,664.00
5	Remote PSAP with 3 positions including all connectivity within the PSAP	1	$57,927.40	$26,375.00	$1,126.12	$138,356.00	$1,196.08	$1,196.08	$28,706.00
6	Remote PSAP with 4 positions including all connectivity within the PSAP	1	$71,096.40	$33,000.00	$1,472.70	$174,745.00	$1,572.83	$1,572.83	$37,748.00
7	Remote PSAP with 5 positions including all connectivity within the PSAP	1	$85,432.40	$40,125.00	$1,819.28	$212,883.00	$1,949.58	$1,949.58	$46,790.00
8	Remote PSAP with 6 positions including all connectivity within the PSAP	1	$97,788.40	$38,550.00	$2,165.87	$231,360.00	$2,326.33	$2,326.33	$55,832.00
9	Remote PSAP with 7 positions including all connectivity within the PSAP	1	$104,565.40	$40,875.00	$2,512.45	$266,147.00	$2,703.08	$2,703.08	$64,874.00
10	Remote PSAP with 8 positions including all connectivity within the PSAP	1	$118,196.40	$45,500.00	$2,859.03	$301,439.00	$3,079.83	$3,079.83	$73,916.00
11	Remote PSAP with 9 positions including all connectivity within the PSAP	1	$130,376.40	$51,325.00	$3,205.62	$336,571.00	$3,456.58	$3,456.58	$82,958.00
12	Remote PSAP with 10 positions including all connectivity within the PSAP	1	$143,536.40	$57,150.00	$3,552.20	$371,492.80	$3,833.33	$3,833.33	$92,000.00
13	Remote PSAP with 11 positions including all connectivity within the PSAP	1	$156,317.40	$53,775.00	$3,898.78	$397,234.00	$4,210.08	$4,210.08	$101,042.00
14	Remote PSAP with 12 positions including all connectivity within the PSAP	1	$169,190.40	$56,900.00	$4,245.37	$429,868.00	$4,586.83	$4,586.83	$110,084.00
15	Remote PSAP with 13 positions including all connectivity within the PSAP	1	$181,371.40	$61,725.00	$4,591.95	$463,510.00	$4,963.58	$4,963.58	$119,126.00
16	Remote PSAP with 14 positions including all connectivity within the PSAP	1	$193,552.40	$65,550.00	$4,938.53	$497,152.00	$5,340.33	$5,340.33	$128,168.00
17	Remote PSAP with 15 positions including all connectivity within the PSAP	1	$207,312.40	$71,375.00	$5,285.12	$532,073.00	$5,717.08	$5,717.08	$137,210.00
18	Remote PSAP with 16 positions including all connectivity within the PSAP	1	$220,133.40	$75,200.00	$5,631.70	$564,715.00	$6,093.83	$6,093.83	$146,252.00
19	Remote PSAP with 17 positions including all connectivity within the PSAP	1	$232,066.40	$80,125.00	$5,978.28	$599,149.00	$6,470.58	$6,470.58	$155,294.00
20	Remote PSAP with 18 positions including all connectivity within the PSAP	1	$244,247.40	$84,950.00	$6,324.87	$633,791.00	$6,847.33	$6,847.33	$164,336.00
21	Remote PSAP with 19 positions including all connectivity within the PSAP	1	$257,707.40	$89,775.00	$6,671.45	$667,712.00	$7,224.08	$7,224.08	$173,378.00
22	Remote PSAP with 20 positions including all connectivity within the PSAP	1	$269,888.40	$94,100.00	$7,018.03	$700,854.00	$7,600.83	$7,600.83	$182,420.00
23	At the time of installation, the cost to add an additional position for a Remote PSAP configuration over 20 positions in a Host-Remote system including all connectivity within the PSAP. Priced as each	1	$12,500.00	$4,500.00	$326.00	$32,600.00	$340.00	$350.00	$8,280.00
24	After initial installation, the cost to add an additional position to a Remote PSAP within a Host-Remote system including all hardware, software, training, cabling and any additional materials necessary to install. Priced as each	1	$14,750.00	$6,000.00	$325.00	$36,350.00	$350.00	$350.00	$8,400.00
25	After initial installation, the cost of an individual Host to add another PSAP to an existing Host-Remote system. Priced as each	1	$36,911.40	$10,820.00	$44.95	$49,889.10	$8.42	$8.42	$202.00
					SUBTOTAL:	$7,947,848.29		SUBTOTAL:	$1,947,826.00

TAB #3: GRAND TOTAL of HOST-REMOTE INCLUDING 5YR MAINT + 2YR MAINT:	$9,885,674.29

EXHIBIT 16 - #4
APPLICATIONS AND PERIPHERALS COST WORKSHEET

Instructions: Bidder must follow 1 through 7 when filling out this Cost Worksheet.
1) Bidder shall insert their Company name into the "Bidder's Name" field.
2) For all Line Items, the Bidder shall provide pricing for one unit of measure for evaluation.
3) Bidders are to provide their price for the equipment with features and functionality described for each line item per IFB Section 6.9 which are applicable to the Telecommunicator call taking operations.
4) The Equipment Unit Price shall include all equipment consisting of, but not limited to, preconfigured hardware, software, ancillary materials, and one year warranty.
5) The Implentation Unit Price shall include the cost of staging, installation, wiring, testing and training.
6) Bidders are to provide a Monthly Maintenance rate for years 2 through 5 for each Line Item #. The Monthly Maintenance begins, following acceptance of the implementation and after the one year warranty is complete. Monthly Maintenance shall include any updates (hot fix/patches) to hardware and software, and local PSAP site service required to keep the Line Item # fully operational which may include parts as needed to replace obsolete technology.
7) Bidder shall provide Additional Monthly Maintenance rate for Years 6 and 7, if needed by the PSAP or State.

Bidder's Name: Vesta Solutions, Inc.

(a.)	(b.)	(c.)	(d.)	(e.)	(f.)	(g.)	(h.)	(i.)	(j.)
Line Item #	Application or Peripheral:	Unit of Measure	Equipment Unit Price	Implementation Unit Price	Monthly Maint. Rate Years 2-5	TOTAL 5 Year App/Peripheral Items c*[d+e+(f*48)]	Additional Monthly Maint. Rate Year 6	Additional Monthly Maint. Rate Year 7	TOTAL Year 6 & 7 Maintenance (h*12)+(i*12)
1	Geographical Information System (GIS) Mapping System functionality including all required server hardware and software, including a license as needed, in the PSAP backroom *or* Host location.	1	$16,776.00	$1,224.00	$0.00	$18,000.00	$0.00	$0.00	$0.00
2	Geographical Information System (GIS) Mapping System functionality per IWS including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$5,739.67	$0.00	$43.68	$7,836.47	$69.00	$69.00	$1,656.00
3	Digital Voice Logging Recorder (DVLR) with minimum of 12 analog/VoIP channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$29,133.00	$28,990.00	$573.30	$85,641.40	$617.50	$635.70	$15,038.40
4	Digital Voice Logging Recorder (DVLR) with minimum of 32 analog/VoIP channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$84,394.60	$29,185.00	$1,140.10	$138,304.40	$1,227.20	$1,263.60	$29,889.60
5	Digital Voice Logging Recorder (DVLR) with minimum of 64 analog/VoIP channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$79,599.00	$31,785.00	$2,059.20	$210,225.60	$2,215.20	$2,281.60	$53,960.40
6	Digital Voice Logging Recorder (DVLR) with minimum of 96 analog/VoIP channels including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$103,730.90	$59,280.00	$2,938.00	$304,034.00	$3,161.60	$3,256.50	$77,017.20
7	External Time Source per Section 6.9.3	1	$8,089.00	$0.00	$0.00	$8,089.00	$0.00	$0.00	$0.00
8	Real-Time Call Status System per Section 6.9.4	1	$4,368.00	$0.00	$43.68	$6,464.80	$65.50	$65.50	$1,572.00
9	Real-Time Call Status Display per Section 6.9.5	1	$2,631.00	$600.00	$0.00	$3,231.00	$0.00	$0.00	$0.00
10	Integrated SMS Text Function Activation in the PSAP *or* Host location with set-up and training.	1	$0.00	$6,528.00	$0.00	$6,528.00	$0.00	$0.00	$0.00
11	Integrated SMS Text Function per IWS with set-up and training.	1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
12	IP Router with Firewall for IP calls or TCC connection.	1	$825.00	$0.00	$11.80	$1,191.40	$0.00	$0.00	$0.00
13	Call-taker Headset per Section 6.9.7 .	1	$436.00	$0.00	$0.00	$436.00	$0.00	$0.00	$0.00
14	IP Phone Set per Section 6.9.8	1	$3,125.00	$200.00	$9.97	$3,803.40	$12.83	$12.83	$308.00
15	Automatic Call Distribution (ACD) Site Activation functionality including all required server hardware and software, including a license as needed. In the PSAP backroom or Host location.	1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
16	Automatic Call Distribution (ACD) functionality per IWS/Agent including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$846.52	$0.00	$23.02	$2,051.32	$29.58	$29.58	$710.00
17	Management Information System (MIS) functionality including all required server hardware and software, including a license as needed, in the PSAP backroom or Host location.	1	$13,796.00	$3,700.00	$0.00	$17,496.00	$0.00	$0.00	$0.00
18	Management Information System (MIS) functionality per IWS including all required hardware, software, including a license as needed, training, cabling and any additional materials for install.	1	$2,995.97	$0.00	$9.97	$3,474.37	$12.83	$12.83	$308.00
					SUBTOTAL:	$816,608.05		SUBTOTAL:	$180,459.60

TAB #4: GRAND TOTAL of APPLICATIONS AND PERIPHERALS WITH 5YR MAINT + 2YR MAINT:	$997,267.65

EXHIBIT 16 #5
LABOR RATES COST WORKSHEET

Bidder's Name Vesta Solutions, Inc.

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
Line Item #	Classification	Hourly Rate Years 1-3	Hourly Rate Year 4	Hourly Rate Year 5	Hourly Rate Year 6	Hourly Rate Year 7	Estimated annual hours	Evaluation Total [(c)+(d)+(e)+(f)+(g)]*h
1	Factory Trained Certified Technician	$196.90	$198.98	$198.92	$200.91	$202.92	100	$199,892.41
2	Technician	$150.00	$151.50	$153.02	$154.55	$156.09	50	$76,276.56
3	System Engineer	$200.00	$202.00	$204.02	$206.06	$208.12	40	$81,619.20
4	Project Manager	$180.00	$181.80	$183.62	$185.46	$187.31	40	$73,471.28
TAB #5 LABOR RATES EVALUATION TOTAL:								$431,259.45