

SUMMARY OF CHANGES AS OF MAY 22

#	ADDENDUM CHANGE
1	Below are changes to document " CDT OSTP Request For Proposal ", Part 1 - BIDDER INSTRUCTIONS
1.1	Changes to Section SECTION 2.2.1. PROCUREMENT OFFICERS
1.2	Changes to Section SECTION 2.3. KEY ACTION DATES
1.3	Changes to Section SECTION 2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS
1.4	Changes to Section SECTION 3.2.12. PRODUCTIVE USE REQUIREMENTS
1.5	Section 3.2.12.1 Customer in Use has been removed
1.6	Changes to Section SECTION 4. COST
1.7	Changes to Section SECTION 6.2. PROPOSAL EVALUATION
2	Below are changes to document CDT OSTP Request For Proposal , Part 2 — BIDDER RESPONSE.
2.1	Statement of Work Sections have been re-numbered
2.2	The diagrams in SECTION 2. Background and Purpose have been adjusted
2.3	Changes to SECTION 19. System Testing and Acceptance Procedures
2.4	Changes to SECTION 21. Maintenance and Operations (M&O)
2.5	Section SECTION 30. Cal OES - PSAPs List has been added
4	Changes to EXHIBIT B: TECHNICAL REQUIREMENTS
5	Changes to EXHIBIT C: COST WORKBOOK

CDT OSTP Request For Proposal



***Cal* OES**
**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

Request For Proposal (RFP)

RFP 26-16743, Addendum #1

PART 1 – BIDDER INSTRUCTIONS

FOR

9-1-1 Call Processing Equipment (CPE)

April 27, 2026

Issued by:

STATE OF CALIFORNIA

Governor's Office of Emergency Services

601 Sequoia Pacific Blvd. MS-911 Sacramento, CA 95811

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

Part 2 of the solicitation contains all forms a bidder must complete and return with its Final Proposal, including the SOW, administrative forms, qualification forms, requirement responses, and all exhibits/

attachments discussed in Part 1.

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

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RFP

PART 1 – BIDDER INSTRUCTIONS

1. INTRODUCTION

On behalf of the Governor's Office of Emergency Services, this solicitation is being conducted under the authority of California Department of Technology (CDT) pursuant to Public Contract Code (PCC) §6611 which provides the authority to use a competitive negotiation process when the State's business need or the purpose of a procurement or contract is known, but negotiation is necessary to ensure that the State is receiving the best value or the most cost-efficient goods, services, information technology, and telecommunications.

This solicitation contains the instructions governing the requirements for fixed price deliverable-based proposals to be submitted by Bidders. Also included in this solicitation is the required format and materials Bidders must follow when responding to this solicitation. This solicitation also addresses the requirements that Bidders must meet to be eligible for consideration, as well as Bidders' responsibilities before and after award.

The following terms are used interchangeably throughout the solicitation documents: (1) "Contract" and "Agreement"; (2) "response" and "proposals". For additional definitions, see Glossary of Terms in [EXHIBIT A: STATEMENT OF WORK](#).

2. BIDDING INSTRUCTIONS

2.1. BIDDER ADMONISHMENT

This procurement will follow an approach designed to increase the likelihood of a successful proposal and Bidder eligibility for an invitation to negotiation.

The Bidder should refer to [SECTION 2.4. BIDDING STEPS](#) to understand the phases applicable to this solicitation and [SECTION 6. EVALUATION](#) to understand the evaluation process. It is the Bidder's responsibility to:

1. Carefully read the entire solicitation.
2. Submit questions in a timely manner.
3. Submit all required responses by the required dates and times specified in [SECTION 2.3. KEY ACTION DATES](#).
4. Abide by all procedures and requirements of the solicitation.
5. Not include conditional statements, assumptions, or exception language with proposals.
6. Carefully review the solicitation requirements prior to submission of a proposal to ensure nothing has been overlooked.

2.2. COMMUNICATIONS AND CONTACTS

The State uses an online procurement system known as *Cal eProcure* to communicate with prospective Bidders and suppliers. Information and ongoing communications for this solicitation will be posted by the State on the *Cal eProcure* website, www.caleprocure.ca.gov.

Oral communications by Agency/state entity officers and employees concerning this solicitation shall not be binding on the State and shall in no way excuse the Bidder of any obligations set forth in this solicitation.

2.2.1. PROCUREMENT OFFICERS

The Procurement Officers are the State's designated authorized representatives regarding this procurement and are the sole point of contact.

Bidders are directed to communicate all correspondence regarding this procurement to both the Procurement Officer and the Secondary Procurement Officer at the contact information below.

Table X2-1: Procurement Officers

DESCRIPTION	CONTACT INFORMATION
Department Name:	California Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP)
Procurement Officer:	Amrit Dhillon
Email:	amrit.dhillon@state.ca.gov
Phone:	+1 916-595-4259
Secondary Procurement Officer:	Cristina Brinzei
Email:	cristina.brinzei@state.ca.gov
Phone:	+1 916-898-4619

2.2.2. QUESTIONS REGARDING THE SOLICITATION DOCUMENT

Bidders requesting clarification of the intent, terms and conditions, content of this solicitation, or on procedural matters regarding the competitive bid process should submit [ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES](#) via email addressed to the Procurement Officers listed in [SECTION 2.2.1. PROCUREMENT OFFICERS](#).

If the Bidder believes that one or more of the solicitation requirements is onerous, unfair, or imposes unnecessary constraints on the Bidder proposing a less costly or an alternate solution, the Bidder may request a change to the solicitation by submitting, in writing, the recommended change(s) and the facts substantiating this belief and reasons for making the recommended change using [ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES](#). Such request must be submitted to the Procurement Officers by the date specified in [SECTION 2.3. KEY ACTION DATES](#).

Written questions and requests for changes must be submitted, using Microsoft Excel or Word, by email to the Procurement Officers identified in [SECTION 2.2.1. PROCUREMENT OFFICERS](#), using [ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES](#).

The email must include the solicitation identification information from the solicitation title page in the subject line. To ensure a response, questions and/or requests for changes must be received in writing by the date(s) specified in [SECTION 2.3. KEY ACTION DATES](#). Question and answer sets will be posted to Cal eProcure and will not identify the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

If a Bidder desires clarification or further information on the content of the solicitation, but whose questions relate to the proprietary aspect of its proposal and disclosure exposes its proposal to other Bidders, the question may be submitted using the same criteria above with the notation, "CONFIDENTIAL." The Bidder must explain why the question is sensitive in nature. If the State concurs that the disclosure of the question or the answer would expose the proprietary nature of the proposal, the question will be answered and both the question and answer will be confidentially maintained. If the State does not concur with the proprietary nature of the question, the Bidder will be notified and may withdraw the question. If the question is not withdrawn, the question and response will not be confidentially maintained.

Only questions submitted in writing and answered in writing by the Procurement Officers shall be binding and official.

2.2.3. INTENT TO BID

Bidders that wish to participate in the solicitation should submit a completed [ATTACHMENT 2: INTENT TO BID FORM](#) by the date specified in [SECTION 2.3. KEY ACTION DATES](#).

This document shall be sent by email to the Procurement Officers identified in [SECTION 2.2.1. PROCUREMENT OFFICERS](#).

It shall be the Bidder's responsibility to notify the Procurement Officers regarding any change to its Intent to Bid or the contact information. The State shall not be responsible for proposal correspondence not received by the Bidder if the Bidder fails to notify the State, in writing, of any change pertaining to the

designated contact person.

2.2.4. REQUEST INVITATION TO STATE'S FILE-SHARING SITE

The Bidder must email the Procurement Officers by the due date specified in [SECTION 2.3. KEY ACTION DATES](#) , no more than two (2) contacts who will have access to the State's file-sharing site to electronically upload Bidder's proposal. Once provided, an invitation to the State's file-sharing site will be sent to those individuals. It is the Bidder's responsibility to confirm receipt of the invitation with the Procurement Officers.

To obtain access to the File Sharing Site, Bidders must email a request to the Procurement Officers listed in [SECTION 2.2.1. PROCUREMENT OFFICERS](#) and sign and submit [ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM](#). The email should include the names, titles, phone numbers, and email addresses of no more than two (2) contacts.

Access to the file-sharing site will be granted within three (3) working days after receiving the email request and [ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM](#)

Please refer to [SECTION 5.3. DELIVERY OF SUBMITTALS](#) for further instructions on how to submit your firm's proposal and instructions for the file-sharing site.

2.3. KEY ACTION DATES

Key Action Dates provides the key action dates and times by which actions must be taken or completed. If the State finds it necessary to change these dates or times, it will be accomplished via an addendum to this solicitation with the exception of dates listed after the Bidder's submission of proposal. **Dates listed after the Bidder's submission of proposal are estimated and may be adjusted without addendum to this solicitation. All times listed are Pacific Time.**

Table  2: Key Action Dates (KADs)

ITEM	ACTION	DATE AND TIME
1.	Release of Solicitation	April 27, 2026
2.	Last day to submit questions and request for changes prior to proposal using ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/REQUEST FOR CHANGES	May 12, 2026, 10:00 AM
3.	State's response to Bidder's questions, and the release of potential addendum ¹	May 22, 2026

ITEM	ACTION	DATE AND TIME
4.	Submit: ATTACHMENT 2: INTENT TO BID FORM and ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM	May 29, 2026, 10:00 AM
5..	Last Day for Bidders to request an invitation to the State's file-sharing site to submit a proposal (Refer to SECTION 5.3. DELIVERY OF SUBMITTALS SECTION 2.2.4. REQUEST INVITATION TO STATE'S FILE-SHARING SITE)	June 2, 2026, 10:00 AM
6.	Last day to submit proposal and be deemed eVAQ approved by OSTP. ²	June 12, 2026, 10:00 AM
7.	Proposal Evaluation Period	June 16, 2026 - June 26, 2026
8.	Negotiations/BAFO Activities	July 1, 2026- July 31, 2026
9.	Notification of Award/Contract Execution	August 7, 2026
10.	Estimated Contract Start Date	August 14, 2026

¹ Or five (5) working days following the last addendum that changes the requirements of the solicitation.

² If Bidder does not have an approved eVAQ application on file with OSTP, it is recommended that Bidders allow a minimum of four weeks prior to proposal due date for the State to process and approve Bidder's eVAQ application.

2.4. BIDDING STEPS

The following instructions provide the steps to submit a response to this solicitation by interested Bidders. Details surrounding proposals are described further in [SECTION 3. PROPOSAL REQUIREMENTS](#).

The Bidder is expected to follow the format requirements and utilize all forms included in this solicitation necessary for its response. This solicitation also addresses the Bidder responsibilities and requirements it must meet to be eligible for consideration. If the Bidder fails to follow the provided instructions, the Bidder may be disqualified from the solicitation process.

Refer to [SECTION 2.3. KEY ACTION DATES](#) to determine which phases and mandatory steps are included in this solicitation. [SECTION 2.3. KEY ACTION DATES](#) lists milestones, mandatory steps, and due dates for deliverables in this solicitation. Bidders must submit a pre-qualified Electronic Vendor Application of Qualifications (eVAQ) as detailed in [SECTION 3.1.1. ELECTRONIC VENDOR APPLICATION OF QUALIFICATIONS \(EVAQ\)\(M\)](#).

2.4.1. FINAL PHASE

The final phase consists of a proposal (Mandatory) and, if requested by the State, a Best and Final Offer (BAFO).

The purpose of the final phase is to obtain proposals that are responsive in every respect. The proposal is a mandatory step for all Bidders; all other steps are optional unless otherwise stated in [SECTION 2.3. KEY ACTION DATES](#).

The proposal must be complete, and include all cost information, required signatures, contract changes issued by the State via an addendum and corrections made to those defects noted by the State in its review of the draft proposal, if any. Bidders that submitted proposals meeting the criteria identified in [SECTION 7. NEGOTIATIONS](#), will be eligible to receive an invitation to negotiate with the State.

The State, at its sole discretion, may request a BAFO from those Bidders that participated in the Negotiation Process as identified in [SECTION 7. NEGOTIATIONS](#).

2.4.2. WITHDRAWAL AND RESUBMISSION/MODIFICATION OF PROPOSALS

A Bidder may withdraw its proposal at any time prior to the proposal submission date by submitting a written notification of withdrawal signed by an authorized representative of the Bidder in accordance with [SECTION 3.2.1. COVER LETTER \(M\)](#). The Bidder may thereafter submit a new or modified proposal prior to the submission date and time specified in [SECTION 2.3. KEY ACTION DATES](#). Modification offered in any other manner, oral or written, will not be considered. Other than as allowed by law, proposals cannot be changed after the deadline date and time designated for receipt, except as provided in the solicitation.

2.4.3. DISPOSITION OF PROPOSALS

All materials submitted in response to this solicitation will become the property of the State of California. All phases of the proposal shall be retained for official files and will become a public record after the Notification of Award/Intent to Award is posted.

2.5. RULES GOVERNING COMPETITION

This solicitation, the evaluation of responses, and the award of any resultant Contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of IT goods and services or telecommunications by public bodies in the State of California.

2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS

The State has established certain requirements with respect to proposals to be submitted by prospective Contractors. The use of “shall,” “must,” or “will” (except to indicate simple futurity) in the solicitation indicates a requirement or condition which is mandatory. 

A deviation of any non-negotiable requirement identified in [SECTION 3.1.1. ELECTRONIC VENDOR APPLICATION OF QUALIFICATIONS \(EVAQ\)\(M\)](#), will disqualify a vendor from participating in Evaluation, Negotiations and Contract Award. 

A deviation of other requirements must be resolved to the State’s satisfaction prior to or during evaluations or negotiations, as requested by the State, and corrected, prior to or in the bidder’s Best and Final Offer (BAFO).

~~Non-compliance with any mandatory requirement will disqualify a Bidder from further participating in Evaluation, Negotiations and Contract Award.~~

The words “should” or “may” in the solicitation indicate desirable attributes or conditions, but are non-mandatory in nature.

2.5.2. SOLICITATION DOCUMENTS

This solicitation document includes, in addition to an explanation of the State’s requirements which must be met, instructions which prescribe the format and content of proposals to be submitted and the model of the Contract to be executed between the State and the successful Bidder.

If a Bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this solicitation

document, the Bidder shall immediately notify the Procurement Officers identified in [SECTION 2.2.1. PROCUREMENT OFFICERS](#), of such error in writing and request clarification or modification of the document.

If the solicitation document contains an error known to the Bidder, or an error that reasonably should have been known, the Bidder shall bid at its own risk. If the Bidder fails to notify the State of the error prior to the date fixed for submission of proposals, and is awarded the Contract, the Bidder shall not be entitled to additional compensation or time by reason of the error or its later correction. Modifications will be made by addenda.

2.5.3. EXAMINATION OF THE WORK

The Bidder should carefully examine the entire solicitation document and any addenda thereto, and all related materials and data referenced in the solicitation document or otherwise available to the Bidder, and should become fully aware of the nature and location of the work, the quantities of the work, and the conditions to be encountered in performing the work.

2.5.4. EXCLUSION FOR CONFLICT OF INTEREST

No consultant shall be paid out of State funds for developing recommendations on the acquisition of telecommunication, information technology (IT) products or services or assisting in the preparation of the project approval lifecycle documents (stages 2, 3, or 4), while in effect, if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations or the course of action recommended in the project approval lifecycle documents (stages 2, 3, or 4). Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products if that consultant would directly and/or materially benefit from State adoption of such recommendations.

A consultant shall not be eligible to serve as the Prime Contractor or subcontractor pursuant to this solicitation if the Contractor/subcontractor is currently working on the solicitation in an Independent Verification and Validation (IV & V) role.

The Bidder must complete and submit [ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM](#) with its proposal.

2.5.5. CONFIDENTIALITY

Bidder material becomes public only after the Notification of Award/Intent to Award is released. If material marked "confidential," "proprietary," or "trade secret" is requested pursuant to the Public Records Act, the State will make an independent assessment whether it is exempt from disclosure. If the State disagrees with the Bidder, the State will notify the Bidder and give them a reasonable opportunity to justify their

position or obtain a court order protecting the material from disclosure.

The Bidder should be aware that marking a document “confidential” or “proprietary” in a proposal may exclude it from consideration for award and will not keep that document from being released after notice of award as part of the public record, unless a court has ordered the State not to release the document.

The content of all working papers and discussions relating to the Bidder’s proposal shall be held in confidence indefinitely, unless the public interest is best served by an item’s disclosure because of its direct pertinence to a decision, agreement or the evaluation of the proposal.

Any disclosure of confidential information by the Bidder may be the basis for rejecting the Bidder’s proposal and ruling the Bidder ineligible to further participate. Any disclosure of confidential information by a State employee is a basis for disciplinary action, including dismissal from State employment, as provided by Government Code §19570 et seq. Total confidentiality is paramount; it cannot be over emphasized.

2.5.6. ADDENDA

The State may modify the solicitation at any time prior to submission of proposal by issuing an addendum. Addenda will be numbered consecutively and released to all Bidders via Cal eProcure.

The Bidder is allowed five (5) working days to submit written questions regarding the addendum according to the instructions contained in [SECTION 2.2.2. QUESTIONS REGARDING THE SOLICITATION DOCUMENT](#).

2.5.7. COST FOR DEVELOPING PROPOSAL

Costs for developing proposals are the responsibility entirely of the Bidder and shall not be chargeable to the State.

2.5.8. IRREVOCABLE OFFER

Bidder’s response to this solicitation shall constitute a firm offer, which shall remain irrevocable for not less than 180 calendar days following the Contract Award date specified in [SECTION 2.3. KEY ACTION DATES](#). In the event of a delay in Contract Award, a Bidder may extend the expiration date of its firm offer an additional 30 calendar days by written notice to the State.

This expiration date may be further extended by mutual agreement between the State and the Bidder, in order to accommodate processing time for required approvals and other solicitation-related reviews.

2.5.9. FALSE OR MISLEADING STATEMENTS

Proposals that contain false or misleading statements, or provide references that do not support an attribute or condition claimed by the Bidder, may be the basis for rejecting the Bidder's proposal. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this solicitation document, may be the basis for rejecting the Bidder's proposal.

3. PROPOSAL REQUIREMENTS

This section contains the mandatory proposal requirements that must be met in order to be considered responsive to this solicitation.

The documents that must be submitted with the Bidder's proposal are noted as "Mandatory" "(M)".

The proposal requirements listed in this section are denoted as follows:

1. (M) Sections labeled as "Mandatory" or "M" are not negotiable. To be considered responsive to these requirements, all requirements identified as (M) must receive a response from the Bidder. Failure to respond to any (M) requirements where indicated shall result in a "fail" and disqualification of the proposal.

3.1. PREQUALIFICATION REQUIREMENTS

This section details the requirements necessary for Bidders to qualify for contract award. Failure to complete or comply will disqualify Bidder(s) and the State will not move forward with evaluating the proposal, conducting negotiations and contract award. The State will not seek modifications or clarifications after proposal submission due date for any prequalification requirements.

3.1.1. ELECTRONIC VENDOR APPLICATION OF QUALIFICATIONS (EVAQ)(M)

It is the responsibility of the Bidder to ensure they have an OSTP-approved eVAQ and all applicable requirements and provisions for this solicitation are met. Failure to have an OSTP-approved eVAQ prior to proposal submission due date will disqualify Bidder(s) and the State will not move forward with evaluating the proposal, conducting negotiations and contract award. The State will not seek eVAQ modifications or clarifications after proposal submission due date.

The State's eVAQ is an external process to this solicitation. The intent of the pre-qualification is to process as much of the administrative requirements required to do business in the State of California in advance to streamline the solicitation process. Bidders are required to have an OSTP-approved eVAQ

application on file prior to the Key Action Date for the Last day to submit proposal (refer to [SECTION 2.3. KEY ACTION DATES](#)) in order for your proposal to be accepted for evaluations.

The application can be accessed at <https://cadtprod.service-now.com/vendor>.

If the Bidder's firm is new to the eVAQ process, account registration is necessary and free of charge.

If a Bidder has an approved eVAQ on file, it is the Bidder's responsibility to ensure:

1. The eVAQ is a CDT OSTP-approved eVAQ (not a Department of General Services (DGS) eVAQ)).
2. All information required to be submitted with the eVAQ is up to date and valid.

All questions related to the eVAQ should be addressed to the Procurement Officers.

3.1.1.1. INCORPORATION OF EVAQ REQUIREMENTS

The Contract awarded as a result of the solicitation shall incorporate by reference all the requirements of the solicitation and the terms and conditions of the eVAQ. The Bidder's eVAQ shall remain in effect throughout the life of the Contract, including all optional years.

In the event there is inconsistent requirements between the solicitation and the Bidder's OSTP approved eVAQ documents, the solicitation documents shall take precedence.

3.2. ADMINISTRATIVE REQUIREMENTS

This section contains the mandatory and optional administrative requirements that must be met in order to be considered responsive to this solicitation. Additional administrative requirements for this solicitation are being processed through the electronic Vendor Application of Qualifications (eVAQ). Please refer to [SECTION 3.1.1. ELECTRONIC VENDOR APPLICATION OF QUALIFICATIONS \(EVAQ\)\(M\)](#) for more information.

3.2.1. COVER LETTER (M)

The Bidder must complete and submit [ATTACHMENT 4: COVER LETTER FORM](#) with their proposal.

A cover letter shall be considered an integral part of the proposal and any proposal form requiring signature, must be signed by an individual who is authorized to bind the bidding firm contractually. The signature block must indicate the title or position that the individual holds in the firm. An unsigned proposal may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

The draft proposal, if applicable, must also contain the cover letter, including the title of the person who

will sign, but need not contain the signature.

3.2.2. ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)

The Bidder must complete and submit [ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS](#). The Bidder must indicate its willingness and ability to satisfy these requirements by responding "Yes" in the "Bidder Agrees Yes/No" column. A "No" response to any of the mandatory administrative requirements may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

3.2.3. CONFIDENTIALITY STATEMENT (M)

The Bidder must agree to the State's confidentiality requirements by submitting a signed [ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM](#), for the Bidder's company. The completed confidentiality statement must be submitted as indicated in [SECTION 2.3. KEY ACTION DATES](#).

The Bidder engaging in services pertaining to this solicitation, requiring contact with confidential State information or State customer information will be required to exercise security precautions for all such data that is made available and must accept full legal responsibility for the protection of this confidential information. This includes all statistical, personal, technical, and/or other confidential personal data and information relating to the State's operations that are designated confidential by the State.

The Bidder will also be required, upon Contract award, to submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

3.2.4. ABILITY TO PERFORM

Prior to award of the Contract, the State must be assured that the Bidder selected has all of the resources to successfully perform under the Contract. This includes, but is not limited to, personnel in the quantity and with the skills required; equipment of appropriate type and in sufficient quantity; financial resources sufficient to complete performance under the Contract; and experience in similar endeavors. If, during the evaluation process, the State is unable to assure itself of the Bidder's ability to perform under the Contract if awarded, the State has the option of requesting from the Bidder any information that the State deems necessary to determine the Bidder's responsibility. If such information is required, the Bidder will be so notified and will be permitted five (5) working days to submit the information requested in writing. Examples of the type of financial responsibility information requested may include annual reports and current audited balance sheets for the Bidder's firm.

3.2.5. PRIMARY BIDDER

An award, if made, will be to a primary Bidder. The awarded primary Bidder will be responsible for

successful performance of all subcontractors and support services offered in response to this solicitation. All State policies, guidelines, and requirements that apply to the primary Bidder also apply to subcontractors, as applicable to the products and services they provide and to their role as a subcontractor. Furthermore, the State will consider the primary Bidder to be the sole point of contact regarding contractual matters for the term of the resulting Contract. The Bidder shall not assign financial documents to a third-party without prior written approval by the State, and an amendment to the resulting Contract.

3.2.6. SUBCONTRACTORS

Nothing contained in the resulting Contract shall create any relationship between the State and any subcontractors, and no subcontract shall relieve the Contractor of its responsibilities and obligations. The Contractor is fully responsible to the State for the acts and omissions of the Contractor's subcontractors and of persons either directly or indirectly employed by the Contractor.

The Contractor shall not change subcontractor(s) if such changes conflict with the work to be performed under this Contract. The State recognizes that changes to subcontractor(s) may be necessary and in the best interests of the State, however, advance notification of a contemplated change and the reasons for such change must be made to the State no less than seven (7) working days prior to the existing subcontractor's termination. If this should occur, the Contractor should be aware that the State Contract administrator or designee must approve any changes to the subcontractor(s) prior to the termination of the existing subcontractor(s). This also includes any changes made between submittal of the proposal and actual start of the Contract.

The State will not compensate the Contractor for any of the Contractor's time or effort to educate or otherwise make the new subcontractor(s) ready to begin work on the contract.

The Contractor's obligation to pay its subcontractors is independent of the State's obligation to make payments to the Contractor. Contractor is solely responsible for any payments to or claims made by subcontractors. As a result, the State shall have no obligation to pay or to enforce the payment of any monies to any subcontractor.

3.2.6.1. BIDDER DECLARATION FORM (M)

The Bidder must complete and submit [ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105](#), with its proposal. When completing the declaration, the Bidder must identify all subcontractors proposed for participation in the Contract. The Bidder awarded the Contract is contractually obligated to use the subcontractors for the corresponding work identified, unless the Agency/state entity agrees to a substitution and it is incorporated, in writing. If the Bidder is not using subcontractors, the Bidder must still complete [ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105](#) answering the applicable questions on the form, and submit it with its proposal. The form is available at:

<https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

3.2.7. AMENDMENT

Any Contract executed as a result of this solicitation may be amended consistent with the terms and conditions of the Contract and by mutual consent of both parties, subject to approval by the OSTP.

3.2.8. FINANCIAL RESPONSIBILITY INFORMATION

In order to minimize the potential risk of default due to financial issues, the State reserves the right to request additional documentation throughout the life of the awarded Contract.

The State must be assured that the Contractor continues to have the financial resources to sustain its operations during the term of the Contract.

3.2.9. GENERAL PROVISIONS

The Contract awarded as a result of this solicitation shall automatically incorporate by reference the following:

- General Provisions — Telecommunications (Revised and Effective 06/06/25)
[https://cadtprod.service-now.com/
sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_k
nowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4](https://cadtprod.service-now.com/sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4)

As a condition of submitting a response to this solicitation, the Bidder agrees to abide by all terms and conditions of the solicitation as written. The Bidder is advised that deviations from the State-approved Terms and Conditions may be the basis for rejection of the Bidder's proposal.

The State may consider limited negotiations around its standard terms, including the General Provisions, during the negotiation phase of the solicitation. Any negotiation of the General Provisions shall be limited to those provisions of the General Provisions that explicitly allow for changes by adding terms and conditions to the Statement of Work. Any changes to the State's standard terms, including the General Provisions, shall be at the sole and absolute discretion of the State.

3.2.10. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) DISCLOSURE NOTIFICATION

The State of California seeks to realize the potential benefits of GenAI, through the development and deployment of GenAI, while balancing the risks of these technologies.

Bidder must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. For avoidance of doubt, the term "materially impacts" shall have the meaning set forth in State Administrative Manual (SAM) [4986.2](#).

Failure to report GenAI to the State may result in disqualification. The State reserves its right to seek any and all relief it may be entitled to as a result of such non-disclosure.

Upon notification by a Bidder of GenAI as required, the state reserves the right to incorporate GenAI Special Provisions into the final contract or reject bids that present an unacceptable level of risk to the State.

Government Code [11549.64](#) defines "Generative Artificial Intelligence (GenAI)" as an artificial intelligence system that can generate derived synthetic content, including text, images, video, and audio that emulates the structure and characteristics of the system's training data.

The Bidder must complete and submit as part of the proposal response, [ATTACHMENT 4: COVER LETTER FORM](#), notifying the State if it intends to provide or utilize GenAI by responding "Yes" or "No" in the "Bidder Agrees Yes/No" column.

3.2.11. STATEMENT OF WORK (M)

[EXHIBIT A: STATEMENT OF WORK](#) identifies and describes the tasks and responsibilities of the Contractor and the responsibilities of the State during the term of the Contract.

The Bidder is advised that deviations to the SOW may be the basis for rejection of the Bidder's proposal. Refer to Part 2, Bidder Response [EXHIBIT A: STATEMENT OF WORK](#).

3.2.11.1. INSURANCE COVERAGE

In accordance to [SECTION 23. Insurance Requirements](#), the Contractor must furnish insurance certificate(s) evidencing required insurance coverage acceptable to the State, including endorsements showing the State as an "additional insured" if required under the Contract. Any required endorsements requested by the State must be separately provided; merely referring to such coverage on the certificates(s) is insufficient for this purpose. When performing work on State-owned or controlled property, Contractor shall provide a waiver of subrogation in favor of the State for its workers' compensation policy.

The prime Contractor shall agree to furnish the State with satisfactory evidence of insurance within ten (10) calendar days of Contract award.

3.2.12. PRODUCTIVE USE REQUIREMENTS

The productive use requirements protect the State from being an experimentalist for New On-Premise and New Cloud-based 9-1-1 Call Processing Equipment tools, services, and productivity solutions ("9-1-1 CPE Offerings") having no record of proven consistent performance. The State will only accept proven 9-1-1 CPE Offerings.

The proposed 9-1-1 CPE Offerings must include only software, tools or services that are currently supported by its original manufacturer or developer for at least the time specified below. No 9-1-1 CPE Offerings may be proposed, specified, or employed if the original offerings or developer has announced an end to support. The productive use requirements defined in this section do not apply to any portion of the custom 9-1-1 CPE Offerings developed for the State or to modifications to custom 9-1-1 CPE Offerings that were developed for the State under this Contract prior to proposed submittal and throughout the Contract duration.

The State requires each 9-1-1 CPE Offering to adhere to the following productive use requirements:

1. Manufacturer must have been installed, licensed, subscribed to, or provided in productive use for at least two (2) entity customers prior to final proposal submission;
2. Must have been paid for by entity customers external to the Proposer's organization;
3. Must be in use by each of the 2 paying entity customers for a minimum of three (3) years, and;
4. Must be provided for a contract value of more than \$100,000 for each entity customer.

For the purposes of this requirement, "productive use" means that the 9-1-1 CPE offerings have been implemented in an operational business environment and used for legitimate business purposes beyond pilot, demonstration, proof-of-concept, or evaluation phases.

Design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the productive use requirement.

Increases or decreases in numbers of components or minor alterations in equipment, or minor modifications or updates to software, service, or tools, to provide improvements or features, to correct errors, to accommodate hardware changes, or other similar modifications may be exempt from the productive use requirement at the sole discretion of CDT OSTP, if no changes in logic, architecture, or design are involved.

The Bidder's response to [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#), Qualification 2.0 (M) will be considered and evaluated for compliance with the Productive Use requirements listed above.

Additional supporting evidence of compliance with the productive use requirements may be requested at the discretion of CDT. Supporting evidence could include, but is not necessarily limited to, one (1) or more

of the following:

1. Customer purchase order or Contract showing installation dates for subject software/equipment;
2. Acceptance document containing verification of installation by a paying customer;
3. Customer invoice for subject software/equipment, tool or service;
4. Shipping invoice or bill of lading;
5. Dated maintenance records;
6. Sworn notarized statement from an officer of the bidding firm and/or a paying customer;
7. State visit to the site of a paying customer.

The State will not consider exceptions to productive use requirements for this RFP.

3.2.12.1. HARDWARE/EQUIPMENT

All equipment offered must be new and the latest model in current production. Used, shopworn, refurbished, demonstrator, prototype, or discontinued models are not acceptable.

3.3. QUALIFICATION REQUIREMENTS

The Bidder is expected to have a proven record of success and be responsible for all aspects of the service, including any subcontractors and the project team.

The Bidder must meet the mandatory Bidder Qualification Requirements. Failure to meet any of the mandatory requirements may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

3.3.1. BIDDER QUALIFICATIONS (M)

The Bidder must complete and submit as part of the proposal response, [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#), to confirm that the Bidder's experience meets all the mandatory requirements identified in [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#). It is incumbent upon the Bidder to provide enough detail in proposal for the state to evaluate the Bidder's ability to meet the requirements and perform the services as described in this solicitation. Refer to [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#) for further requirements and instructions.

Bidder may submit no more than two (2) projects to confirm that the Bidder as a firm possess the experience meeting the minimum mandatory qualifications specified. Bidder must complete the Bidder Qualifications Matrix, stating the qualifying project information to permit evaluation of the Bidder's qualifications.

Bidder must specify the required experience in the space allotted for each qualification, showing projects used to qualify the Bidder's mandatory experience. The Cal OES may contact references provided (on the

Bidder Qualifications Form) to verify the information. Any conflicting information may result in the bid being deemed non-responsive.

If a project end date or experience end date identified on the Bidder Qualification matrix exceed the due date for Submission of Responses, (due to being an ongoing project), then only credit for the experience acquired up to the due date for Submission of Responses will be given.

Specify Bidder's firm name in the appropriate fields and provide the following for each qualification. Add or remove project rows as necessary.

- Reference Project Name and Description of How It Meets Qualification: Specify the project name and describe the experience as it pertains to meeting the qualification.
- Length of Experience: If length of experience is requested, the number of months of experience will be auto calculated on the spreadsheet.

NOTE: It is Bidder's responsibility to ensure that all minimum qualification requirements are met and specified in the Bidder Qualifications Matrix. If the State is unable to determine the minimum years' experience has been met, Bidder's Proposal may be deemed non-responsive.

Unless stated otherwise, experience must have occurred within three (3) years prior to the solicitation due date for all projects and must have been completed in the United States of America. Points will be awarded based on desirable experience in accordance with [SECTION 6. EVALUATION](#).

3.4. SOLUTION REQUIREMENTS

This section contains the technical requirements, as defined in [EXHIBIT B: TECHNICAL REQUIREMENTS](#), pertaining to the proposed system that must be met in order to be considered responsive to this solicitation. In addition to meeting these requirements, the Bidder must adhere to [EXHIBIT A: STATEMENT OF WORK](#).

3.4.1. TECHNICAL REQUIREMENTS (M)

The Bidder must complete and submit as part of its proposal, [EXHIBIT B: TECHNICAL REQUIREMENTS](#). The Bidder must indicate compliance and confirmation to each of the requirements by marking the box labeled "Yes" or "No." A blank or "NO" answer in this column may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

The Bidder must not alter the structure or content of [EXHIBIT B: TECHNICAL REQUIREMENTS](#).

Refer to [SECTION 6. EVALUATION](#) for details on how the requirements will be scored as part of the overall evaluation.

The State reserves the right to require a demonstration of any Solution Requirement the Bidder specifies

will be met "Out of the Box."

4. COST

This section contains the cost requirements that must be met in order to be considered responsive to this solicitation. All proposed costs for all line items must be all-inclusive, thereby including the cost of any and all services required in this solicitation.

The intent is to structure the cost format in order to facilitate a straightforward comparison among all Bidders and foster competition to obtain the best cost. Therefore, the Bidder is advised that failure to comply with the instructions, such as submission of an incomplete proposal, use of alternative cost structures or different formats than the one required, may be the basis for rejection of the Bidder's proposal.

After evaluating non-cost requirements, the Evaluation Team will review for completeness and check mathematical accuracy in the [EXHIBIT C: COST WORKBOOK - New Cloud and New On Prem](#), only if the Bidder's Final Bid meets all mandatory requirements.

The Bidder can only submit one **New Cloud** and one **New On Prem** system per manufacturer.

The Evaluation team will assess line-item pricing. All line items for each Bidder, **New Cloud** and **New On Prem** will then be totaled as follows:

Each Bidder will be evaluated, line by line, for every item in [EXHIBIT C: COST WORKBOOK](#).

If the [EXHIBIT C: COST WORKBOOK](#) has the column labeled "Vendor to Provide (Y/N)", the line items are not mandatory. All other line items are required. If no cost is entered on a mandatory line or a line with a "Y" response, the Bidder will offer that line item free of charge.

Every line item the Bidder fills in will be averaged with every other Bidder that offers that line and scored against each other.

For tabs **New Cloud: C.1** and **New On Prem: C.6 and C.7**, the Bidder shall be no more than fifteen percent (15%) above ~~or below~~ the average. If the Bidder is outside that range, it will be considered a deviation.

For all other tabs, the Bidder shall be no more than fifty percent (50%) above ~~or below~~ the average. If the Bidder is outside that range, it will be considered a deviation.

The [EXHIBIT C: COST WORKBOOK](#) will be evaluated as a "Pass" or "Fail". If a Bid fails to meet any mandatory requirements, Cost(s) will be considered a deviation.

Costs entered in [EXHIBIT C: COST WORKBOOK](#) are maximum costs and do not guarantee sales. PSAP allotments will be based on the average [EXHIBIT C: COST WORKBOOK](#) prices of all vendors, not the maximum. If the Bidder sells a system that exceeds the PSAP allotment, the Bidder will be responsible for communicating that excess costs are the PSAP's responsibility.

4.1. COST WORKBOOKS (M)

The Bidder must submit a completed [EXHIBIT C: COST WORKBOOK](#) separately in Volume 2, as part of their response, in accordance with the requirements specified in this [EXHIBIT B: TECHNICAL REQUIREMENTS](#).

Services, features, equipment, and costs included in [EXHIBIT C: COST WORKBOOK](#) are those that the Bidder must provide for the term of the Contract as identified in the [EXHIBIT A: STATEMENT OF WORK](#), which includes all optional years.

4.2. SALES TAX

Sales tax is not to be included in [EXHIBIT C: COST WORKBOOK](#). If awarded the Contract, sales tax, if applicable, should be added at time of invoicing. The sales tax rate applied should be based on the rate of the area where the service is to be provided. See California Department of Tax and Fee Administration Regulation 1502 (f) (1) (D).

5. PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS

These instructions identify the mandatory proposal format and the approach for the development and presentation of proposals. The format instructions must be followed, all requirements and questions in the solicitation must be completed, and all requested data must be supplied. The Bidder shall carefully examine the solicitation and be satisfied with the compliance conditions prior to submittal.

Bidder shall upload an electronic copy of its proposal, including the cost workbooks, as specified in [SECTION 5.4. PROPOSAL CONTENT AND STRUCTURE](#). It is important that Bidder's electronic files that comprise its proposal are clearly labeled, or they may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

The State will not be liable for any costs incurred by any Bidder in responding to this solicitation, regardless of whether the State awards the Contract through this process, decides not to move forward with the project, cancels this solicitation for any reason, or Contracts for the project through other processes or by issuing another solicitation.

5.1. PREPARATION

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this solicitation document. High-definition graphics, multi-colored content, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the solicitation document instructions, responsiveness to the solicitation document requirements, and completeness and clarity of content.

5.2. COMPLETION OF PROPOSALS

Proposals must be complete in all respects as required. A proposal may be rejected if it is conditional, includes assumptions, includes exceptions that conflict with requirements or the intent of the effort, includes modifications to requirements, or if it contains any alterations of form or other irregularities of any kind. A proposal may be considered non-responsive and may be the basis for rejecting the Bidder's proposal if any such defect or irregularity from the solicitation document requirements. The proposal must contain all costs as required in [SECTION 4. COST](#) and [SECTION 5. PROPOSAL/BID FORMAT AND SUBMISSION REQUIREMENTS](#).

5.3. DELIVERY OF SUBMITTALS

The Bidder must email the Procurement Officers by the due date specified in [SECTION 2.3. KEY ACTION DATES](#) , no more than two (2) contacts who will have access to the State's file-sharing site to electronically upload the Bidder's proposal. Once provided, an invitation to the State's file-sharing site will be sent to those individuals. It is the Bidder's responsibility to confirm receipt of the invitation with the Procurement Officers.

A separate file location will be created for each Bidder accessible only to the Bidder Contact(s).

The file-sharing site does not allow access from outside the Continental United States.

It is highly recommended that the Bidders upload a test MS Word, MS Excel, and PDF file to each folder at least five (5) calendar days prior to the due date to test access to the State's file-sharing site. Upon successful upload, notify the Procurement Officers and the test file will be deleted. It is the Bidder's responsibility to gain access to the file-sharing site to submit their proposal.

The file-sharing site will provide a primary folder for each Bidder to submit their proposal. Each Bidder's folder will contain subfolders: Volume 1, Volume 2.

The Bidder contacts will be required to upload a complete copy of the Bidder's proposal to the appropriate folders.

If a Bidder fails to request access to the file-sharing site by the due date specified in the Key Action Dates,

the State cannot guarantee access to the site prior to the proposal submittal due date and no other submissions outside the file-sharing site will be considered.

COST:

- The Bidder Contacts will be required to upload a complete copy of the Bidder's [EXHIBIT C: COST WORKBOOK](#) in the appropriate cost folder.
- The Bidder's [EXHIBIT C: COST WORKBOOK](#) file shall be titled with the *[Bidder's Name]* and Project Name - [Cal OES 26-16743, Addendum #1 - EXHIBIT C: COST WORKBOOK, NEW CLOUD and/or NEW ON PREM](#), and deposited in the folder labeled "Volume 2".
- The Bidder's cost workbook shall be in MS Excel format (version 2019 or higher).
- Prior to submission, the Bidders MUST apply an encryption password to the cost workbook.
- The Bidder will be required to email the encryption password to the Procurement Officer and Secondary Procurement Officer at the same time the Bidder uploads their cost workbook.

If a file is uploaded in error to a file-sharing site folder, the Bidder may submit a request by email to the Procurement Officers prior to the last day to submit responses. **Do not upload compressed files (.zip files) onto the file-sharing site.**

Proposals must be received no later than the date and time specified in [SECTION 2.3. KEY ACTION DATES](#) . Late receipt of a proposal may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

5.4. PROPOSAL CONTENT AND STRUCTURE

It is the Bidder's responsibility to ensure its proposal is submitted in a manner that enables the State to easily locate all response descriptions, Attachments, and Exhibits for each requirement of this solicitation. Page numbers should be in the same position throughout the proposal. Figures, tables, charts, etc., should be assigned index numbers and should be referenced by these numbers in the text and in the Table of Contents. Figures, tables, charts, etc., should be placed as close to text references as possible. The proposal should be organized to identify the Attachments/Exhibits.

1. Show the following on each page of the proposal:
 - a. Solicitation #
 - b. Name of Bidder
 - c. Attachment/Exhibit Number
 - d. Page number (Page # of ##)
2. Response components shall be submitted electronically using the Century Gothic typeface no smaller than twelve (12) points, with headers/footers and table/figures no smaller than ten (10) point font.

3. Documents must be formatted to fit, if printed, on 8.5" x 11" letter-size paper and have a perimeter margin no less than one-half inch (0.5").
4. Electronic copies of the proposal must be in Microsoft Office version 2019 or higher (e.g., MS Word, MS Excel, MS Visio, etc.). The Bidder may include a PDF version of its proposal; however, the Bidder must ensure PDF versions are identical in content and pagination. **The content of all PDF files must be searchable.** OR Soft copies of the proposal must be submitted in one (1) PDF document to the file-sharing site.
5. PDF versions of documents shall be used for those submissions of the proposal that require signature.
6. The Bidder must ensure that no cost information of any type is included outside of the cost workbook. The inclusion of cost in any part of the proposal, except for Volume 2, may be the basis for rejection of the Bidder's proposal.
7. Bidders must ensure their proposal is submitted in the applicable file-sharing site folder.
8. As stated in [SECTION 2.5.5. CONFIDENTIALITY](#), proposals marked "confidential" or "proprietary" may exclude the Bidder from consideration for award.

5.4.1. VOLUME 1: RESPONSE TO ADMINISTRATIVE AND TECHNICAL REQUIREMENTS

Volume 1 submission must contain the following in this order:

1. Table of Contents
2. [ATTACHMENT 2: INTENT TO BID FORM](#)
3. [ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM](#)
4. [ATTACHMENT 4: COVER LETTER FORM](#)
5. [ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS](#)
6. [ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM](#)
7. [ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105](#)
8. [ATTACHMENT 8: WORKERS' COMPENSATION CERTIFICATION](#)
9. [ATTACHMENT 9: COMMERCIALLY USEFUL FUNCTION \(CUF\) CERTIFICATION](#) (if applicable)
10. [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#)
11. [ATTACHMENT 17: CONTRACTOR'S LICENSE INFORMATION \(INSTALLATION SERVICES ONLY\)](#)
12. [EXHIBIT B: TECHNICAL REQUIREMENTS](#)

5.4.2. VOLUME 2: COST

This volume must contain: [EXHIBIT C: COST WORKBOOK](#)

6. EVALUATION

This section details the evaluation process and scoring procedures the State will follow when evaluating proposals submitted in response to this solicitation. The evaluation process is a multi-step review of each Bidder’s proposal to determine that it is responsive, and provides a “value effective” solution to the State. The value effective proposal is the proposal that best meets all requirements set forth in this solicitation and any State negotiated items.

The State reserves the right to modify or cancel this procurement in its entirety or in part at any time.

6.1. EVALUATION TEAM

This procurement is being conducted under the guidance of a Procurement Officers from CDT OSTP (refer to [SECTION 2.2.1. PROCUREMENT OFFICERS](#)). The Procurement Officers will serve as the Bidder’s point of contact for questions and clarification, and will identify the rules governing this procurement.

The State will establish an evaluation team consisting of \$department_name State employees only, including management and staff, to review and evaluate proposals. The State Procurement Officers will provide guidance and oversight to the evaluation team. The State may engage additional qualified individuals or subject matter experts (SME) during the evaluation process to assist the State in gaining a better understanding of technical, financial, legal, contractual, or program issues. These individuals/SME do not have voting privileges or responsibility for the evaluation process and will serve solely in an advisory capacity.

6.2. PROPOSAL EVALUATION

This section identifies how the State will evaluate each proposal in a manner that preserves the integrity of the competitive procurement process.

Proposals will be evaluated based on compliance with all solicitation requirements, using mandatory Pass/Fail criteria.

Evaluation scoring will be made by consensus of the Evaluation Team members. Each proposal component evaluated is as follows:

Table ~~X-36-1~~: Evaluation Scoring

REQUIREMENT	SCORING ELEMENT	SCORING METHOD
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NON-COST EVALUATION		
Non-Negotiable Requirements (eVAQ)	Mandatory	Pass/Fail
Administrative Requirements	Mandatory	Pass/Fail
Bidder Qualifications	Mandatory	Pass/Fail
Technical Requirements	Mandatory	Pass/Fail
COST EVALUATION		
Cost	Mandatory	Pass/Fail

6.2.1. VALIDATION AGAINST REQUIREMENTS

The State will review each proposal in detail to determine its compliance with the solicitation requirements. The State reserves the right to use multiple means to validate and determine the Bidder's response to a requirement. This may be through details in its description and/or supporting documentation provided or material that is publicly available, that may either support or contradict the Bidder's claim of intended compliance.

During the Proposal evaluation, the State may request the Bidder clarify any area of the proposal that the State determines to be unclear in accordance with [SECTION 6. EVALUATION](#).

If a Bidder's proposal fails to meet a mandatory requirement, it will be considered a deviation in accordance with [SECTION 2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS](#).

6.2.2. ERRORS IN THE FINAL PROPOSAL

An error in the proposal may cause the rejection of that proposal; however, the State may at its sole option retain the proposal and make certain corrections. In determining if a correction will be made, the State will consider the conformance of the proposal to the format and content required by the solicitation, and

any unusual complexity of the format and content required by the solicitation. If appropriate, errors may be corrected in accordance with the following:

1. If the Bidder's intent is clearly established based on review of the complete proposal submittal, the State may at its sole option correct an error based on that established intent.
2. If the State discovers obvious clerical or arithmetic errors, the State may, at its sole option, correct such errors. If the mathematical correction results in significant changes to the Bidder's response, the State will provide the Bidder the opportunity to validate the resulting correction.
3. It is essential that Bidders carefully review the cost elements in their proposals since they may not be provided the opportunity to correct errors after submission.
4. In the event an ambiguity or discrepancy between any of the State's solicitation documents, is detected after review of the bids, the State reserves the right to seek clarification and acceptance from the Bidder.
5. The Bidder is required to thoroughly review the solicitation to ensure that its proposal is fully responsive with the solicitation requirements and thereby avoid the possibility of being ruled non-responsive. It is the Bidder's responsibility to utilize the question and answer process to clarify any ambiguities in the solicitation requirements to ensure that the Bidder is submitting a responsive proposal.
6. At the State's sole discretion, it may declare all proposals to be Draft Proposals. Bidders may not protest the State's determination of all Proposals being declared Draft Proposals. If all proposals are declared to be Draft Proposals, the State may issue an addendum to this solicitation. Should this occur, confidential discussions may be held with Bidders that wish to remain under consideration. Each Bidder will be notified of the due date for the submission of a new Proposal to the State. This submission must conform to the requirements of the original RFP or as modified by an addendum. The new proposals will be evaluated as required by [SECTION 6. EVALUATION](#).

6.2.2.1. BIDDER RESPONSE CLARIFICATION

The State may request that a Bidder clarify any area of their response that the State determines to be unclear. The State may also request clarification for areas that may render the proposal non-responsive to the requirements and provide Bidders the opportunity to resubmit a responsive proposal by the date and time specified by the State. However, if the Bidder does not resubmit a responsive proposal to the areas identified by the date and time specified by the State, the Bidder's proposal will be rendered non-responsive, and ineligible to proceed to the next phase of the solicitation process. Clarifications may be requested via writing or confidential discussion.

6.3. ADMINISTRATIVE EVALUATION

All [SECTION 3.2. ADMINISTRATIVE REQUIREMENTS](#) labeled with (M) are mandatory. Review of the proposals will begin with ensuring that the Bidder has responded to all mandatory Administrative

Requirements. Unless otherwise required, e-Signatures or copies of an original signature are acceptable.

Administrative Requirements will be evaluated as a Pass/Fail. If a Proposal fails to meet any mandatory requirement specified in [SECTION 3.2. ADMINISTRATIVE REQUIREMENTS](#), it may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

6.4. QUALIFICATION EVALUATION

All [SECTION 3.3. QUALIFICATION REQUIREMENTS](#) labeled with (M) are mandatory. Review of the proposals will begin with ensuring that the Bidder has responded to all mandatory Qualification Requirements.

Qualification Requirements will be evaluated as a Pass/Fail. If a proposal fails to meet any mandatory requirement specified in [SECTION 3.3. QUALIFICATION REQUIREMENTS](#), it may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

6.4.1. BIDDER QUALIFICATIONS EVALUATION

The State will evaluate Bidder qualifications using the information contained in the completed [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#). Descriptions of experience must be clear, concise, and apply directly to the requirements.

To aid the State in evaluating Bidder qualifications, the Bidder should use a MM/DD/YYYY format when indicating project start and end dates. If a Bidder submits a proposal using any other date format, the State will count only the whole months or years between the start and end dates specified. For example, Bidder "A" cites start and end dates for a project as 01/15/2020 - 01/14/2023. The Bidder would be credited with thirty-six (36) months of experience.

If a project end date is ongoing or exceeds the proposal due date, then the Bidder will receive credit for only the experience acquired up to the proposal due date specified in [SECTION 2.3. KEY ACTION DATES](#). In this instance, Bidders are instructed to use the proposal due date as the end date of ongoing projects. Concurrent project timeframes (overlapping dates) will only count once for calculating the number of years and months of qualification experience.

If the number of years and months for a project was not indicated on the Bidder Qualification form "Experience gained on this cited Project" and the Bidder checked "yes" to meeting the total experience on the project cited, then the Bidder will only receive experience credit for the minimum number of years required for that requirement **OR** will receive the number of years indicated on the start/end date of the Bidder Qualification form, whichever is less.

Bidders that do not complete and submit [ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX](#) with

their proposal may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

6.5. COST EVALUATION

After [SECTION 3. PROPOSAL REQUIREMENTS](#) have been evaluated, the evaluation team will evaluate the cost workbook (Bidder's response to Volume 2) for those Bidders whose proposals have been deemed responsive. If a Bidder is determined non-responsive, its cost workbook will remain unopened.

All proposed costs for all line items must be all-inclusive, thereby including the cost of any and all associated services and deliverables required in this solicitation to implement and maintain the full solution through the term of the Agreement.

The intent is to structure the pricing format to facilitate a straightforward comparison among all Cost submissions and foster competition to obtain the best market pricing. Consequently, Governor's Office of Emergency Services requires that each Bidder's cost information be in the format identified in [EXHIBIT C: COST WORKBOOK](#). Bidders are advised that failure to comply with the instructions listed, such as submission of incomplete proposals or use of alternative pricing structures or different formats than the one requested, may result in the rejection of Bidder's proposal.

Any elements not specifically priced or identified in the Bidder's cost workbook, or those that are identified after Contract Award as necessary to meet the requirements of this solicitation, will be at no additional cost to the State.

NOTE: It is imperative that no cost information be included anywhere outside of [EXHIBIT C: COST WORKBOOK](#) may be considered non-responsive and may be the basis for rejecting the Bidder's proposal.

7. NEGOTIATIONS

This solicitation is being conducted under the authority of CDT pursuant to Public Contract Code (PCC) §6611, which provides the authority to use a competitive negotiation process when the State's business needs or the purpose of a procurement or contract is known, but negotiation is necessary to ensure the State receives the best value or the most cost-efficient goods, services, information technology, and telecommunications technology.

Negotiations allow the State and Bidder an opportunity to discuss items that could, in the State's opinion, enhance the Bidder's proposal and potential for award. Negotiations are not intended to allow a Bidder to completely rewrite its proposal. The negotiations are exchanges between the State and the Bidder, which are undertaken with the intent of allowing the Bidder to revise its proposal only in areas determined by the State during the negotiation process. Negotiations will be conducted either orally or in writing.

The State may discuss any aspect of the Bidder's proposal that could, in the opinion of the State, be altered or explained to enhance the proposal's potential for award. However, the State is not required to discuss every area where the Bidder's proposal could be improved. The scope and extent of negotiation exchanges are the matter of the State's judgment. The State reserves the right to modify or cancel this Solicitation in its entirety or in part at any time.

At the State's discretion, the State will determine the topics for negotiation and reserves the right to revise the scoring criteria for Best and Final Offer evaluation to obtain a value effective solution.

Award of a contract, if made, will be to the Bidder that meets and/or exceeds the State's requirements and provides the best value to the State. All aspects of the Bidder's proposal are confidential until after the issuance of the notification of award.

7.1. PROCEEDING TO NEGOTIATIONS

At the discretion of the State, all responsive Bidders will be determined eligible to participate in the negotiation process. This Bidder negotiation selection process will continue until the State completes negotiations.

NOTE: In the event no responsive bids are received, the State at its discretion may proceed to negotiations with all Bidders that submitted a bid.

The negotiations may or may not result in a Contract award.

7.2. NEGOTIATION INVITATION

Bidder(s) invited to participate in negotiations will receive an Invitation to Negotiate with the following information:

1. The general purpose and scope of the negotiations;
2. The anticipated schedule for the negotiations;
3. The procedures to be followed for negotiations; and
4. Confirmation of negotiation attendance within five (5) working days of invitation.

The Bidder(s) must submit any additional information requested by the State by the due date specified in the Invitation to Negotiate letter.

7.3. BEST AND FINAL OFFER SUBMISSION (BAFO)

At the conclusion of negotiations, the State may request a best and final offer (BAFO) submission. The intent of the BAFO is to clarify and document understandings reached during negotiations. The State will include a date and time for submission of the BAFO. A Bidder's BAFO is an irrevocable offer for one

hundred and eighty (180) calendar days following the Contract Award date specified in [SECTION 2.3. KEY ACTION DATES](#) . A Bidder may extend the offer in the event of a delay in the Contract Award.

7.4. EVALUATION OF BAFO SUBMISSION

The State will evaluate the BAFO submission based on topics negotiated. BAFOs will be evaluated using the criteria and methodologies described in [SECTION 6. EVALUATION](#) or a BAFO addendum, if issued for purposes of this solicitation's negotiations.

8. CONTRACT AWARD

Contract Award, if made, will be to the Bidder that meets and/or exceeds the State's requirements and provides the best value to the State and will occur pursuant to the Key Action Dates of the solicitation document specified in [SECTION 2.3. KEY ACTION DATES](#) . However, the State, at its sole option, may change the Contract Award date.

The State will publish a Notification of Award to all Bidders that have submitted a proposal in response to this solicitation. Notification of Award will be sent at the time of Agreement execution.

All aspects of the Bidder's proposal are confidential until after the issuance of the Notification of Award.

9. PROTESTS

This procurement process does not include any provisions to protest either the process or resulting contract award(s). However, pursuant to PCC § 6611(d), an unsuccessful Bidder may file a petition for a writ of mandate in accordance with Section 1085 of the Code of Civil Procedure. The venue for the petition for a writ of mandate will be Sacramento, California.

9.1. AWARD PROTEST

An award protest is where a Bidder has submitted a proposal which it believes to be responsive to the requirements of the solicitation document and to be the proposal that should have been selected according to the evaluation procedure in [SECTION 7.4. EVALUATION OF BAFO SUBMISSION](#), and the Bidder believes the State has incorrectly selected another Bidder for award.

EXHIBIT A: STATEMENT OF WORK

Part 2 - Bidder Response



Request For Proposal RFP

26-16743, Addendum #1

PART 2 – BIDDER RESPONSE

FOR

9-1-1 Call Processing Equipment (CPE)

Issued by:

STATE OF CALIFORNIA

Governor's Office of Emergency Services

601 Sequoia Pacific Blvd. MS-911 Sacramento, CA 95811

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

Part 2 of the solicitation contains all forms a Bidder must complete and return with its Final Proposal, including administrative forms, qualification forms, requirement responses, and all exhibits/attachments discussed in Part 1.

Disclaimer: The original PDF version and any subsequent solicitation addenda released by the Procurement Officer of this solicitation remain the official version. In the event of any inconsistency between the Bidder's versions, articles, attachments, specifications, or provisions (which constitute the Contract), the official State version of the solicitation in its entirety shall take

precedence.

STATEMENT OF WORK (SOW)

1. Introduction

This Statement of Work (SOW) describes the services hereinafter referred to as the "Contractor". The Contractor agrees to provide the California Governor's Office of Emergency Services, 9-1-1 Branch (herein after referred to interchangeably as the "CA 9-1-1 Branch" or "CalOES") Equipment and Operation Services as described in this Statement of Work.

This engagement consists of services that must be completed in accordance with this Statement of Work. All services rendered under the Contract are based on fixed monthly rates. The Contractor is responsible for completing all tasks, work products, and all services as detailed in the SOW at the costs provided in [EXHIBIT C: COST WORKBOOK](#).

"Contractor" refers to the firm that shall provide the staffing to perform the services. "Consultant(s)" refers to the Contractor's staff who will perform the services. The term "Contract" or "Agreement" will be used interchangeably throughout the documents.

2. Background and Purpose

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

Next Generation 9-1-1(NG9-1-1) services in California follow the National Emergency Number Association (NENA) i3 Call Flow as defined in NENA-STA-010, *NENA i3 Standard for Next Generation 9-1-1*. Each CPE provider shall provide NENA i3 compliant call handling equipment, as defined in the Cal OES Interface Control Document (ICD).

The CPE solution deployed at PSAP shall consist of either cloud-based or on-premise based technology. Vendor shall not deploy both technologies at a single PSAP.

9-1-1 traffic will be delivered via CAMA until such time that each individual PSAP is transitioned to the NG 9-1-1 Network.

End state i3 9-1-1 traffic will be delivered to the CPE solution via CA Public Utilities Commission (CPUC) tariffed connections for both cloud-based and on-premise options:

- For cloud-based CPE, the Next Generation Service Provider (NGSP) is responsible for CPUC tariffed network between the NGCS and the CPE cloud/data center. The CPE vendor is responsible for the network connections between the CPE vendor's cloud/data center and the PSAP. The CPE provider is also responsible for the network connections from the back room of the PSAP out to the workstations. (See Figure 1)
- For on-premise CPE the NGSP is responsible for the CPUC tariffed network between the NGCS and the Next Gen rack in the back room of the PSAP. The NGSP is responsible for the connection from the NG Rack to the CPE rack. The CPE provider is responsible for the network connections from the CPE rack out to the workstations. (See Figure 2)

Figure 1: NG 9-1-1 network diagram (cloud/data center Model)

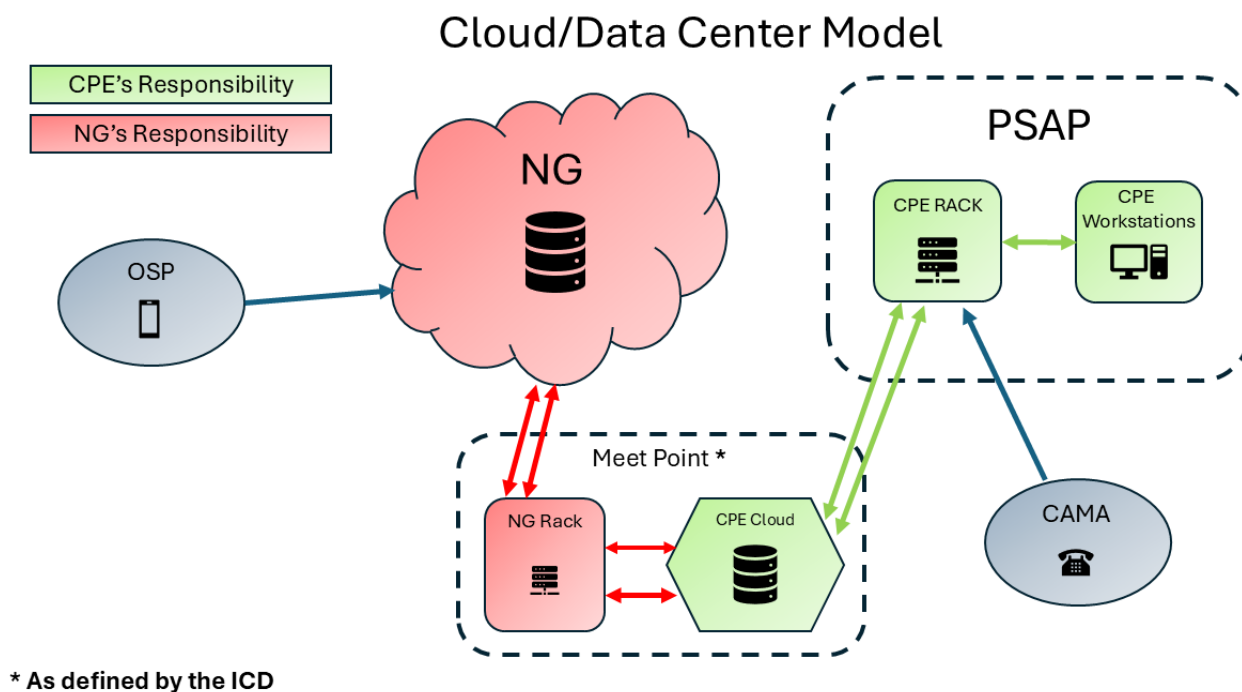
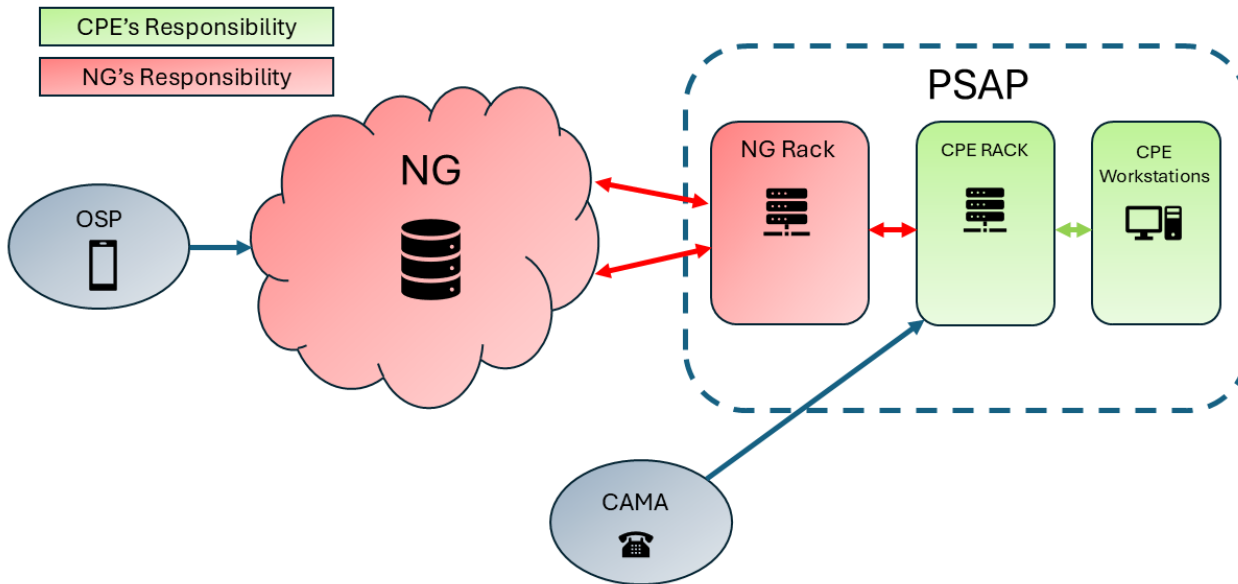


Figure 2: NG 9-1-1 network diagram (On-premise model)

On Premise Model



Additional resource documents for reference:

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

2.1. Objective

This Statement of Work (SOW) establishes the Master Purchase Agreement that shall be used by every PSAP in California to procure CPE that utilizes both CAMA and NG 9-1-1 circuits to deliver 9-1-1 traffic. This SOW shall serve as the contractual guidelines between the CA 9-1-1 Branch and the Contractor to provide native cloud/data center CPE or on-premise CPE.

This SOW will also establish standard CPE platforms (cloud/data center and on-premise) that comply with NENA i3 interfaces and align with the authorized Cal OES budget for 9-1-1 services. Cal OES, CA 9-1-1 Branch will oversee and approve all purchases made under this agreement. The PSAPs will use this agreement to purchase 9-1-1 CPE Systems with SETNA funding as authorized and approved by the CA 9-1-1 Branch.

3. Description of Proposed New System or Service

1. CLOUD / DATA CENTER MODEL SERVICE TO BE PROVIDED

The Contractor agrees to provide cloud-/data center-based CPE services in accordance with the SOW and [EXHIBIT B: TECHNICAL REQUIREMENTS](#). The Contractor agrees that CPE shall support all call

handling and call flow elements of NENA i3 in accordance with the CA 9-1-1 Branch ICD. Any proprietary components that are implemented within the CPE shall not compromise the ability to support NENA i3 and the ability for the CA NGSP to deliver the call to the PSAP, or to support transfers from one PSAP to another, regardless of Contractor.

Cloud or data center CPE provider requirements:

1. This solution shall be a native cloud-based or data center-based service. Contractors shall not provide a hosted CPE solution as it exists in the current legacy environment.
2. Prior to first TD-288 issuance, Contractor shall provide the CA 9-1-1 Branch NG911 Lab with a continuously updated fully operational CPE system, including two positions, with minimum 99% uptime at no cost to the State.
3. Lab system shall include two positions and shall accept i3 calls and CAMA calls, as well as i3 text-to-9-1-1 messages.
4. Contractor shall be solely responsible for trouble ticket reporting for all CPE services to include subcontractor services. The Contractor shall develop and maintain trouble ticket e-bonding with the NGSP through the service management platform directed by Cal OES.
5. Contractor shall provide dedicated project management and technical staff to support implementation and ongoing maintenance.
6. Contractor shall provide a single point of contact, located in the continental United States (CONUS), to facilitate technical and operational questions from the CA 9-1-1 Branch.
7. Contractor shall ensure that installation of equipment includes all hardware, cabling, labor, software, and configurations required to deliver and make the system ready for use.
8. Contractor's coverage shall include maintenance and replacement of all system components, including but not limited to all workstations, interface devices, and associated back-room hardware.
9. Contractor shall notify the CA 9-1-1 Branch, in writing, of all changes in the personnel relevant to the State of California. 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.
10. Contractor shall install workstations and any back room hardware on the premises of the PSAP during the best available hours for the PSAP.
11. Contractor shall provide the PSAP and the CA 9-1-1 Branch with a copy of the Technical Service Bulletin (TSB), Method of Procedure (MOP), and schedule for every system update, per the CA 9-1-1 Branch change management process.
12. Contractor, in agreement with CA 9-1-1 Branch, shall integrate additional third party applications via Application Programming Interface (API) as described in [EXHIBIT B: TECHNICAL REQUIREMENTS](#).
13. Contractor shall submit a system diagram depicting data flow and interconnection requirements upon CA 9-1-1 Branch request.

14. Contractor shall be responsible for all the terms and conditions of this Contract regardless of whether or not a failure occurs in their system or their Subcontractors' system.

2. ON-PREMISE SERVICE TO BE PROVIDED

The Contractor agrees to provide on-premise CPE services in accordance with this SOW and [EXHIBIT B: TECHNICAL REQUIREMENTS](#). The Contractor agrees that CPE shall support all call handling and call flow elements of NENA i3 in accordance with the Cal OES ICD. Any proprietary components that are implemented within the CPE shall not compromise the ability to support NENA i3 and the ability for the CA NGSP to deliver the call to the PSAP, or to support transfers from one PSAP to another, regardless of Contractor.

On-premise CPE provider requirements:

1. This solution shall be an on-premise, PSAP based system.
2. Contractors can deploy a PSAP-host remote or geo-diverse CPE solution only at PSAPs currently deployed in those configurations.
3. Prior to first TD-288 issuance, Contractor shall provide the CA 9-1-1 Branch NG911 Lab with a full CPE system, including two positions, with minimum 99% uptime, and CA 9-1-1 Branch requested software updates, at no cost to the State.
4. Contractor shall be solely responsible for trouble ticket reporting for all CPE services to include subcontractor services. The Contractor shall develop and maintain trouble ticket e-bonding with the NGSP through the service management platform directed by Cal OES.
5. Contractor shall provide dedicated project management and technical staff to support implementation and ongoing maintenance.
6. Contractor shall provide a single point of contact, located in the continental United States (CONUS), to facilitate technical and operational questions from the CA 9-1-1 Branch.
7. Contractor shall ensure that installation of equipment includes all hardware, cabling, labor, software, and configurations required to deliver and make the system ready for use.
8. Contractor's coverage shall include maintenance and replacement of all system components, including but not limited to all workstations, interface devices, and associated back room hardware.
9. Contractor shall notify the CA 9-1-1 Branch, in writing, of all changes in the personnel relevant to the State of California. 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.
10. Contractor shall install workstation and any back room hardware on the premises of the PSAP during the best available hours for the PSAP.
11. Contractor shall provide the PSAP and the CA 9-1-1 Branch with a copy of the Technical Service Bulletin (TSB), Method of Procedure (MOP) and schedule for each PSAP system update, per the

CA 9-1-1 Branch change management process.

12. Contractor, in agreement with CA 9-1-1 Branch, shall integrate additional third party applications via Application Programming Interface (API) as described in [EXHIBIT B: TECHNICAL REQUIREMENTS](#).
13. Contractor shall submit a system diagram depicting data flow and interconnection requirements upon CA 9-1-1 Branch request.
14. Contractor shall be responsible for all the terms and conditions of this Contract regardless of whether or not a failure occurs in their system or their Subcontractors' system.

3. COMMERCIALLY AVAILABLE HARDWARE

Contractor shall use commercially available hardware for the best quality and the ability to replace parts quickly for maintenance and/or upgrades. Contractor shall not incorporate or require the use of any proprietary, custom-built, or non-commercially available hardware without the prior written approval of the CA 911 Branch. Any request for approval must include a detailed description of the proposed proprietary hardware, its purpose, technical specifications, support model, and costs. The CA 911 Branch shall have the sole discretion to approve or reject the use of proprietary hardware.

3.1. User Instructions

The CPE ordering process is detailed in the 9-1-1 Operations Manual, Chapter III, Funding (pg. 28) which can be viewed at:

<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/California-9-1-1-Operations-Manual-Chapter-III-Funding-ADA-revised.pdf>

3.2. 9-1-1 CPE System Diagrams

Upon request, an SOW submitted to the PSAP/CA 9-1-1 Branch shall include system diagrams using appropriate diagramming software to depict:

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

3.3. 9-1-1 CPE Installation

Orders from PSAPs must be completely installed and ready for acceptance testing within one hundred eighty (180) calendar days after TD-288 is issued for all CPE.

The installation date may be changed by mutual consent of the Contractor and a PSAP; however, the Contractor must update the CA 9-1-1 Branch with the most current system installation schedule, including any revised dates and timelines.

3.4. PSAP Site Survey

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

3.4.1. PSAP LIST

The California Statewide Statistics and PSAP Location Information.

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

3.5. PSAP Site Modifications

The PSAPs are responsible for any site modifications that are required in order to meet the Contractor's specifications related to CPE installations.

3.6. Certification of Equipment Readiness

Equipment must be installed and deemed ready for system acceptance testing by the agreed upon installation date between the Contractor and PSAP.

3.7. Relocation

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

1. If it is necessary to relocate a PSAP's CPE, the PSAP will provide their date of disconnection, the locations from and to where the equipment is to be moved, and the re-connection date to the Contractor. The Contractor and PSAP will mutually agree on a reasonable amount of time to accomplish disconnection, relocation, reconnection and having the equipment ready for use. The CA 9-1-1 Branch will only pay for thirty (30) days of overlapping NG9-1-1 trunk costs. After 30 days, the Contractor acknowledges the PSAP is responsible for the billing associated with the original site, and the Contractor agrees to bill the PSAP for costs associated with the original site.

2. The PSAP will pay the Contractor for all reasonable costs for relocation. The Contractor shall maintain responsibility for the equipment at all times during relocation.
3. In the case of an emergency PSAP CPE relocation, the CA 9-1-1 Branch may, at its discretion, agree to pay for a portion of associated costs. An emergency shall consist of, but is not limited to, unforeseen events beyond the control of the parties which make it impossible for the PSAP to continue operations in the original location, including man-made disasters and unmitigable hazards that jeopardize the health and safety of PSAP personnel.
4. Rearrangement of equipment at a single site or for the convenience of the PSAP, shall be at the PSAP's expense. If the Contractor is asked to move and reinstall equipment at a different facility, the Contractor shall not exceed the hourly Labor Rate bid in [EXHIBIT C: COST WORKBOOK](#).

3.8. Moves, Adds, and Changes (MACs)

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

1. For those MACs involving changes in system application configurations, such as adding or deleting new profiles, changing speed dial numbers, etc., the Contractor shall provide training to the PSAP System Administrator if required.
2. The Contractor shall detail the process for the PSAP to request routine MACs, how the Contractor will perform on-site versus off-site MACs and the anticipated turn-around time to completion.
3. All costs for MACs will be directly billed to and paid by the PSAP, not to exceed the hour labor rate bid in [EXHIBIT C: COST WORKBOOK](#).

3.9. Documentation

The Contractor shall provide a SOW in a format that complies with the template provided in SOW [ATTACHMENT 16: SAMPLE SOW TEMPLATE](#). The Contractor shall provide soft copy of all manuals and materials as well as web access to updates.

4. Term of Contract

Effective upon approval of the California Department of Technology (CDT), Office of Statewide Technology Procurement (OSTP), the base term of the Contract is four (4) years with two (2) options to extend for three (3) years each for a potential total contract term of ten (10) years.

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

The Contractor shall not be authorized to deliver goods or commence performance of services described in this Agreement prior to the effective date. Any delivery of goods or performance of services by the Contractor that is commenced prior to the effective date shall be at no cost to the State.

The State is not obligated to use any or all of these options. The Agreement is of no effect unless approved by CDT and no work shall begin before full execution of the Agreement.

Contractor shall provide a turn-key cloud/data-center based or on-premise based CPE solution. Additional peripheral hardware/software can be included at additional cost based on PSAP needs and requirements. Vendor shall not provide options that result in tiered maintenance or service.

Period of performance for a PSAP's CPE purchase means the life of the Contract, including the option periods, if an option is, or options are, exercised. Maintenance coverage for all systems and services, shall be included for five (5) years, unless a PSAP has purchased extended maintenance, then the maintenance period will continue for seven (7) years.

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

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

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

For the purposes of Section 12 of General Provisions — Telecommunications limited liability, which applies to cloud/data center CPE only, the "purchase price" is defined as the Contractor's aggregate Monthly Recurring Charges (MRC) contract amount for the affected solution and PSAP(s) for the previous twelve (12) months prior to the incident.

4.1. CONTRACT COMMENCEMENT TIME

The Contractor shall not be authorized to deliver goods or commence the performance of services as described in this SOW until written approval has been obtained from all entities. Any delivery or performance that is commenced prior to the signing of the Multiple Award Contract shall be considered voluntary on the part of the Contractor.

5. Amendment

The Agreement may be amended, consistent with the terms and conditions of the Agreement, and by mutual consent of both parties, subject to approval by the CDT Office of Statewide Technology Procurement under Public Contract Code (PCC) Section 12100. No amendment or variation of the terms of this Agreement shall be valid unless made in writing, signed by the parties, and approved by oversight agencies if required. No oral understanding not incorporated in the Agreement is binding on any of the parties.

5.1. TD-288 Termination

PSAPs may cancel an executed CPE TD-288 at any time due to convenience, with thirty (30) days written notice to the Contractor and the CA 9-1-1 Branch.

6. Location and Availability

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

Upon contract execution, the Contractor shall meet in person or virtually, with the CA 9-1-1 Branch team on at least a monthly basis, to ensure project tasks and timelines are met. Meetings shall include all Contractor labor classifications stated in [SECTION 10. Contractor's Roles and Responsibilities](#), Labor Classifications.

The Contractor shall designate a primary contact person to whom all project communications may be addressed and who has the authority to act on all aspects of the services.

The Contractor shall provide a point of contact at all times, meaning 24 hours a day, 7 days a week, 365 days a year, for the CA 9-1-1 Branch, PSAP, and Contractor personnel to report trouble on the respective CPE Services in accordance with requirements as identified in EXHIBIT B: TECHNICAL REQUIREMENTS. The Contractor shall provide help desk and call center service in accordance with EXHIBIT B: TECHNICAL REQUIREMENTS. Trouble ticket communications must be in the form of phone call, email, or dedicated web portal.

7. Contract Representatives

All notices required by, or relating to, this Contract shall be in writing and shall be sent to the parties of the Contract at the address set below unless changed from time to time, in which event each party shall so notify the other in writing, and all such notices shall be deemed duly given if deposited, postage prepaid, in the United States mail or e-mailed and directed to the addresses then prevailing.

The Governor's Office of Emergency Services contract representatives during the term of this contract will be:

PROJECT/PROGRAM CONTRACT REPRESENTATIVES			
Governor's Office of Emergency Services, Public Safety Communications, CA 9-1-1 Branch 601 Sequoia Pacific Blvd. MS 911 Sacramento, CA 95811		Contractor: TBD	
Name:	Janee Dabrowski	Name:	
Title:		Title:	
Telephone Number:	(916) 894-5031	Telephone Number:	
E-mail Address:	janee.dabrowski@caloes.ca.gov	E-mail Address:	

Direct all contract inquiries to:

CONTRACT REPRESENTATIVES FOR INQUIRIES			
Governor's Office of Emergency Services		Contractor: TBD	
Procurement/Contracts Unit			
3650 Schriever Ave			
Mather, CA 95655			
Name:	TBD	Name:	
Title:		Title:	
Telephone Number:		Telephone Number:	
E-mail Address:	name@caloes.ca.gov	E-mail Address:	

All inquiries during the term of this Agreement will be directed to the contract contacts listed above.
Contract representatives may be changed by written notice without amending this Agreement.

8. Data Center or Contractor Hosted Facility Environment

Cloud native solution shall utilize a cloud service provider that holds a verified FedRAMP High Certification. See [EXHIBIT B: TECHNICAL REQUIREMENTS](#)

9. State's Roles and Responsibilities

CA 9-1-1 Branch Roles and Responsibilities

1. The CA 9-1-1 Branch will designate a person to whom all Contractor communication may be addressed, and who has the authority to act on all aspects of the services. See [SECTION 7. Contract Representatives](#) for designee. The CA 9-1-1 Branch designee will be the POC for all documents related to this Contract to ensure understanding of the responsibilities of both parties;
2. The CA 9-1-1 Branch will designate a 9-1-1 Advisor to review the SOW and associated documents. 9-1-1 Advisor shall provide at least a minimum of ten (10) state business days for the timely review and approval of information and documentation provided by the Contractor.
3. The CA 9-1-1 Branch, in partnership with the PSAP, will determine the adequacy of all work

performed, and all products installed by the Contractor. Should the work performed, or the products installed by the Contractor fail to meet expectations, requirements, or specifications, CA 9-1-1 Branch reserves the right to exercise the termination process as outlined in [SECTION 19.2. CONTRACT TERMINATION](#).

4. Cal OES has the right to cancel, postpone or otherwise intervene in the sales or installation of call handling equipment if the equipment appears not to meet technical requirements or otherwise not meet expectations.

PSAP Responsibilities

1. If required to meet special environmental considerations, the PSAP will modify its site facilities to meet the Contractor's minimum site and environmental specifications as supplied by the Contractor. Costs associated with these modifications shall be the responsibility of the PSAP.
2. Subject to the PSAP's security regulations, the Contractor shall have full and free access to the CPE equipment.
3. All lines terminating in the CPE solution (including but not limited to 10-digit emergency lines, administrative lines, ring down lines (circuits), direct connects, contact closures, etc.) shall be the responsibility of the PSAP.

10. Contractor's Roles and Responsibilities

1. Contractor shall deliver all services and equipment necessary for system deployment.
2. Contractor shall deploy the system and have the system ready for system acceptance testing within one hundred eighty (180) calendar days from the TD-288 issue date, or as defined on the project SOW timeline as agreed upon by the CA 9-1-1 Branch, the Contractor, and the PSAP.
3. Contractor shall perform and provide a PSAP site survey for each CPE installation.
4. Contractor shall provide necessary wiring, labor, and installation for connection and integration to CAMA and NG9-1-1 circuits as well as all necessary peripheral lines and equipment (admin phone system, logging recorder, CAD, etc.). All costs associated with this work shall be included in the implementation line item as listed in the [EXHIBIT C: COST WORKBOOK](#).
5. Contractor shall perform system readiness testing prior to cutover, to ensure that the system is installed and operates as defined in SOW.
6. Upon contract execution, the Contractor shall meet in person or virtually, with the CA 9-1-1 Branch team on at least a monthly basis, to ensure project tasks and timelines are met. Meetings shall include all Contractor labor classifications stated in [SECTION 10. Contractor's Roles and Responsibilities](#), Labor Classifications. The CA 9-1-1 Branch may require an in-person meeting based on project status.
7. The Contractor shall adhere to and support all interface standards as defined by the CA 9-1-1 Branch ICD.
8. The Contractor shall designate a primary contact person to whom all project communications may

be addressed and who has the authority to act on all aspects of the services.

9. The Contractor shall notify the CA 9-1-1 Branch in writing, of all changes in personnel assigned to the tasks as outlined in Section 11 below. If a Contractor's employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor will provide suitable substitute personnel.
10. The Contractor shall perform their duties on PSAP premises during normal business hours, as directed by the PSAP. The PSAPs have the right to request the Contractor perform their duties during non-standard hours if there is an operational need.
11. Contractor staff may be subject to PSAP background check and security requirements.
12. Contractor shall deliver and provide all documents in electronic format.
13. Contractor shall report all SLAs in accordance to [SECTION 24. Service Level Agreements \(SLAs\)](#).
14. Contractor shall convert CPE from CAMA to i3 at the time of NG 9-1-1 migration at no additional cost to the State.

Labor Classifications

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

1. Technician - A technician is able to diagnose all major and minor system alarms, provide hardware and software repairs, provide recommendations regarding user configurations and make changes to the user defined software. Technician to be available both on site and remotely, for any possible issues.
2. System Engineer - A system engineer shall be capable of engineering the entire solution and any related programming that the Contractor offers through the resulting contract.
3. Project Manager - The project manager will act as the single point of contact to the PSAP manager (or their designee) and will be available to the PSAP manager during the implementation of a new system. Project manager will be on-site during implementation of the new system if requested by the 9-1-1 Branch. All project managers shall be located in the continental US and will be made available for in-person meetings at the CA 9-1-1 Branch or PSAP request.

Project Management

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

The project manager shall be the single point of contact between the Contractor and the PSAP throughout the installation and acceptance process. The project manager will be responsible for coordinating all aspects of the installation, including project scheduling, installation of equipment, training, problem

resolution, acceptance testing, contractual and technical issues, and answering all questions the PSAP may have.

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

10.1. Subcontractors

The Contractor shall provide and maintain a list of all subcontractors.

All CPE maintenance and installation shall be performed by manufacturer-trained technicians. Technicians must provide proof of manufacturer training certification, upon request.

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

11. Escalation Process

The parties acknowledge and agree that certain technical and project-related problems or issues may arise, and that such matters shall be brought to the CA 9-1-1 Branch's attention promptly. Problems or issues shall be reported in monthly status reports, and via web-based alert and monitoring systems accessible by the CA 9-1-1 Branch. Reporting obligations must correspond to the severity of the problem or issues, as outlined in [SECTION 15. Reporting](#), and [SECTION 24. Service Level Agreements \(SLAs\)](#). To the extent possible, the Contractor or the PSAP will determine the level of severity and notify the appropriate CA 9-1-1 Branch personnel. The CA 9-1-1 Branch personnel notified, and the time taken to report the problem or issue, shall be at a level commensurate with the severity of the problem or issue. The CA 9-1-1 Branch escalation levels are as follows:

First level: PSAP Advisor

First.Last@caloes.ca.gov

(916) 657-####

Second level: Advisory and Compliance Unit Supervisor

First.Last @caloes.ca.gov

(916) 657-####

Third level: Program Management Division Chief

First.Last @caloes.ca.gov

(916) 657-####

As roles may change, please refer to the CA 9-1-1 Branch Organizational Chart for the most up-to-date personnel roster: <https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/911-ORG-chart-Oct-2025.pdf>.

The Contractor will advise the State Contract Manager of any intended escalation. If the Contractor is not entirely satisfied that the State is exercising its best efforts to resolve any problem or issue in an appropriate period of time, then the Contractor must escalate the problem or issue to the next appropriate level.

12. Corrective Action

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 products produced by the Contractor fail to meet Cal OES's minimum conditions, requirements, specifications, or guidelines, the following process will be employed, except as superseded by other binding processes:

1. Cal OES will notify the Contractor in writing within five (5) business days after discovery of any 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) 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.
3. Cal OES will, within five (5) 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) business days of notification of rejection.
4. Cal OES will, within three (3) business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor.
5. If a Contractor's project component or deliverable is rejected three (3) times by Cal OES, the Cure Notice process will follow.

12.1. Cure Notice

Cal OES will issue a cure notice to inform the Contractor in the event the Contractor fails to meet a project work product, component, requirement, or deliverables. Upon issuance, the cure notice will specify how much time the Contractor must remedy the condition. If the condition is not corrected within the period specified, the cure note states that the Contractor may face termination of its Agreement by default as stated in General Provisions - Telecommunications (6/6/2025), section 16.3, Termination for Default,

[https://cadtprod.service-now.com/
sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4](https://cadtprod.service-now.com/sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4).

Triggers for a Cure Notice

Cure notice may be triggered by any of the following conditions, or other conditions that arise in performance of the Agreement:

1. The Contractor continues to miss agreed-upon deadlines.
2. Quantifiable evidence is lacking to show that work is being accomplished.
3. The quality of tasks does not meet Cal OES's standards.
4. The Contractor is non-responsive to Cal OES requests, or
5. The Contractor does not replace key personnel, as requested by Cal OES, outlined in ~~SECTION 13. Key Staff Changes.~~

12.2. CALOES NG911 Lab CPE Testing

All CPE shall be tested at Cal OES' discretion in the CA 9-1-1 Branch NG9-1-1 lab in order to ensure compliance with the technical requirements identified in this SOW and the NENA i3 standard, as defined by the CA 9-1-1 Branch ICD. If installed CPE is found to be out of compliance, the Contractor will be provided six (6) months to bring CPE into compliance, at no cost to the State of California.

13. Change Control Procedures

The Contractor shall not make any changes after implementation and successful acceptance of the CPE service, unless changes are submitted and approved through the CA 9-1-1 Branch change management process.

14. Data Handling and Ownership

Data Handling and Ownership

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

Call Data Records

System shall generate call data record (CDR) in accordance with the CA 9-1-1 Branch defined standard. All 9-1-1 CDR is the property of the CA 9-1-1 Branch and the PSAP. All metadata shall be retained indefinitely by the contractor.

15. Reporting

SERVICE ISSUES AND OUTAGE NOTIFICATION

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

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

OUTAGE NOTIFICATION

In the event of any critical or major service issue(s) or outage(s) as specified in the appropriate [SECTION 24. Service Level Agreements \(SLAs\)](#), the Contractor shall notify the CA 9-1-1 Branch via a phone call as well as email within thirty (30) minutes of initial report of outage. Any trouble tickets related to a 9-1-1 outage shall be e-bonded with the CA 9-1-1 Branch Service Management Portal and NGSP. The information shall include the initial notification and shall contain the following (as available):

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

Contractor shall provide follow-up notification as new information becomes available or every four (4)

hours, whichever occurs first. All updates shall include current status and any additional data pertinent to the outage and its resolution such as:

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

When critical or major event is cleared, Contractor shall send a final notification of resolution. The CA 9-1-1 Branch may review this with the Contractor every month, to determine if notifications need to be adjusted. For further information, please see [SECTION 24. Service Level Agreements \(SLAs\)](#)

16. Delivery (Hardware and Software)

1. Shipments to and from the installation site shall be the responsibility of the Contractor.
2. Equipment shall be packed and marked with content description and destination.
3. The Contractor shall bear the cost of transportation/shipping whenever equipment is shipped or moved for mechanical replacement purposes.
4. The Contractor shall dispose of any packing material and debris. Post installation, the Contractor shall pay transportation charges for the removal of empty packing cases.
5. The Contractor shall be responsible for removal/disposal of all previous (old) hardware from CPE replacement. PSAP can elect to keep the equipment if they choose.
6. The PSAP shall be relieved from all risk of loss or damage to the equipment purchased under this Contract during the entire time the equipment is in the possession of the Contractor, except when such loss or damage is due to the fault or negligence of the PSAP. Loss or damage not due to the fault or negligence of the PSAP shall be verified through a legal claims record.

17. Hardware and Software Needs

STANDARDS OF PERFORMANCE

All requirements, as stated in [EXHIBIT B: TECHNICAL REQUIREMENTS](#) are part of this SOW. CPE offering shall be maintained in good operating condition at the PSAP location, the Contractor's data center, or in the cloud to ensure continuing standards of performance are met.

1. Local Hardware

The Contractor shall maintain and shall keep all equipment at the PSAP in good operating condition. Maintenance parts will be furnished by the Contractor and will be new. The Contractor is responsible for

disposal of replaced parts removed during maintenance.

The Contractor shall furnish and replace all parts for five (5) years from the date of system acceptance, or seven (7) years from the date of system acceptance if the PSAP purchased extended maintenance. Any work required as a result of erroneous site preparation specifications furnished by the Contractor or otherwise required due to the fault or negligence of the Contractor, shall be provided by the Contractor at no additional charge. Prior to the expiration of the maintenance term, whenever equipment is shipped for mechanical replacement purposes, the Contractor shall bear all costs for such shipment including, but not limited to, costs for packing, transport, handling, and insurance.

The Contractor shall have access to the equipment in a timeframe that is compliant with contract SLAs, subject to the PSAP's standard security requirements, to perform this service. There shall be no charge for travel expenses associated with services for which the Contractor is responsible.

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

2. Planned Maintenance

Planned maintenance shall be performed in accordance with a Standard Operating Procedure (SOP), mutually agreed to by the State and Contractor, designed to mitigate the operational impact of such maintenance. Scheduled downtime must be coordinated with the CA 9-1-1 Branch and affected PSAP(s) with at least five (5) business days advance notice prior to performing the scheduled downtime in order for the downtime not to be considered a minor, major, or critical outage.

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

3. Upgrades and Planned Maintenance Down-Time

It is acceptable that individual workstations have downtime for planned maintenance. However, PSAPs will have input into the update schedule such that no more than 50% of workstations for PSAPs with three (3) positions or less, or 25% of workstations for large PSAPs with four (4) positions or more, are updated at the same time.

4. Remedial Maintenance

Contractors shall track the status of each Critical, Major, and Minor Failure (as defined in [SECTION 24. Service Level Agreements \(SLAs\)](#)) through the contractor's internal trouble ticket log, in addition to the service management platform provided by the CA 9-1-1 Branch. Contractors shall provide the telephone

number of their customer support center to each PSAP with whom they have a contract, for reporting all failures. The Contractor's customer support center telephone shall be answered twenty-four (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 all failures and for accurately updating the contractor's internal trouble ticket log, in addition to the service management platform provided by the CA 9-1-1 Branch.

5. Trouble Ticket E-Bonding

All Contractors are required to e-bond ticketing systems with the NGSP and the CA 9-1-1 Branch service management platform.

6. Replacement Parts

The spare components and parts inventory shall include all components included in CPE solution. This includes but not limited to workstations, controllers, servers, gateways, routers, uninterruptible power supply (UPS) devices, peripheral equipment interface devices, monitors, and computer keyboards. All replacement components and parts shall be available to authorized Contractor repair personnel at all times and include any hour of any day within the maintenance period, in accordance with the timeframe listed in [SECTION 24. Service Level Agreements \(SLAs\)](#).

7. System or Software Updates

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

Contractor(s) are required to:

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

Maintenance and Installation Exclusions

Contractor is not responsible for facility electrical work external to CPE or maintenance of accessories, alterations, attachments, or other devices not listed in the purchase SOW.

ALTERATIONS AND ATTACHMENTS

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

Repair of damage attributable to the alteration or attachment will be billed to the PSAP at the Contractor's rate provided in [EXHIBIT C: COST WORKBOOK](#).

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

18. Compatibility and Interface

Please see [EXHIBIT B: TECHNICAL REQUIREMENTS](#)

19. System Testing and Acceptance Procedures

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

System acceptance testing shall commence ~~upon~~ on the date the CPE system goes live.

In the event the system does not meet the standard of performance prior to acceptance testing, the CA 9-1-1 Branch will be included in ongoing communications regarding progress or delays. If the system meets all technical requirements, the acceptance-testing period shall not be delayed due to PSAP requests. If the system is operating as designed (and as captured in the SOW) the PSAP may not delay system acceptance beyond the ten (10) day time frame. If system acceptance is delayed, by either party, for an unreasonable amount of time, the CA 9-1-1 Branch may intervene.

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

19.1. SYSTEM ACCEPTANCE TESTING CRITERIA

1. System acceptance testing will begin on the date of CPE system go-live and will end when the equipment and software have met the standard of performance Acceptance Testing Criteria for a period of two hundred forty (240) consecutive hours.
2. No invoice shall be paid by the CA 9-1-1 Branch until all of the items on the CPE system acceptance form are met. Upon successful completion of the system acceptance testing period, the PSAP shall sign system acceptance and provide copies to the Contractor and the CA 9-1-1 Branch.

3. The standard of performance for system 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 two hundred forty (240) consecutive hours and meets all operational needs of the PSAP.
4. During the system acceptance testing period, if the system is not performing as intended, the Contractor shall adhere to the response time requirements specified in Section 22.3, *infra*.
5. If the system does not meet the standard of performance within ninety (90) consecutive calendar days after the start of system acceptance testing, the PSAP shall have the option to request a replacement system, extend the testing period, or terminate the order. The PSAP's option shall remain in effect until the system meets the performance criteria. If the system has not met the standard of performance by one hundred eighty (180) calendar days after installation, the order may be canceled. If the CA 9-1-1 Branch determines the same type of system and/or vendor have not met the standard of performance or agreed upon contractual obligations at more than two (2) planned installations during the term of this Contract, the system and/or vendor may be removed from the Contract at the discretion of the CA 9-1-1 Branch.

19.2. CONTRACT TERMINATION

Should the work performed or the products produced by the Contractor fail to meet the technical, functional, or SOW requirements of this contract the following resolution process will be employed, except as superseded by other binding processes. PSAP has grounds to cancel or terminate an order pursuant to their own SOW should the contractor fail to deliver on those terms and conditions.

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

The Contractor will, within five (5) state business days after the initial problem notification, respond to the CA 9-1-1 Branch by submitting a detailed explanation describing precisely how the identified services and/or products adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the inadequacies and/or failures in the identified services and/or products. Failure by the Contractor to respond to the CA 9-1-1 Branch initial problem notification within the required time limits may result in immediate termination of the Contract.

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

The CA 9-1-1 Branch will, within ten (10) state business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor. Rejection of the revised corrective action plan will result in immediate termination of the Contract. In the event of such termination, the CA 9-1-1 Branch shall pay all amounts due the Contractor for all work accepted prior to termination.

20. Knowledge Transfer and/or Training

Training Times and Locations

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

Training Plan

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

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

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

Training on New Functionality

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

21. Maintenance and Operations (M&O)

Maintenance Plan

Contractor shall be responsible for maintaining all on-premise, cloud, or data center based CPE Services for the term of the contract. No additional costs outside of the [EXHIBIT C: COST WORKBOOK](#) shall be incurred by the CA 9-1-1 Branch or the PSAP. ~~Contractor shall include a draft maintenance plan in response to this RFP. A final maintenance plan shall be submitted to the CA 9-1-1 Branch for review and approval within ninety (90) days from contract execution.~~ The Contractor shall submit a maintenance plan to the CA 9-1-1 Branch for review and approval within thirty (30) days of contract execution. Planned or unplanned maintenance shall not disrupt 9-1-1 service or trigger any SLAs.

Maintenance Plan shall include at a minimum:

1. Hardware issues
2. Servers
3. Switches
4. Routers
5. Software issues
6. Operating system software issues
7. Security system software issues
8. Connectivity issues.

22. Help Desk/Call Center

The Contractor shall provide a point of contact at all times, meaning 24 hours a day, 7 days a week, 365 days a year, for the CA 9-1-1 Branch, PSAP, and Contractor personnel to report trouble on the respective CPE Services in accordance with requirements as identified in [EXHIBIT B: TECHNICAL](#)

REQUIREMENTS. The Contractor shall provide help desk and call center service in accordance with **EXHIBIT B: TECHNICAL REQUIREMENTS.**

23. Insurance Requirements

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

1. General Provisions Applying to All Policies

- a. Coverage Term – Coverage needs to be in force for the complete term of the Contract. If insurance expires during the term of the Contract, a new certificate must be received by the State at least 30 days prior to the expiration of this insurance. Any new insurance must comply with the original terms of the Contract;
- b. Policy Cancellation or Termination & Notice of Non-Renewal – Contractor is responsible to notifying the State within five (5) business days of any cancellation, non-renewal or material change that affects required insurance coverage. New certificates of insurance are subject to the approval of the Department of General Services and the Contractor agrees no work or services will be performed prior to obtaining such approval. In the event the Contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this Contract;
- c. Premiums, Assessments and Deductibles – Contractor is responsible for any premiums, policy assessments, deductibles or self-insured retentions contained within their insurance program;
- d. Primary Clause – Any required insurance contained in this Contract shall be primary, and not excess or contributory, to any other insurance carried by the State;
- e. Insurance Carrier Required Rating – All insurance companies must carry an AM Best rating of at least “A–” with a financial category rating of no lower than VII. If the Contractor is self-insured for a portion or all of its insurance, review of financial information including a letter of credit may be required;
- f. Endorsements – Any required endorsements requested by the State must be physically attached to all requested certificates of insurance and not substituted by referring to such coverage on the certificate of insurance;
- g. Inadequate Insurance – Inadequate or lack of insurance does not negate the Contractor’s obligations under the Contract;
- h. Use of Subcontractors - In the case of Contractor’s utilization of subcontractors to complete the contracted scope of work, Contractor shall include all subcontractors as insured’s under Contractor’s insurance or supply evidence of subcontractor’s insurance to

the State equal to policies, coverages, and limits required of Contractor.

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

2. Contract Insurance Requirements

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

a. Commercial General Liability

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

b. Automobile Liability

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

c. Workers' Compensation and Employer's Liability

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

d. Cyber Liability

Contractor shall maintain Cyber Liability Insurance, with limits not less than \$1,000,000. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private

information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines, and penalties as well as credit monitoring expenses.

e. Technology Professional Liability/Errors and Omissions Insurance

Contractor shall maintain appropriate coverage to the Contractors profession and work hereunder, with limits not less than \$5,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the contractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion and network security.

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

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

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

- a. Name and address of the insurance company, the policy number, and the beginning and ending dates of the policy;
- b. Contractor is responsible to notify the State within thirty (30) calendar days before the effective date of any cancellation, non-renewal, or material change that affects required insurance coverage. In the event Contractor fails to keep in effect at all times the specific insurance coverage, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this contract;
- c. The Contractor shall submit the certificate of insurance, identifying the California Governor's Office of Emergency Services Contract number.

24. Service Level Agreements (SLAs)

SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT

By the 10th of each month, the Contractor shall provide the CA 9-1-1 Branch with a detailed report of system availability under this Contract using Monthly Technical SLA Compliance Report listed below, Contractor's Monthly Activity Report. These Monthly Activity Reports shall begin upon system installation and continue for a period of seven (7) years, or until such time as the system is replaced. If the 10th falls on a weekend, the report will be due the following Monday. The CA 9-1-1 Branch reserves the right to require the Contractor to make minor modifications to the format and content of these reports during the Contract term, at no cost. At the conclusion of each month's meeting, the CA 9-1-1 Branch will advise Contractor if any SLAs have not been met. Contractor agrees that being advised of SLA noncompliance by the CA 9-1-1 Branch at a monthly meeting serves as a final notification of an SLA violation. Contractor agrees to move forward with any appropriate credit or adjustment for the next billing cycle. The remedy for each missed SLA shall be solely determined by the CA 9-1-1 Branch. A single outage may trigger multiple SLAs.

Contractor's Monthly Activity Report

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

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

SLA REPORTING REQUIREMENTS

The following SLAs provide charts describing the definition, measurement method, objective, and rights and remedies for each category. The following SLAs are not intended to supersede any regulatory or statutory requirements and/or penalties imposed by the FCC, CPUC, or any other legislative oversight.

These SLA standards will be in effect upon system installation and continue for a period of seven (7) years, or until such time as the system is replaced.

24.1 Time to Repair Critical Failure

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

24.2 Time to Repair Major Failure

Definition	Measurement Method	Objective	Rights and Remedies
Major Failure is a loss of any 10 digit emergency or 9-1-1 traffic processing capability across 25% or more workstations at the PSAP with 5 positions or more and 51% or more workstations at the PSAP	Time to repair will be measured from time failure is reported and will conclude when repair has	Each Major Failure will be resolved within eight (8) hours of notification to the Contractor's customer	Each occurrence of a failure to meet this SLA objective shall result in a 15% credit of the CPE Service Cost MRC for all affected PSAPs.

with 4 or fewer workstations, affecting either the software, system workstations, or the call taking system as a whole. Call may still be answered but major system functionality has been disabled or disrupted, e.g. Location information, transfer, hold, supplemental data, etc. are disrupted.	been made.	support center or by alarm, whichever comes first.	A major failure lasting longer than 12 hours shall result in a credit of 100% of the CPE Service Cost MRC of all affected PSAPs.
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24.3 Time to Repair Minor Failure

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

24.4 Outage Notification

Definition	Measurement Method	Objective	Rights and Remedies
Vendor is required to notify Cal OES of any critical or major outage (as defined in 25.1 and 25.2).	Time of notification is measured from start of outage until time of notification to Cal OES Outage Duty Officer.	Notification to Cal OES of critical or major outages within thirty (30) minutes or less.	\$1,000 credit for failure to notify Cal OES within thirty (30) minutes of outage. Failure to report continuing after the initial thirty (30) minutes will result in an additional \$1,000 per every thirty (30) minute increment. Not to exceed \$10,000 per outage.

24.5 SLA Reporting

Definition	Measurement Method	Objective	Rights and Remedies
Contractors shall provide SLA reports for each month of activity during the term of the Contract.	Calendar days	Contractors shall deliver accurate and complete reports no more than 30 calendar days following the end of the applicable reporting month.	Each occurrence of a failure to meet the objective shall result in a \$1000.00 credit for each business day that the report is not delivered. Not to Exceed \$5,000 per missed report.

24.6 SLA Remittance

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

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

24.8 Non-Delivery of System Requirements

Definition	Measurement Method	Objective	Rights and Remedies
CPE shall deliver all functional and	Any missing/non-	To ensure all CPE features	Credit or adjustment

technical requirements as spelled out in this SOW as well as EXHIBIT B: TECHNICAL REQUIREMENTS .	functioning technical or functional requirement, per SOW and EXHIBIT B: TECHNICAL REQUIREMENTS .	and functions are delivered to the PSAP.	of TMRC for 75% of deployed PSAPs per month upon discovery and validation, until functionality is delivered and verified by the CA 9-1-1 Branch. If functionality is not delivered within 18 months, CA 9-1-1 Branch may initiate the termination process as outlined in SECTION 12. Corrective Action
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24.9 Root Cause Analysis for Unplanned Outages

Definition	Measurement Method	Objective	Rights and Remedies
Root cause analysis (RCA) shall be provided to Cal OES for all unplanned outages.	Calendar days Contractor shall provide RCA within 15 business days of any unplanned outage.	To give Cal OES visibility into the NG9-1-1 ecosystem.	Failure to comply will result in a \$500 per day credit, adjustment to Cal OES

24.10 Cumulative/ Multiple SLA Limitations

Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall be responsible to remit	Multiple SLAs triggered in a single month by a single event.	Establish a maximum SLA	In the event multiple SLAs are triggered

credits, adjustments, and SLA reports in the event a single event triggers multiple SLAs.		threshold.	by a single event in a single month, the total cumulative SLA credit / adjustment shall not exceed 100% of the total MRC for the month corresponding to the event, unless a single SLA violation identifies a larger right and remedy.
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24.11 Cal OES Lab Uptime

Definition	Measurement Method	Objective	Rights and Remedies
Availability captures total uptime of the platforms in the Cal OES lab.	The monthly availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month, multiplied by 100.	Monthly up-time shall be greater than 99%	Failure to comply will result in a \$500 per day credit, adjustment to Cal OES.

24.12 System Installation Timeline

Definition	Measurement Method	Objective	Rights and Remedies
Timely installation and go-live of CPE system within 180 calendar days of TD-288 approval.	Calendar days from approval of TD-288 to system go-live.	Prevent delays in CPE installation.	Failure to comply will result in a \$500 fine per cure letter from the branch. Cure letter issuance will be assessed on a case-

			by-case basis based on the conditions of the delay.
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REPORTING TROUBLE TICKET LOG

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

All trouble tickets shall be e-bonded with NGSP and the CA 9-1-1 Branch Service Management Platform.

25. Liquidated Damages

Liquidated Damages are intended to encourage timely completion of critical project milestones and the provision of reliable and responsive services from the Contractor. The purpose of this Liquidated Damages provision is to ensure adherence to the requirements of the Agreement and to set an amount in advance of contractual non-compliance to compensate CalOES for damages that are impractical or extremely difficult to estimate, but which would be sustained by CalOES in the event the Contractor fails to perform services as agreed. The Liquidated Damages are intended to be a reasonable estimate of the damages and costs CalOES would sustain as a result of non-compliance with the terms of the Agreement. These amounts are not punitive. CalOES and Contractor, therefore, agree that in the event the Contractor fails to perform certain agreed upon services in a timely manner, that are not specified in [SECTION 24. Service Level Agreements \(SLAs\)](#), CalOES may assess the Contractor for such amounts as Liquidated Damages, and not as a penalty.

The liquidated damages that may be assessed by the State as a result of the Contractor's delay or failure to perform its obligations in accordance with the terms of this Agreement are in lieu of the SLAs. Contractors shall pay Liquidated Damages as set forth in the Agreement.

The State shall calculate Liquidated Damages owed to the State on a monthly basis. The State may deduct Liquidated Damages from Contractor's fees as earned or may assess such Liquidated Damage fees via a separate invoice at any time during the Agreement or within thirty (30) days after the Agreement ends. Liquidated damages cannot be assessed in addition to the SLAs.

The parties agree that any delay or failure by Contractor to timely perform its obligations under this Agreement will interfere with the proper and timely implementation of the solution, to the loss and damage to the State. The State will incur costs to maintain the functions that would have otherwise been performed by the Contractor. Delays caused by the state will not result in damages charged to the Contractor.

The Assessment of liquidated damages is subject to the dispute resolution process in accordance with the https://cadtprod.service-now.com/sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4, section 17, Dispute Resolutions.

25.1. Liquidated Damages Cap

If imposed, Liquidated Damages shall be no more than \$100,000 per day, from notice and total Liquidated Damages shall not exceed Fifteen Percent (15%) of the total contract amount.

25.2. Payment of Liquidated Damages

CalOES may impose Liquidated Damages in lieu of [SECTION 24. Service Level Agreements \(SLAs\)](#) above, and may withhold the damages from any payment due to the Contractor.

26. Budget Detail and Payment Provisions

1. The Contractor shall be limited to six (6) months of back billing including any reconciliation effort, on all services and functionality ordered under the Contract. Invoices presented more than twelve (12) months after the formal acceptance of the service or functionality will not be considered valid and shall not be paid.
2. The Contractor shall reconcile incorrect invoices within thirty (30) calendar days from the date of notification by the CA 9-1-1 Branch of the discrepancy. The CA 9-1-1 Branch shall suspend all current charges when unresolved disputed items extend beyond ninety (90) days. Remittance shall resume to include any outstanding payments, upon resolution.
3. The Contractor shall issue invoices to the CA 9-1-1 Branch after system testing and acceptance, as agreed by the CA 9-1-1 Branch.
4. The Contractor shall render invoices for total monthly service charges following the month for which the charges accrue. Monthly service billing shall only be billed in full month increments after service has been rendered.
5. The Contractor shall provide invoices under this Contract in accordance with the CA 9-1-1 Branch Operations Manual, as specified in [ATTACHMENT 16: SAMPLE SOW TEMPLATE](#).
6. All invoices submitted to the CA 9-1-1 Branch as a result of this Contract shall be billed separately from other charges the Contractor may currently be billing the CA 9-1-1 Branch. Invoices not

submitted in the specified format shall not be processed.

7. Payment for services performed under this Contract shall not exceed the rates listed in [EXHIBIT C: COST WORKBOOK](#). It shall be the CA 9-1-1 Branch Advisory and Compliance Unit Supervisor's determination as to whether a service has been successfully completed and is acceptable.
8. Submit electronic invoices with reference to the Contract Number and/or Tracking Number to:

Email: CA911Invoicing@caloes.ca.gov

California Governor's Office of Emergency Services

Public Safety Communications

Attention: CA 9-1-1 Branch, Reconciliation Unit

601 Sequoia Pacific Blvd., MS9-1-1

Sacramento CA 95811

9. The Contractor shall not assess late fees for any reason. Late payment penalties will be applied in accordance to Government Code Chapter 4.5, commencing with Section 927.
10. The Contractor shall bear all costs related to items such as travel and per diem. These costs are inclusive in the price listed in [EXHIBIT C: COST WORKBOOK](#) and will not be paid separately as part of this Contract.

26.1. Payment Terms and Invoicing Requirements

For services satisfactorily rendered, and upon receipt and approval of the invoice(s), the state agrees to pay the Contractor for said services in accordance with the rates specified in [EXHIBIT C: COST WORKBOOK](#).

Invoices shall be submitted not more frequently than monthly in arrears to the address provided below and must include:

1. The Contractor name, address and phone number
2. The Contract Number and/or Tracking Number
3. The Contractor's invoice number
4. The invoice date
5. Dates of services performed and/or deliverables completed
6. Personnel name, classification, rate per hour and hours worked

Any invoices submitted without the above referenced information may be returned to the Contractor for

further re-processing.

26.2. Budget Contingency Clause

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

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

26.3. Prompt Payment Clause

Payment for services under this Contract shall be made in accordance with the State of California's Prompt Payment Act (Government Code Section 927 et seq.) The Prompt Payment Act requires State agencies to pay properly submitted, undisputed invoices within forty-five (45) calendar days of initial receipt.

26.4. Sales Tax

Sales tax is not to be included in [EXHIBIT C: COST WORKBOOK](#). If awarded the Contract, sales tax, if applicable, should be added at time of invoicing. The sales tax rate applied should be based on the rate of the area where the service is to be provided. See California Department of Tax and Fee Administration Regulation 1502 (f) (1) (D).

26.5. Payment Withhold

In accordance with Public Contract Code, §12112, the State will withhold, from the invoiced payment amount to the Contractor, an amount equal to twenty percent (20%) of the payment. Such retained amount shall be held by the State and only released to the Contractor upon the State's Project Manager determining that the Contractor has satisfactorily completed all the required services related to the Final System Acceptance in accordance with [SECTION 19. System Testing and Acceptance Procedures](#).

26.6. Contractor Name Change

An amendment is required to change the Contractor's name as listed in this Agreement. Upon receipt of legal documentation of the name change, CA 9-1-1 Branch will process the amendment. Payment of invoices presented with a new name cannot be paid prior to approval of said amendment.

26.7. Travel and Per Diem Expenses

There will be no travel or per diem costs reimbursed under this contract.

27. General Provisions

The Contract awarded as a result of this solicitation shall automatically incorporate by reference the following:

- General Provisions — Telecommunications (Revised and Effective 6/6/2025)

[https://cadtprod.service-now.com/
sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_k
nowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4](https://cadtprod.service-now.com/sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4)

28. GENAI DISCLOSURE OBLIGATIONS

1. DEFINITIONS:

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

Artificial Intelligence (AI): an engineered or machine-based system that varies in its level of autonomy and that can, for explicit or implicit objectives, infer from the input it receives how to generate outputs that can influence physical or virtual environments (Gov Code §§ 11549.64 & 11546.45.5).

GenAI Training Data: any content, information, or data that is used to train, tune, test, or validate a GenAI, including text, images, video, audio, code, or similar types of input.

Generated Data: any output, results, content, or other data that is produced by GenAI, including but not limited to text, images, video, audio, code, or similar types of output.

Generative AI (GenAI): an AI system that can generate derived synthetic content, including text, images, video, and audio, that emulates the structure and characteristics of the system's GenAI Training Data (Gov Code §11549.64).

Hallucination: Generated Data that is nonsensical, false, or misleading, and is not based on real or existing data, but is instead produced by bias or the GenAI's extrapolation or creative interpretation of its Gen AI Training Data.

Materially Impacts: shall have the same meaning set forth in State Administrative Manual (SAM) 4986.2.

Prompt: any written, spoken, or rendered information provided as a query, command, or other form of input, to any GenAI in connection with this Contract. For avoidance of doubt, Prompt includes any input

automatically detected or created by the GenAI, as well as any derivative works of a Prompt or collection of Prompts.

2. GENAI DISCLOSURE OBLIGATIONS:

Disclosure Obligations:

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

Failure to Disclose or Discontinue GenAI Use: The State, at its sole discretion, may consider Contractor’s failure to disclose or discontinue the provision or use of GenAI as described above, to constitute a material breach of Contract when such failure results in a material impact to functionality of the System, risk to the State, or Contract performance. The State is entitled to seek any and all remedies available to it under law as a result of such breach, including but not limited to termination of the contract, for default pursuant to Section 17.

3. CONTRACTOR’S OBLIGATIONS FOR RESPONSIBLE USE:

Contractor shall ensure that it has obtained all necessary consents, permissions, and licenses from data subjects and third parties to use the GenAI for this Contract. Subject to Section 21, Contractor represents and warrants, it has the appropriate U.S. Intellectual Property Rights associated with any GenAI used in the Deliverables provided under the Contract.

Contractor shall ensure that the GenAI included, or made available as part of the Deliverables is equitable, non-discriminatory, and reasonably well-designed to avoid harmful, offensive, dangerous, and unlawful impact. (Government Code 11549.63. Contractor shall be liable for any Hallucination produced by the GenAI that has an adverse impact on Generated Data or a Deliverable.

Contractor shall comply with all applicable laws and regulations, including as set forth in Section 7 above and these General Provisions in relation to the provision or use of any GenAI in the Deliverables.

4. GENAI TRAINING DATA OWNERSHIP:

Except as otherwise agreed to by the Parties, Contractor shall retain all ownership and intellectual

property rights in the GenAI Training Data it provides.

5. RIGHTS TO STATE GENERATED DATA:

In addition to Government Purpose Rights set forth in Section 9, the Parties agree that Generated Data created from a State provided Prompt is not a derivative work of the GenAI Training Data.

Notwithstanding the preceding sentence, in the event a court of competent jurisdiction determines that Generated Data created from a State-provided Prompt constitutes a derivative work of the GenAI Training Data, Contractor agrees to grant the State an unlimited, irrevocable, worldwide, perpetual, royalty-free, non-exclusive right, and license to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the Generated Data for any State Government Purpose Rights.

6. CONTRACTOR'S USE OF STATE DATA:

Contractor shall not incorporate any Non-Public State Data into GenAI Training Data and shall not otherwise utilize Non-Public State Data to train, tune, maintain, improve, or develop GenAI, except with the express written authorization from the State specifying the Non-Public State Data that may be used along with the acceptable scope of such usage.

29. Glossary of Terms

Acronyms and Abbreviations

ADA	American Disability Act
ATC	Acceptance Testing Criteria
ARO	After Receipt of Order
BTU	British Thermal Unit(s)
CAL OES	California Governor's Office of Emergency Services
CCR	California Code of Regulations
CDR	Call Data Record
CDT	California Department of Technology
CONUS	Continental United States
COTS	Commercial-off-the-shelf
CPE	Call Processing Equipment
CPUC	California Public Utilities Commission
CUF	Commercial Useful Functions
DFEH	Department Fair and Employment Housing
DVBE	Disabled Veteran Business Enterprise
ESRP	Emergency Service Routing Proxy
ETA	Estimated Time of Arrival

FCC	Federal Communications Commission
GC	Government Code
GIS	Geographical Information System
IaaS	Infrastructure as a Service
ID	Identification
LDB	Location Database
LLC	Limited Liability Corporation
LLP	Limited Liability Partnership
LP	Limited Partnership
MACS	Moves, Adds, and Changes
MOS	Mean Opinion Score
MRC	Monthly Recurring Cost(s)
MVC	Military and Veteran Code
NENA	National Emergency Number Association
NGCS	Next Generation Core Services
NOC	Network Operations Center
NRC	Non-Recurring Charge(s)
OSDS	Office of Small Business and Disabled Veteran Business Enterprise Services
OSP	Originating Service Provider
PCC	Public Contract Code
PRF	Policy Routing Function
PIDF-LO	Presence Information Data Format - Location Object
NSP	Network Service Provider
POI	Point of Interconnection
PSAP	Public Safety Answering Point(s)
PSC	Public Safety Communications
RFP	Request for Proposal
SaaS	Software as a Service
SETNA	State Emergency Telephone Number Account
SIP	Session Internet Protocol
SIR	Self-Insured Retention
SLA	Service-Level Agreement(s)
SME	Subject Matter Expert
SOH	Scheduled Operational Hours

SOI	Service Order Input
SOP	Standard of Performance is the service availability according to the mandatory requirements
SOW	Statement of Work
TACPA	Target Area Contract Preference Act
TMRC	Total Monthly Recurring Cost(s)
UAT	User Acceptance Testing
UPS	Uninterruptable Power Supply
VoIP	Voice over Internet Protocol
WOA	Work Order Authorization(s)

Definitions

Term/Acronym	Definition
9-1-1 traffic	Includes all voice, data, text, pictures, videos, and any future technologies capable of delivering to PSAP over the NG9-1-1 Network.
System Availability	Availability percentage equals the scheduled uptime per month less unavailable time divided by scheduled uptime per month, multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly availability percentage shall be based on the cumulative total of all outage durations for each calendar month.
Agency/State entity	Includes every state office, officer, department, division, bureau, board, and commission, including Constitutional Officers. "State entity" does not include the University of California, California State University, the State Compensation Insurance Fund, the Legislature, or the Legislative Data Center in the Legislative Counsel Bureau.
Business Requirements	Higher-level statement of the goals, objectives, or needs of the Agency/state entity. Business requirements describe the reasons why a project has been initiated, the objective that the project will achieve, and the metrics that will be used to measure its success. Business requirements describe the needs of the Agency/state entity as a whole, not the groups or stakeholders within it.
Common Off The Shelf Software (COTS)	A computer hardware or software product that is ready-made for specific uses and available for sale to the general public. COTS products are designed to be installed without requiring custom development. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses and individuals. The set of rules for COTS is defined by the Federal Acquisition Regulation (FAR).
Contractor	Any bidder who is awarded 9-1-1 CPE Contract.

Term/Acronym	Definition
CONUS	Continental United States. Lower 48 States of the US.
Custom solution	Typically, computer software developed for a specific customer to accommodate the customer's particular requirements, preferences, and expectations.
Functional Requirements	Functional requirements represent the business objectives, needs and outcomes of all stakeholders. They should be organized and presented in context of and with a baseline business process/workflow that they describe. They provide a description of what an enabling solution should provide and specify essential details of a solution for stakeholders as a means to express and manage expectations. They describe actions and operations that the solution must be able to perform. They can describe services, reactions, and behaviors of the solution. They also describe information the solution will manage. The requirements should be expressed in business terms and should not include any technical references. The requirement should identify "what" is required to meet the business objective, not "how" the requirement will be implemented.
Non-functional Requirements	Non-functional requirements provide criteria to evaluate the operation of an enabling solution and primarily represent qualities of (expectations and characteristics) and constraints on (e.g., governmental regulations) the solution. They capture conditions that do not directly relate to the behavior or functionality of the solution, but rather describe environmental conditions of an effective solution or productive qualities of the solution. Mid-level non-functional requirements also define quality of service requirements, such as those relating to required capacity, speed, security, privacy, availability, response time, throughput, usability, and the information architecture and presentation of the user interfaces.
Off-Net PSAP	Any PSAP that is not connected to the California NG9-1-1 network.
Point of Interface (POI)	Placed in a location that meets the needs of CPE Contractor and NCGS provider. POI provides the interfaces needed to accept 9-1-1 traffic from the NGCS Provider and deliver that traffic to CPE.
Solution Requirements	Describes the characteristics of a solution that will meet the business requirements. Solution requirements describe specific characteristics of the solution both in terms of functionality and quality of service.
Workstation	Desktop, laptop, or any other computer, including all peripherals (mouse, keyboard, monitor, UPS, cabling) used to answer 9-1-1 calls at the PSAP.

30. Cal OES - PSAPs List

<u>Cal OES - PSAPs List (subject to change)</u>
Alameda County Regional Fire/LLNL
Alameda County Sheriff
Alameda PD
Albany PD
Alhambra PD/FD
Amador County Sheriff
Anaheim PD
Antioch PD
Arcadia PD
Arcata PD
Arvin PD
Atascadero PD
Atherton PD
Atwater PD
Auburn PD
Avalon FD
Azusa PD
Bakersfield PD
Baldwin Park PD
Banning PD
Barstow PD
Bay Area Rapid Transit PD
Beaumont PD
Bell Gardens PD
Bell PD
Belmont PD
Benicia PD
Berkeley PD/FD
Beverly Hills PD/FD
Bishop PD
Blythe PD
Brawley PD

Brea PD
Brentwood PD
Buena Park PD
Burbank PD
Burlingame PD
Butte County Sheriff
CAL FIRE Camino
CAL FIRE El Cajon (Monte Vista)
CAL FIRE Felton (San Mateo)
CAL FIRE Fortuna (Humboldt/Del Norte)
CAL FIRE Fresno (Fresno/Kings)
CAL FIRE Grass Valley
CAL FIRE Mariposa
CAL FIRE Monterey (San Benito/Monterey)
CAL FIRE Morgan Hill
CAL FIRE Oroville
CAL FIRE Perris (Riverside)
CAL FIRE Red Bluff (Tehama/Glenn)
CAL FIRE Redding (Shasta/Trinity)
CAL FIRE San Andreas (Tuolumne Calaveras)
CAL FIRE San Bernardino
CAL FIRE San Luis Obispo
CAL FIRE St. Helena
CAL FIRE Susanville (Lassen/Modoc)
CAL FIRE Visalia (Tulare)
CAL FIRE Willits (Howard Forest)
CAL FIRE Yreka (Siskiyou)
Calaveras County Sheriff
Calexico PD
California City PD
Calistoga PD
Campbell PD
Carlsbad PD
Carmel PD

Cathedral City PD
Ceres PD
Cerritos College PD
Chico PD
Chino PD
Chowchilla PD
CHP Bakersfield
CHP Barstow
CHP Bishop
CHP Border
CHP Capitol
CHP Chico
CHP El Centro
CHP Fresno
CHP Golden Gate (Vallejo)
CHP Humboldt
CHP Indio
CHP Inland
CHP Los Angeles
CHP Merced (Atwater)
CHP Monterey
CHP Orange (Irvine)
CHP Redding
CHP Sacramento (Rancho Cordova)
CHP San Luis Obispo
CHP Stockton
CHP Susanville
CHP Ukiah
CHP Ventura
CHP Yreka
Chula Vista PD
Citrus Heights PD
Claremont PD
Clearlake PD

Cloverdale PD
Clovis PD
Coalinga PD
Colma PD
Colton PD
Colusa County Sheriff
Concord PD
CONFIRE JPA - San Bernardino County
Contra Costa County Fire Protection District
Contra Costa County Sheriff (Martinez)
Corcoran PD
Corning FD
Corning PD
Corona PD
Coronado PD
Costa Mesa PD
Cotati PD
Covina PD
CSU Channel Islands PD
CSU Chico PD
CSU Dominguez Hills PD
CSU Fresno PD
CSU Fullerton PD
CSU Humboldt PD
CSU Long Beach PD
CSU Los Angeles PD
CSU Northridge PD
CSU Pomona PD
CSU San Bernardino PD
CSU San Diego PD
CSU San Jose PD
CSU San Luis Obispo PD - Cal Poly
CSU San Marcos PD
Davis PD

Del Norte County Sheriff (Crescent City)
Delano PD
Desert Hot Springs PD
Dinuba PD
Dos Palos PD
Downey FD
Downey PD
East Bay Regional Park District
El Cajon PD
El Camino College District PD
El Centro PD
El Dorado County Sheriff
El Monte PD
Elk Grove PD
Emeryville PD
Escondido PD
Eureka PD
Fairfax PD
Fairfield PD
Firebaugh PD
Folsom PD
Fontana PD
Fortuna PD
Foster City PD
Fountain Valley PD
Fremont PD
Fresno County EMS
Fresno County Sheriff
Fresno PD
Fullerton PD
Galt PD
Garden Grove PD
Gilroy PD
Glendale PD

Glendora PD
Glenn County Sheriff
Gridley PD
Hanford PD
Hayward PD
Healdsburg PD
Heartland Communications
Hemet PD
Hillsborough PD
Humboldt County Sheriff (Eureka)
Huntington Beach PD
Huntington Park PD
Huron PD
Imperial County Sheriff (El Centro)
Indio PD
Inglewood PD/FD
Inyo County Sheriff
Irvine PD
Irwindale PD
Kern County FD
Kern County Sheriff
Kings County Sheriff (Hanford)
La Habra PD
La Mesa PD
La Palma PD
LA Port PD
La Verne PD/FD
Laguna Beach PD
Lake County Sheriff
LAPD Metro
LASD Carson Station
LASD Century Station (Lynwood)
LASD Cerritos Station
LASD Compton Station

LASD Crescenta Valley Station
LASD East LA Station
LASD Industry Station
LASD Lakewood Station
LASD Lancaster Station
LASD Lomita Station
LASD Lost Hills Station
LASD Marina Del Rey Station
LASD Metro Transit Authority Station
LASD Norwalk Sheriffs Station
LASD Palmdale Station
LASD Pico Rivera Station
LASD San Dimas Station
LASD Santa Clarita Valley Station
LASD South LA Station
LASD Temple City Station
LASD Walnut/Diamond Bar Station
LASD West Hollywood Station
Lassen County Sheriff (Susanville)
Lemoore PD
Lincoln PD
Livermore PD
Livingston PD
Lodi PD
Lompoc PD
Long Beach FD
Long Beach PD
Los Altos PD
Los Angeles City Fire
Los Angeles County Fire
Los Banos PD
Los Gatos PD
Madera County Sheriff
Madera PD

Manteca PD
Marin County Fire
Marin County Sheriff (San Rafael)
Mariposa County Sheriff
Martinez PD
Marysville PD
McFarland PD
Mendocino County Sheriff
Menlo Park PD
Merced County Sheriff
Merced PD
Metro Net Fire Comm Center
Metro Zone Command and Data Center (San Diego)
Milpitas PD
Modoc County Sheriff (Alturas)
Mono County Sheriff (Bridgeport)
Monrovia PD
Montclair PD
Montebello PD
Montecito Fire
Monterey County ECD
Monterey Park PD/FD
Moorpark Backup
Morgan Hill Police Comm
Mountain View PD/FD
Mt Shasta PD
Murrieta PD
Napa County Comm
NASA AMES PD
National City PD
Nevada County Sheriff (Nevada City)
Newark PD/FD
Newport Beach PD
North County Dispatch (Rancho Santa Fe)

Novato PD
Oakdale PD
Oakland FD
Oakland PD
Oceanside PD
Ontario FD
Ontario PD
Orange County Fire Authority
Orange County Sheriff (Newport Beach)
Orange County Sheriff (Silverado)
Orange PD
Oroville PD
Oxnard PD
Palm Springs PD/FD
Palo Alto PD
Palos Verdes Estates PD/FD
Paradise PD
Pasadena PD
Paso Robles PD
Petaluma PD
Piedmont PD
Pinole PD
Pismo Beach PD
Placentia PD
Placer County Sheriff (Auburn)
Placerville PD
Pleasant Hill PD
Pleasanton PD
Plumas County Sheriff (Quincy)
Pomona PD
Port Hueneme PD
Porterville PD
Red Bluff PD
Redlands PD

Redondo Beach PD/FD
Redwood City PD
Reedley PD
Rialto PD
Richmond PD
Ridgecrest PD
Ripon PD
Riverside County Sheriff (Palm Desert)
Riverside County Sheriff (Riverside)
Riverside PD
Rocklin PD
Rohnert Park PD
Roseville PD
Sacramento County Sheriff
Sacramento International Airport Police/Fire
Sacramento PD
Sacramento Regional Fire
San Bernardino County Sheriff (Rialto/Valley)
San Bernardino PD/FD
San Bernardino Sheriff (Victorville/Desert Control)
San Bruno PD
San Diego City Lifeguards
San Diego County Sheriff
San Diego Harbor PD
San Diego PD
San Fernando PD
San Francisco DEM
San Francisco International Airport PD
San Francisco State University (SFSU) PD
San Gabriel PD
San Joaquin County Sheriff
San Jose FD
San Jose PD
San Leandro PD

San Luis Obispo County Sheriff
San Luis Obispo PD
San Marino PD
San Mateo County Comm
San Mateo PD
San Rafael PD
San Ramon PD / San Ramon Valley Fire Protection District
Santa Ana PD
Santa Barbara Co FD RFCC
Santa Barbara County Sheriff
Santa Barbara PD
Santa Clara County Sheriff
Santa Clara PD
Santa Cruz 911 Regional
Santa Maria PD
Santa Monica Public Safety Comm
Santa Paula PD
Santa Rosa PD
Scotts Valley PD
Sebastopol PD
Selma PD
Sequoia National Park
Shafter PD
Shasta County Comm Center - SHASCOM (Redding)
Sierra County Sheriff (Downieville)
Sierra Madre PD
Signal Hill PD
Simi Valley PD
Siskiyou County Sheriff (Yreka)
Solano County Sheriff (Fairfield)
Sonoma County REDCOM Fire & EMS
Sonoma County Sheriff
Sonora PD
South Bay Regional Comm

South Gate PD
South Lake Tahoe PD
South Pasadena PD/FD
South San Francisco PD
Stanislaus Regional 9-1-1
Stockton FD
Stockton PD
Suisun City PD
Sunnyvale PD
Sutter County Sheriff
Taft PD
Tehachapi PD
Tehama County Sheriff (Red Bluff)
Torrance PD/FD
Tracy PD
Trinity County Sheriff (Weaverville)
Tulare County Console Ambulance Dispatch
Tulare County Fire
Tulare County Sheriff (Visalia)
Tulare PD
Tuolumne County Sheriff
Turlock PD
Tustin PD
UC Berkeley PD
UC Davis PD
UC Irvine PD
UC Los Angeles PD
UC Merced PD
UC Riverside PD
UC San Diego PD
UC San Francisco PD
UC Santa Barbara PD
UC Santa Cruz PD
Ukiah PD

Upland PD
US Air Force Edwards AFB Fire
US Air Force Travis AFB
US Army Fort Irwin Provost Marshall
US Army Presidio of Monterey Dispatch Center
US Park Police Golden Gate
USMC Camp Pendleton JECC
USMC Logistics Base Barstow-NEBO
USMC Miramar Air Station PD/FD
USMC Twenty-Nine Palms Combat Center Fire
Vacaville PD
Vallejo PD
Valley Regional Emergency Comm Center - VRECC
Ventura County Fire
Ventura County Sheriff
Ventura PD
Verdugo Fire (Glendale)
Vernon PD
Visalia PD
Walnut Creek PD
Wasco PD
Weed PD
West Covina PD/FD
West-Comm West Cities Police Comm Center
Westminster PD
Whittier PD
Willits PD
Yolo Emergency Comm Agency
Yosemite National Park
Yreka PD
Yuba City PD
Yuba County Sheriff

EXHIBIT B: TECHNICAL REQUIREMENTS

Separately attached. Refer to the MS Word file titled **Exhibit B - 9-1-1 Call Processing Equipment (CPE)**

EXHIBIT C: COST WORKBOOK

COST WORKBOOK

Separately attached. Refer to the Excel Workbook file on Cal eProcure labeled [EXHIBIT C: COST WORKBOOK](#) New Cloud and New On Prem.

ATTACHMENT 1: TEMPLATE FOR QUESTION SUBMITTAL/ REQUEST FOR CHANGES

The Bidder is required to use the format listed below when submitting questions and requests for changes to the Procurement Officer listed in [SECTION 2.2.1. PROCUREMENT OFFICERS](#). Written questions and requests for changes must be submitted in **Microsoft Excel or Word version only. Do not submit document in PDF**. Instructions are as follows:

Name of Bidder – Provide the name of the bidding firm

Contact Person – Provide the name of the person to contact if the State needs clarification about the question.

Contact Email and Phone Number – Provide the email and phone number (including area code) for the listed contact person.

Q # – Sequentially number each question/request for change, always starting at one (1) for each submission.

Section/Document(s) – Identify the section or document the request pertains to.

Page # – Identify the page number of the section/document name or title the question pertains to.

Question/Request for Change – Write the question and/or request for change in this column. If the Bidder is requesting a change, the Bidder must apply track changes to ensure the requested change is evident.

Bidder's Rationale for Change Requests — Provide an explanation for the requested change.

Expand or reduce the number of rows to accommodate the number of questions.

QUESTION/REQUEST FOR CHANGES FORM				
Name of Bidder:				
Contact Person:				
Contact Email and Phone Number:				
Q #	Section/Document(s)	Page #	Question/Request for Change	Bidder's Rationale for Change

QUESTION/REQUEST FOR CHANGES FORM				
				Request
1				
2				
3				
4				

ATTACHMENT 2: INTENT TO BID FORM

The State's non-negotiable items are listed below:

Bidder Legal Name:	
☐	Intends to submit a bid and has no issues with the solicitation requirements.
☐	The Bidder must have submitted a complete eVAQ application and be deemed eVAQ approved by the Final Proposal submission due date on this RFP, specified in SECTION 2.3. KEY ACTION DATES (KAD) .
☐	By checking the box below, agree to comply, without exceptions, with the general provisions below (required as part of eVAQ and will be applicable to any contract resulting from this solicitation): ☐ Agree to GENERAL PROVISIONS – TELECOMMUNICATIONS https://cadtprod.service-now.com/ sys_attachment.do?sys_id=a4438444c352ee90a096d7af0501311b&sysparm_viewer_table=kb_knowledge&sysparm_viewer_id=b8238084c352ee90a096d7af050131c4

The Bidder's Authorized Representative or Corporate Officer:

Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Phone Number:	

The Bidder's Authorized Representative or Corporate Officer:

Email:

Signature:

Date:

ATTACHMENT 3: FOLLOW-ON CONTRACT DISCLOSURE FORM

1. Background Information

PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.

PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement.

Consultants/employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

2. Contract Disclosure

Bidder to select the appropriate box below.

☐	I hereby certify that neither my firm nor any subcontractor that my firm intends to use under the contract resulting from this procurement, is currently providing consulting services to the state under a state contract (or as a subcontractor providing more than 10 percent of dollar value of a consulting service contract with the state) or has provided such services within five (5) years prior to the release of this solicitation that are related in any manner to the services, goods, or supplies being acquired pursuant to this solicitation. Bidder must sign below. This option is likely to apply to bidding firms that do not currently and/or never have provided consultant services to the state.
☐	Attached is a disclosure of current and/or prior consulting services provided by my firm or a proposed subcontractor to the state under a state contract within five (5) years prior to the release of this solicitation that may be related in some manner to the services, goods, or supplies being acquired pursuant to this solicitation. In addition, provide a detailed explanation why your firm is not prohibited from bidding under PCC Section 10365.5. Please also refer to the Department of General Services' Management Memo 07-04 for additional information regarding the follow-on contracting prohibition, which is located at

	https://www.dgs.ca.gov/Resources/ManagementMemos
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	Bidder must sign below and attach a detailed disclosure.
--	---

The Bidder's Authorized Representative or Corporate Officer:	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	
Date:	

ATTACHMENT 4: COVER LETTER FORM

The Bidder must complete and submit this form with its proposal.

COVER LETTER REQUIREMENTS	BIDDER AGREES YES/NO
The Bidder agrees this proposal is an irrevocable offer per SECTION 2.5.8. IRREVOCABLE OFFER .	☐ Yes ☐ No
The Bidder agrees to the terms and conditions of this solicitation and accepts responsibility as the prime contractor if awarded the contract resulting from this solicitation.	☐ Yes ☐ No
The Bidder agrees to having available staff with the appropriate skills to complete the contract for all services as described in this solicitation and SOW.	☐ Yes ☐ No
The Bidder has completed and submitted the eVAQ application and has been deemed approved by OSTP. The Bidder hereby certifies that all information submitted in the eVAQ is true, correct, and complete as of the date of submission, and that such information is incorporated herein by reference and made a part of this bid. Bidder shall provide OSTP approved eVAQ number:	☐ Yes ☐ No
The Bidder must notify the State in writing if it: (1) intends to provide GenAI as a deliverable to the State; or (2), intends to utilize GenAI, including GenAI from third parties, to complete all or a portion of any deliverable that materially impacts: (i) functionality of a State system, (ii) risk to the State, or (iii) Contract performance. Refer to General Provision Section 22 for the GenAI Disclosure Obligations.	☐ Yes ☐ No
This form is signed by an individual who is authorized to bind the bidding firm contractually. The individual's name must also be typed, and include the title or position that the individual holds in the firm. An unsigned bid may be rejected.	☐ Yes ☐ No

Bidder's Information	
Bidding Firm's Legal Name:	
Bidding Firm's Address:	
Printed Name of Authorized Representative:	
Title/Role:	
Phone Number:	
Email:	
Signature:	
Date:	

ATTACHMENT 5: RESPONSE TO ADMINISTRATIVE REQUIREMENTS

The Bidder must complete and submit this form by indicating agreement to each of the administrative requirements in the table below as described in [SECTION 3.2. ADMINISTRATIVE REQUIREMENTS](#). By indicating “Yes,” the Bidder affirms that it understands the requirement and agrees to comply with the requirement. Answering “No” to any of the mandatory administrative requirements in the proposal will deem the Bidder non-responsive and may be the basis for rejecting the Bidder’s proposal.

RFP 26-16743, Addendum #1 SECTION 3.2. ADMINISTRATIVE REQUIREMENTS	Bidder Agrees Yes / No
SECTION 3.1. PREQUALIFICATION REQUIREMENTS	☐ Yes ☐ No
SECTION 3.2.4. ABILITY TO PERFORM	☐ Yes ☐ No
SECTION 3.2.5. PRIMARY BIDDER	☐ Yes ☐ No
SECTION 3.2.6. SUBCONTRACTORS	☐ Yes ☐ No
SECTION 3.2.8. FINANCIAL RESPONSIBILITY INFORMATION	☐ Yes ☐ No
SECTION 3.2.9. GENERAL PROVISIONS	☐ Yes ☐ No
SECTION 3.2.10. GENERATIVE ARTIFICIAL INTELLIGENCE (GENAI) DISCLOSURE NOTIFICATION	☐ Yes ☐ No
SECTION 3.2.11.1. INSURANCE COVERAGE	☐ Yes ☐ No
SECTION 3.2.12. PRODUCTIVE USE REQUIREMENTS	☐ Yes ☐ No

ATTACHMENT 6: CONFIDENTIALITY STATEMENT FORM

The Bidder must complete and submit this form with its proposal.

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

All information belonging to the California Department of Technology (CDT) or its affiliated agencies is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement.

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

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

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

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

In addition to all the confidentiality requirements set forth in the General Provisions, upon Contract award, Bidder to submit a signed confidentiality statement from all personnel, agents, and subcontractors

assigned to the awarded Contract.

The Bidder's Authorized Representative or Corporate Officer	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Phone Number:	
Email:	
Signature:	
Date:	

ATTACHMENT 7: BIDDER DECLARATION GSPD 05-105

In accordance with [SECTION 3.2.6.1. BIDDER DECLARATION FORM \(M\)](#), the Bidder must complete and submit with its proposal the Bidder Declaration GSPD-05-105 form.

The form and its instructions are available as a fill and print PDF at: <https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf>

ATTACHMENT 8: WORKERS' COMPENSATION CERTIFICATION

The Bidder must complete and submit this form with its proposal.

The undersigned in submitting this document hereby certifies the following:

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

The Bidder's Authorized Representative or Corporate Officer	
Bidder/Firm Name:	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	
Date:	

ATTACHMENT 9: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION

The Bidder must complete and submit this form with its proposal.

Bidder name
Subcontractor Name (submit one form for each SB/DVBE (prime and/or subcontractor(s)))

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

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

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

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

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

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

Written Statement or Statement of No Claim

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

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

The Bidder's Authorized Representative or Corporate Officer	
Printed Name of Authorized Representative:	
Title/Role:	
Signature:	
Date:	

ATTACHMENT 10: CONFIDENTIALITY STATEMENT FORM (POST AWARD)

In addition to all the confidentiality requirements set forth in the General Provisions, upon Contract award, Contractor to submit a signed confidentiality statement from all personnel, agents, and subcontractors assigned to the awarded Contract.

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

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

All information belonging to the California Department of Technology (CDT) is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required in this Agreement.

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

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the State's Contract Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by the State's Contract Manager. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the Contract Manager before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the contracting Agency/state entity.

The Contractor's Authorized Representative or Corporate Officer	
Contractor's/Firm Name:	

The Contractor's Authorized Representative or Corporate Officer	
Printed Name of Authorized Representative:	
Title/Role:	
Phone Number:	
Email:	
Signature:	
Date:	

ATTACHMENT 11: ADVANCE NOTIFICATION FOR CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING

See attached file: ATTACHMENT 11: ADVANCE NOTIFICATION FOR CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING.pdf

ATTACHMENT 12: BIDDER QUALIFICATIONS MATRIX

Separately attached. Refer to the file titled **Attachment 12 - 9-1-1 Call Processing Equipment (CPE) Bidder Qualifications Matrix.xlsx**.

ATTACHMENT 13: CAL OES — PUBLIC SAFETY COMMISSION (TD 288)

See attached file: ATTACHMENT 13: CAL OES _ PUBLIC SAFETY COMMISSION (TD 288).pdf

ATTACHMENT 14: CPE SERVICE INVOICE TEMPLATE

INSTRUCTIONS

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

Email: CA911Invoicing@caloes.ca.gov

Cal OES, CA 9-1-1 Branch

601 Sequoia Pacific Blvd, MS-911

Sacramento, CA 95811-0231

7. SHIP TO (1ST LINE): County Code, PSAP Number, Service Number, Vendor Abbreviation
8. SHIP TO: PSAP location address of delivery service
9. SYSTEM ACCEPTANCE DATE: the date installation is complete and confirmed accepted
10. PSAP LOCATION NAME: PSAP Name referenced by State
11. SERVICE TYPE: Category name Funding Request
12. SERVICE PERIOD: date & month through date & month (ex: 01 JULY-31 JULY)
13. EQUIPMENT: One time Equipment total charge
14. LABOR: One time Labor total charge
15. OTHERS: Input One Time total charges name beyond Equipment, Labor, Maintenance
16. TAXES/SURCHARGES: One-time total charge for Taxes/Surcharges
17. NEW CHARGES: Total invoice charges to paid for current invoice
18. \$_____MONTHLY: Monthly amount for invoice when maintenance starts
19. TERMS: the current invoice cycle of the total cycle for maintenance
20. EFFECTIVE _____ TO EXPIRED _____: Date maintenance starts and date maintenance ends
21. TOTAL OF APPROVED TD 288: Total amount the TD 288 has approved
22. DESCRIPTION: detailed description of service including identifier ID relation
23. QUANTITY: Unit of measure/ # of services
24. UNIT PRICE: U.S. dollar amount per quantity
25. LINE TOTAL: Per Specific Service total amount
26. TOTAL: New Current Charges for this invoice

Table 1 County Code

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

ATTACHMENT 15: CPE SERVICE INVOICE TEMPLATE

The Non-Public State Data that may be used along with the acceptable scope of such usage.



Your Company Name
Street Address
City, ST ZIP Code
Phone

Date

Number, Trk #

Number

Number

TO:

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

TO:

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

SYSTEM ACCEPTANCE DATE	P8AP LOCATION NAME	SERVICE TYPE	SERVICE PERIOD
Date	Name	CPE INSTALLATION	Date Ranges

EQUIPMENT: \$ _____
LABOR: \$ _____
OTHERS: Fill in: _____ \$ _____
TAXES/SURCHARGES: \$ _____

NEW CHARGES: \$

MAINTENANCE TO BE BILLED \$_____ MONTHLY

TERMS: 0 of 72

EFFECTIVE MO/DAY/YEAR TO EXPIRED MO/DAY/YEAR

TOTAL OF APPROVED TD 288: \$_____

SUMMARY OF DESCRIPTION:

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

New Charges Total Processed

USD

ATTACHMENT 16: SAMPLE SOW TEMPLATE

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

A. Cover Page (should include the following)

- a. Contractor Name
- b. PSAP Name
- c. Project name
- d. Table of Contents
- e. Including all the major categories and subcategories

B. Body

a. Overview

- a. An overall statement about the purpose of the SOW and scope of the project
- b. A list of all equipment, including quantities, individual prices for hardware, and monthly maintenance costs
- c. A description of the equipment that is to be provided by the PSAP
- d. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project
- e. Any other general issues.

b. Design

- a. System overview including a description of the equipment and services provided. This includes but is not limited to network configuration and interfaces, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system elements.
- b. Description of the network elements to be connected to the system including NG9-1-1 circuits, administration lines, ring-down lines, direct connects, remote maintenance lines, contact closures, and any other network connections that will be configured in the system
- c. Integration Requirements to other equipment such as CAD, radio, and time syncing equipment;

c. Change Requests

- a. Change orders will be allowed upon approval from both the PSAP and the CA 9-1-1 Branch. Include a copy of the vendor change order form.

d. Acceptance Testing

- a. A copy of the System Acceptance Checklist (TD284) (Checklist form will be made available in the Chapter III Funding Manual)
- b. A description of how MACs are handled once Acceptance has been signed off by

the authorized PSAP representative.

- e. 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.
- f. Responsibilities
 - a. Contractor responsibilities
 - b. PSAP responsibilities
 - c. CA 9-1-1 Branch responsibilities.
- g. PSAP admin/business line profile that will be integrated into the CPE, as well as 9-1-1 bandwidth to be provided with Cloud/Data Center CPE.
- h. Installation Schedule
 - a. List of key dates beginning with the estimated funding approval date from the CA 9-1-1 Branch. A revised schedule from the Contractor will be required once TD-288 is issued.
 - b. These include site readiness date, installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.
- i. Service Provisions
 - a. Acknowledgment of the terms of the service provisions of the Contract.
- j. Maintenance Plan
 - a. Remote maintenance/update processes
 - b. Response times for critical, major, and minor outages
 - c. 24/7 contact numbers to report trouble
- k. Training Plan:
 - a. A description of the training that will be provided to the PSAP personnel
 - b. List of the user manuals/websites that will be provided by the Contractor;
 - c. List of the technical service manuals/websites that will be provided by the Contractor.
- l. SOW Approval
 - a. A sign-off page for the authorized PSAP representative to approve the content of the SOW.
- m. Appendices
 - a. Site Certification Document: The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system
 - b. Floor Plan: Diagrams of the room where the workstations will be deployed, and the NG9-1-1 trunk (if applicable) point of ingress at the PSAP

- c. Pricing and Terms: A copy of the detailed quote from the Contractor for the project that includes quantities, and monthly maintenance costs
- d. Forms: Samples of the forms that will be used for the project, such as change request forms, issue communications forms and any other applicable forms

ATTACHMENT 17: CONTRACTOR'S LICENSE INFORMATION

(INSTALLATION SERVICES ONLY)

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

CONTRACTOR:

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

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

SUBCONTRACTOR 1

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____

SUBCONTRACTOR 2

Class _____ License No: _____

Licensee: _____ Expiration Date: _____

Relationship of Licensee to Contractor: _____