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EXHIBIT 1



Request for Proposal
RFP 6026-2018
PART 1 – BIDDER INSTRUCTIONS
FOR
Next Generation 9-1-1 Services – Prime and Regions
Issued by:
State of California
California Governor's Office of Emergency Services (Cal OES)

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

Part 2 of the solicitation contains all forms a Bidder must complete and return with its Proposal Submission, including the CDT/STP 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

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1. INTRODUCTION

This solicitation is being conducted under the authority of California Department of Technology (CDT) pursuant to Public Contract Code (PCC) §6611 et seq. The format that bid information is to be submitted and the material to be included therein follows. This solicitation also addresses the requirements that Bidders must meet to be eligible for consideration, as well as addressing Bidders' responsibilities before and after award.

1.1. PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) is to obtain bids from qualified Bidders to result in a single contract for Next Generation 9-1-1 (NG9-1-1) Services – Prime, and a single contract with each Regional NG9-1-1 Services – Region for a total of four (4) Regions, with the California Governor's Office of Emergency Services (Cal OES), Public Safety Communications (PSC), CA 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch).

1.2. BACKGROUND

The 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. Guidance for filing 9-1-1 tariffs is provided by the California Public Utilities Commission (CPUC) and can be found at: <http://www.cpuc.ca.gov/uploadedFiles/CPUCPublicWebsite/Content/UtilitiesandIndustries/Communications - Telecommunications and Broadband/Service Provider Information/911%20Tariff%20Filing%20Text%20for%20CD.pdf>

1.3. TERM OF CONTRACT

Effective upon approval of CDT, Statewide Technology Procurement (STP), the term of the Contract is five (5) years, with an estimated start date of July 31, 2019.

The State, at its sole discretion, may exercise its option to execute five (5) one (1)-year extensions for a maximum Contract term of ten (10) years. If the State exercises its option(s) to extend the contract term, each extension will be at the rates provided in Exhibit 22, COST WORKBOOK.

1.4. CURRENT AND PROPOSED ENVIRONMENT

1.4.1. CURRENT ENVIRONMENT

The CA 9-1-1 Branch in collaboration with approximately 440 PSAPs provide 9-1-1 services for California. The 9-1-1 services are provided via tariff through 45 Selective Routers that are maintained by two telecommunications service providers (AT&T and Frontier Communications). AT&T and Frontier provide Automatic Number Identification (ANI)/ Automatic Location Identifier (ALI) services via tariff for all California PSAPs. There are eleven (11) Local Access Transport Area (LATA) boundaries throughout California. In 2018, the

annual call volume was 27,018,953 with just over 80% coming from wireless devices. The California PSAPs operate and maintain approximately 3,000 Customer Premise Equipment (CPE) positions.

1.4.2. PROPOSED ENVIRONMENT

This section is intended to present an overview of the proposed system. This RFP does not define the solution. The Bidder shall be responsible to deliver a solution utilizing the required technical requirements identified in Exhibit A, STATEMENT OF WORK (SOW) and Exhibit 21, TECHNICAL REQUIREMENTS - Prime, and Exhibit 23, TECHNICAL REQUIREMENTS – Region. The Proposal Requirements, which include the technical requirements supporting this overview are to be included in Section 4, PROPOSAL REQUIREMENTS.

In the event a discrepancy or ambiguity between the requirements described in this section, and the requirements set forth in Section 4, PROPOSAL REQUIREMENTS is detected after the opening of proposals, Section 4, PROPOSAL REQUIREMENTS and the Bidder's response thereto shall have priority over this section.

The NG9-1-1 Services – Prime in California shall follow the National Emergency Number Association (NENA) i3 Call Flow per NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution. Each region shall provide NENA i3 call flow to support interoperability between their Region and the Prime. The Prime is responsible for the overall management and direction for call flow consistency. Each Region is responsible for the aggregation, routing and delivery of 9-1-1 calls for the awarded region. The "awarded region" is defined as the region to which Cal OES has entered into contract with a specific bidder.

The NG9-1-1 Service Network Provider – Prime shall be responsible to aggregate all Originating Service Provider (OSP) 9-1-1 traffic with the exception of AT&T, Consolidated Communications, Frontier, and wireless OSP. Text to 9-1-1 is also included as part of the 9-1-1 traffic. The Prime Network Service Provider (PNSP) shall aggregate all Text-to-9-1-1 traffic from the Text Control Center or OSP. The PNSP shall be responsible for routing all aggregated 9-1-1 traffic to the appropriate PSAP. In the event of a regional network failure, the PNSP shall be responsible to provide redundant path for routing all 9-1-1 traffic from region through Prime to the PSAP. In the event a PSAP requires 9-1-1 traffic to be transferred outside of their region, the PNSP shall be responsible to accept the 9-1-1 traffic and deliver to the appropriate PSAP.

The PNSP shall be responsible to support integration of an Emergency Alert and Warning System to include Integrated Public Alert and Warning System (IPAWS).

The NG9-1-1 Service Network Provider – Regional (RNSP) shall be responsible to aggregate all AT&T, Consolidated Communications, Frontier, and wireless OSP traffic within their awarded region.

The PNSP and RNSP shall be responsible to anchor all 9-1-1 traffic at aggregation until verification of the ability for the NG 9-1-1 core services to deliver the call to the appropriate PSAP.

The RNSP shall be responsible for all costs associated with the network connectivity to the PNSP for the redundant connectivity. The PNSP shall not charge the RNSP a connection fee for the redundant connectivity.

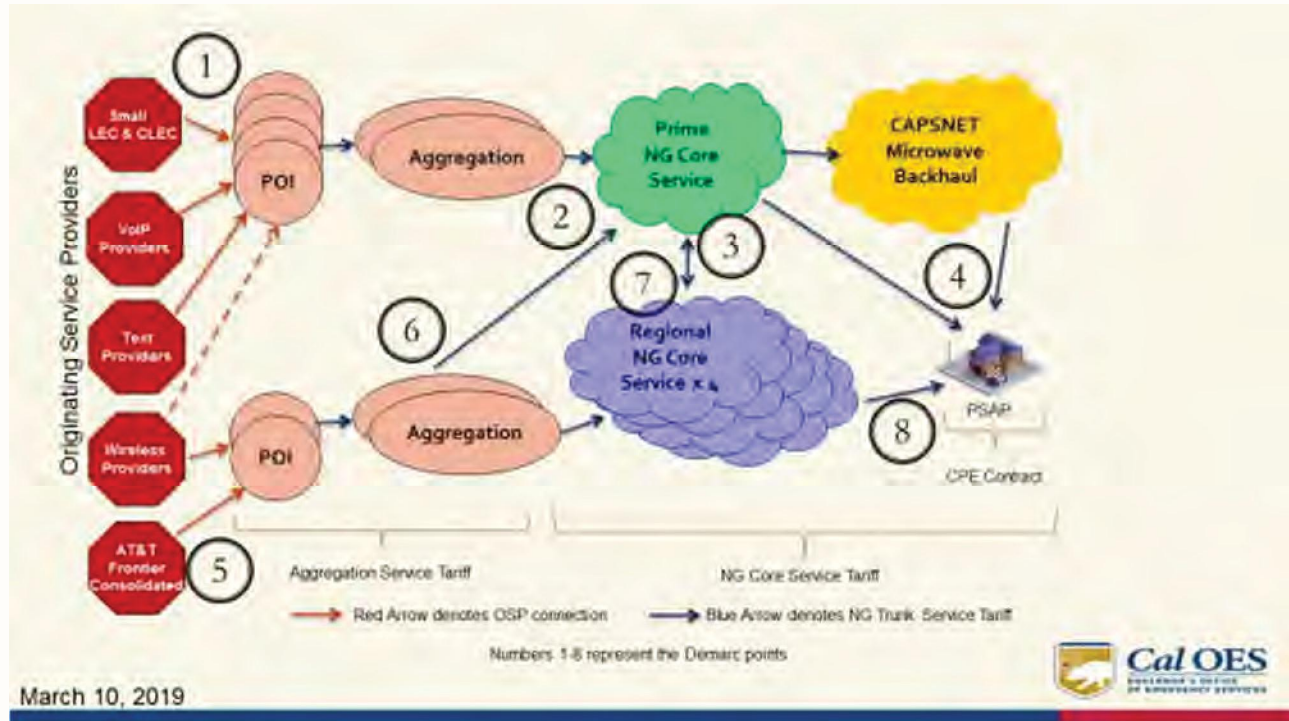


FIGURE 1: NEXT GENERATION 9-1-1 TARIFF SCHEME

Demarc number	Prime Network Service Provider (PNSP) Demarc description
1	Small LEC, Text, and VoIP OSPs
2	Aggregation to Prime NGCS
3	From Prime NGCS to Regional NGCS (will require demarc for each RNSP)
4	Prime NGCS to all PSAP statewide
Demarc number	Regional Network Service Provider (RNSP) Demarc description
5	All Wireless OSPs, Consolidated Communications, AT&T, and Frontier
6	From Regional aggregation to Prime NGCS (will require demarc from each RNSP to Prime NGCS)

7	From Regional NGCS to Prime NGCS (will require demarc from each RNSP to Prime NGCS)
8	From Regional NGCS to PSAP within region

Figure 1: Next Generation 9-1-1 Tariff Scheme

1.5. AMERICANS WITH DISABILITIES ACT (ADA)

To comply with the nondiscrimination requirements of ADA, it is the policy of the State of California to make every effort to ensure that its programs, activities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing a reasonable accommodation to participate in the procurement process or for persons having questions regarding reasonable accommodations of the procurement process, you may contact the Procurement Official identified in Section 2.2.1. You may also contact the State of California at the numbers listed below.

Important: To ensure that we can meet your need, it is best that we receive your request for reasonable accommodations at least ten (10) working days before the scheduled event, e.g., meeting, conference, workshop, etc., or deadline due-date for procurement documents.

The California Relay Service Telephone Numbers are:

TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

2. BIDDING INSTRUCTIONS

2.1. BIDDER ADMONISHMENT

This procurement will follow a phased approach designed to increase the likelihood that Proposal Submissions will be received without disqualifying defects. The additional steps:

- 1) Ensure that the Bidder clearly understand the State's requirements before attempting to develop its Proposal;

- 2) Ensure that the State clearly understands what each Bidder intends to propose before those proposals are finalized;
- 3) Provide an opportunity for the State and each Bidder to discuss weaknesses or potentially unacceptable elements of a Bidder's proposal and gives the Bidder an opportunity to modify its proposal to correct such problems;

Specific information regarding such steps is found in Section 2.5, BIDDING STEPS, Section 2.7 Negotiations, and Section 7, EVALUATION, of the solicitation.

The Bidder should refer to Section 2.5, BIDDING STEPS, to understand the steps applicable to this solicitation. It is the Bidder's responsibility to:

- 1) Carefully read the entire solicitation;
- 2) Ask appropriate questions in a timely manner, if clarification is necessary;
- 3) Submit all required responses by the required dates and times;
- 4) Make sure that all procedures and requirements of the solicitation are accurately followed and appropriately addressed;
- 5) Carefully re-read the entire solicitation before submitting a Proposal Submission.

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.com.

Only questions submitted in writing and answered in writing by the Procurement Official shall be binding and official. Written questions must be submitted by email to the Procurement Official identified in Section 2.2.1, PROCUREMENT OFFICIAL, using Attachment 1, TEMPLATE FOR QUESTION SUBMITTAL. All written questions submitted by the deadline specified in Section 2.3, KEY ACTION DATES, will be responded to at the same time with all questions and answers posted to Cal eProcure in the form of a question and answer set.

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 OFFICIAL

The Procurement Official is the State's designated authorized representative regarding this procurement.

Bidders are directed to communicate, submit questions, deliver proposals, and submit all other correspondence regarding this procurement to the Procurement Official at the address below in Table 2-1: Procurement Official.

Table 2-1: Procurement Official

Hand Delivered Proposal; Parcel Post (FedEx, UPS, etc.)	United States Postal Service (USPS)
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California Department of Technology Statewide Technology Procurement Attn: Emily Klahn, Procurement Official 10860 Gold Center Drive, Suite 200 - Security Desk Rancho Cordova, CA 95670	California Department of Technology Statewide Technology Procurement Attn: Emily Klahn, Procurement Official Mail Stop Y12 P.O. Box 1810 Rancho Cordova, CA 95741
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Emily Klahn, Procurement Official
Phone: (916) 628-5661, Email: emily.klahn@state.ca.gov

2.2.2. QUESTIONS REGARDING THE SOLICITATION DOCUMENT

Bidders requiring clarification of the intent, terms and conditions, content of this solicitation, or on procedural matters regarding the competitive proposal process may request clarification by submitting questions using Attachment 1, TEMPLATE FOR QUESTION SUBMITTAL, in an email (using the solicitation identification information from the solicitation title page) to the Procurement Official listed in Section 2.2.1. To ensure a response, questions must be received in writing by the scheduled date(s) specified in Section 2.3, KEY ACTION DATES. Question and answer sets will be provided to all bidders without identifying the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

If a Bidder who 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 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 aspect of the question, the question and answer will not be confidentially maintained and the Bidder will be so notified.

2.2.3. MANDATORY INTENT TO BID

Bidders that want to participate in the solicitation must submit a completed Exhibit 2: Intent to Bid by the date specified in Section 2.3, Key Action Dates. The purpose for the Intent to Bid is to ensure bidders are aware and can comply with Certificate of Public Convenience and Necessity (CPCN) applications, requirements, tariff filing, and all milestones.

This document shall be emailed to the Procurement Official identified in Section 2.2.1. Only those Bidders acknowledging interest in this solicitation will receive invitations and correspondence applicable to the solicitation (e.g., scheduling dates for confidential discussions, Office of Technology services (OTech) meetings, etc.) throughout this procurement. Correspondence to a Bidder regarding this solicitation will only be given to the Bidder's designated contact person.

It shall be the Bidder's responsibility to immediately notify the Procurement Official identified in Section 2.2.1, in writing, regarding any revision to the contact person information by the proposal

submission date. The State shall not be responsible for proposal correspondence not received by the Bidder if the Bidder fails to notify the State, in writing, about any change pertaining to the designated contact person.

A Bidder must notify the Procurement Official whenever its intent to proposal changes or whenever there is a change in the Bidder's designated contact information.

2.2.4. BIDDERS' LIBRARY (NOT APPLICABLE)

2.2.5. BIDDER'S CONFERENCE (NOT APPLICABLE)

2.2.6. SITE VISIT (NOT APPLICABLE)

2.2.7. CLOUD COMPUTING SERVICES

Per the State's Cloud Computing Policy, whenever feasible, Agencies/state entities will utilize the CalCloud services provided by CDT. These service options include Software-as-a-Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). For this RFP, CalCloud services provided by CDT are not a viable option due to various requirements identified in Exhibits 21 and 23. Vendors are required to host their proposed solution in a manner which complies with the requirements identified in Exhibits 21 and 23, TECHNICAL REQUIREMENTS, and if applicable, the [Cloud Computing Services Special Provisions for Software as a Service \(SaaS\)](#) or [Cloud Computing Services Special Provisions of IaaS or PaaS](#).

2.3. KEY ACTION DATES

Table 2-3: 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 Submission. Dates listed after the Bidder's submission of Proposal Submission are estimated and may be adjusted without addendum to this solicitation. All times listed are for California Pacific Time/Pacific Standard Time.

Table 2-3: Key Action Dates (KAD)

Key Action Dates		
Item	Action	Date and Time
1.	Release Solicitation	April 1, 2019

Key Action Dates		
Item	Action	Date and Time
2.	Last Day to submit (a) Mandatory Exhibit 2 , Intent to Bid and Exhibit 3, Confidential Statement. (b) Last day to submit written questions using Attachment 1	April 12, 2019
3.	State's response to Bidder's questions, Bidder's request for changes to the requirements and release of potential addendum	April 26, 2019
4.	Last day to submit Proposal ²	May 17, 2019, 5:00 PM PT
5.	Technical Evaluation Period ³	May 17 – June 7, 2019
6.	Bidders last day to submit or update tariffs to CPUC	June 7, 2019 5:00 PM PT
7.	Cost Workbook Submission	June 27, 2019 5:00pm PT
8.	Negotiation	July 1 - July 30, 2019
9.	PNSP Contract Award	July 31, 2019
10.	RNSP Contract Award(s)	August 30, 2019
¹ ² All dates after submission of proposal are approximate and may be adjusted as conditions indicate without addendum to this solicitation. ³ Based on the number of proposals received. ⁴		

2.4. 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 Information Technology (IT) goods and services by public bodies in the State of California.

2.4.1. 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 2.7, Negotiations, will disqualify a vendor from participating in Negotiations and Contract Award.

A deviation of any mandatory requirement (other than the non-negotiable requirements identified in Section 2.7, Negotiations) must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO.

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

2.4.2. 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 Official identified in Section 2.2.1, of such error in writing and request clarification or modification of the document.

Modifications will be made by addenda issued pursuant to Section 2.4.6, ADDENDA. Such modifications shall be given by written notice to all parties who have identified themselves as Bidders to the Procurement Official without divulging the source of the request. Insofar as practicable, the State will give such notices to other interested parties, but the State shall not be responsible therefore.

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.

2.4.3. 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. Specific conditions to be examined may be listed in Section 3, ADMINISTRATIVE REQUIREMENTS and/or Section 4, PROPOSAL REQUIREMENTS.

2.4.4. EXCLUSION FOR CONFLICT OF INTEREST

No consultant shall be paid out of State funds for developing recommendations on the acquisition of IT products or services or assisting in the preparation of the project approval

lifecycle documents (stages 2, 3, or 4) or feasibility study, 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) or feasibility study. 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.

2.4.5. CONFIDENTIALITY

Bidder material becomes public only after the contract(s) has been executed. 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 is a 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.

2.4.6. ADDENDA

The State may modify the solicitation at any time prior to submission of Proposal Submission by issuing an addendum. Addenda will be numbered consecutively.

2.4.7. BIDDER'S COST TO DEVELOP RFP

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

2.4.8. DISCOUNTS

In connection with any discount offered, except when a provision is made for a testing period preceding acceptance by the State, time will be computed from the date of delivery of the supplies or equipment as specified, or from date correct invoices are received in the office specified by the State if the latter date is later than the date of delivery. When a provision is made for a testing period preceding acceptance by the State, the date of delivery shall mean the date the supplies or equipment are accepted by the State during the specified testing period. Payment is deemed made, for the purpose of earning the discount, on the date of mailing the State warrant or check.

Cash discounts offered by Bidders for the prompt payment of invoices will not be considered in evaluating offers for award purposes; however, all offered discounts will be taken if the payment is made within the discount period, even though not considered in the evaluation of offers.

2.4.9. SIGNATURE OF 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 rejected. 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.

2.4.10. IRREVOCABLE OFFER

A Bidder's Proposal Submission is an irrevocable offer 180 days following the scheduled date of Contract award date specified in Section 2.3, KEY ACTION DATES. A Bidder may elect to extend the offer in the event of a delay of Contract award.

2.4.11. FALSE OR MISLEADING STATEMENTS

Proposals which contain false or misleading statements, or which provide references that do not support an attribute or condition claimed by the Bidder, may be rejected. 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, it will be the basis for rejection of the Bidder's proposal.

2.4.12. JOINT PROPOSALS (NOT APPLICABLE)

2.4.13. BONDS

The State reserves the right to require a performance bond or other security document as specified in the solicitation from the Bidder in an amount not to exceed the amount of the Contract. In the event the State requires a surety bond that has not been expressly required by

the solicitation, the State will reimburse the Bidder as an addition to the purchase price in an amount not exceeding the standard premium on such bond.

2.4.14. UNFAIR PRACTICES ACT AND OTHER LAWS

Bidder warrants that its proposal complies with the Unfair Practices Act (Business and Professions Code §17000 et seq.) and all applicable state and federal laws and regulations.

2.4.15. FAIR EMPLOYMENT AND HOUSING COMMISSION REGULATIONS

The California Government Code §12990 requires all state Contractors to have implemented a Nondiscrimination Program before entering into any Contract with the State. The Department of Fair Employment and Housing (DFEH) randomly selects and reviews state Contractors to ensure their compliance with the law. DFEH periodically disseminates a list of Contractors who have not complied. Any Contractor so identified is ineligible to enter into any state contract.

2.4.16. PLASTIC TRASH BAG CERTIFICATION VIOLATIONS

Public Resources Code §42290 et seq. prohibits the State from contracting with any supplier, manufacturer, or wholesaler, and any of its divisions, subsidiaries, or successors that have been determined to be noncompliant to the recycled content plastic trash bag certification requirements. This includes award of a state contract or subcontract or renewal, extension, or modification of an existing contract or subcontract. Prior to award, the State shall ascertain if the intended awardee or proposed subcontractor is a business identified on the current California Department of Resources Recycling and Recovery (CalRecycle) noncompliant list(s). In the event of any doubt of the status or identity of the business in violation, the State will notify the CalRecycle of the proposed award and afford the CalRecycle the opportunity to advise the State. No award will be made when either the Bidder or a subcontractor has been identified either by published list or by advice from the CalRecycle, to be in violation of certification requirements.

2.4.17. AIR OR WATER POLLUTION VIOLATIONS

Unless the Contract is less than \$25,000 or with a non-competitively bid Contractor, Government Code §4477 prohibits the State from entering into any contract for the purchase of supplies, equipment, or services from any person, including a corporation or other business association who is in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution control district, or is subject to a cease and desist order not subject to review issued pursuant to Water Code §13301 for violation of waste discharge requirements or discharge prohibitions, or is finally determined to be in violation of provisions of federal law relating to air or water pollution.

2.5. BIDDING STEPS

The procurement process may require multiple types of steps or compliance phases, as specified in the RFP that may include: Conceptual Proposal, Detailed Technical Proposal, Draft Proposal, and/or Preliminary proposal (draft submission of only State identified parts or sections of the Proposal Submission phase). The procurement process requires a mandatory final phase consisting of a proposal submission.

At any point during the procurement phase, the State reserves the right to add a compliance phase to the solicitation.

2.5.1. COMPLIANCE PHASE

The State reserves the right to hold a compliance phase prior to award. The compliance phase is an iterative, conversational mode of proposal and Contract development. It requires the State, working together in confidence with each Bidder, to assess and discuss the viability and effectiveness of the Bidder's proposed methods of meeting the State's needs as reflected in the solicitation. It is a departure from the rigid "either accept or reject" philosophy of traditional competitive bidding, yet it is highly competitive in nature. It provides the flexibility needed for the Bidder to present a preliminary proposal prior to formal submittal of the Proposal Submission, and it facilitates the correction of defects before they become detrimental to the proposal. The compliance phase proposals or preliminary proposals may include the submission of a conceptual proposal and/or a detailed technical proposal and/or a draft proposal by the Bidder and/or confidential discussions of the Bidder's proposal(s), and revised draft proposals to address the correction of defects.

The additional compliance phase step(s) will (1) ensure that the Bidders clearly understand the State's requirements before attempting to develop its Proposal Submission; (2) ensure that the State clearly understands what each Bidder intends to propose before those proposals are finalized; and (3) give the State and each Bidder the opportunity to discuss weaknesses or potentially unacceptable elements of a Bidder's proposal and give the Bidder the opportunity to modify their proposal to correct such problems.

The Bidder is strongly encouraged to follow the scheduled steps of this procurement document in order to increase the chance of submitting a compliant Proposal Submission.

Conceptual Proposal (Not Applicable)

Detailed Technical Proposal (Not Applicable)

Draft Proposal (Not Applicable)

2.5.2. PROPOSAL SUBMISSION PHASE

The purpose of the final phase is to obtain proposals that are responsive in every respect. The Proposal Submission is a mandatory step for all Bidders; all other steps are optional unless otherwise stated in Section 2.3, KEY ACTION DATES.

The Proposal Submission must be complete, and include all cost information, required signatures, Contract changes issued by the State via an addendum, if any. Cost as identified in Section 6, Proposal Format and Submission Requirements must be submitted under a separate, sealed cover by the Key Action Date identified in RFP Section 2.3.

2.5.3. WITHDRAWAL AND RESUBMISSION / MODIFICATION OF PROPOSALS

A Bidder may withdraw its conceptual proposal, detailed technical proposal or draft proposal at any time by written notification. A Bidder may withdraw their Proposal Submission at any time prior to the Proposal Submission date and time specified in Section 2.3, KEY ACTION DATES, by submitting a written notification of withdrawal signed by an authorized representative of the Bidder in accordance with Section 2.4.9, SIGNATURE OF PROPOSAL. The Bidder may thereafter submit a new or modified proposal prior to the respective proposal 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, Proposal Submissions cannot be changed or withdrawn after the deadline date and time designated for receipt, except as provided in the solicitation.

2.5.4. DISPOSITION OF PROPOSALS

All materials submitted in response to this solicitation will become the property of the State of California and will be returned only at the State's option and at the Bidder's expense. At a minimum, the master copy of the Proposal Submission shall be retained for official files and will become a public record after the Notification of Intent to Award is posted. However, materials the State considers as confidential information (such as confidential financial information submitted to show Bidder responsibility) will be returned upon request of the Bidder.

2.6. PROTESTS (NOT APPLICABLE)

This solicitation is being conducted under (PCC) §6611 et seq, protests are not applicable to this solicitation.

2.7. NEGOTIATIONS

The State will conduct negotiations under PCC §6611. The purpose of the negotiation process is to maximize the State's ability to obtain a value effective solution. The State will use the following four (4) non-negotiable items to determine if a bidder's Final Proposal is responsive and the bidder is eligible for Negotiations. The Bidder's response at minimum includes:

- An approved CPCN
- Indication that tariffs have been filed with CPUC
- A proposed solution that is non-proprietary
- A proposed solution that is in compliance with NENA i3 standards

Negotiated items will be determined by the State after final proposals are evaluated. If a bidder's Final Proposal deviates from any of the non-negotiable requirements above, the proposal will be rejected and not considered for negotiation or Contract Award. Any deviation of any requirement other than the non-negotiable items above, must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO, if requested.

3. ADMINISTRATIVE REQUIREMENTS

Section 3 contains the mandatory administrative requirements that must be met in order to be considered responsive to this solicitation.

Unless designated otherwise, all of the requirements in this section are mandatory. The documents that must be submitted with the Bidder's Proposal Submission are noted as "Mandatory" or "(M)" in this section.

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

(M) – All sections labeled as "Mandatory" or "M" are not negotiable. To be considered responsive and responsible to these requirements, all requirements identified as (M) must be responded to. The responses will be evaluated in accordance with Section 7, Evaluation.

(O) - All sections labeled as "Optional" or "O" are not required to be offered by the Bidder in order to be compliant to the solicitation requirements. A Bidder may choose whether to meet administrative requirements labeled as (O) such as those relating to preference points. However, if a Bidder offers any of these (O) requirements, the Bidder must meet the minimum requirements as stated in the section. The State will review responses to optional requirements and apply points, if applicable, per criteria stated in Section 7, Evaluation.

3.1. 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 numbers 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) state business 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. PRIMARY BIDDER

An award, if made, will be to a primary Bidder for the PNSP and a primary Bidder for each Region. 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.

3.3. SUBCONTRACTORS

The Bidder shall include a list of all subcontractors with bid submission providing the services outlined in Part 2 – STATEMENT OF WORK, SECTION 10 – SUBCONTRACTORS and use the format provided in EXHIBIT 24: LIST OF PROPOSED SUBCONTRACTORS.

It is the Bidder's responsibility to ensure any subcontractor that the Bidder chooses to use in fulfilling the requirements of this solicitation, and which is expected to receive more than twenty percent (20%) of the value of the Contract, also meets all administrative and proposal requirements of the solicitation, **which includes meeting CPCN and tariff requirements.**

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

The Contractor shall not change subcontractor(s) and/or Disabled Veteran Business Enterprise (DVBE) subcontractor(s) if such changes conflict with the work to be performed under this Contract. For DVBE subcontractor changes, the Contractor shall utilize another DVBE subcontractor. 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 more than five (5) business 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 Submission 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 Bidder's obligation to pay its subcontractors is an independent obligation from the State's obligation to pay or to enforce the payment of any money to any subcontractor. Contractor is solely responsible for any payments to or claims made by subcontractors.

3.3.1. BIDDER DECLARATION FORM (M)

The Bidder must complete and submit Exhibit 5: BIDDER DECLARATION GSPD-05-105, with its Proposal Submission. 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 Exhibit 5, BIDDER DECLARATION GSPD-05-105, answering the applicable questions on the form, and submit it with its Proposal Submission. The form is available at:

www.documents.dgs.ca.gov/pd/poliproc/MASTEr-BidDeclar08-09.pdf

3.4. 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 Statewide Technology Procurement.

3.5. FINANCIAL RESPONSIBILITY INFORMATION

3.5.1. FINANCIAL STABILITY

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 Bidder continues to have the financial resources to sustain its operations during system planning, development implementation and maintenance and operations phases.

3.5.2. RESPONSIBILITY CERTIFICATION (M)

The Bidder must certify in writing, to the best of its knowledge and belief that the Bidder, the Bidder's subcontractor(s) or any personnel related to the Contract to be awarded are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of Contracts by any state or federal agency. The Bidder must submit its certification as Exhibit 16: RESPONSIBILITY CERTIFICATION WITH ITS PROPOSAL SUBMISSION.

The Bidder shall be deemed non-responsive if certification is not submitted with its Proposal Submission, as specified in this section.

3.6. GENERAL PROVISIONS

The Bidder is advised that deviations from the State approved Terms and Conditions may be the basis for rejection of the Bidder's proposal.

3.6.1. GENERAL PROVISIONS – INFORMATION TECHNOLOGY (GSPD-401IT-09/05/2014)

The Contract awarded as a result of this solicitation shall automatically incorporate by reference the GSPD – 401IT, General Provisions – Information Technology, which can be found at the following URL:

http://www.documents.dgs.ca.gov/pd/poliproc/gspd401it14_0905.pdf

3.6.2. CLOUD COMPUTING SERVICES SPECIAL PROVISIONS

If the Bidder's solution includes commercial Software as a Service (SaaS) as part of the solution, the Contract awarded as a result of this solicitation shall automatically incorporate by reference the "State Model: Cloud Computing Services Special Provisions for SaaS," which can be found at the following URL: <http://www.dgs.ca.gov/pd/Home/CloudComputing.aspx>

3.7. COMMERCIAL GENERAL LIABILITY

The Contractor shall maintain general liability with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent Contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured Contract. This insurance shall apply separately to each insured against whom a claim is made or suit is brought subject to the Contractor's limit of liability.

The policy must include the State of California, its officers, agents, employees and servants as an additional insured, but only insofar as the operations under the Contract are concerned.

In accordance to GSPD-401IT 09/05/2014, Provision 20, Insurance, 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 satisfactory evidence of insurance within ten (10) calendar days of Contract award.

3.8. WORKERS' COMPENSATION/EMPLOYER'S LIABILITY (M)

The Prime Contractor shall maintain statutory workers' compensation and employer's liability coverage for all its employees who will be engaged in the performance of the Contract, including special coverage extensions where applicable. Employer's liability limits of \$1,000,000 shall be required. The Bidder is required to sign Exhibit 7: WORKERS' COMPENSATION CERTIFICATION and submit it with its Proposal.

3.9. ADMINISTRATIVE REQUIREMENTS DOCUMENT (M)

The Bidder must indicate its willingness and ability to satisfy these requirements by marking "Yes" on the "Bidder Agrees Yes/No" column on Exhibit 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS. Answering "No" to any of the mandatory administrative requirements or not submitting the required documents with its Proposal Submission may result in the proposal being deemed non-responsive.

3.10. COVER LETTER (M)

The Bidder must complete and submit Exhibit 8, COVER LETTER FORM and submit with their Proposal Submission.

3.11. STD 213, STANDARD AGREEMENT SAMPLE

Exhibit 1, STD 213, STANDARD AGREEMENT form, is included as a sample. Once contract award is complete, the State will enter all required information prior to moving forward to the signature process step. The Bidder, will be contacted to designate the name and title of the party authorized to bind the Bidder contractually. The State will send the completed finalized Exhibit 1, STD 213, STANDARD AGREEMENT, to the Bidder for signing and return to the State for signature and approval.

3.12. STATEMENT OF WORK (M)

Exhibit A, STATEMENT OF WORK (SOW) identifies and describes the tasks and responsibilities of the Contractor and the responsibilities of the State during the term of the Contract.

The Bidder must document its agreement with the State's SOW in its entirety by indicating, "Yes" on Exhibit 4, RESPONSE TO THE ADMINISTRATIVE REQUIREMENT.

3.13. CONFIDENTIALITY STATEMENT (M)

The Bidder must agree to the State's confidentiality requirements by submitting a signed Exhibit 3: CONFIDENTIALITY STATEMENT, for the Bidder's company. The completed confidentiality statement must be submitted with Exhibit 2: INTENT TO BID, 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.

3.14. SECRETARY OF STATE CERTIFICATION (M)

If required by law, the Prime Contractor must submit a certificate of status from the California Secretary of State, showing that the Prime Contractor is certified with the California Secretary of State to do business in the State of California. If the Bidder does not currently have this certification, the firm must be certified before a Contract award can be made, and must provide information in the Proposal Submission to support the status of its application to be certified to do business in the State of California.

Domestic and foreign corporations, Limited Liability Companies (LLCs), Limited Liability Partnerships (LLPs) and Limited Partnerships (LPs) must be registered with the California Secretary of State to be awarded the Contract. The California Secretary of State Certificate of Status must be included with the proposal. The required document(s) may be obtained through the California Secretary of State, Certification and Records Unit at (916) 657-5448 or through the following website: <https://businesssearch.sos.ca.gov/>. The Bidder must complete and submit the required documentation as Exhibit 6: Secretary of State Certification, with its Proposal Submission.

3.15. SELLER'S PERMIT (M)

The Contractor must meet requirements set forth in §6452, §6487, §7101 and §18510 of the Revenue and Taxation Code §10295 of the Public Contract Code, requiring the Bidder to provide a copy of its retailer's seller's permit or certification of registration and, if applicable, the permit or certification of all participating affiliates issued by the California Department of Tax and Fee Administration. The Bidder must complete and submit its documentation as Exhibit 25: SELLER'S PERMIT CERTIFICATION, with their Proposal Submission. For more information on seller's permit or certification of registration, refer to the following links:

<https://www.cdtfa.ca.gov/taxes-and-fees/sutprograms.htm>

3.16. PAYEE DATA RECORD (STD 204) (M)

Exhibit 9, PAYEE DATA RECORD indicates the Bidder is subject to state income tax withholdings pursuant to California Revenue and Taxation Code §18662.

The Bidder must complete and submit the Exhibit 9, PAYEE DATA RECORD with its PROPOSAL SUBMISSION as Exhibit 9, PAYEE DATA RECORD. The Bidder must provide the company's Federal Employer Identification Number (EIN) on this form. The form can be located at the following website: <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std204.pdf>

3.17. IRAN CONTRACTING ACT OF 2010 (M)

Division 2, Part 1, Chapter 2.7 of the Public Contract Code (PCC) is the Iran Contracting Act of 2010. This Act §2203 requires that no one shall submit a proposal for a Contract, or enter into or renew a contract, with a public entity for goods or services valued at \$1,000,000 or more if that person (i.e., Bidder or Contractor) engages in investment activities of \$20,000,000 or more as described in PCC §2202.5 pursuant to all provisions of the Iran Contracting Act of 2010. The Iran Contracting Act of 2010, at §2204 requires Bidders to certify at the time the proposal is submitted or the Contract is renewed, that the person is not identified on a list created pursuant to subdivision (b) of PCC §2203 as a person engaging in investment activities in Iran described in subdivision (a) of PCC §2202.5, or as a person described in subdivision (b) of PCC §2202.5, as applicable.

The Bidder must complete and submit Exhibit 10: IRAN CONTRACTING ACT OF 2010, with its Proposal Submission, and, if the Bidder is selected, again each time their awarded Contract is renewed.

3.18. CALIFORNIA CIVIL RIGHTS LAWS (M)

For Contracts over \$100,000 executed or renewed after January 1, 2017, the Contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and

For Contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

The Bidder must complete and submit Exhibit 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION, with its Proposal Submission, and, if the Bidder is selected, again each time their awarded Contract is renewed.

3.19. BONDS AND OTHER SECURITY DOCUMENTS (M)

The Bidder must submit as Exhibit 19: BOND AND OTHER SECURITY DOCUMENTS, with its Proposal Submission as described below in Table 3-1: BOND REQUIREMENTS. A Proposal Submission submitted without the required documents will be considered non-responsive and will be the basis for rejection of the Bidder's proposal.

Table 3-1: Bond Requirements

Item	Financial Protection for Guarantee of Performance (Proposal process) Required at Proposal Submission Submittal (Exhibit 19)	Item	Surety Bond and Letter of Credit and Other Forms of Guarantee (at Intent to Award stage) Required within 21 days after Contract Award and Aligns with Performance Start Date
1 a	Letter of Bondability	1 b	Performance Bond

Definitions:

1a Letter of Bondability (Required at Proposal Submission)

The Letter of Bondability shall be from an admitted surety insurer which states the surety unconditionally offers to guarantee to the extent of \$20,000,000 US dollars for PSNP or \$8,000,000 for each RNSP, the Bidder's performance in all respects of the terms and conditions and provisions of the agreement, Letter of Bondability shall be valid until execution of performance bond.

1b Performance Bond within 21 days of Contract Award

The Bidder shall furnish to the Deputy Director of CDT STP, a performance bond security in a form satisfactory to the Deputy Director of CDT STP at no cost to the State, a Performance Bond in the amount \$20,000,000 US dollars for PNSP or \$8,000,000 for each RNSP. The bond shall be on a form from an admitted surety insurer and must guarantee Contractor's compliance with the terms of this Contract. The bond shall be in effect for not less than two (2) years after Contract execution, or until full implementation and system acceptance, whichever is later.

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

Because of the potential consequences that might result if the successful Bidder is unable to furnish any of the specified documents, the Bidder should take the necessary steps, prior to submittal of Proposal Submission, to ensure that, if awarded, they can meet these requirements.

3.20. SOCIOECONOMIC PROGRAMS

3.20.1. BIDDER'S PREFERENCE AND INCENTIVE DECLARATION (M)

The Bidder must complete and submit Exhibit 13: BIDDING PREFERENCE AND INCENTIVES, with its proposal. The Bidder must indicate on Exhibit 13, BIDDING PREFERENCE AND INCENTIVES whether it is or is not claiming each preference and/or incentive. Refer to Section 7, EVALUATION, for

details on the amount and application of preference and incentive points during proposal evaluation.

3.20.2. DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM

The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State Contracts are established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq.

Information regarding the DVBE Program Requirements may be viewed at:

<http://www.documents.dgs.ca.gov/pd/smallbus/CUF/DVBEIncentiveRequireGoodIT.pdf>

The Bidder who has been certified by California as a DVBE (or who has obtained the participation of subcontractors certified by California as a DVBE) must submit a completed form(s) STD.843 DISABLED VETERAN BUSINESS DECLARATIONS for each DVBE. All disabled veteran owners and disabled veteran managers of the DVBE(s) must sign a form for each DVBE and submit as Exhibit 13: BIDDING PREFERENCE AND INCENTIVES. The form is available at:

www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf

The Office of Small Business and DVBE Services offer program information and may be reached at:

Office of Small Business and DVBE Services
707 Third Street, 1st Floor, Room 400
West Sacramento, CA 95606

<https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Certification-Program>

Receptionist: (916) 375-4940 Fax (916) 375-4650

3.20.2.1. DVBE PARTICIPATION REQUIREMENT

For the purposes of this solicitation, the DVBE Participation Requirement has been waived.

3.20.2.2. DVBE INCENTIVE (O)

For Contract award evaluation purposes only, the State shall apply the incentive amount based on the amount of DVBE participation obtained above three percent (3%). The incentive is only given to those Bidders who are responsive to the DVBE program requirement and propose DVBE participation in the resulting Contract that exceeds three percent (3%) participation. If the Bidder is claiming a DVBE incentive, the Bidder must complete the BIDDER DECLARATION GSPD-05-105 form as Exhibit 5, DVBE DECLARATION (STD 843) for each DVBE as Exhibit 12, DVBE DECLARATION, and Exhibit 13: BIDDING PREFERENCES and Incentives, and submit with its Proposal Submission. If the Bidder is not using subcontractors, the Bidder is still required to complete Exhibit 5: BIDDER DECLARATION GSPD-05-105 form, answering the applicable

questions on the form and submit with Proposal Submission. See Section 7, EVALUATION, for details on the amount and application of the incentive during proposal evaluation.

The GSPD-05-105 form and its completion instructions are available at:

<http://www.documents.dgs.ca.gov/pd/poliproc/master-biddeclar08-09.pdf>

3.20.3. SMALL BUSINESS PREFERENCE (O)

§14835 et seq. of the California Government Code requires that a five percent (5%) preference be given to Bidders who qualify as a small business. The rules and regulations of this law, including the definition of a small business, or qualifying non-small business, are contained in Title 2, California Code of Regulations, §1896 et seq. The definition of nonprofit veteran service agencies qualifying as a small business is contained in §999.50 et seq. of the Military and Veterans Code (MVC). The Bidder must complete and submit Exhibit 13: BIDDING PREFERENCES AND INCENTIVES, and the BIDDER DECLARATION GSPD-05-105 form and submit as Exhibit 5: BIDDER DECLARATION GSPD-05-105, with Proposal Submission. If the Bidder is not using subcontractors, the Bidder must complete the Bidder Declaration GSPD-05-105 form answering the applicable questions on the form and submit it as Exhibit 5: BIDDER DECLARATION GSPD-05-105, with Proposal Submission. More information regarding the Small Business Preference may be found at:

<https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Office-of-Small-Business-and-Disabled-Veteran-Business-Enterprise/Certification-Program>

3.20.4. NON-SMALL BUSINESS SUBCONTRACTOR PREFERENCE (O)

A five percent (5%) proposal preference is available to Bidders who qualify as a non-small business claiming at least 25 percent (25%) California-certified small business subcontractor participation. If claiming the non-small business subcontractor preference, the Bidder's response must include a list of the small businesses with which the firm commits to subcontract in an amount of at least 25 percent (25%) of the net proposal price with one (1) or more California-certified small businesses. Each listed certified small business must perform a "Commercially Useful Function" (CUF) in the performance of the Contract as defined in Government Code §14838(b)(1)(2).

Bidders claiming the five percent (5%) preference must commit to subcontract at least 25 percent (25%) of the net proposal price with one (1) or more California-certified small businesses. Completed certification applications and required support documents must be submitted to the Office of Small Business and DVBE Services (OSDS) no later than 5 p.m. of the proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

The preference to a non-small business firm that commits to small business or microbusiness subcontractor participation of 25 percent (25%) of its net proposal price shall be given five

percent (5%) of the highest responsive, responsible firm's total score. A non-small business that qualifies for this preference, may not take an award away from a certified small business.

If claiming a small business preference or using small business subcontractors, the Bidder must complete the Exhibit 5, BIDDER DECLARATION GSPD-05-105 form and submit as Exhibit 5: BIDDER DECLARATION GSPD-05-105, and Exhibit 13: BIDDING PREFERENCES AND INCENTIVES and submit with Proposal Submission. If the Bidder is not using subcontractors, the Bidder must complete the Exhibit 5, BIDDER DECLARATION GSPD-05-105, answering the applicable questions on the form and submit as Exhibit 5: BIDDER DECLARATION GSPD-05-105 with Proposal Submission.

3.20.5. COMMERCIALLY USEFUL FUNCTION (M)

All certified small business, micro business, and/or DVBE Contractors, subcontractors or suppliers must meet the Commercially Useful Function (CUF) 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.

A Contractor, subcontractor, or supplier will not be considered to perform a CUF if the Contractor's, subcontractor(s), or supplier's role is limited to that of an extra participant in the transaction, the awarded Contract, or project through which funds are passed to obtain the appearance of small business or micro business participation.

The Bidder must complete Exhibit 14: CUF CERTIFICATION for each Small Business and/or DVBE (prime and/or subcontractor(s)). All Bidders and subcontractors identified in the proposal response to fulfill the requirements for one (1) or more of the socio-economic programs (DVBE and small business) must perform a CUF in the resulting Contract. CUF is defined pursuant to MVC §999(b)(5)(B) and Government Code §14837(d)(4)(A) for the DVBE and small business programs, respectively.

Bidders claiming one (1) or more of the socio-economic programs must complete the Exhibit 5, BIDDER DECLARATION GSPD-05-105 form and submit as Exhibit 5: BIDDER DECLARATION GSPD-05-105, with its Proposal Submission. If the Bidder is not using subcontractors, the Bidder must complete the Exhibit 5: BIDDER DECLARATION GSPD-05-105 form answering the applicable questions on the form, and submit it as Exhibit 5: BIDDER DECLARATION GSPD-05-105 and submit with Proposal Submission. The Exhibit 5: BIDDER DECLARATION GSPD-05-105 is available at:

www.documents.dgs.ca.gov/pd/poliproc/MASTER-BidDeclar08-09.pdf.

Bidder(s) may be required to submit additional written clarifying information regarding CUF on Exhibit 14: CUF CERTIFICATION. Failure to submit the requested written information as specified may be the basis for rejection of the Bidder's Proposal Submission.

3.20.6. TARGET AREA CONTRACT PREFERENCE ACT (TACPA) (O)

Target Area Contract Preference Act (TACPA) will be granted to California-based firms in accordance with Government Code §4530 whenever Contracts for goods or services are in excess of \$100,000 and the Bidder meets certain requirements as defined in the California Administrative Code (Title 2, §1896.30 et seq.) regarding labor needed to produce the goods or provide the services being procured. The TACPA is optional on the part of the Bidder (not mandatory), is for proposal evaluation purposes only, and does not alter the amount of the awarded Contract.

Bidders wishing to take advantage of this preference will need to review the website below and submit the appropriate response forms as Exhibit 15: TACPA Preference Request Forms, with its Proposal Submission.

The required applications/forms are as follows:

- TACPA (Std. 830)
- Bidder's Summary of Contract Activities and Labor Hours (DGS/PD 525)
- Manufacturer Summary of Contract Activities and Labor Hours (DGS/PD 526).

<https://www.dgs.ca.gov/PD/Services/Page-Content/Procurement-Division-Services-List-Folder/Request-a-Target-Area-Contract-Preference>

3.21. PRODUCTIVE USE REQUIREMENTS (M)

The State reserves the right to hold the Contractor to productive use requirements, as applicable. In order to protect the State from being an experimentalist for new equipment and software having no record of proven consistent performance. The State will only accept proven technology products.

If applicable during the contract term, the proposed solution must include only equipment and off-the-shelf software that is currently supported by its manufacturer for at least the time specified in Table 3-2, Productive Use Timeframes. No equipment and/or software may be proposed, specified, or employed if the manufacturer has announced an end to support. The productive use requirements defined in this section do not apply to any portion of the custom software developed for the State or to modifications to custom software that was developed for the State under this Contract prior to proposed submittal and throughout Contract duration.

3.21.1. CUSTOMER IN-USE

The State reserves the right to hold the Bidder to Customer In-Use requirements, as applicable. The State may require that each equipment and software component proposed during the term of this Contract as part of an automated system adhere to the following:

- 1) Must have been installed and in productive use, in substantially the conformation proposal;
- 2) For a paying customer external to the Bidder's organization; and
- 3) For at least the number of months shown in Table 3-2: PRODUCTIVE USE TIMEFRAMES below and prior to Proposal Submission

Table 3-2: Productive Use Timeframes

Product	Project Cost	Proposal Submission
Category 1 - Critical Software Software that is required to control the overall operation of a computer system or peripheral equipment. Included in this category are operating systems, data base management systems, language interpreters, assemblers and compilers, communications software, and other essential system software.	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months
	More than \$100,000	6 months
Category 2 - All Information Technology Equipment and Non-critical Software. Information technology equipment is defined in SAM §4819.2.	Less than \$10,000	1 month
	\$10,000 up to \$100,000	3 months
	More than \$100,000	4 months

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 In-Use Requirement. Increases or decreases in numbers of components or minor alteration in equipment or minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be exempt from the In-use requirement by CDT STP, if no changes in logic, architecture or design are involved.

3.21.2. CUSTOMER REFERENCES FOR PRODUCTIVE USE REQUIREMENTS (M)

The purpose of the customer reference requirement is to provide the State the ability to verify the claims made by the Bidder.

The Bidder, if requested by the State must provide a list of customers, at no cost to the State, who presently have the equipment and/or software installed and operating. If Customer In-Use, is used, the list must include at least one (1) customer meeting that requirement. However, at least one customer reference must be included for each type of machine and feature proposal

that is subject to the requirements of that section (i.e., one customer having the specific Central Processing Unit).

The State has the option to request from the Bidder supporting evidence of compliance to the customer in-use requirements. Supporting evidence could include, but is not necessarily limited to, one or more of the following:

- 1) Customer purchase order or Contract showing installation dates for subject equipment or software;
- 2) Acceptance document containing verification of installation by a paying customer;
- 3) Customer invoice for subject equipment or software;
- 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 solicitation.

3.22. HARDWARE/EQUIPMENT (M)

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

3.23. PUBLIC WORKS REQUIREMENTS (M) (WHEN APPLICABLE)

(APPLICABLE FOR INSTALLATIONS ONLY)

Proposals that require the Contractor to perform site modifications, wire or cable installation, alteration or improvement to building, modification to fire wall to complete wiring requirements, etc. must include the following Public Works Requirements (applicable to installation) language and corresponding exhibits in the solicitation document.

In accordance with the provisions of §1773 of the California Labor Code, the Contractor shall conform to prevailing rate of wages, including employer benefits as defined in §1773.1 of the California Labor Code, applicable to the classes of labor to be used for public works such as at the delivery site for the assembly and installation of the equipment of materials purchased under the Contract.

Pursuant to §1770 of the California Labor Code, the Department of Industrial Relations has ascertained the general prevailing rate of wages in the county in which the work is to be done, to be as listed in the Department of Transportation booklet entitled General Prevailing Wage Rates. The booklet is required to be posted at the job site. Contact the Department of Industrial Relations, Prevailing Wage Unit at (415) 972-8628.

Prior to the commencement of performance, the Contractor must obtain and provide to the State, a payment bond, on STD 807 when the Contract involves public works expenditure

(labor/installation costs) in excess of \$5,000.00. Such bond shall be in a sum not less than one-half the Contract price for the public works portion of the labor/installation costs. Forms will be made available to the Contractor. See following link for form and information:

<http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std807.pdf>

The Bidder must submit with Proposal Submission a list of proposed subcontractors or indicate whether or not any are going to be used on Exhibit 24: LIST OF PROPOSED SUBCONTRACTORS. The State reserves the right to approve or object to the use of proposed subcontractors on the list.

The Bidder must certify that it is aware of the provisions of §3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions before commencing with the performance of work of this Contract. A Workers' Compensation Certification, Exhibit 7, EVALUATION, must be completed and submitted with an original signature with the Bidder's Proposal Submission.

3.24. LAWS TO BE OBSERVED

3.24.1. LABOR

Pursuant to §1775 of the California Labor Code, the Contractor shall, as a penalty to the State or political subdivision on whose behalf the Contract is made or awarded, forfeit not more than two hundred dollars (\$200) for each calendar day, or portion thereof, for each worker paid by the Contractor, or its subcontractor, less than the prevailing wage so stipulated; and in addition, the Contractor further agrees to pay to each worker the difference between the actual amount paid for each calendar day, or portion thereof, and the stipulated prevailing wage rate for the same. This provision shall not apply to properly registered apprentices.

Pursuant to §1810-§1815 of the California Labor Code, inclusive, it is further agreed that the maximum hours a worker is to be employed is limited to eight (8) hours a day and forty (40) hours a week and the Contractor shall forfeit, as a penalty to the State, twenty-five dollars (\$25) for each worker employed in the execution of the Contract for each calendar day during which a worker is required or permitted to labor more than eight (8) hours in any calendar day or more than forty (40) hours in any calendar week, in violation of §1810-§1815 of the California Labor Code, inclusive.

3.24.2. TRAVEL AND SUBSISTENCE PAYMENTS

The Contractor shall pay the travel and subsistence of each worker needed to execute the work, as such travel and subsistence payments are defined in the applicable collective bargaining agreements filed in accordance with California Labor Code §1773.8.

3.24.3. APPRENTICES

Special attention is directed to §1777.5, §1777.6, and §1777.7 of the California Labor Code and Title 8, California Code of Regulations §200 et seq. Each Contractor and/or subcontractor must, prior to commencement of the public works Contract, contact the Division of Apprenticeship Standards, 525 Golden Gate Avenue, San Francisco, CA, or one of its branch offices to ensure compliance and complete understanding of the law regarding apprentices and specifically the required rationale thereunder. Responsibility for compliance with this section lies with the Prime Contractor.

3.24.4. PAYROLL

The Contractor shall keep an accurate payroll record showing the name, address, social security account number, work classification and straight time and overtime hours worked by each employee. A certified copy of the employee's payroll record shall be made available for inspection as specified in §1776 of the California Labor Code.

3.25. CONTRACTOR'S LICENSE (M)

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

4. PROPOSALS REQUIREMENTS

Section 4 contains the mandatory qualifications, requirements pertaining to the required services that must be met in order to be considered responsive and responsible to this solicitation. In addition to meeting these requirements, the Bidder must adhere to Exhibit A: STATEMENT OF WORK of this solicitation.

Unless designated otherwise, all of the requirements in this section are mandatory. The documents that must be submitted with the Bidder's Proposal Submission are noted as Mandatory "(M)" and Mandatory Scored "(MS)".

The State has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. The State will not tailor these needs to fit some solution a

Bidder may have available; rather, the Bidder shall propose to meet the State's needs as defined in this solicitation.

The Bidder qualifications and solution requirements listed in this section are denoted as follows:

- 1) (M) Sections labeled as "Mandatory" or "M" require a bidder response. To be considered responsive and responsible to these requirements, all requirements identified as (M) must be responded to.
- 2) (MS) Sections labeled as "Mandatory Scored" or "MS" require bidder response. To be considered responsive and responsible to these requirements, all requirements identified as (MS) must be responded to. The State's evaluation team will review responses to (MS) requirements and apply points, if applicable, per criteria stated in Section 7, EVALUATION.

4.1. QUALIFICATION REQUIREMENTS

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

The Bidder must meet the minimum Bidder Qualification Requirements. Failure to meet any of the minimum requirements shall result in a proposal being deemed non-responsive and therefore disqualified.

4.1.1. BIDDER QUALIFICATIONS (M)

The Bidder must complete and submit as part of the proposal response, Exhibit 18.1: BIDDER QUALIFICATION FORM, to confirm that the Bidder's experience meets all the minimum requirements identified in Exhibit 18: BIDDER QUALIFICATION FORM - INSTRUCTIONS. It is incumbent upon the Bidder to provide enough detail in Proposal Submission for the state to evaluate the Bidder's ability to meet the requirements and perform the services as described in this solicitation.

The Bidder must provide information for a minimum of two (2) projects. A separate Exhibit 18.1: BIDDER QUALIFICATION FORM must be submitted for every project used to meet the minimum required experience. Any given project may meet multiple requirements, but not more than two (2) projects may be used to meet a single requirement.

Experience must have occurred within five (5) years prior to the solicitation release date for all projects and must have been completed in the United States of America or must have followed standards similar to the NENA i3 Call Flow per Figure 1 in NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution.

4.1.2. BIDDER REFERENCES (M)

The Bidder must complete and submit as part of Proposal Submission, Exhibit 18.2: BIDDER REFERENCE FORM, for each of the projects cited on the corresponding Exhibit 18.1: BIDDER QUALIFICATION FORM.

The purpose of the Bidder reference requirement is to provide the State the ability to assess the Bidder's experience in providing similar or relevant services to other organizations through a satisfaction rating provided by the Bidder's previous project clients. The description of their projects must be detailed and comprehensive enough to permit the State to assess the similarity of those projects to the work anticipated for the Contract resulting from this solicitation.

Exhibit 18.2: BIDDER REFERENCE FORM, must be completed in its entirety, signed, and dated by a reference that perform a management or supervisory role that can attest and validate its performance for the referenced project to be considered responsive. The Exhibit 18.2: BIDDER REFERENCE FORM must be included in the submission with Proposal Submission. Photocopies may be accepted as long as the form, response, and signature are legible. No information corrections or changes may be made on the reference form by the Bidder.

References may be contacted by the State to validate submitted responses based on customer satisfaction in accordance with Section 7, EVALUATION. References must be external to a Bidder's organization and corporate structure.

If the reference is not allowed either legally or by company/organization policy to sign the reference form, the reference must type in its full name with a brief statement on the form outlining the reason they are not permitted to sign the State's reference form. If needed, the State may contact either the Bidder and/or staff references to validate the reference submitted. The evaluation team will make two (2) attempts via phone and/or email to validate Bidder and/or staff experience using the information provided in the Bidder and/or staff reference forms, as applicable.

4.2. SOLUTION REQUIREMENTS

This section discusses the detailed technical requirements as defined in Exhibit 21, PRIME TECHNICAL REQUIREMENTS and Exhibit 23, REGION TECHNICAL REQUIREMENTS, pertaining to the proposed services that must be met in order to be considered responsive and responsible to this solicitation. In addition to meeting these requirements, the Bidder must adhere to Exhibit A: STATEMENT OF WORK of this solicitation.

4.2.1. TECHNICAL REQUIREMENTS (M)

The Bidder must complete the following exhibits and include each exhibit in its Proposal in accordance with Section 4, PROPOSAL REQUIREMENTS and Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS.

The Bidder must complete and submit as part of its Proposal, Exhibit 21: **PRIME TECHNICAL REQUIREMENTS** to be considered for the PNSP and Exhibit 23: **REGION TECHNICAL REQUIREMENTS** to be considered for a RNSP. The Bidder must indicate compliance and confirmation to each of the requirements by marking only "Yes" or "No", with no qualifying statements in the column labeled "Bidder Agrees to meet the Requirement Yes/No". It is incumbent on the Bidder to provide enough detail in the narrative response for Exhibit 21.0 for the PNSP and Exhibit 23.0 for a RNSP for the State to evaluate the Bidder's ability to meet the requirement.

The Bidder is reminded that in order to be considered responsive and responsible to the requirement, the Bidder must provide enough detail in Proposal in order for the State to evaluate the Bidder's ability to meet the requirement. Refer to Section 7, **EVALUATION**, for details on how the requirement will be scored as part of the overall evaluation.

4.2.2. NARRATIVE RESPONSE REQUIREMENTS (MS)

The Bidder must provide a written narrative for the requirements noted in Exhibit 21.0 for the PNSP and Exhibit 23.0 for a RNSP and include with its Proposal Submission in accordance with Section 6, **PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS**. The narrative will be scored based on the evaluation criteria identified in Section 7, **EVALUATION**.

5. COST

Cost associated with this RFP will be based on Bidder's Tariff Submission filed with the CPUC. All NG9-1-1 services shall be ordered from the Bidder's approved tariffs and the tariff services and costs must align with this RFP. **All tariffs filed must be inclusive of all services, licenses, equipment, taxes, fees, surcharges, and any other related costs identified in this RFP.** Any cost elements not specifically identified after contract award as necessary to meet the requirements in the RFP will be at no additional cost to the State, OSPs, other NG 9-1-1 Service Providers, any PSAPs or any other entity.

Cost is a primary evaluation criterion weighted at 30% of the total (1,500) points for the PNSP and for each RNSP. Evaluation in this category will be based on the lowest total estimated net cost as calculated according to the methodology in this section and Section 7, **EVALUATION**. All costs submitted for this RFP must match tariff pricing filed with the CPUC.

The intent is to structure the pricing format in order to facilitate a straightforward comparison among all Bidders and foster competition to obtain the best market pricing. Consequently, the State requires that each Bidder's cost be in the format outlined in this section. Therefore, Bidders are advised that failure to comply with the instructions listed in this section, 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 their proposals.

Important Note: It is imperative that no cost information is included in the body of the proposal. Cost information shall only be submitted in the Bidder's Response, Volume 3, Cost in accordance with Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS.

5.1. COST WORKBOOK (M)

NG PNSP services and costs included in the Exhibit 22, COST WORKBOOK, are those that the Bidder must provide for the term of the contract as identified in the Exhibit A: STATEMENT OF WORK, of ten (10) years, which includes all costs for optional years as referenced in Section 1.3 TERM OF CONTRACT. All Bidders must provide individual prices as indicated in the cost worksheets and submit with the Bidder's proposal. **Items submitted with no price will be considered as offered at no cost.**

Tab 1, Cover
Tab 2, Instructions
Tab 3, Cost Worksheet #1: NG Prime Cost Summary
Tab 4, Cost Worksheet #2: NG Prime Trunk Costs
Tab 5, Cost Worksheet #3: NG Prime Aggregation Costs
Tab 6, Cost Worksheet #4: NG Prime Costs
Tab 7, Cost Worksheet #5: NG Prime Text Costs
Tab 8, Cost Worksheet #6: NG Prime Labor Costs
Tab 9, Cost Worksheet #1: NG Region Cost Summary
Tab 10, Cost Worksheet #2: NG Region Trunk Costs
Tab 11, Cost Worksheet #3: NG Region Aggregation Costs
Tab 12, Cost Worksheet #4: NG Region Costs
Tab 13, Cost Worksheet #5: NG Region Labor Costs

5.2. COST WORKBOOK INSTRUCTIONS

The Cost Workbook includes multiple Cost Worksheets that must be completed by the Bidder and submitted with its Cost Proposal to be considered responsive. The Cost Worksheets list all cost items required to implement, maintain and operate the proposed services. The individual Cost Worksheets represent the same tariffed line items. No line item costs may exceed the Bidder's tariffed approved pricing.

The Cost Worksheets contain a "Not to Exceed" amount that has been calculated based on industry research for similar services. Bidders may submit pricing that is below the not to exceed amount, but any pricing submitted that exceeds this amount will be considered non-compliant.

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

The Bidder must include all completed Cost Worksheets sealed within their Volume 3 Proposal along with a copy of their approved CPCN and approved tariffed rates for each line item.

Bidders are required to complete all of the Cost Worksheets, even if there are no costs for the item indicated on the worksheets. In these instances, the Bidder must indicate the cost as a zero (\$0). In addition, if any character other than a numeral is used (e.g., a dash), the State will assume the cost of the item to be zero (\$0). All other fields must not be modified. If the Cost Worksheet is modified or cells are left blank, the State may reject the proposal. The Cost Worksheets must be filled out completely or the proposal may be rejected. Exhibit 22, COST WORKBOOK, Instructions tab contains additional instructions.

The State has populated some of the cells with formulas; however, it is the responsibility of the Bidder to ensure worksheets and calculations are correct and accurate. The State will not assume responsibility for any cost figures that do not calculate properly.

The State expects that during the Contract period, legislative and/or program changes may necessitate modifications to the system and/or software. Modifications may result in unanticipated tasks and be structured based on the Bidder's hourly labor rates identified on Cost Worksheet #6. These rates will be used to support change requests and/or modifications to the Contract and shall be within industry standards so the State can validate fair and reasonable. Bidders shall provide the hourly rates for each of the labor classifications provided in Exhibit 22, COST WORKBOOK. If the State exercises its option(s) to extend the Contract term, each extension will be at the rates provided in Exhibit 22, COST WORKBOOK.

Unanticipated tasks is additional work that must be performed and is within scope, but was not identified in the State's solicitation document or SOW. Both the State and the contractor must agree upon the work that needs to be performed which will result in unanticipated costs through the Work Order Authorization (WOA) process. No work can be performed in advance of State's agreement of unanticipated tasks. The Contract resulting from the RFP may be written for up to an additional 10% of the proposal price for Unanticipated Tasks. If added, these funds will be used at the State's discretion and there is no guarantee to the Contractor that any or all of these funds will be utilized.

5.3. PROJECT PAYMENT TERMS

Project payment shall be determined on NG 9-1-1 Services, testing, and system acceptance by the CA 9-1-1 Branch. Upon system acceptance, the CA 9-1-1 Branch will complete the SOW ATTACHMENT 8 – PROJECT MILESTONE REPORT to authorize payment for all Non-Recurring Charges (NRC) and Monthly Recurring Charges (MRC) on services that have been installed,

tested and validated. Services will be paid in arrears. The Contractor shall issue invoices to CA 9-1-1 Branch for the milestone services after system testing and acceptance, as agreed by CA 9-1-1 Branch. The NRC and the MRC shall be on separate invoices. For additional payment details as defined in Exhibit A: STATEMENT OF WORK, Section 36: BUDGET DETAIL AND PAYMENT PROVISIONS.

5.4. SALES TAX

Sales tax is not to be included in the Cost Worksheets. 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 1502 (f) (1) (D).

6. PROPOSAL 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 submitting a proposal.

It is important that all proposals be submitted in sealed envelopes/containers and clearly marked or they may be rejected. Proposal submittals must be in the number of copies indicated in Section 6.5, FORMATTING.

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.

6.1. 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. Expensive bindings, colored displays, 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. Proposals shall not include any marketing information and shall focus on how the Bidder will satisfy the requirements of this solicitation.

6.2. COMPLETION OF PROPOSALS

Proposals must be complete in all respects as required by this section. A Proposal Submission may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other

irregularities of any kind. The Proposal Submission must contain all requirement as stated in the RFP.

6.3. DATE, TIME, AND ADDRESS OF SUBMITTALS

Mail or deliver proposals to the Procurement Official listed in Section 2.2.1: PROCUREMENT OFFICIAL. If mailed, it is recommended that Bidders use certified or registered mail with return receipt requested, as delivery of documents is at the Bidder's own risk of untimely delivery, lost mail, etc.

Proposals must be received no later than the date and time specified in Section 2.3, KEY ACTION DATES. A proposal not received by the date and time specified in Section 2.3, KEY ACTION DATES, shall be rejected.

6.4. PACKAGING AND LABELING

The Bidder should provide all of its proposal documents at the same time within the same package (box or boxes). The overall package must be sealed and labeled as follows:

- 1) The Bidder's name and address;
- 2) The solicitation number RFP 6026-2018;
- 3) Identification of the submittal as RFP 6026-2018 Proposal;
- 4) Box "# of ##", if more than one (1) box is required for the entire submission.

EACH BINDER AND CD MUST BE PLAINLY MARKED WITH:

- 1) The Bidder's name;
- 2) The solicitation number RFP 6026-2018;
- 3) The Volume number and title as appropriate:
 - a) Volume 1: RESPONSE TO ADMINISTRATIVE REQUIREMENTS AND PROPOSAL REQUIREMENTS;
 - b) Volume 2: TARIFF DOCUMENTS;
 - c) Volume 3: COST (per Section 2.3, KEY ACTION DATE).

Volume 3, Cost (including binder and Compact Discs) must be in its own sealed package (or envelope) that is separate from Volumes 1 and 2, per Section 2.3, **KEY ACTION DATE**. If cost information is not submitted in its own separately sealed package (or envelope) the proposal may be rejected.

6.5. FORMATTING

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 and exhibits for each requirement of this solicitation. Page numbers should be located in the same page 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 tabbed to identify the volume and section.

Proposals must be submitted in printed format (hard copy), and also in electronic file format (soft copy) on a CD.

- 1) All hard copies must be on standard 8.5" x 11" paper, except for charts, diagrams, and similar materials, which may be foldouts. If foldouts are used, the folded size must fit within the 8.5" x 11" format. Hard copy of large size drawings shall not be larger than Standard E-size format.
- 2) Double sided printing is preferred. The following must be shown on each page of the Proposal:
 - a) RFP 6026-2018;
 - b) Name of Bidder;
 - c) Volume number;
 - d) Exhibit Number;
 - e) Page number (Page # of ##).
- 3) Soft copies of the proposals must be in Microsoft Word 2010 and Excel 2010 as appropriate, or compatible, except electronic files of drawings must be compatible with Microsoft Visio 2010.
- 4) Each volume submitted must be provided in the following number of copies:
 - a) One (1) printed copy marked Master. The Master Copy must contain original signatures and initials wherever a signature or initials are required;
 - b) Three (3) printed copies of Original and labeled as 'Copy';
 - c) One (1) soft copy on CD;
 - d) If discrepancies exist between two (2) or more copies of the proposal, the proposal may be rejected. However, if not rejected, the Master Copy will provide the basis for resolving such discrepancies.
- 5) All hard copy submittals should use clearly marked tabs, page numbers and table of contents for effective access to the Bidder's material. Similarly, soft copies should be organized into appropriate files and folders designed for easy access.

As stated in Section 2.5.5, CONFIDENTIALITY, the Bidder should be aware that marking the Proposal Submission "confidential" or "proprietary" may exclude it from consideration for award.

6.6. FINAL PROPOSAL FORMAT AND CONTENT

Each volume of the proposal must be provided separately in a three-ring binder, submitted in the number of hard copies indicated in this section, and must be structured in the following manner:

6.6.1. VOLUME 1: RESPONSE TO ADMINISTRATIVE REQUIREMENTS AND PROPOSALS REQUIREMENTS

- 1) Table of Contents;
- 2) This section must contain a Table of Contents. All parts of the proposal, including forms, must be identified by volume and page number. The Table of Contents must identify all figures, charts, graphs, etc.;
- 3) Financial Stability (If applicable) (Refer to Section 3.5.1: FINANCIAL STABILITY);
- 4) Cover Letter (Refer to Section 3.10: COVER LETTER);
- 5) Required solicitation exhibits, in the following order:
 - a) Exhibit 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS;
 - b) Exhibit 5: GSPD 05-105BIDDER DECLARATION;
 - c) Exhibit 6: SECRETARY OF STATE CERTIFICATION;
 - d) Exhibit 7: WORKERS' COMPENSATION CERTIFICATION;
 - e) Exhibit 8: COVER LETTER FORM;
 - f) Exhibit 9: PAYEE DATA RECORD;
 - g) Exhibit 10: IRAN CONTRACTING ACT OF 2010;
 - h) Exhibit 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION;
 - i) Exhibit 12: DVBE DECLARATIONS;
 - j) Exhibit 13: BIDDING PREFERENCES AND INCENTIVES;
 - k) Exhibit 14: COMMERCIALLY USEFUL FUNCTION CERTIFICATION;
 - l) Exhibit 16: RESPONSIBILITY CERTIFICATION;
 - m) Exhibit 17: CONTRACTOR'S LICENSE INFORMATION (If applicable);
 - n) Exhibit 19: BOND AND OTHER SECURITY DOCUMENTS;
 - o) Exhibit 24: LIST OF PROPOSED SUBCONTRACTORS;
 - p) Exhibit 25: SELLER'S PERMIT CERTIFICATION;

PREFERENCE/INCENTIVE EXHIBITS (REQUIRED ONLY AS INDICATED)

- q) Exhibit 15: STD 830 TACPA PREFERENCE REQUEST (required if claiming TACPA preference);

RESPONSE TO QUALIFICATION REQUIREMENTS, SOLUTION REQUIREMENTS, AND THE REQUIRED EXHIBITS, IN THE FOLLOWING ORDER:

- r) Exhibit 18.1: BIDDER QUALIFICATIONS FORM
- s) Exhibit 18.2: BIDDER REFERENCE FORM(S);
- t) Exhibit 21: TECHNICAL REQUIREMENTS - PRIME;
- u) Exhibit 23: TECHNICAL REQUIREMENTS - REGION.

6.6.2. VOLUME 2: TARIFF DOCUMENTS

- 1) CPCN Certificate;
- 2) Tariff Filing Documents.

6.6.3. VOLUME 3: COST

This volume must be in a separately sealed, marked envelope or container containing:
Exhibit 22: COST WORKBOOK by the Key Action Date identified in RFP Section 2.3.

7. EVALUATION

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

After the State has evaluated Final Proposals and determined which bidders are eligible for an invitation to negotiate, the State will enter into negotiations with those invited bidders. Negotiated items will be determined by the State and will be included in the invitation to negotiate with each bidder. During negotiations all deviations from RFP requirements must be resolved to the State's satisfaction, in addition to agreement on any other negotiated items.

Upon conclusion of negotiations, the State may request a bidder provide a Best and Final Offer (BAFO) to revise any negotiated items or deviations from their Final Proposal.

The State will evaluate all BAFO submissions for compliance with RFP requirements and negotiated items, and to determine which BAFO provides a value effective solution to the State. The contract for PNSP will be awarded to the value effective BAFO. The contracts for RNSPs will be awarded based on the value effective solution for each respective region.

The CA 9-1-1 Branch has developed an average sized region (see SOW Attachment #3 – PSAP List, Table 2: Average Region Overview) that will be used for all evaluation purposes, regardless

of the size of the region awarded. The costs associated with the average sized region is in Exhibit #22 – COST WORKBOOK.

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

The Bidder is required to thoroughly review the solicitation to ensure that its proposal and its proposal responses are fully compliant with the solicitation requirements.

A deviation of any mandatory requirement (other than the non-negotiable items identified in Section 2.7, Negotiations) must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO.

7.1. EVALUATION TEAM

This procurement is being conducted under the guidance of a Procurement Official from CDT STP (refer to Section 2.2.1, PROCUREMENT OFFICIAL). The Procurement Official 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 Cal OES team and with Stakeholders, as necessary in partnership with CDT. The State's Procurement Official will provide guidance to the evaluation team and provide oversight of the evaluation process. The State may engage additional qualified individuals or subject matter experts (SME's) during the evaluation process to assist the State in gaining a better understanding of technical, financial, legal, contractual, or program issues. These other individuals do not have voting privileges or responsibility for the evaluation process and will serve solely in an advisory capacity.

7.2. EVALUATION STEPS

7.2.1. EVALUATION OF REQUIRED INFORMATION AND REQUIREMENTS

Proposals must be complete and meet all format and submission requirements as identified in Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS. A Proposal Submission may be rejected if it is conditional or incomplete, contradicts the requirements, contains any alterations of form, or contains other irregularities of any kind, including alterations to any terms and conditions.

A deviation of any mandatory requirement (other than the non-negotiable requirements identified in Section 2.7, Negotiations) must be resolved to the State's satisfaction during negotiations and corrected in the bidder's BAFO.

7.2.2. RECEIPT AND PRELIMINARY REVIEW

All proposals received by the time and date specified in Section 2.3, KEY ACTION DATES, will be acknowledged as having been received on time. Each proposal will be date-and time-marked

as it is received, and verified that all it was submitted under an appropriate cover, sealed, and properly identified.

Proposals will remain sealed until the designated time identified in Proposal Submission.

The Procurement Official will check all proposals for the proper identification and to ensure that required information conforms to the proposal format and submission requirements of Section 6, PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS.

7.2.3. MANDATORY REQUIREMENTS EVALUATION

The State will review each proposal to determine its compliance with all of the requirements set forth in Section 3, ADMINISTRATIVE REQUIREMENTS, and Section 4, PROPOSAL REQUIREMENTS.

The evaluation team will evaluate and score each submitted proposal by consensus for compliance with the requirements designated in Section 3 and Section 4.

7.2.4. VALIDATION AGAINST REQUIREMENTS

The State will check 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 that the Bidder clarify any area of the proposal that the State determines to be unclear. This request for clarification will not be an opportunity for the Bidder to substantially change its proposal, however, the clarification provided by the bidder will replace the proposal section identified in the State's request for clarification.

7.3. FINAL PROPOSAL EVALUATION

This section outlines how the State will evaluate a Proposal Submission and award points in a manner that preserves the integrity of the competitive procurement process.

Proposals will be evaluated according to the procedures contained in this solicitation section.

There is a total of 1,500 points available in the evaluation with 70% of the points assigned to Technical Requirements and 30% of the points assigned to Cost. All point calculations will be rounded to two (2) decimal places (the nearest hundredth). Bidders that have a deviation will be required to resolve the deviation in negotiations. The distribution and allocation of maximum points possible for each proposal element is provided in Table 7-1: Scoring and Point Distribution, which identifies each evaluation component, the scoring methodology, and the maximum points available for scored components.

Table 7-1: Scoring and Point Distribution

Scoring Type: Mandatory (M)		
Evaluation Criteria	Evaluation Outcome	Score
Does the Bidder agree to comply with each requirement as defined in Administrative (Exhibit 4) and Technical (Exhibit 21).	All responses must be marked "Yes" to Pass	Pass/Fail
Scoring Type: Mandatory Scored (MS) Narrative Responses		
Evaluation Criteria	Evaluation Outcome	Score
<ul style="list-style-type: none"> Response and supporting information: Demonstrates in the Bidder's own words a thorough, detailed, and comprehensive understanding of the requirement. Demonstrates the ability and intent to meet or exceed the requirement in full. Provides evidence of proven ability to meet or exceed the requirement or detailed plans or methodology that further demonstrates how the requirement will be optimally met or exceeded. Provides an approach that is fully achievable, applies best practices, is clearly and concisely presented, and is logically organized and well-integrated. 	Exceeds (E)	100% of the max points available for that Req. Number
<ul style="list-style-type: none"> Response and supporting information: Demonstrates in the Bidder's own words a comprehensive understanding of the requirement. Demonstrates the ability and intent to meet the requirement in full. Provides some evidence of proven ability to meet the requirement or detailed plans or methodology that further demonstrates how the requirement will be met. Provides an approach that is mostly achievable, suitable, acceptably presented, sufficiently organized and integrated. 	Good (G)	75% of the max points available for that Req. Number
<ul style="list-style-type: none"> Response and supporting information: Simply repeats or paraphrases the requirement. Meets or partially meets the RFP requirement without supporting description or literature. Does not demonstrate that the Bidder fully understands the requirement. Provides an approach that is not fully achievable, somewhat suitable, less than acceptably presented, somewhat unorganized, and partially integrated. 	Marginal (M)	50% of the max points available for that Req. Number

- Response is not relevant; or
- Response does not demonstrate an understanding of, or inaccurately interpreted the requirement; or
- The approach is not achievable; or
- The Bidder failed to provide narrative to support the requirement; or
- The Bidder provided a narrative that counters or softens the "Yes" response to a mandatory requirement with a statement that "intends" to support the mandatory requirement.

Unacceptable (U) 0%

Maximum Possible Scores for Each Evaluation Area	
TOPIC	MAXIMUM SCORE
Exhibit 4, Administrative Requirements	Pass / Fail
Exhibit 21, PRIME Technical Requirements	Pass / Fail
Exhibit 23, REGION Technical Requirements	Pass / Fail
Bidder Qualification and References Form	Pass / Fail
PRIME Technical Requirements Evaluation	
For Mandatory Scored (MS) and Narrative Responses see above (MS) scoring table	
Interface, Compatibility, and Interoperability - PRIME	300.00
NG Statewide 9-1-1 GIS - PRIME	200.00
System Monitoring - PRIME	200.00

Aggregation - PRIME	200.00
NG Core Services - PRIME	50.00
NG Text to 9-1-1- PRIME	50.00
NG Alert and Warnings	50
Maximum Total Score (Points)	1050

Cost Evaluation	
Total Points Available	450
Evaluation formula:	See table below

REGION Technical Requirements Evaluation	
For Mandatory Scored (MS) and Narrative Responses see above (MS) scoring table	
Interface, Compatibility, and Interoperability - REGION	300.00
NG Statewide 9-1-1 GIS - REGION	250.00
System Monitoring - REGION	200.00
Aggregation - REGION	200.00

NG Core Services - REGION	100.00
Maximum Total Score (Points)	1050

Cost Evaluation	
Total Points Available	450
Evaluation formula:	See table below

Table 7-2: Cost Evaluation Methodology

The Proposals will be evaluated using 1050 possible points for the technical evaluation and 450 points for the cost evaluation. The technical points will be assigned based on Section 7. The Cost points will be awarded based on the Best Value Factor. The Best Value Factor is calculated by assigning a weighting factor that is proportionate to the number of technical points received in order to ensure that Cost aligns with the Technical requirements. This Best Value Score will be calculated by multiplying the Best Value Factor times the Lowest Cost Bid divided by the Cost Bid. Please refer to the table for detailed formulas.

A	B	C	D	E	F	G	H	
2	Variable Name	Description	Example 1 Bidder 1	Example 2 Bidder 2	Example 3 Bidder 3	Example 4 Bidder 4	Example 5 Bidder 5	
3	Technical Points	Maximum technical points	1050	1050	1050	1050	1050	
4	Technical Points	Technical points received by bidder	980	900	800	750	945	
5	Cost Points	Maximum Cost Points	450	450	450	450	450	
6	Cost Bid	Cost bid by the bidder	\$24,600,000	\$18,000,000	\$20,500,000	\$20,000,000	\$21,000,000	
7	Lowest Cost Bid	Cost price of all bids	\$18,000,000	\$18,000,000	\$18,000,000	\$18,000,000	\$18,000,000	
8	Best Value Ratio	Normalized score based on technical proposal (=D4/D3)	0.93	0.86	0.76	0.71	0.90	
9	Best Value Factor	Normalized score for Cost proposal (=D8*D5)	420.00	385.71	342.86	321.43	405.00	
10	Best Value Score	Cost Value in terms of Best Value (=D9*(D7/D6))	307.32	385.71	301.05	286.29	347.14	
11	NEW SCORE	Total points earned (=D10+D4)	1287.32	1285.71	1101.05	1035.29	1292.14	
12	Bidder Rank		2	3	4	5	1	

Technical	Cost	
980	\$24,600,000	Bidder 1
900	\$18,000,000	Bidder 2
800	\$20,500,000	Bidder 3
750	\$20,000,000	Bidder 4
945	\$21,000,000	Bidder 5

7.3.1.1. ERRORS IN THE PROPOSAL SUBMISSION

An error in the Proposal Submission 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.

- 1) If the Bidder's intent is clearly established based on review of the complete Proposal Submission submittal, the State may at its sole option correct an error based on that established intent;
- 2) The State may, at its sole option, correct obvious clerical errors;
- 3) The State may, at its sole option, correct discrepancy and arithmetic errors on the basis that, if intent is not clearly established by the complete proposal submittal, the master copy shall have priority over additional copies, the proposal narrative shall have priority over the Contract.

Within each of these, the lowest level of detail will prevail. If necessary, the extensions and summary costs will be recomputed accordingly, even if the lowest level of detail is obviously misstated.

The State may, at its sole option, correct errors of omission. In the following four (4) situations, the State will take the indicated actions if the Bidder's intent is not clearly established by the complete proposal submittal:

- a) If an item is described in the narrative but omitted from the Contract and cost data provided in the proposal for evaluation purposes, it will be interpreted to mean that the item will be provided by the Bidder at no cost, as applicable;
 - b) If a minor item is not mentioned at all in the Proposal Submission and is essential to satisfactory performance, the proposal will be interpreted to mean that the item will be provided at no cost, as applicable;
 - c) If a major item is not mentioned at all in the Proposal Submission, the proposal will be interpreted to mean that the Bidder does not intend to supply that item;
 - d) If a major item is omitted, and the omission is not discovered until after Contract award, the Bidder shall be required to supply that item at no cost. The determination of whether an item is minor or major is the responsibility of the State;
- 4) If a Bidder does not follow the instructions for computing costs not related to the Contract, if any, (e.g., State personnel costs), the State may reject the proposal, or at its sole option, re-compute such costs based on instructions contained in the solicitation, as applicable;
 - 5) If the re-computations or interpretations, as applied in accordance with this section, result in significant changes in the cost described or in a requirement of the Bidder to supply a major item at no cost, the Bidder will be given the opportunity to promptly establish the grounds legally justifying relief from its proposal, as applicable;

- 6) It is absolutely essential that the Bidder carefully review the cost elements in Proposal Submission, since they will not have the option to correct errors after the time for submittal of the Proposal Submissions;
- 7) The State may request clarification of items in the Bidder's proposal if the meaning is not clear to the State. Responses to requests for clarification must be confirmed in writing by the Bidder as instructed by the State's Procurement Official at the time of the request;
- 8) At the State's sole discretion, it may declare all Final Proposals to be Draft Proposals. Bidders may not protest the State's determination of all Final Proposals being declared Draft Proposals. If all proposals are declared to be Draft Proposals, the State may issue an addendum to this RFP. Should this occur, confidential discussions may be held with Bidders who are interested in continuing to be considered. Each Bidder will be notified of the due date for the submission of a new Final Proposal to the State. This submission must conform to the requirements of the original RFP as modified by any addenda. The new Final Proposals will be evaluated as required by Section 7.

7.3.1.2. ADMINISTRATIVE REQUIREMENTS EVALUATION

All Section 3, ADMINISTRATIVE REQUIREMENTS labeled with (M) are mandatory, with the exception of those labeled with (O) which are optional, in Section 3: ADMINISTRATIVE REQUIREMENTS and Bidders are not required to respond. Review of the proposals will begin with ensuring that the Bidder has responded to Section 3, ADMINISTRATIVE REQUIREMENTS that require proposal submittal documents.

Only proposals that pass the evaluation of the mandatory Section 3, ADMINISTRATIVE REQUIREMENTS will proceed to proposal requirement evaluations.

7.3.1.3. QUALIFICATION REQUIREMENTS EVALUATION

The evaluation team will consider all information in the Bidder's proposal to evaluate the Bidder Qualifications. Narrative descriptions on the Bidder Qualification forms must be clear and apply directly to the solicitation requirements. Narrative descriptions may be used to validate other information provided on any form. Any conflicting information will be noted as a deviation and must be resolved to State's satisfaction in negotiations and corrected in the bidder's BAFO.

The State will evaluate Bidder qualifications using the information contained in the completed Exhibit 18.1: BIDDER QUALIFICATION FORM. Reference contacts provided may be contracted to verify Bidder information and claimed experience.

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 in any other date format, the State will count only the whole months or years between the start and end dates. For example, Bidder "A" cites start and end dates for a project as 6/2011 to 12/2011. The Bidder or staff member would only be credited with five (5) months of experience.

If a project end date is ongoing or exceeds the Proposal Submission due date, then the Bidder will receive credit for only the experience acquired up to the Proposal Submission due date. 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 header of the Bidder qualification form, whichever is less.

Bidders that do not return all required completed and signed Bidder qualifications and reference forms with Proposal Submission shall be deemed non-responsive and the Bidder may be disqualified.

7.3.1.4. BIDDER QUALIFICATIONS AND REFERENCE FORM

The evaluation team will evaluate the completed Exhibit 18.1: BIDDER QUALIFICATIONS and Exhibit 18.2 BIDDER'S REFERENCE FORM for compliance with the mandatory requirements specified in Section 4.1.1, BIDDER QUALIFICATIONS. The evaluation team will validate claimed experience on the associated Bidder Qualifications and Reference Form for each project Bidder identifies to meet the requirements.

The Bidder must provide the minimum experience as stated in the Exhibit 18.1: BIDDER QUALIFICATIONS FORM and Exhibit 18.2: BIDDER REFERENCE FORM. The Bidder must submit one (1) completed Bidder Qualifications and Bidder Reference Form for each of the projects cited.

The Bidder Reference Form will be evaluated on a Pass/Fail basis. Bidder must achieve a minimum average of 16 points on the Exhibit 18.2, BIDDER REFERENCE FORM. All submitted Bidder Reference Forms will be total and the average score will be used for Evaluation.

Cal OES staff cannot be listed as a reference.

7.3.1.5. REFERENCE CHECKS

If needed to verify information submitted by Bidders on Bidder Qualification and References Form, the State will make two (2) attempts via phone or email to the reference contact identified on the Bidder Qualification and References Form, to validate the claimed information and experience. The Bidder should ensure that its reference contacts are available for validation during the evaluation period identified in Section 2.3, KEY ACTION DATES.

If the State has not received a response from the reference contact after the first attempt, a second attempt will be made. If no response is received after the second attempt, the State will contact the Bidder and request that the Bidder assist the State by having the reference respond to the State within a 24-hour period from the second attempted contact. If the evaluators are

still unable to contact the reference, the Bidder's proposal may be deemed non-responsive for failure to provide verifiable references, and the Bidder may be disqualified.

7.3.2. SOCIOECONOMIC PROGRAMS

Bidders who claim preference points will be evaluated to determine whether they submitted the required forms, documents, exhibits, and/or the responses necessary to validate their qualification and eligibility for the claimed preference(s). If the State determines that the submitted information is insufficient or that the required documents do not otherwise validate the eligibility for points in any of the claimed programs, then the points for that program will not be added to the Bidder's final overall proposal score. If the State is able to validate the Bidder's claim, the qualified preference points will be applied to the Bidder's final overall proposal score.

7.3.2.1. TACPA PREFERENCE

The State will give preferences in accordance with the GC 4530-4535.3, for Bidders who are California home based and who qualify for claimed preferences under the Target Area Contract Preference Act (TACPA) by computing and returning the appropriate forms described in the RFP. Where multiple preferences are claimed, the State will verify eligibility for the preferences and evaluate and apply preferences in accordance with the law.

Available evaluation preferences under TACPA are limited to nine percent (9%), five percent (5%) worksite, and one percent (1%) up to four percent (4%) workforce of the lowest total proposal price or \$50,000.00, whichever is less. The TACPA preference is a dollar preference, applied against the Bidder's proposed cost, before cost is evaluated and converted to points.

The State will verify TACPA preference and apply the TACPA preference accordingly. The TACPA preference does not apply when the worksite is fixed by the terms of the Contract.

7.3.2.2. SMALL BUSINESS PREFERENCE

The State will verify Small Business/Non-Small Business preference claim and apply the five percent (5%) preference accordingly.

In accordance with Government Code §14835 et seq., Bidders who qualify as a small business will be given a five percent (5%) preference for evaluation purposes only. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-small business that is responsible and responsive to the proposal requirements. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in the California Code of Regulations, Title 2, § 1896 et seq.

This five percent (5%) small business preference is also available to a non-small business claiming 25% California certified small business subcontractor participation. The five percent (5%) preference is calculated on the total number of points awarded to the highest scoring non-

small business that is responsible and responsive to the proposal requirements and that is not subcontracting a minimum of 25% to a small business. Non-small business Bidders claiming the five percent (5%) small business preference must commit to subcontract at least 25% of the net proposal price with one (1) or more California certified small businesses.

Completed certification applications and required support documents must be submitted to the Department of General Services Office of Small Business and DVBE Services (OSDS) no later than 5:00 p.m. on the Proposal due date, and the OSDS must be able to approve the application as submitted. Questions regarding certification should be directed to the OSDS at (916) 375-4940.

For an illustration of this process, refer to the example in Table 7-5, Small Business Preference Points Calculation. Points in this example explain the calculations and have no other significance.

The preference points for bidders A and B are based on five percent (5%) of the Bidder proposal score of Bidder C, the highest scorer of a non-small business, which is $(1500.00 \text{ points}) \times (.05) = 75.00 \text{ points}$ (rounded). Bidder C, which is neither a small business nor a non-small business subcontracting a minimum of 25 percent (25%) to a small business, receives no small business preference points.

Table 7-5: Small Business Preference Points Calculation

Small Business Preference Points Calculation				
Bidder	Bidder Total Proposal Score	Small Business Preference Claim?	Non-Small Business Preference Claim?	Small Business Preference Points Awarded
A	900.00 pts	Yes	No	47.50 pts
B	850.00 pts	No	Yes	47.50 pts
C	950 pts	No	No	0.00 pts

NOTE: Calculation is based on 5% of the Bidder with the highest "Bidder proposal score" that is a non-small business. In the example Table 7-5, Bidder C has the highest non-small business score.

7.3.2.3. DVBE INCENTIVE

In accordance with §999.5(a) of the MVC, for evaluation purposes only, the State shall provide an incentive to Bidders who provide California-certified DVBE participation that exceeds the mandatory California-certified DVBE participation goal in the amounts shown below.

The State will verify DVBE and apply the incentive accordingly. The DVBE incentive points are a percentage of the total possible points. The maximum incentive for this procurement is five

percent (5%) of the total points available, and is based on the amount of DVBE participation confirmed. The below table is an illustration of this calculation:

Table 7-6: DVBE Participation Incentive Formula

DVBE Participation Incentive Formula		
Confirmed DVBE Participation	DVBE Incentive Percentage	DVBE Incentive Points*
• 5%	5%	75.00 (1,500 x .05)
4% - 4.99%	4%	60.00 (1,500 x .04)
3.1% - 3.99%	3%	45.00 (1,500 x .03)
<3%	0%	0.00

7.3.3. BIDDER FINAL SCORE CALCULATION AND RANK DETERMINATION

The evaluation team will calculate the Bidder's final score. Table 7-7, Bidder Final Score Calculation example illustrates the Bidder's final score that incorporates both preference and incentive points:

Table 7-7: Bidder Final Score Calculation

Bidder Final Score Calculation					
Bidder	Bidder Total Proposal Score	Small Business Preference Points Awarded	Verified DVBE %	DVBE Incentive Points Awarded	Bidder Final Score
A	900.00 pts	47.50 pts	3%	45.00 pts	992.50 pts
B	850.00 pts	47.50 pts	4%	60.00 pts	957.50 pts
C	950.00 pts	0.00 pts	5%	75.00 pts	1025.00 pts

NOTE: Bidder final score calculation in Table 7-7 is an example that explains the calculations and has no other significance.

7.3.4. SELECTING THE PROPOSED AWARDEE

Selection of the PNSP and each RNSP shall be made as described in Section 7. Evaluation. The scoring to determine the awardees is se

Table 7-8: FINAL SCORE AND RANK DETERMINATION demonstrates how the final ranking determination is made:

Table 7-8: Final Score and Rank Determination

Final Score and Rank Determination				
Scoring Element	Max Points Available	Bidder A	Bidder B	Bidder C
Meets all Administrative, Mandatory and Mandatory Optional Requirements.	Pass/ Fail	Pass/ Fail	Pass/ Fail	Pass/ Fail
Qualification Requirements (Bidder/Staff Qualifications/References)	Pass/ Fail	Pass/ Fail	Pass/ Fail	Pass/ Fail
Solution Requirements (Technical, Narrative Response Requirements)	1050.00	900.00	850.00	950.00
Total Non-Cost Score	1050.00	900.00	850.00	950.00
Cost (Before Preference/Incentives)		\$24,406,660.00	\$18,000,000.00	\$20,500,000.00
TACPA Claimed		No	No	No
TACPA Preferences Amt.	\$00.00	\$00.00	\$00.00	\$00.00
Cost after TACPA preference		\$24,406,660.00	\$18,000,000.00	\$20,500,000.00
Total Evaluated Cost Score (points awarded)	450.00	331.88	450.00	395.12
Evaluated Score (points) non-cost and cost scores (before preferences/Incentives)	1500.00	1231.88	1300.00	1345.12
Initial Rank (Before preferences and incentives)		3	2	1
DVBE Participation claimed		3%	4%	5%
DVBE Incentive Points	75.00	45.00	60.00	75.00
Small Business Preference Points	47.50	47.50	47.50	0.00
Bidder Final Score	1622.50	1324.38	1407.50	1420.12
Final Rank		3	2	1

7.4. NEGOTIATIONS

The State of California intends to enter into negotiations as set forth in Section 2.7 Negotiations under PCC §6611.

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 their proposal. The negotiations are exchanges between the State and the Bidder, which are undertaken with the intent of allowing the Bidder to revise their Proposal only in areas determined by the State during the negotiation process. Negotiations will be conducted either orally or in writing. These negotiations may include bargaining, such as persuasion, and alteration of assumptions and positions.

The State may discuss any aspect of the Bidder's proposal that could, in the opinion of the State, be altered or explained to materially 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 determine the topics for negotiation and revise the scoring criteria to the State's discretion to obtain a value effective solution.

All aspects of the Bidder's proposal are confidential until after the issuance of the notification of award.

7.4.1. NEGOTIATION INVITATION

Once eligible Bidders are determined, based on the criteria set forth in section 2.7 Negotiations, the State will notify those bidders in writing: (1) that the State is initiating negotiations pursuant to Public Contract Code 6611(a); (2) the general purpose and scope of the negotiations; (3) the anticipated schedule for the negotiations; and (4) the procedures to be followed for negotiations. Bidder(s) who have been invited to participate in negotiations must confirm attendance, in accordance with the invitation instructions, within two (2) State business days of invitation.

7.4.2. 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 establish a date and time for receipt of the BAFOs based on when the Bidder's BAFO negotiations occur. A Bidder's BAFO is an irrevocable offer for 120 calendar days following the scheduled date for submission of a final accepted BAFO. A Bidder may extend the offer in the event of a delay in Contract award.

BAFOs must be submitted to the location identified in Section 2.2.1, Procurement Official, by the specific date and time that will be communicated to each Bidder individually in writing.

The BAFO submission must address the following:

1. A supplemental proposal containing all negotiated/revised section(s) of the Bidder's original Final Proposal, any other revised area specifically required by the State to be included in the BAFO, and revisions made necessary in accordance therewith.

2. The supplemental proposal must include all changes made to negotiated section(s) of the Bidder's original Final Proposal in tracked changes. Changes to the Bidder's original Final Proposal that are not tracked in the supplemental proposal or otherwise identified may result in rejection of the proposal or cause for termination of the Contract.
3. An executive summary must accompany the supplemental proposal, identifying a list of all changes (other than non-substantive changes to formatting, punctuation and grammar) that have been made to the Bidder's original Final Proposal. The Bidder must include and attest to the following statement within the Executive Summary:

"This Best and Final Offer (BAFO) is in response to {RFP 6026-2018} and the changes identified in this executive summary represent all changes made to {Bidder's name} Final Proposal previously submitted to the State. Any substantive change not included in this list is non-operative, non-binding, and will not be considered a part of the {Bidder's name} BAFO."

7.4.3. EVALUATION OF BAFO SUBMISSION

The State will evaluate the BAFO submissions, based on topics negotiated and obtaining the value effective solution for the State. The State will document the evaluation process and selection criteria in its final selection documents.

7.5. DEBRIEFING

A debriefing may be held within three (3) months after Contract award at the request of any Bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the qualifications, solution requirements and cost evaluations of the Bidder's Proposal Submission. A debriefing is not the forum to challenge the solicitation specifications or requirements.

8. INFORMATIONAL ATTACHMENTS

The following attachments to this solicitation are informational for use in the solicitation process and do not need to be submitted with the Bidder's proposal response. They can be found in Part 2 – Bidder Response:

- 1) RFP Attachment 1: TEMPLATE FOR QUESTION SUBMITTAL. This attachment provides the format for a Bidder to submit questions regarding this solicitation.
- 2) RFP Attachment 2: SOLICITATION SUBMISSION CHECKLIST. This attachment references items to be submitted as part of the Proposal submission, but is not guaranteed to include all necessary items.



Request for Proposal
RFP 6026-2018
PART 2 – Bidder Response
FOR
Next Generation 9-1-1 Services – Prime and Regions
Issued by:
State of California

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

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

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

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

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RFP

PART 2 BIDDER RESPONSE

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EXHIBIT A, STATEMENT OF WORK

1 BACKGROUND AND PURPOSE

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

[http://www.cpuc.ca.gov/uploadedFiles/CPUC Public Website/Content/Utilities and Industries/Communications - Telecommunications and Broadband/Service Provider Information/911%20Tariff%20Filing%20Text%20for%20CD.pdf](http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Communications - Telecommunications and Broadband/Service Provider Information/911%20Tariff%20Filing%20Text%20for%20CD.pdf)

The Next Generation 9-1-1(NG9-1-1) services in California will follow the National Emergency Number Association (NENA) i3 Call Flow per Figure 1 in NENA-STA-010.2-2016 [https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2 i3 Architectu.pdf](https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2_i3_Architectu.pdf) NENA Detailed Functional and Interface Standards for the NENA i3 Solution. Each region shall provide NENA i3 call flow to support interoperability between their Region and the Prime. The Prime shall have the overall management and direction for consistency of call flow, as defined in the SOW and EXHIBIT 21 – TECHNICAL REQUIREMENTS.

The Prime Network Service Provider (PNSP) and Regional Network Service Provider (RNSP) shall provide services that meet National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) requirements and standards available upon contract award, and as they become available in the future within 6 months of CA 9-1-1 Branch notification of any future updates to the NENA i3 standard, at no additional cost to the CA 9-1-1 Branch. Contractor shall provide an annual compliance report stating how they meet all applicable standards.

Additional resource documents for the (PNSP) to reference:

- CA 9-1-1 Branch Operations Manual <http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch>
- Federal Communications Commission (FCC) best practices:
<https://www.fcc.gov/best-practices>

The general 9-1-1 traffic flow will be to aggregate 9-1-1 traffic in each region. The RNSP shall aggregate, process and deliver all 9-1-1 traffic from AT&T, Consolidated Communications wireline and Frontier wireline, and all wireless Originating Service Providers (OSPs) to the correct PSAP.

The PNSP shall aggregate, process and deliver all small Local Exchange Carriers (LECs), Voice over Internet Protocol OSPs (VoIP OSPs) and Text to 9-1-1 traffic to the correct PSAP. The PNSP shall also deliver 9-1-1 traffic from RNSP to the correct PSAP in the event the RNSP cannot deliver the 9-1-1 traffic for any reason.

The 9-1-1 traffic will be anchored at aggregation until verification of the ability for the regional NG9-1-1 core services to deliver the 9-1-1 traffic. In the event that the regional NG9-1-1 Core Services cannot deliver the 9-1-1 traffic, the 9-1-1 traffic will be passed to the Prime NG9-1-1 Core Services for routing and delivery to the PSAP by the PNSP. The assumption is that all 9-1-1 traffic that arrives at PNSP aggregation will be delivered by the PNSP under normal conditions and all 9-1-1 traffic that arrives at the RNSP aggregation will be delivered by the RNSP under normal conditions. In the event 9-1-1 traffic is passed to a region that should be delivered by another region, the region will pass the 9-1-1 traffic to the PNSP for routing and delivery to the PSAP. In the event 9-1-1 traffic cannot be delivered to a PSAP by the PNSP, the PNSP shall pass the 9-1-1 traffic to the correct RNSP to deliver to the PSAP.

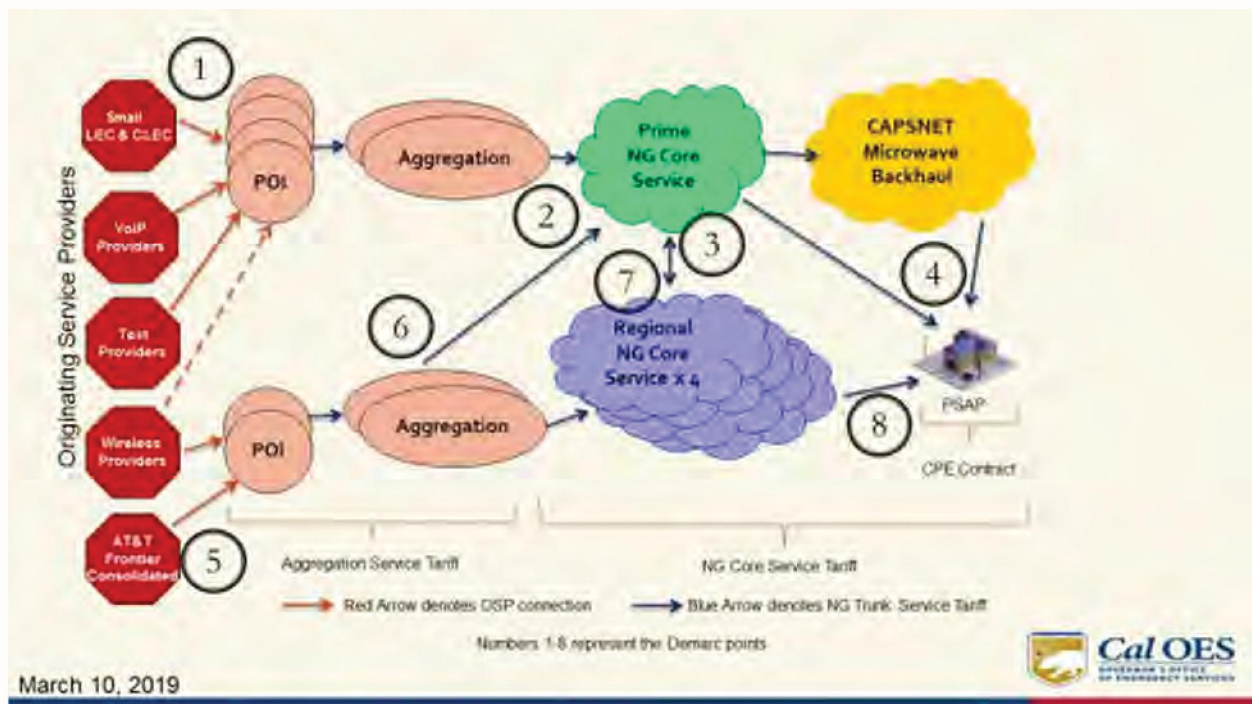


FIGURE 1: NEXT GENERATION 9-1-1 TARIFF SCHEME

Demarc number	Prime Network Service Provider Demarc description
1	Small LEC, Text, and VoIP OSPs
2	Aggregation to Prime NGCS
3	From Prime NGCS to Regional NGCS (will require demarc for each RNSP)
4	Prime NGCS to all PSAP statewide
Demarc number	Regional Network Service Provider Demarc description
5	All Wireless OSPs, Consolidated Communications, AT&T, and Frontier
6	From Regional aggregation to Prime NGCS (will require demarc from each RNSP to Prime NGCS)
7	From Regional NGCS to Prime NGCS (will require demarc from each RNSP to Prime NGCS)

8	From Regional NGCS to PSAP within region
---	--

The Warren 9-1-1 Emergency Assistance Act, Government Code 53100-53120 modified in 2015 by Senate Bill SB1211, requires the Cal OES, CA 9-1-1 Branch to implement Next Generation 9-1-1 (NG9-1-1) including Text to 9-1-1 in California. With the increased use of text by the general public, Text to 9-1-1 will provide an immediate and crucial method beyond existing video relay, 7-1-1 relay, and IP relay to allow the deaf, disabled and hard of hearing community to receive emergency service when needed and provide an alternate method for those without speech or with hearing disabilities to contact 9-1-1.

The FCC, through agreement with the four (4) major wireless carriers (AT&T, Sprint, T-Mobile and Verizon) agreed to make Text to 9-1-1 services available in May 2014. Other wireless carriers were required to make text available by January 2015.

Since 2014, California has proactively participated in trials to accommodate the FCC agreement with wireless carriers to provide Text to 9-1-1 services to meet California's emergency response needs.

The CA 9-1-1 Branch currently has a Text to 9-1-1 Services contract in place that will expire April 2020. As of January, 219 there are 286 PSAPs currently have deployed or are in the process of deploying Text to 9-1-1 Services, 244 are web based text and 42 are integrated into the PSAP's Customer Premise Equipment (CPE). A transition from the existing Contract shall take place by April 2020.

1.1 OBJECTIVE

This Statement of Work (SOW) shall be the Contract between the CA 9-1-1 Branch and the Contractor to provide the Prime NG9-1-1 Services that will connect to every PSAPs in California and that will interconnect the four (4) Regions. All Prime NG9-1-1 services shall be purchased off of Tariffs. The Contractor shall provide service to process 9-1-1 traffic, which shall include voice and data to the appropriate PSAPs.

This SOW shall also be the Contract between the CA 9-1-1 Branch and the Contractor to provide the Regional NG9-1-1 Services that will connect to every PSAP in a specific Region in California. All Region NG9-1-1 services shall be purchased off of Tariffs. The Contractor shall provide service to process 9-1-1 traffic, which includes voice and data, to the appropriate PSAPs in the awarded region. Throughout this SOW a distinction will be made when SOW requirements apply only to a Region or to the Prime. When not delineated or where there may be ambiguity, the requirements apply to both a Region and the Prime.



FIGURE 1.1 NEXT GENERATION PRIME JURISDICTION MAP

The Text to 9-1-1 service shall be available to all (approximately 440) primary and secondary PSAPs in California and accommodate every PSAP deployment method. Any Text to 9-1-1 sessions shall be available by Web Browser, Integrated, and Prime NG Core Services to a PSAP that integrate with a Host-Remote Configuration, or Stand Alone environment.

The Prime Contractor shall provide NG9-1-1 Prime Network Services which will include a connection to every PSAPs in California to deliver NG Text to 9-1-1 Services. All NG Text to 9-1-1 Services shall be purchased off of Tariffs. The Prime Contractor shall provide service to deliver Text to 9-1-1 traffic to the PSAPs. The PNSP shall be responsible for all costs associated with the network connectivity to the Text Control Center (TCC), PSAPs, and future connections. The PNSP shall not charge a connection fee for any connectivity. The PNSP shall provide system monitoring for the NG9-1-1 Trunks and all 9-1-1 traffic from aggregation to PSAP.

2 DESCRIPTION OF PROPOSED NEW SERVICE

2.1 SERVICE TO BE PROVIDED

The Prime Contractor agrees to provide Prime NG9-1-1 services in accordance with the SOW and EXHIBIT 21, TECHNICAL REQUIREMENTS. The Region Contractor agrees to provide Region NG9-1-1 services for the awarded region in accordance with the SOW and EXHIBIT 23, TECHNICAL REQUIREMENTS. The contractor agrees to standards based,

non-proprietary Prime NG9-1-1 services or Region NG9-1-1 services to be provided but not limited to:

- 1) PNSP shall manage and maintain CA 9-1-1 Statewide Geographic Information System (GIS) database;
- 2) RNSP shall integrate with the CA 9-1-1 Statewide GIS database;
- 3) PNSP shall provide Statewide network performance monitoring and oversight and provide access through dashboard that includes data pushed from RNSP to PNSP;
- 4) RNSP shall provide Regional network performance monitoring and oversight and provide access through dashboard and push data to the PNSP for statewide network monitoring;
- 5) PNSP shall provide network monitoring for all four (4) regional networks, using data provided by the RNSPs, in addition to the Prime Network and provide access through dashboard, per EXHIBIT 21: PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23: REGION TECHNICAL REQUIREMENTS;
- 6) PNSP shall be solely responsible for trouble ticket reporting for all services in the Prime network to include subcontractor services. The PNSP shall develop and maintain trouble ticket e-bonding for all PNSP and RNSP trouble ticketing;
- 7) RNSP shall be solely responsible for trouble ticket reporting for all services in the awarded Region network to include subcontractor services. The RNSP shall support trouble ticket e-bonding from PNSP for trouble ticket reporting;
- 8) Prime shall interpret and implement standards and best practices with CA 9-1-1 Branch concurrence to be used by all Regions for consistency of 9-1-1 traffic between aggregation services, the Regions and Prime and established connectivity standards at each PSAP to ensure global interoperability;
- 9) RNSP shall implement standards and best practices as determined by the Prime with CA 9-1-1 Branch concurrence to be used by the awarded Region for consistency of 9-1-1 traffic between aggregation services, the Regions and Prime and established connectivity standards at each PSAP to ensure global interoperability;
- 10) PNSP shall manage, process and deliver NG Text to 9-1-1 services for the State. For the approximate 440 PSAPs in California, the PSAPs currently deployed with Text services shall be transitioned first to use this Contract, unless otherwise specified by CA 9-1-1 Branch. Wherever possible the integrated text service shall be deployed, based upon the PSAP's CPE and their readiness; otherwise, the default mode for Web based text services shall be used;
- 11) PNSP shall provide redundancy to support failover for each Region in the state;
- 12) RNSP shall provide redundancy to support failover for the Prime for the PSAPs in the awarded Region in the state;

- 13) PSNP shall provide aggregation and 9-1-1 traffic routing for all Voice over Internet Protocol (VoIP) and small LEC OSPs in California. This excludes wireless, AT&T wireline, and Frontier wireline and Consolidated Communications wireline;
- 14) RNSP shall provide aggregation and 9-1-1 traffic routing for all wireless, AT&T wireline, and Frontier wireline, and Consolidated Communications wireline OSP in California for the awarded Region;
- 15) PNSP shall provide leadership to promote collaborative mission focused, implementation that supports interoperability and Cal OES mission;
- 16) The RNSP shall follow the leadership provided by the PNSP to promote collaborative mission focused, implementation that supports interoperability and Cal OES mission;
- 17) The PNSP, RNSP and the CA 9-1-1 Branch shall provide a lead team member to work together to establish the interoperability interface. The PNSP Team Member shall be the Interface Team Leader. The Interface Team shall meet at a minimum weekly to develop the interoperable capability of the NG9-1-1 networks and interfaces;
- 18) PNSP and RNSP shall provide CPUC approved tariffed services based on the SOW and approval of the CA 9-1-1 Branch;
- 19) The PNSP shall be responsible to support integration of an NG9-1-1 Emergency Alert and Warning System (NG9-1-1 AWS) to include capabilities to use all functions provided by the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS).

2.2 PROJECT DESIGN

The NG9-1-1 service provider shall be responsible for providing NG9-1-1 tariffed services as defined by this SOW, and EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS, and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

The six (6) areas of tariffed services are:

- 1) NG9-1-1 Trunk Services;
- 2) NG9-1-1 Prime Aggregation Services (Note: Provide aggregation and 9-1-1 traffic routing for all VoIP and small LEC originating service providers in California. This excludes wireless, AT&T wireline, and Frontier wireline, and Consolidated Communications wireline);
- 3) NG9-1-1 Region Aggregation Services (Note: Provide aggregation and 9-1-1 traffic routing for all wireless, AT&T wireline, and Frontier wireline, and Consolidated Communications wireline OSPs in the awarded Region in California.
- 4) NG9-1-1 Core Services;
- 5) NG9-1-1 Prime Functions and Services;
- 6) NG9-1-1 Region Functions and Services.

2.3 NG9-1-1 SERVICES ENVIRONMENT

This section is intended to present an overview of the NG9-1-1 Services Environment. The PNSP shall be responsible to deliver a solution utilizing the required technical requirements identified in the SOW and EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS. The RNSP shall be responsible to deliver a solution utilizing the required technical requirements identified in the SOW and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

The NG9-1-1 Services – Prime and Region in California shall follow the NENA i3 Call Flow per NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution. Each region shall provide NENA i3 call flow to support interoperability between their Region and the Prime. The Prime shall have the overall management and direction for consistency of call flow.

The NG9-1-1 Service Network Provider – PNSP shall be responsible to aggregate all OSP 9-1-1 traffic with the exception of AT&T, Frontier, Consolidated Communications wireline and wireless OSP. Text to 9-1-1 is also included as part of the 9-1-1 traffic. The PNSP shall aggregate all Text to 9-1-1 traffic from the Text Control Center or OSP. The PNSP shall be responsible for routing all aggregated 9-1-1 traffic to the appropriate PSAP. In the event of a regional network failure, the PNSP shall be responsible to provide redundant path for routing all 9-1-1 traffic from region through Prime to the PSAP. In the event a PSAP requires 9-1-1 traffic to be transferred outside of their region, the PNSP shall be responsible to accept the 9-1-1 traffic from the RNSP and deliver to the appropriate PSAP.

The NG9-1-1 Regional Network Service Provider – (RNSP) shall be responsible to aggregate all AT&T, Frontier, Consolidated Communications wireline and wireless OSP traffic within their awarded region.

The PNSP and RNSP shall be responsible to anchor all 9-1-1 traffic at aggregation until verification of the ability for the NG9-1-1 core services to deliver the call to the appropriate PSAP.

The RNSP shall be responsible for all costs associated with the network connectivity to the PNSP for the redundant connectivity. The PNSP shall not charge the RNSP a connection fee for the redundant connectivity.

2.4 COMMERCIALY AVAILABLE HARDWARE

Where ever possible, commercially available hardware shall be used for the best quality and ability to replace parts quickly for maintenance and/or upgrades.

3 TERM OF THE CONTRACT

Effective upon approval of the California Department of Technology (CDT), Statewide Technology Procurement (STP), the term of the contract is five (5) years with five (5) one (1) year options.

The CA 9-1-1 Branch at its sole discretion, may exercise its option to execute, five (5), one (1)-year extensions to perform Prime NG9-1-1 Core Services or Region NG9-1-1 Core Services, ongoing support, and knowledge transfer at the rates identified in EXHIBIT 22, COST WORKBOOK, for a maximum contract term of ten (10) years.

3.1 CONTRACT COMMENCEMENT TIME

Upon contract execution, the Contractor shall not be authorized to deliver or commence the performance of services as described in this SOW until written approval has been obtained from Cal OES. Any delivery or performance of service that is commenced prior to the signing of the contract shall be considered voluntary on the part of the Contractor and non-compensable.

Upon contract execution, the Contractor shall align the deployment NG Text to 9-1-1 Services as identified in the SOW, Project Deployment Plan (PDP), and EXHIBIT 21: TECHNICAL REQUIREMENTS. All other NG9-1-1 Services shall not be started until approval and written notification by Cal OES. All NG9-1-1 Services are expected to commence upon funding approval.

3.2 CONTRACT AMENDMENTS

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

4 CONTRACT CONTACTS

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

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

State: Governor's Office of Emergency Services, Public Safety Communications, CA 9-1-1 Branch	Contractor:
Name: Ryan Sunahara	Name:
Address 601 Sequoia Pacific Blvd. : Sacramento, CA 95811	Address:
Phone: (916) 657-9100	Phone:
Fax: (916) 657-9882	Fax:
e-mail: Ryan.Sunahara@Caloes.ca.gov	e-mail:

Direct all contract inquiries to:

State: Governor's Office of Emergency Services	Contractor:
Unit: Procurement/Contracts Unit	Attention:
Name: TBD	
Address 601 Sequoia Pacific Blvd. : Sacramento, CA 95811	Address:
Phone: (916) 845-XXXX	Phone:
Fax: (916) 845-XXXX	Fax:
e-mail: XXXX@Caloes.ca.gov	e-mail:

5 SOLUTION REQUIREMENTS

5.1 TECHNICAL REQUIREMENTS

All requirements as stated in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS, are part of this SOW. Within ten (10) days of award of contract, the Contractor shall schedule an initial meeting with the CA 9-1-1 Branch to prioritize the statewide deployment. The services shall meet the technical requirements contained in all worksheets in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS. Additional meetings may be required to further prioritize the statewide deployment. Additional meetings shall be agreed upon by the Contractor and CA 9-1-1 Branch at the initial meeting. The priorities to the statewide deployment shall be used to establish the Deployment Plan identified in section 13.1. The CA 9-1-1 Branch shall reserve the right to reassign priorities for the deployment of the

statewide network. The Contractor agrees to follow the priorities as assigned by CA 9-1-1 Branch.

The Deployment Plan for Prime NG9-1-1 services at 440 PSAPs will require the Contractor to assign A Single Point of Contact to prioritize the statewide rollout in an efficient manner and consider all dependencies of PSAPs, Technology, CA 9-1-1 Branch Timeframe, Ordering Process, Risks, Training, Resources, and Acceptance Testing.

The Deployment Plan for an awarded Region NG9-1-1 services at all PSAPs in the awarded Region will require the Contractor to assign a Single Point of Contact to prioritize the region wide rollout in an efficient manner and consider all dependencies of PSAPs, Technology, CA 9-1-1 Branch Timeframe, Ordering Process, Risks, Training, Resources, and Acceptance Testing.

6 CONTRACTOR FACILITY LOCATIONS

All Contractor's facilities, direct technical and administrative support personnel that will perform services as part of this Contract must be located within the Continental United States (CONUS) or the District of Columbia. The PSNP shall maintain a minimum of two (2) geographically diverse cores dedicated to California with demonstrated capability to provide 99.999% reliability.

7 CA 9-1-1 BRANCH ROLES AND RESPONSIBILITIES

- 1) The CA 9-1-1 Branch will designate a person to whom all Contractor communication may be addressed, and who has the authority to act on all aspects of the services, see Section 4 for designee. This person will review the SOW and associated documents with the Contractor to ensure understanding of the responsibilities of both parties;
- 2) The CA 9-1-1 Branch personnel shall utilize the Project Milestone Report (PMR), SOW – ATTACHMENT 8, to document and track the status of all project tasks. The original PMR will be maintained with the CA 9-1-1 Branch and a copy of the PMR will be provided to the PNSP and RNSP Contractor.
- 3) The CA 9-1-1 Branch will provide access to department staff and management, offices and operation areas, as required, to complete the tasks and activities defined under this Contract;
- 4) The CA 9-1-1 Branch requires a minimum of ten (10) State business days for the review and approval of information and documentation provided by the Contractor to perform its obligations. In the event CA 9-1-1 Branch is unable to review and approve documents within the ten (10) days, the Contractor will be notified of the adjusted date. The documents are not automatically approved in the event CA 9-1-1 Branch is not able to review and approve within the ten (10) business days. If the Contractor is not provided an estimated date of State review and approval completion, the

Contractor may initiate the escalation process which is identified in Section 11, Problem Escalation;

- 4) If a Contractor employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor will provide suitable substitute personnel. The substitute personnel shall be interviewed and approved by the CA 9-1-1 Branch NG9-1-1 Manager.
- 5) The CA 9-1-1 Branch will work with PSAP in the event there is no cabling available at Main Point of Entry (MPOE). For these instances, PNSP and RNSP shall not be responsible for any cost element related to new cabling and installation.

8 CONTRACTOR'S ROLES AND RESPONSIBILITIES

- 1) Upon contract execution the PNSP and RNSP shall meet via in person meeting or teleconference, with the CA 9-1-1 Branch team at a minimum weekly, or at the discretion of the CA 9-1-1 Branch, to ensure project tasks and timelines are met, with all Contractor Key Staff identified in SOW Section 9. The CA 9-1-1 Branch may require an in person meeting based on project status.
- 2) Upon contract execution until NG9-1-1 services are fully implemented, the PNSP and RNSP Project Coordinator shall maintain communication with the CA 9-1-1 Branch team on a regular basis throughout the week.
- 3) Once NG9-1-1 services are fully implemented, the PNSP and RNSP team shall meet with the CA 9-1-1 Branch at a minimum monthly to review outage reports and SLAs. This meeting will be in person with the CA 9-1-1 Branch team.
- 4) The PNSP shall develop all interface standards for aggregation, region, and PSAP, based on direction and approval from the CA 9-1-1 Branch.
- 5) The RNSP shall comply with all PNSP developed interface standards for aggregation, region, and PSAP, based on direction and approval from the CA 9-1-1 Branch.
- 6) The PNSP and RNSP shall collaborate on the implementation and development of all interface standards based on direction and approval from the CA 9-1-1 Branch. Upon contract execution the CA 9-1-1 Branch will establish a regular meeting schedule to facilitate PNSP and RNSP collaboration.
- 7) The Contractor shall provide its own equipment and software necessary to perform the required duties;
- 8) The PNSP and RNSP shall use a multi-layered redundancy of systems, software and facilities with no single point of failure;
- 9) 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;
- 10) The Contractor shall notify CA 9-1-1 Branch in writing, of all changes in key personnel assigned to the tasks as outlined in Section #9 below. If a Contractor

employee is unable to perform due to illness, resignation, or other factors beyond the Contractor's control, the Contractor will provide suitable substitute personnel. The substitute personnel shall be interviewed and approved by the CA 9-1-1 Branch NG9-1-1 Manager;

- 11) The Contractor shall perform their duties on the premises of the PSAP facilities located within California during the best available hours for the PSAP and at all other times as required to successfully provide the services;
- 12) Contractor staff that perform duties on premises of the PSAP will be subject to that PSAP's background check and security requirements;
- 13) The Contractor shall maintain a Certificate of Public Convenience and Necessity (CPCN) through CPUC throughout the term of the contract;
- 14) The Contractor shall have CPUC approved tariffs that match the contract terms, conditions, and pricing, throughout the term of the contract.
- 15) The Contractor shall submit a Project Milestone Report (PMR) for each non-tariffed NRC. Prior to payment, CA 9-1-1 Branch acceptance and signature of PMR is required.

9 CONTRACTOR KEY STAFF

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

Unanticipated Tasks will be charged at the hourly rates identified in the Cost Workbook (EXHIBIT 22). Pricing for this tariffed line item shall be provided in the EXHIBIT 22, COST WORKBOOK. Within 14 calendar days of contract execution, the Contractor shall submit in writing to CA 9-1-1 Branch the following key staff:

- 1) Project Coordinator;
 - a) A minimum of three (3) years' experience with knowledge and experience in managing projects/ system installations of similar complexity.
- 2) PNSP Alert and Warning Coordinator;
 - a) A minimum of two (2) years' experience with Knowledge and experience in emergency notification systems, alert and warning requirements, and FEMA Integrated Public Alert Warning System (IPAWS).
- 3) NG9-1-1 Trunk Services Coordinator;
 - a) A minimum of two (2) years' experience with knowledge and experience in NG9-1-1 networks.
- 4) NG9-1-1 Aggregation Services Coordinator;

- a) A minimum of two (2) years' experience with knowledge and experience in NG9-1-1 traffic aggregation and network configuration.
 - b) A minimum of two (2) years' experience with knowledge and experience working with the OSP include wireless, wireline, and VoIP technologies.
- 5) NG9-1-1 Core Services Coordinator;
- a) A minimum of two (2) years' experience with knowledge and experience in development and implementation of NG9-1-1 Core Services.
- 6) NG9-1-1 Prime or Region Functions and Services Coordinator;
- a) A minimum of two (2) years' experience with knowledge and experience in development and implementation of NG9-1-1 Core Services including network interoperability, system monitoring, GIS, and outage reporting.
- 7) PNSP Text-to-9-1-1 Coordinator;
- a) A minimum of two (2) years' experience with knowledge and experience in NG Text to 9-1-1 Services.
- 8) System Monitoring and Outage Reporting Coordinator.
- a) A minimum of two (2) years' experience with knowledge and experience in system monitoring, outage reporting, NG9-1-1 Network Services.

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

10 SUBCONTRACTORS

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

- Next Generation Core Services (NGCS)
- GIS
- Emergency Call Routing Function (ECRF)
- Emergency Services Routing Proxy (ESRP)
- Location Information Service (LIS)

- Location Database (LDB)
- Aggregation
- Alert and Warning
- Text-to-9-1-1
- System Monitoring

The PNSP and RNSP Contractor 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. CA 9-1-1 Branch retains the right to approve or not approve. This requirement does not apply to subcontractors providing supplies only and no labor to the overall contract or project.

11 PROBLEM ESCALATION

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

First level:	NG9-1-1 Manager First.Last@caloes.ca.gov (916) 657-####
Second level:	Ryan Sunahara, Division Chief Ryan.Sunahara@caloes.ca.gov (916) 657-9100
Third level:	Budge Currier, Branch Manager Budge.Currier@caloes.ca.gov (916) 657-9911

11.1 SERVICE ISSUES AND OUTAGE NOTIFICATION

After Contract award, information for the confidential CA 9-1-1 Branch outage notification phone number and e-mail will be provided. The outage reporting shall incorporate real-time or live monitoring per EXHIBIT 21 PRIME TECHNICAL REQUIREMENTS

or EXHIBIT 23 REGION TECHNICAL REQUIREMENTS, where a secure log in portal is available to CA 9-1-1 Branch.

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

11.1.1 FAILURE EVENT NOTIFICATION

In the event of any service issue(s) and/or outage(s) as specified in the appropriate Service Level Agreement (SLA), the Contractor shall notify the CA 9-1-1 Branch via a phone call and via email within ten (10) minutes of initial report of outage or network failure, providing the Initial Notification and containing the following (as available):

- 1) Primary outage location;
- 2) Problem description;
- 3) Time of failure;
- 4) Affected systems/services;
- 5) Impact to the provision of 9-1-1 Service;
- 6) Trouble ticket number; Ticket pending (test or dispatch).

Follow-up notifications shall be provided by the contractor as new information becomes available or every 2 hours, whichever occurs first, and include a current status of the data provided in the initial contact and any additional data pertinent to the outage and its resolution such as:

- 1) Extent of outage;
- 2) Affected systems/services (if different than initial);
- 3) Potential number of requests for emergency services denied/failed, if unable to determine if requests for emergency service were lost or not, "session lost – unknown" should be in the outage notification);
- 4) Sequence of events toward resolution (action taken to resolve the issue);
- 5) Estimated time of technician arrival (ETA)/Estimated time of outage resolution (ETR).

When major event is cleared, Contractor shall send a Final Notification of resolution. CA 9-1-1 Branch may review this with the Contractor every month, to determine if major notifications need to be adjusted to support the overall Cal OES situational awareness. See SLA Section 32.

11.1.2 OTHER EVENT NOTIFICATION

For any other service issue(s) or outage(s) that the monitoring system does not report on, the Contractor shall notify CA 9-1-1 Branch. Notifications shall include but are not limited to location not delivered with 9-1-1 traffic from OSP, 80% trunk capacity, policy based routing failure, and regional network down. Contractor shall notify the CA 9-1-1 Branch of the problem via e-mail within five (5) minutes of initial report of outage or disruption of service(s) providing the Initial Notification and contain the following (as available):

- 1) Primary outage location;
- 2) Problem description;
- 3) Time of failure;
- 4) Affected systems/services;
- 5) Impact to the provision of 9-1-1 Service;
- 6) Trouble ticket number; Ticket pending (test or dispatch).

When other event is cleared, Contractor shall send a Final Notification of resolution. CA 9-1-1 Branch may review this with the Contractor every month, to determine if notifications need to be adjusted to support the overall Cal OES situational awareness. See SLA Section 32.

11.1.3 OUTAGE REPORTING

The Contractor shall for any service/system outage, deliver the appropriate e-mail, and if necessary a voice call to the CA 9-1-1 Branch Outage phone, and provide root cause analysis. See SLA Section 32

12 CHANGE CONTROL PROCESS

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

13 CONTRACTOR TASKS AND DELIVERABLE REQUIREMENTS

13.1 MAINTENANCE PLAN

Contractor shall be responsible for all maintenance to the Prime NG9-1-1 Services and the Region NG9-1-1 Services for the term of the Contract, at no additional cost. PNSP and RNSP Contractor shall include a draft maintenance plan in response to this RFP. A final maintenance plan shall be submitted to CA 9-1-1 Branch for review and approval within

90 days from Contract execution. Planned or unplanned maintenance shall not disrupt 9-1-1 service and/or trigger any SLAs.

Maintenance Schedule 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.

13.2 PNSP PROJECT DEPLOYMENT PLAN (PDP)

All documents shall be provided in electronic format unless a hardcopy is specifically requested by the State.

- 1) The PNSP Contractor shall submit a draft Statewide NG9-1-1 PDP as a part of their bid submission. Upon contract execution, PNSP Contractor shall submit a final statewide PDP within 60 days after contract execution or a mutually agreed upon date between the Contractor and CA 9-1-1 Branch per the SLA 32.2. All modifications to the PNSP final PDP shall be approved by CA 9-1-1 Branch. The PDP shall be a task-oriented Gantt chart detailing the deployment activities, clearly identifying all external dependencies outside of the Contractor's control for expected timelines and that addresses each of the NG9-1-1 service areas.
- 2) The PNSP Contractor shall utilize the Project Milestone Report (PMR), SOW – ATTACHMENT 8, for each milestone to document and track the status of all project tasks. The original PMR will be maintained with the CA 9-1-1 Branch and a copy of the PMR will be provided to the PNSP.
- 3) Within 60 days of contract execution for each Region, the PNSP and RNSP Project Managers shall begin coordination of their Interface and Integration Plan of the PDP's for all associated tasks for connectivity between PNSP and RNSP, PSAP interface, and aggregation per the SLA 32.2. The PNSP and RNSP who fail to meet this requirement shall collectively be subject to the SLA 32.2. CA 9-1-1 Branch will schedule and facilitate meetings between PNSP and RNSP within 60 days of contract execution for each region.

4) Within 120 days of contract execution for each Region, the PNSP and RNSP Project Managers shall complete coordination of their Interface and Integration Plan of the PDP's for all associated tasks for connectivity between PNSP and RNSP, PSAP interface, and aggregation per the SLA 32.2. The PNSP and RNSP who fail to meet this requirement shall collectively be subject to the SLA 32.2. CA 9-1-1 Branch will schedule and facilitate meetings between PNSP and RNSP within 60 days of contract execution for each region. The PDP shall include major milestones identified at a minimum the following:

1. Identify Key Staff
2. Project schedule with major milestones identified
 - a) PSAP site survey schedule;
 - b) Network requirements and final design solution;
 - c) OSP aggregation connectivity plan;
 - d) PNSP Text to-911 deployment plan;
 - e) PNSP Alert and Warning deployment plan;
 - f) PNSP Alert and Warning training plan;
 - g) Acceptance Test Plan;
 - h) Training plan;
 - i) Monthly Billing and SLA plan;
 - j) PSAP cutover day plan;
 - k) Interface and Integration plan (shall include PSAP, RNSP and aggregation);
 - l) Selective Router Decommissioning Plan: This plan will outline the PNSP role in transitioning all 9-1-1 traffic from selective router.
- 5) PNSP Contractor shall conduct a site survey;
- 6) PNSP Contractor shall deliver a certificate of system readiness when the service is ready for acceptance testing;

- 7) PNSP Contractor shall develop the Statewide Text to 9-1-1 Project Deployment Plan as part of the master Project Plan within ten (10) days after contract execution or a mutually agreed upon date. The Deployment shall consist of at least three (3) phases with milestones that are completed for PSAPs with Text Existing within three (3) month, PSAPs with Text Planned within six (6) months, and PSAPs remaining within nine (9) months. The project plan shall be a task-oriented Gantt chart detailing the deployment activities, clearly identifying all external dependencies outside of the Contractor's control for expected timelines;
- 8) PNSP Contractor shall deliver System Acceptance Testing to ensure that the system operates in substantial accord with the technical specifications, is adequate to perform as warranted by Contractor's response to the requirements of this Contract and evidences a satisfactory level of performance reliability, prior to its acceptance;
- 9) PNSP Contractor shall deliver acceptance testing for software (other than Operating System Software);
- 10) PNSP Contractor shall provide a Project Coordinator with knowledge and experience in managing system installations of similar complexity at no additional cost to the PSAP or the CA 9-1-1 Branch. All installations shall use industry accepted project management methodology throughout the project;
- 11) PNSP Contractor shall deliver maintenance service including parts, software support and labor;
- 12) PNSP Contractor shall deliver notification to the PSAPs if determining telephone line repair is needed;
- 13) PNSP Contractor shall deliver the necessary maintenance and parts to keep the service in good operating condition, which includes preventative scheduled maintenance.

13.3 RNSP PROJECT DEPLOYMENT PLAN

All documents shall be provided in electronic format unless a hardcopy is specifically requested by the State.

- 1) The RNSP Contractor shall submit a draft Region-wide NG9-1-1 Project Deployment Plan as a part of their bid submission. Upon contract execution, RNSP Contractor shall submit a final statewide PDP within 60 days after contract execution or a mutually agreed upon date between the Contractor and CA 9-1-1 Branch per the SLA 32.2. All modifications to the RNSP PDP shall be approved by CA 9-1-1 Branch. The PDP shall be a task-oriented Gantt chart detailing the deployment activities, clearly identifying all external dependencies outside of the Contractor's control

for **expected timelines and that addresses each of the** NG9-1-1 service areas.

- 2) The RNSP Contractor shall utilize the Project Milestone Report (PMR), SOW – ATTACHMENT 8, for each milestone to document and track the status of all project tasks. The original PMR will be maintained with the CA 9-1-1 Branch and a copy of the PMR will be provided to the RNSP.
- 3) Within 60 days of contract execution for awarded Region, the PNSP and RNSP Project Managers shall begin coordination of their Interface and Integration Plan of the PDP's for all associated tasks for connectivity between PNSP and RNSP, PSAP interface, and aggregation per the SLA 32.2. The PNSP and RNSP who fail to meet this requirement shall collectively be subject to the SLA 32.2. CA 9-1-1 Branch will schedule and facilitate meetings between PNSP and RNSP within 60 days of contract execution for each region.
- 4) Within 120 days of contract execution for awarded Region, the PNSP and RNSP Project Managers shall complete coordination of their Interface and Integration Plan of the PDP's for all associated tasks for connectivity between PNSP and RNSP, PSAP interface, and aggregation per the SLA 32.2. The PNSP and RNSP who fail to meet this requirement shall collectively be subject to the SLA 32.2. CA 9-1-1 Branch will schedule and facilitate meetings between PNSP and RNSP within 60 days of contract execution for each region.
- 5) The PDP shall include major milestones identified at a minimum the following:
 1. Identify Key Staff
 2. Project schedule with major milestones identified
 - a) PSAP site survey schedule;
 - b) Network requirements and final design solution;
 - c) OSP aggregation connectivity plan;
 - d) Acceptance Test Plan;
 - e) Training plan;
 - f) Monthly Billing and SLA plan;
 - g) PSAP cutover day plan;
 - h) Interface and Integration plan (shall include PSAP, RNSP and aggregation);

- i) Selective Router Decommissioning Plan: This plan will outline the RNSP role in transitioning all 9-1-1 traffic from selective router.
- 6) RNSP Contractor shall conduct a site survey;
 - 7) RNSP Contractor shall deliver a certificate of system readiness when the service is ready for acceptance testing;
 - 8) RNSP Contractor shall deliver System Acceptance Testing to ensure that the system operates in substantial accord with the technical specifications, is adequate to perform as warranted by Contractor's response to the requirements of this Contract and evidences a satisfactory level of performance reliability, prior to its acceptance;
 - 9) RNSP Contractor shall deliver acceptance testing for software (other than Operating System Software);
 - 10) RNSP Contractor shall provide a Project Coordinator with knowledge and experience in managing system installations of similar complexity at no additional cost to the PSAP or the CA 9-1-1 Branch. All installations shall use industry accepted project management methodology throughout the project;
 - 11) RNSP Contractor shall deliver maintenance service including parts, software support and labor;
 - 12) RNSP Contractor shall deliver notification to the PSAPs if determining telephone line repair is needed;
 - 13) RNSP Contractor shall deliver the necessary maintenance and parts to keep the service in good operating condition, which includes preventative scheduled maintenance.

13.4 TEXT-TO-9-1-1 SPREADSHEET TRACKING

Due to the need to transition Text-to-9-1-1 services within 12 months of contract execution, the PNSP Contractor shall use comprehensive Excel spreadsheets depicting each PSAP, Text Service Modality, Acceptance Testing, test dates per wireless carrier, and final go live dates. This shall be provided monthly no later than the 10th calendar day of each month.

CA 9-1-1 Branch tracking #	FCC ID	PSA NAME	COUNTY	TEXT SERVICE MODALITY	STATUS	Date Approved	Carrier test date	Date for acceptance	Date Live

				Web or Integrat ed	Live or approv ed or in progres s		For each carri er		
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13.5 TEXT-TO-9-1-1 PSAP DEPLOYMENT PLAN

For each PSAP, the PNSP Contractor shall provide their deployment plan information 20 calendar days before the PSAP installation or a mutually agreed upon date. The deployment plan shall include, but not limited to:

- a) PSAP training;
- b) Admin training if applicable;
- c) Go Live Date;
- d) Carrier testing coordination documentation;
- e) PSAP name and contact.

13.6 TEXT-TO-9-1-1 PSAP CONNECTIVITY AND TESTING

For each PSAP, the PNSP Contractor shall, install connectivity and conduct testing as necessary.

13.7 TEXT-TO-9-1-1 PSAP ACCEPTANCE TESTING

For each PSAP, the PSNP Contractor shall coordinate with PSAP and CA 9-1-1 Branch to conduct fully comprehensive Acceptance Testing and complete the Acceptance Test Form, and submit to the CA 9-1-1 Branch. Additionally, PNSP Contractor shall perform a new Acceptance Test within five (5) business days along with any additional training if necessary, if there is a technology upgrade or if the PSAP changes from one Text-to-9-1-1 modality service to another.

14 DELIVERABLE ACCEPTANCE/REJECTION PROCESS (PNSP AND RNSP)

14.1 ACCEPTANCE

The CA 9-1-1 Branch will be the sole judge of the acceptability of all work performed and all work products produced by the Contractor as a result of this SOW. Should the work performed or the products produced by the Contractor fail to meet the CA 9-1-1 Branch conditions, requirements, specifications, guidelines, or other applicable standards, the following resolution process will be employed, except as superseded by other binding processes.

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

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

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

14.2 ACCEPTANCE TESTING CRITERIA (PNSP AND RNSP)

The Contractor shall provide Acceptance Testing Plan (ATP) and Checklist within 30 calendar days of contract execution. Contractor shall finalize ATP and Checklist and submit to CA 9-1-1 Branch for final approval within 90 calendar days of contract execution. At a minimum the ATP shall include the current NENA standards. System acceptance templates have been provided in SOW – Attachment 4a-4e and SOW – Attachment 5a-5b to identify the minimum required information.

The Contractor shall develop an ATP to include at a minimum for the following services:

- 1) NG9-1-1 Trunk Services;
- 2) PNSP NG9-1-1 Alert and Warning System;

- 3) NG9-1-1 Aggregation Services;
- 4) NG9-1-1 Statewide GIS (PNSP shall manage, RNSP shall integrate);
- 5) NG9-1-1 Core Services;
- 6) PNSP NG Text-to-9-1-1 Services and Text-to-9-1-1 Authorization Checklist;
- 7) Full System Acceptance (include Prime and Region network acceptance);
- 8) Other:
 - a) PSAP cutover plan;
 - b) Billing Process;
 - c) Real-Time System Monitoring;
 - d) PSAP Interface;
 - e) Aggregation Interface;
 - f) Prime/Regional Interface.

Acceptance Testing is intended to ensure that the service is performing as warranted by Contractor's response to the requirements of this Contract and evidences a satisfactory level of performance availability as per SLAs, prior to its acceptance by the CA 9-1-1 Branch. Acceptance Testing is required for all newly installed technology service after a successful performance period.

The Contractor shall issue a certificate of system readiness to the CA 9-1-1 Branch when services are ready for Acceptance Testing. Acceptance Testing shall commence on a date and time mutually agreed upon by the CA 9-1-1 Branch, within ten (10) business days, following receipt of the certificate of system readiness and shall end when the services have met the standard of performance ATC for a period of 45 calendar days. Operation of the services to confirm proper installation shall be considered to be a part of the Acceptance Test. It is not required that the 45 calendar days expire in order to begin a subsequent Acceptance Testing period.

Services shall not be accepted by the CA 9-1-1 Branch, and no charges associated with such service shall be paid by the CA 9-1-1 Branch, until the Contractor has demonstrated that the Contractor has satisfactorily provided all of the functionality per SOW, Section 14.2 ACCEPTANCE TESTING CRITERIA.

The standard of performance for Acceptance Testing is defined as the operation of service at an average level of effectiveness of 99.999% for a period of 45 calendar days. For Acceptance Testing purposes, the system shall not have any major failures during the 45 calendar day testing period. In the event of a major failure, the 45 day clock will be restarted after the failure has been corrected. Minor failures will not restart the testing period clock however, will be noted in the System Acceptance report.

Upon successful completion of the entire NG9-1-1 network system ATC, a Certificate of System Readiness shall be completed by the PNSP, the PSAP representative and the CA 9-1-1 Branch NG9-1-1 Manager. The Certificate of System Readiness will be attached with all testing notes and findings and the original copy shall be filed with the CA 9-1-1 Branch.

It shall be in the CA 9-1-1 Branch's sole determination as to whether a deliverable service has been successfully completed and acceptable to the CA 9-1-1 Branch.

15 USER ACCEPTANCE TESTING CRITERIA (PNSP AND RNSP)

The Contractor shall coordinate with the CA 9-1-1 Branch NG9-1-1 Manager who will identify the PSAP team for User Acceptance Testing (UAT) criteria. The PSAP team will coordinate UAT with the Contractor for all NG9-1-1 Services deployed at the PSAP and Regional level. UAT will be developed by the PSAP and in collaboration with the contractor and approved by the NG9-1-1 Manager.

16 NG9-1-1 EMERGENCY ALERT AND WARNING (PNSP)

The PNSP shall be responsible for providing a statewide NG9-1-1 AWS for local, regional and state end users that meet all technical requirements outlined in EXHIBIT 21, TECHNICAL REQUIREMENTS.

The NG9-1-1 AWS shall be capable of distributing and/or broadcasting recorded voice, text-to-voice, text message, email and fax notifications to an area identified by a GIS polygon or predefined GIS tool.

16.1 PUBLIC SELF-REGISTRATION PORTAL

The PNSP shall provide a public facing portal to allow local community members to register their contact information and additional telephone, text message and email contact information that meet all technical requirements outlined in EXHIBIT 21, TECHNICAL REQUIREMENTS.

16.2 ALERT AND WARNING GIS MAP

The Alert and Warning System GIS map shall provide local, regional and state users predefined customizable geometric shapes to select contact data from the GIS map.

16.3 ALERT AND WARNING TRAINING

The PNSP shall be responsible to provide training in the form of the Train-the-Trainer course for all local, regional, and state entities who will utilize the system. Training shall include all training resource materials and on-site training per EXHIBIT 21, TECHNICAL REQUIREMENTS.

17 GEOGRAPHICAL INFORMATION SYSTEM (PNSP AND RNSP)

CA 9-1-1 Branch will provide PNSP contractor the complete and validated CA 9-1-1 Statewide GIS database that conforms to NENA-STA-010.2-2016 i3 standard and all technical requirements outlined in EXHIBIT 21, TECHNICAL REQUIREMENTS.

17.1 GEOGRAPHICAL INFORMATION DATABASE (PNSP AND RNSP)

PNSP Contractor shall be responsible for coordination and transition of Statewide GIS database from CA 9-1-1 Branch' selected GIS database Contractor. Contractor shall assimilate the Statewide GIS database and accept responsibility for the tools and resources needed to manipulate, edit, process discrepancies, provide updates, provision to functional elements, and provide data normalization of the GIS database.

RNSP Contractor shall be responsible incorporate the Statewide GIS database, emergency call routing function (ECRF), and associate policy based routing functions from CA 9-1-1 Branch' selected PNSP Contractor into the RNSP ECRF and NG Core Service solution.

17.2 GEOGRAPHICAL INFORMATION DATABASE RESPONSIBILITY (PNSP)

The Statewide GIS Database will contain the shape files and layers necessary to route 9-1-1 traffic. OSP are responsible to provide subscriber location data and submit updates to the PNSP. The 9-1-1 County Coordinators are responsible to maintain GIS data and submit updates to the PNSP. The PNSP shall be the definitive data source for 9-1-1 traffic routing.

- 1) The PNSP shall provide an administrative access to GIS database for a maximum of 200 users. The users will include County Coordinators, OSP representatives and the CA 9-1-1 Branch. Complete list of personnel will be provided to the PNSP upon contract award;
- 2) The PNSP shall provide all PSAPs the functionality to support database location queries that integrate to CPE.

17.3 LOCATION DATABASE (LDB) AND ASSOCIATED SERVICES (PNSP)

The PNSP Contractor shall provide a Location Database (LDB) to facilitate the implementation of location services. The LDB must be able to provide Presence Information Data Format – Location Object (PIDF-LO), utilizing both the civic and geodetic profiles, for all calls entering the Next Generation Core Services (NGCS). At a

minimum, the LDB shall meet the technical requirements identified in EXHIBIT 21, TECHNICAL REQUIREMENTS.

Ability for Service Providers to update their location records using their existing processes (such as Service Order Input (SOI)) or a web based user interface.

17.4 PSAP GIS BOUNDARY DATA (PNSP)

The PNSP Contractor shall maintain records of all PSAP profiles and GIS routing boundaries. The shape file jurisdiction boundaries shall be the property of the CA 9-1-1 Branch and provided upon request. The initial shape files will be provided by the CA 9-1-1 Branch; updates may be sent by County Coordinators or PSAPs and the update process will be similar to the existing Master Street Address Guide (MSAG) update process. NG9-1-1 traffic will be routed via GIS shape files to the correct PSAP.

18 POLICY BASED ROUTING (PNSP AND RNSP)

The PNSP Contractor shall supply a rules-based routing proxy functionality per NENA-STA-010.2-2016. Specifically the Policy Routing Function (PRF) is required to interface with the Emergency Service Routing Proxy (ESRP) and the conditional routing possibilities within the NGCS. Contractors must ensure that the system's rules-based routing interfaces to the other components and functional elements making up the NGCS are in compliance with NENA-STA-010.2-2016 (<https://www.nena.org/page/i3 Stage3>) and meets the requirements of the CA 9-1-1 Branch. The Contractor shall specifically identify the interface used to establish these rules within the NGCS and any conditions that may exist limiting its function. All Policy Routing Data is the property of CA 9-1-1 Branch and shall be available for review by an on-line system, dashboard, by GIS, or excel data format.

The RNSP shall supply a rules-based routing proxy functionality per NENA-STA-10.2-2016 (and subsequent versions) that aligns with the PNSP developed and maintained (PRF) as required to interface with the PSNP developed and maintained Emergency Service Routing Proxy (ESRP) and the conditional routing possibilities within the NGCS.

19 DATA HANDLING AND OWNERSHIP (PNSP AND RNSP)

Contractor shall provide security for all data handling and make it available to the CA 9-1-1 Branch at no additional charge upon request in written, electronic, or by secure portal access for each of the following types of data. All data related to this contract shall be the property of the CA 9-1-1 Branch.

19.1 CALL DATA RECORDS (PNSP AND RNSP)

Any 9-1-1 Call Data Records (CDR) are the property of the CA 9-1-1 Branch and shall be available to the PSAP as defined by CA 9-1-1 Branch's Operation Manual. The Contractor shall utilize Session Internet Protocol (SIP) metadata and i3 logging to monitor,

track and verify data flow as a part of the CDR. The PNSP shall be able to provide a data push and/or pull of NENA i3 logging data from all RNSPs. The RNSP shall provide a data push and/or pull of NENA i3 logging data to the PNSP. All NG9-1-1 Metadata shall have a ten (10) year retention period.

19.2 NG9-1-1 TRAFFIC STATISTICS (PNSP AND RNSP)

PNSP and RNSP Contractor shall provide interface and all required data to support text session CDR within State's existing statistical tracking contractor. NG9-1-1 traffic includes all voice and data from caller to PSAP.

19.3 TEXT SESSION STATISTIC DATA (PNSP)

Any Text Session Data are the property of the CA 9-1-1 Branch and shall be available to the PSAP as defined by CA 9-1-1 Branch's Operation Manual. Statistical reports and Ad hoc report data shall also be available. Text Session Metadata shall be provided to CA 9-1-1 Branch for ten (10) year retention period.

19.4 TEXT SESSION DATA (PNSP)

Any Text-to-9-1-1 session data is the property of the PSAP and shall be available for up to two (2) years after the session is completed. Statistical reports and Ad hoc report data shall also be available. Batches of text session data shall be available to the PSAP by week, month, or year.

19.5 DATA MANAGEMENT (PNSP AND RNSP)

Data and reports requested within the scope of this contract shall be maintained daily and be made available electronically upon request but shall be submitted as required in the SOW.

19.6 CONFIGURATION MANAGEMENT DATABASE (PNSP AND RNSP)

The Contractor shall supply a Configuration management database that at a minimum, includes all of the software, systems, network protocols, port usage and relevant system related information in a mutually agreed upon format as defined in EXHIBIT 21, TECHNICAL REQUIREMENTS.

19.7 TEST ACCEPTANCE DATA (PNSP AND RNSP)

All Test Acceptance Data shall be made available to the CA 9-1-1 Branch upon request during the deployments with no limitations for distribution and discussion. All Test Data shall be provided to the CA 9-1-1 Branch upon request, with no restrictions.

19.8 DATA TRANSFERABILITY (PNSP AND RNSP)

Upon termination or Contract expiration, for any reason, this data shall be transferred to the CA 9-1-1 Branch, in an effort to ensure emergency operations are not disrupted.

20 REPORTING (PNSP AND RNSP)

Contractor is responsible for delivering all reports as described in the SLA's, EXHIBIT 21, Prime TECHNICAL REQUIREMENTS, EXHIBIT 23, Region TECHNICAL REQUIREMENTS and SOW. In addition, the following reports are required as described below. This list is not intended to be exhaustive and additional reports may be required.

20.1 NG9-1-1 PNSP SERVICE OUTAGE REPORTING

PNSP Contractor shall provide the required outage reporting per the CA 9-1-1 Branch procedures and technical requirements EXHIBIT 21, EXHIBIT 21 PRIME TECHNICAL REQUIREMENTS.

20.2 PNSP NG9-1-1 SERVICE PROJECT REPORTING

PNSP Contractor shall provide coordination and all supporting project documentation for weekly NG9-1-1 Prime Service meetings/updates with CA 9-1-1 Branch, including the Text to 9-1-1 deployment plan.

20.3 PNSP SYSTEM MONITORING DASHBOARD

PNSP Contractor shall provide a system that will monitor, display and report the health of the Prime and Regional networks from ingress to egress of all 9-1-1 traffic. Monitoring system shall meet all technical requirements in accordance with EXHIBIT 21, EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS.

20.4 PNSP NG9-1-1 SERVICE REPORTING

PNSP Contractor shall provide the required SLA reports per the SOW, SLA Section 32.

20.5 PNSP TEXT TO 9-1-1 SERVICE REPORTING

PNSP Contractor shall provide the required SLA reports per the SOW, SLA Section 32.

20.6 PNSP TEXT TO 9-1-1 SESSION REPORTING

PNSP Contractor shall provide full reports of the Text to 9-1-1 sessions to the PSAPs in a secure and always available on-line platform.

20.7 RNSP NG9-1-1 SERVICE OUTAGE REPORTING

RNSP Contractor shall provide the required outage reporting per the CA 9-1-1 Branch procedures and technical requirements EXHIBIT 23 REGION TECHNICAL REQUIREMENTS.

20.8 RNSP NG9-1-1 SERVICE PROJECT REPORTING

RNSP Contractor shall provide coordination and all supporting project documentation for weekly NG9-1-1 Region Service meetings/updates with CA 9-1-1 Branch.

20.9 RNSP SYSTEM MONITORING DASHBOARD

RNSP Contractor shall provide a system that will monitor, display and report the health of the Regional networks from ingress to egress of all 9-1-1 traffic and provide reporting system monitoring data to the PNSP. Monitoring system shall meet all technical requirements in accordance with EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

20.10 RNSP NG9-1-1 SERVICE REPORTING

Contractor shall provide the required SLA reports per the SOW, SLA Section 32.

21 SECURITY (PNSP AND RNSP)

Contractor shall provide all security and monitoring for the Prime NG9-1-1 Services per the requirement EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

22 DISASTER RECOVERY (PNSP AND RNSP)

PNSP and RNSP Contractor is fully responsible for developing and implementing a disaster recovery plan to identify how the NGCS system tactically recovers from a disaster or situation that compromises the performance of NG9-1-1 services. This plan shall focus on alert, notification, response, restoration activities and the management of any event identified as a disaster that may cause harm to the system. The Disaster Recovery Plan shall be delivered within 30 days of Contract award for review and approval. The PNSP shall provide a step by step emergency re-route procedures from each Regional NG9-1-1 Network to the PSAP 90 calendar days, or mutually agreed upon date, prior to Region Network go-live. The RNSP shall provide a step by step emergency re-route procedures from awarded Regional NG9-1-1 Network to the PNSP for delivery to PSAP 90 days, or mutually agreed upon date, prior to Region Network go-live. The requirements are as follows:

- 1) The Disaster Recovery strategy must be consistent regardless of event or trigger;
- 2) An assessment process must be applied to the Disaster Recovery process;
- 3) Ownership of all facets of the plan must be defined;
- 4) Management teams and reporting scenarios must be defined;
- 5) Response teams must be identified;
- 6) Key decision makers and escalation lists must be defined;
- 7) Procedures of communication must be defined.

The goal of the Disaster Recovery plan is to create and document a playbook that includes procedures for a single source of management of the event for rapid escalation, triage, problem management, and communications.

The Disaster Recovery Plan must include:

- 1) Activation procedures;
- 1) Recovery team identification;
- 2) Roles and responsibilities ;
- 3) Recovery strategies and response;
- 4) Recovery management procedures;
- 5) Recovery cost procedures;
- 6) Recovery resources;
- 7) Recovery communications;
- 8) Stakeholder management.

Disaster recovery shall contain, but not limited to, the items listed in EXHIBIT 21, EXHIBIT 21, Prime Technical Requirements and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS. Contractor shall provide the Disaster Recovery Plan within 30 calendar days after award or a mutually agreed upon date for CA 9-1-1 Branch to review and approve.

23 CONTINUITY OF OPERATIONS PLAN (PNSP AND RNSP)

The Contractor must develop and maintain a Continuity of Operations Plan for the NGCS. Whereas the Disaster Recovery plan is concerned with response, mitigation and recovery; the Continuity of Operations plan must focus on ensuring that all critical services, and functions may still be carried out in the wake of a disruption, as well as after a disruption has been recognized. The Continuity of Operations Plan must include measures to account for common threats and vulnerabilities that may make a significant disruption more likely. The Contractor shall treat the Continuity of Operations Plan as a long term strategic plan to ensure continued operation in spite of disasters, disruptions or service limiting events.

The Continuity of Operations plan may include the following areas:

- 1) Backup facilities and redundancy such as mobile sites, hot sites, warm sites, and cold sites;
- 2) Backup software, storage and procedures for all data and files;
- 3) Redundant and diverse communications paths and systems;
- 4) Backup power, power supplies and power generation;
- 5) Complete redundant systems utilizing alternate technology;
- 6) Personnel and resources to support continued operations;
- 7) Subscription services;
- 8) Cyber incident redundancy and recovery support;
- 9) Call trees;
- 10) Crisis communications;
- 11) Succession plans.

Contractor shall provide the Continuity of Operations Plan within one month after contract execution or a mutually agreed upon date for CA 9-1-1 Branch to review and approve. The PNSP shall provide a step by step emergency re-route procedures from each Regional NG9-1-1 Network to the PSAP 90 calendar days, or mutually agreed upon date, prior to Region Network go-live. The RNSP shall provide a step by step emergency re-route procedures from awarded Regional NG9-1-1 Network to the PNSP for delivery to PSAP 90 days, or mutually agreed upon date, prior to Region Network go-live.

24 AGGREGATION SERVICE (PNSP AND RNSP)

The PNSP contractor shall provide an OSP traffic aggregation service for all OSPs in the State of California excluding wireless, AT&T wireline, Consolidated Communications wireline and Frontier wireline as defined in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS. PNSP shall provide aggregation connections to all Wireless OSPs that are in "hot standby" mode to enhance aggregation capabilities. The PNSP shall provide aggregation service that supports Text to 9-1-1 requirements in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS.

The RNSP contractor shall provide an OSP traffic aggregation service for all wireless, AT&T wireline, Consolidated Communications wireline and Frontier wireline OSPs in the awarded Region in the State of California as defined in EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

25 AGGREGATION "HOT STANDBY" PLAN (PNSP)

The PNSP Contractor shall provide an aggregation plan to support wireless, AT&T wireline, Consolidated Communications wireline and Frontier wireline as directed by CA 9-1-1 Branch. Aggregation services for wireless, AT&T wireline, Consolidated Communications wireline and Frontier wireline will be the responsibility of the RNSP provider however, in certain emergency situation CA 9-1-1 Branch may need to contact the Contractor to

perform services as required. This plan will support the need to aggregate OSP traffic in the event that a regional aggregation service needs to be replaced with another aggregation service provider. In this emergency situation, the PNSP would take on the OSP aggregation responsibility and would be required to execute their Aggregation Plan. The PNSP does not have primary responsibility to aggregate OSP traffic. The PNSP would rely on the RNSP to deliver 9-1-1 traffic to the PNSP. This aggregation plan would only be utilized in emergency situations; however, must be in active standby mode and plan must include a test cycle. The replacement of the OSP aggregation service provider would be directed by CA 9-1-1 Branch. The aggregation plan is needed to support emergency situations.

26 COMPATIBILITY AND INTERFACE (PNSP AND RNSP)

The PNSP Contractor is responsible for all PNSP Network connections, as defined by Interconnection Agreements, and all related NG911 service interfaces from the ingress of any 9-1-1 traffic type at the aggregation service providers Point of Interface (POI) to the egress of any 9-1-1 traffic type to any of the possible PSAP Call Processing Equipment site or host configurations by managed gateway and as directed by CA 9-1-1 Branch. The Contractor shall provide the interfaces to interconnect to each RNSP as directed by CA 9-1-1 Branch and per the applicable requirements in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS. Demarcation points shall be defined by Interconnection Agreements between interconnecting service providers. Contractor shall provide 9-1-1 traffic flow architecture to support the design overview.

The RNSP Contractor is responsible for all RNSP Network connections in the awarded Region, as defined by Interconnection Agreements, and all related NG911 service interfaces from the ingress of any 9-1-1 traffic type at the aggregation service providers POI to the egress of any 9-1-1 traffic type to any of the possible PSAP Call Processing Equipment site or host configurations by managed gateway and as directed by CA 9-1-1 Branch. The RNSP Contractor shall provide the interfaces to interconnect to the PNSP as directed by CA 9-1-1 Branch and per the applicable requirements in EXHIBIT 23, REGION TECHNICAL REQUIREMENTS. Demarcation points shall be defined by Interconnection Agreements between interconnecting service providers. RNSP Contractor shall provide 9-1-1 traffic flow architecture to support the design overview.

The EXHIBIT 22 COST WORKBOOK defines the prices for interfaces, NG9-1-1 Trunks and POIs. The CA 9-1-1 Branch will work with the PNSP and RNSP to approve items in the Cost Workbook to support the Project Plan. In the event PNSP or RNSP determines the need for an item in the COST WORKBOOK the CA 9-1-1 Branch will validate the need and ensure alignment with SOW prior to approval.

26.1 STATEWIDE CAPSNET INTERFACE (PNSP)

PNSP Contractor shall provide a plan to interface with the statewide California Public Safety Microwave Network (CAPSNET) backhaul as redundant path to each PSAP as defined in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS. The CA 9-1-1 Branch will provide additional information on the CAPSNET plan upon contract execution.

27 SYSTEM/SERVICE INSTALLATION (PNSP AND RNSP)

Contractor shall provide a detailed installation, implementation, and training plan to the CA 9-1-1 Branch for review and approval within 30 calendar days of Contract Execution. The Contractor's plan shall include the time provisions specified in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

28 TECHNOLOGY REFRESH (PNSP AND RNSP)

PNSP Contractor shall provide the CA 9-1-1 Branch, in writing, within 12 months from contract execution, a plan to maintain and update all hardware and software services on the Prime NG9-1-1 Service. The PNSP Contractor agrees Prime NG9-1-1 Services shall not be disrupted while performing hardware and/or software upgrades, in accordance to EXHIBIT 21 PRIME TECHNICAL REQUIREMENTS. PNSP Contractor shall provide all technology refreshes, to include training, equipment and technician hours at no cost to the State.

RNSP Contractor shall provide the CA 9-1-1 Branch, in writing, within 12 months from contract execution, a plan to maintain and update all hardware and software services on the Region NG9-1-1 Service. The RNSP Contractor agrees Region NG9-1-1 Services shall not be disrupted while performing hardware and/or software upgrades, in accordance to EXHIBIT 23 REGION TECHNICAL REQUIREMENTS. RNSP Contractor shall provide all technology refreshes, to include training, equipment and technician hours at no cost to the State.

29 KNOWLEDGE TRANSFER AND TRAINING (PNSP AND RNSP)

Contractor shall provide Train-the-Trainer course for CA 9-1-1 Branch personnel and not to exceed one (1) eight (8)-hour training course for the Network Reporting System. Contractor shall conduct training within 45 calendar days of the scheduled "Go Live" date and shall provide all training resources at the time of training. Contractor shall be responsible to maintain current versions of the training materials and provide training material to the CA 9-1-1 Branch for the duration of service.

29.1 PSAP NG TEXT TO 9-1-1 TRAINING (PNSP)

Contractor shall provide all PSAP training as Train-the-Trainer and training materials to PSAP(s) who deployed web-based Over-the-Top (OTT) NG Text-to-9-1-1 Solutions. Contractor shall coordinate training dates with each of PSAP and training shall be completed prior to the 'Go-Live' date. Contractor is not required to provide integrated Text-to-9-1-1 training.

30 MAINTENANCE (PNSP AND RNSP)

PNSP Contractor shall be responsible for all maintenance to the Prime NG9-1-1 Services for the term of the Contract. RNSP Contractor shall be responsible for all maintenance to the Region NG9-1-1 Services for the term of the Contract. A final maintenance plan shall be submitted to CA 9-1-1 Branch for review and approval within 90 calendar days from Contract execution. Planned or unplanned maintenance shall not disrupt 9-1-1 service and/or trigger any SLAs.

Maintenance Schedule 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.

31 PSAP HELP DESK/CALL CENTER (PNSP AND RNSP)

Contractor shall provide a point of contact 24 hours a day, 7 days a week, 365 days a year, for CA 9-1-1 Branch, PSAP, PNSP and RNSP personnel to report trouble on the respective NG9-1-1 Services in accordance with requirements as identified in EXHIBIT 21, PRIME TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

The Contractor shall provide help desk and call center service in accordance with EXHIBIT 21, TECHNICAL REQUIREMENTS and EXHIBIT 23, REGION TECHNICAL REQUIREMENTS.

32 SERVICE LEVEL AGREEMENTS (SLA) (PNSP AND RNSP)

32.1 A SINGLE OUTAGE COULD TRIGGER MULTIPLE SLAS.SLA CONTRACTOR'S MONTHLY ACTIVITY REPORT (PNSP AND RNSP)

By the 10th of each month, the Contractor shall provide the CA 9-1-1 Branch with a detailed report of the service level made under this Contract using Monthly Technical SLA Compliance Report listed below, Contractor's Monthly Activity Report, SLA Section 32. The CA 9-1-1 Branch reserves the right to require the Contractor to modify the format and content of these reports during the Contract term at no cost. At the conclusion of each month's meeting, CA 9-1-1 Branch will advise Contractor on any SLAs that have not been met. Contractor agrees this will be final notification and will move forward with any appropriate credit/or adjustment for the next billing cycle. Contractor agrees this meeting shall serve as notification in compliance with the SLA terms. The remedy for each missed SLA shall be solely determined by the State.

32.1.1 THE 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.

32.1.2 PNSP NG9-1-1 TARIFF SERVICES TO BE IDENTIFIED IN THE MONTHLY ACTIVITY REPORT ARE:

- 1) NGCS;
- 2) NG9-1-1 Alert and Warning;

- 3) Aggregation;
- 4) NG9-1-1 Trunk
- 5) NG Text to 9-1-1;
- 6) Statewide GIS.

**32.1.3 RNSP NG9-1-1 TARIFF SERVICES TO BE IDENTIFIED IN THE MONTHLY
ACTIVITY REPORT ARE:**

- 1) NGCS;
- 2) Aggregation;
- 3) NG9-1-1 Trunk.

32.2 SLA REPORTING REQUIREMENTS – ADMINISTRATIVE

32.2.1 PNSP Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
Final PNSP PDP shall be delivered within 60 calendar days of contract execution to CA 9-1-1 Branch.	Calendar Days	Delivery of PNSP PDP within 60 days.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.

32.2.2 RNSP Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
Final RNSP PDP shall be delivered within 60 calendar days of contract execution to CA 9-1-1 Branch.	Calendar Days	Delivery of RNSP PDP within 60 days.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.

32.2.3 PNSP and RNSP Interface and Integration Collaboration for Project Deployment Plan (PDP)

Definition	Measurement Method	Objective	Rights and Remedies
PNSP and RNSP shall begin collaboration 60 days from contract execution of each region.	Calendar Days	To initiate and ensure collaboration for Interface and Integration of the NG9-1-1 Services.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.
Final Interface and Integration PDP shall be delivered within 120 calendar days after contract execution of each awarded region.	Calendar Days	To ensure collaboration for Interface and Integration of the NG9-1-1 Services.	Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.

32.2.4 Unauthorized Modification Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies

Contractor shall not modify any CA 9-1-1 Branch approved milestones in the PDP.	Calendar Days	Completion of PDP milestones within the date agreed by the State and Contractor.	Any unauthorized modification to the PDP shall result in a \$50,000.00 credit/or adjustment plus \$5,000.00 for each calendar day that the PDP is not restored to the approved version.
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32.2.5 PNSP and RNSP Interface and Integration Implementation of Project Deployment Plan (PDP)			
Definition	Measurement Method	Objective	Rights and Remedies
PNSP and RNSP shall complete and comply with the Interface and Integration Plan based on the approved SOW Attachment 8 – Project Milestone Report.	Calendar Days	To eliminate finger pointing and complete the Interface and Integration of the NG9-1-1 Services.	<p>Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the report is not delivered after the objective.</p> <p>Additionally a Senior Staff Member from both the RNSP and PNSP that fail to meet this SLA shall appear before the CA 9-1-1 Advisory Board as directed by the CA 9-1-1 Branch.</p>

32.2.6 Failure to Meet Project Deployment Plan (PDP) Milestone Dates			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall achieve all milestone dates identified in the PDP.	Calendar Days	Completion of PDP milestones within the date agreed by the CA 9-1-1 Branch and Contractor.	Any failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each calendar day that the milestone is not delivered after the objective.

32.2.7 Budget SLA Remittance			
Definition	Measurement Method	Objective	Rights and Remedies
SLA Remedy Delivery Timely credit/or adjustment of remedies due to the CA 9-1-1 Branch for missed SLA objectives.	Calendar Days.	Contractor's credit/or adjustment shall be issued no more than 60 calendar days after written notice from the CA 9-1-1 Branch.	Each occurrence of an SLA remedy (credit/or adjustment) that is not issued within 60 calendar days shall result in a \$5,000.00 credit/or adjustment for each calendar day that the credit/or adjustment is not issued.

32.3 SLA REPORTING REQUIREMENTS – TECHNICAL

The following technical 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.

32.3.1 System Monitoring			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall deliver all System Monitoring Access 24/7/365.	The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month. The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the Total Monthly Recurring Cost (TMRC) of all services under contract for that month.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of all services under contract for that month.</p> <p>Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of all services under contract for that month.</p>

32.3.2 System Outage Notification			
Definition	Measurement Method	Objective	Rights and Remedies
Contractor shall report all outages that potentially impact the delivery of 9-1-1 traffic within five (5) minutes of the occurrence.	Any outage that potentially impacts the delivery of 9-1-1 traffic.	Notification within five (5) minutes or less.	Any failure to meet the objective shall result in a \$5,000.00 credit/or adjustment Next consecutive minute that the Contractor fails to meet the SLA objective shall result in an additional \$1,000.00 credit/or adjustment per minute, up to the TMRC for all services.

32.4 SLA NG9-1-1 TRUNK SERVICE – AVAILABILITY CHART

NG9-1-1 Trunk Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
The overall NG9-1-1 Trunk Service shall be available to each end point connection.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100.</p> <p>Scheduled uptime is based on 24x number of days in the month.</p> <p>The NG9-1-1 Trunk Service availability requires two diverse NG9-1-1 Trunk Connections to each PSAP. For those PSAPs where diverse NG9-1-1 Trunks are not available and when approved by CA 9-1-1 Branch, the Individual NG9-1-1 Trunks Service applies. The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for NG9-1-1 Trunk Service for that month.</p> <p>Failure to meet the SLA objective for the next consecutive month shall result in a 50% credit/or adjustment of the TMRC for NG9-1-1 Trunk Service for that month.</p> <p>Failure to meet the SLA objective for each additional consecutive month shall result in a 100% credit/or adjustment of the TMRC for that month plus an additional \$50,000.</p>

Individual NG9-1-1 Trunk Service Availability

Definition	Measurement Method	Objective	Rights and Remedies
Individual NG9-1-1 Trunk Service shall be available to each end point connection and will only apply when diverse NG9-1-1 trunks are not available and when approved by CA 9-1-1 Branch.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100.</p> <p>Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.9%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for the impacted individual NG9-1-1 Trunk Services.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC for the impacted individual Trunk Services.</p> <p>Each additional consecutive month fail to meet the SLA objective shall result in a 200% credit/or adjustment of the impacted individual NG9-1-1 Trunk Services.</p>

32.5 SLA AGGREGATION SERVICE – AVAILABILITY CHART

Aggregation Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies

The NG9-1-1 Aggregation Service shall be available to combine all identified incoming OSPs including Text to 9-1-1 OSPs for the PNSP.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100.</p> <p>Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC for Aggregation Service for that month.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC for that month.</p> <p>Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC for that month plus an additional \$50,000.</p>
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32.6 SLA NG CORE SERVICES AVAILABILITY

A Core Service Outage is defined as the failure to deliver a call properly presented (i.e. Address, or Latitude/Longitude or Cell Sector) to the **Core Services** to some PSAPs due to a failure in some part of the Contractors solution. The Core Services availability shall have an uptime of at least 99.999%.

Note that delivering a call to an alternate or default CA PSAP due to an Emergency Services IP Network (ESInet) connectivity problem, a CA PSAP problem or other external circumstance not part of the Contractors solution, is not defined as a Core Service Outage.

Core Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 core service will deliver 9-1-1 traffic including location information to the appropriate CPE.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100.</p> <p>Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the accumulative total of all outage durations for each calendar month.</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NG9-1-1 Core Service.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NGCS.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NGCS plus</p>

			an additional \$50,000.
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32.7 SLA NG CORE SERVICES – ROUTING FAILURE

A Routing Failure is defined as the failure to select the correct preferred PSAPs for a call based on the information accompanying the call, including any and all parts of the NG9-1-1 Core Services. Incorrect routing due to incorrect or missing data accompanying the call, or due to incorrect GIS database entries provided by the authoritative service, or alternate routing due to factors such as CA PSAP conditions, or network outages not under the Contract resulting control of the Contractor, are not considered Routing Failures. The SLA requires that 99.999% of all calls be free of Routing Failures.

Routing Failure			
Definition	Measurement Method	Objective	Rights and Remedies
The failure to select the correct preferred PSAP for a call based on the information accompanying the call and the contents of the GIS and Policy Databases within NGCS.	The monthly number of calls that are routed to a specific PSAP divided by the number of calls the information accompanying the call and the contents of the GIS and Policy Databases indicate should have been routed to that specific PSAP multiplied by 100.	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NGCS.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NGCS.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NGCS plus an additional \$50,000.</p>

32.8 SLA NG CORE SERVICE – VOICE QUALITY MEAN OPINION SCORE (MOS)

NG Core Network Services must forward voice calls with little or no degradation of voice quality of the call from the ingress demarcation point to the egress demarcation point, as measured and monitored by an automated MOS measurement tool between various ingress and egress points at times when the ESInet is meeting its performance parameters. MOS values shall be measured hourly unless a problem has been detected, in which case measurements shall be made at five (5) minute intervals as necessary, 99% of the MOS measurements shall exceed two-point-six (2.6), and 90% of the MOS measurements shall exceed three-point-eight (3.8). If the ESInet is not meeting performance standards and while a Trouble Ticket is open on the ESInet performance problem, then substandard MOS measurements shall not be charged against the Contractors performance.

NG CORE NETWORK SERVICE – MOS			
Definition	Measurement Method	Objective	Rights and Remedies
NG Core Network Services must forward voice calls with little or no degradation of voice quality of the call from the ingress demarcation point to the egress demarcation point, as measured and monitored by an automated Mean Opinion Score (MOS) measurement tool between various ingress and egress points at times when the ESInet is meeting its performance parameters.	MOS values shall be measured hourly 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.	<p>25% credit/or adjustment of TMRC of NG9-1-1 Core Services for single occurrence.</p> <p>50% credit/or adjustment of TMRC of NG9-1-1 Core Services for second occurrence with a 60 minute period.</p> <p>100% credit/or adjustment of TMRC of NG9-1-1 Core Services for third occurrence with a 60 minute period.</p>

32.9 SLA NG CORE SERVICE – CATASTROPHIC OUTAGE 1

Core Service Catastrophic Outage 1

Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 core service will deliver 9-1-1 traffic including location information to the appropriate NG9-1-1 CPE.	Single outage with a duration of six (6) minutes or more.	Preventing outages of six (6) minutes or more.	100% credit/or adjustment of the TMRC of NGCS plus an additional \$50,000.

32.10 SLA NG CORE SERVICE – CATASTROPHIC OUTAGE 2

Catastrophic Outage 2			
Definition	Measurement Method	Objective	Rights and Remedies
The NG9-1-1 Core Service will deliver 9-1-1 traffic including location information to the appropriate NG9-1-1 CPE.	Single outages of greater than two (2) minutes and less than six (6) minutes.	Preventing outages greater than two (2) minutes, but less than six (6) minutes.	50% credit/or adjustment of the TMRC of NGCS.

32.11 SLA PRIME NG TEXT TO 9-1-1 SERVICE AVAILABILITY CHART

NG Text to 9-1-1 Service Availability			
Definition	Measurement Method	Objective	Rights and Remedies
NG Text to 9-1-1 Service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	<p>The monthly availability percentage equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled uptime is based on 24x number of days in the month.</p> <p>The monthly Availability percentage shall be based on the</p>	99.999%	<p>Failure to meet the SLA objective for one month shall result in a 25% credit/or adjustment of the TMRC of NG Text to 9-1-1 for that month.</p> <p>Next consecutive month fail to meet the SLA objective shall result in a 50% credit/or adjustment of the TMRC of NG</p>

	accumulative total of all outage durations for each calendar month.		Text to 9-1-1 for that month. Each additional consecutive month fail to meet the SLA objective shall result in a 100% credit/or adjustment of the TMRC of NG Text to 9-1-1 for that month plus additional \$10,000.
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32.12 SLA PRIME NG TIME TO RESTORE – TEXT SERVICE FAILURE CHART

Time to Repair – Text Service Failure			
Definition	Measurement Method	Objective	Rights and Remedies
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of two (2) minutes to five (5) minutes.	Outages greater than two (2) minutes	25% credit/or adjustment of the TMRC for NG Text to 9-1-1.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of six (6) minutes to 29 minutes.	Outages greater than six (6) minutes.	50% credit/or adjustment of the TMRC for NG Text to 9-1-1.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of 30 minutes to 59 minutes.	Outages greater than 30 minutes.	100% credit/or adjustment of the TMRC.
NG Text to 9-1-1 service shall deliver text calls to the appropriate PSAP for every PSAP in the State, within the Contractor's control.	Single outage with a duration of 60 minutes or more.	Outages greater than 60 minutes.	100% credit/or adjustment of the TMRC plus an additional \$5,000 for NG Text to 9-1-1.

32.13 SLA PRIME NG TIME TO TRANSITION TEXT-TO-9-1-1 SERVICE

Time to transition Text-to-9-1-1 Service			
Definition	Measurement Method	Objective	Rights and Remedies
All PSAPs who have already deployed text with web or integrated service, as of Contract award, must be transitioned to the awarded Contractor no less than one (1) year of the Contract execution date.	The number of PSAPs deployed with text service as of the contract award date that have signed and submitted the SOW NG Prime Text-to-9-1-1 Acceptance and Authorization Check List.	<p>To transition a minimum of 100 PSAPs that are currently text deployed within the first six months of contract award date.</p> <p>The remaining Text deployed PSAPs shall be transitioned to the NG9-1-1 Services - Prime contract within 12 months of the contract award date.</p>	<p>Any of the first 100 PSAPs transitioning within the first six (6) months that have not signed system acceptance shall result in a 100% credit/or adjustment for a total of each Monthly Recurring Costs (MRC).</p> <p>For the remaining PSAPs transitioning within the first 12 months that have not signed system acceptance shall result in a 100% credit/or adjustment for a total of each MRC plus an additional \$5,000.</p> <p>Any PSAP deployed that has not transitioned by 24 months after contract award date shall result in a 100% credit/or adjustment for a total of each MRC. Plus an additional \$10,000.</p>

32.14 SLA PRIME NG TIME TO DEPLOY NEW TEXT-TO-9-1-1 SERVICE

Time to deploy Text-to-9-1-1 Service			
Definition	Measurement Method	Objective	Rights and Remedies
The contractor shall have 180 days to deploy text for any PSAP's initial request to deploy text for web or integrated.	From the Text Deployment Status report, the time measured in calendar days from the date of the requested order approved.	Any text deployment shall be provisioned, tested and live, with final acceptance signed by the PSAP within 180 days of request to take text.	Every month, or any portion of a month after 180 days, shall result in a 100% credit/or adjustment for a total of each MRC.

32.15 NG9-1-1 ALERT AND WARNING SYSTEM (NG9-1-1 AWS)

NG9-1-1 Alert and Warning System (NG9-1-1 AWS)			
Definition	Measurement Method	Objective	Rights and Remedies
The PNSP shall provide NG9-1-1 AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outages of greater than five (5) minutes.	99.99%.	25% credit/or adjustment of the TMRC for NG9-1-1 AWS.

The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of greater than five (5) minutes to 29 minutes.	99.99%	50% credit/or adjustment of the TMRC for NG9-1-1 AWS.
The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of 30 minutes to 59 minutes.	99.99%	100% credit/or adjustment of the TMRC for NG9-1-1 AWS.
The PNSP shall provide AWS to broadcast notifications to a pre-selected geographic area and/or delivery of an IPAWS message.	Single outage with a duration of 60 minutes or more.	99.99%	100% credit/or adjustment of the TMRC plus an additional \$5,000 for NG9-1-1 AWS.

32.16 TECHNICAL SLA COMPLIANCE REPORT

The PNSP and each RNSP shall submit Monthly SLA Compliance Report for each NG service type shall be provided in the format listed below. The PNSP and RNSPs shall submit a monthly report to the CA 9-1-1 Branch no the 10th of each month following the end of the reporting month that reflects the status of all SLA objectives that were not met during the previous month, including the rights and remedies. The report shall list all Trouble Tickets that were open and/or acted upon during the reported month, including tickets

not qualifying for SLA remedy. This report shall show what SLA rights and remedies were applied to each ticket number, when applicable. If no Trouble Tickets were opened and/or acted upon during a month, the report shall state there were no issues or tickets for that month. The CA 9-1-1 Branch may review this with the Contractor every month, to determine if the monthly technical SLA compliance report needs to be adjusted to support the overall CA 9-1-1 Branch fiscal oversight.

The monthly SLA compliance report shall include the following detail:

- 1) Report period;
- 2) Contractor's trouble ticket number;
- 3) PSAP name;
- 4) PSAP FCC ID;
- 5) Service type;
- 6) Brief trouble symptom;
- 7) Brief restoration description;
- 8) Ticket open date and time;
- 9) Problem resolution date and time;
- 10) Total stop clock duration, outage duration;
- 11) Yes/no if qualified for SLA;
- 12) The applicable SLA; and
- 13) Rights and remedies applied to each ticket when applicable.

32.17 NG TECHNICAL SLA COMPLIANCE REPORT CHART

NG Technical Compliance Report SLA			
Definition	Measurement Method	Objective	Rights and Remedies

<p>Reporting Requirement</p> <p>The Contractor shall provide the SLA reports required by this contract for each month of activity during the term of the contract by the 10th business day of the following month</p>	<p>Business Days.</p>	<p>The Contractor shall deliver accurate and complete reports by the 10th of the month following the end of the applicable reporting month.</p>	<p>Failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered ^{after} the objective.</p>
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32.18 UNPLANNED DOWNTIME REPORTING

UNPLANNED DOWNTIME REPORTING SLA			
Definition	Measurement Method	Objective	Rights and Remedies
The Contractor shall provide an initial root cause analysis within 48 hours.	Business Days	The Contractor shall deliver initial root cause analysis to CA 9-1-1 Branch and the affected PSAPs within 48 hours of unplanned failure.	Each occurrence of a failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective.
Disclosure for Unplanned Downtime and Root Cause Analysis shall be provided within 15 business days.	Business Days.	The Contractor shall deliver disclosure reports to CA 9-1-1 Branch and the affected PSAPs within 15 business days of unplanned failure.	Each occurrence of a failure to meet the objective shall result in a \$5,000.00 credit/or adjustment for each business day that the report is not delivered after the objective.

32.19 STOP CLOCK CONDITIONS (PNSP and RNSP)

The following Stop-Clock Conditions shall apply for any of the SLA Categories, during the term of this Contract including any and all extensions. Timeframes are dependent on the length of time the Contractor takes to restore the NG9-1-1 service, minus the time associated with events outside of the Contractor's control to prevent punitive damages

from being assessed. At any time the Contractor can contact the CA 9-1-1 Branch to discuss Stop Clock conditions that may not be identified below.

32.20 STOP CLOCK – REQUEST FOR DELAY (PNSP and RNSP)

Periods when restoration or testing effort is delayed at the specific request of the PSAP or CA 9-1-1 Branch. The Stop-Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the PSAPs during the applicable Stop-Clock period.

32.21 STOP CLOCK – REQUEST FOR OBSERVATION (PNSP and RNSP)

Time after a service has been restored, but the PSAP or CA 9-1-1 Branch requests ticket be kept open for observation. If the service is later determined by the PSAP or CA 9-1-1 Branch to not have been restored, the Stop-Clock shall continue until the time the PSAP or CA 9-1-1 Branch notifies the Contractor that the service has not been restored.

32.22 STOP CLOCK – RESTORATION NOT VERIFIED (PNSP and RNSP)

Time after a service has been restored, but the PSAP or CA 9-1-1 Branch is not available to verify that the service is working. If the service is later determined by the PSAP or CA 9-1-1 Branch, to not have been restored, the Stop-Clock shall apply only for the time period between Contractor's reasonable attempt to notify the PSAP or CA 9-1-1 Branch that Contractor believes the service has been restored and the time the PSAP or CA 9-1-1 Branch notifies the Contractor that the service has not been restored.

32.23 STOP CLOCK – LACK OF ENTRANCE (PNSP and RNSP)

Lack of building entrance facilities or conduit structure that are the PSAPs responsibility to provide.

32.24 STOP CLOCK – SITE READINESS REQUIREMENTS (PNSP and RNSP)

PSAPs failure to prepare the site in accordance with the Contractor's Site Readiness Requirements.

32.25 STOP CLOCK – PSAP CONTACT/ACCESS PROBLEM (PNSP and RNSP)

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

- 1) Access necessary to correct the problem is not available because access has not been arranged by site contact or the PSAPs representative;
- 2) Site contact refuses access to technician who displays proper identification;

- 3) Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify the PSAPs of the improper contact information and takes reasonable steps to obtain the correct information;
- 4) Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem;
- 5) If it is determined later that the cause of the problem was not at the site in question, then the Stop-Clock shall not apply;
- 6) Any problem or delay to the extent caused by PSAPs staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to PSAPs staff to correct the problem or delay;
- 7) PSAPs applications that interfere with repair of the trouble;
- 8) Failure of the Trouble Ticket originator or responsible party to return a call from Contractor's technician for on-line close-out of Trouble Tickets after the service has been restored as long as Contractor can provide documentation substantiating message from Contractor's technician.

32.26 STOP CLOCK – UNAPPROVED ALTERATIONS (PNSP and RNSP)

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

32.27 REPORTING TROUBLE TICKET LOG (PNSP and RNSP)

The Contractor 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/service 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 CA 9-1-1 Branch representative's satisfaction. The Contractor shall provide web-portal, 24 hour, seven (7) day, access to the CA 9-1-1 Branch in order to track progress of the restoration of failures and to validate SLA calculations.

32.28 UNPLANNED DOWNTIME DISCLOSURE AND ROOT CAUSE ANALYSIS (PNSP and RNSP)

In the event an individual NG Core Service component is impacted by unplanned downtime, (such as a failure), the Contractor shall provide, at the request of the CA 9-1-1 Branch and/or PSAPs, a written disclosure statement within two (2) calendar weeks via email which shall include but not be limited to:

- 1) The component that failed;

- 2) The duration the component was impacted;
- 3) Impact to the overall service due to the component failure – including impacted PSAPs by FCC Identification (ID);
- 4) Corrective action taken to recover the component.

In addition to the above disclosure the Contractor shall provide a root cause analysis to the CA 9-1-1 Branch and affected PSAPs within 15 business days. The Contractor shall provide an initial root cause analysis within 48 hours and then update the CA 9-1-1 Branch and PSAPs every five (5) business days until root cause is determined.

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

33 UNANTICIPATED/ NEW TECHNOLOGY TASKS (PNSP and RNSP)

This Contract shall include Unanticipated/New Technology Tasks, the cost of which shall be calculated on an hourly basis per EXHIBIT 22, COST WORKBOOK. These tasks shall include only services, including work products, not specifically set forth in this Contract, but which are subsequently identified as in-scope and necessary for the successful delivery of the services described in this Contract. Prior to commencement of any work being performed for Unanticipated/ New Technology Tasks, the Contractor shall have received an approved Work Order Authorizations (WOA) for such work. The labor rates for Unanticipated/ New Technology Tasks shall not exceed the hourly rates as stated in EXHIBIT 22, COST WORKBOOK. WOAs for Unanticipated/New Technology Tasks shall include the Contractor's estimated number of hours required to complete the work, multiplied by the hourly labor rates specified in EXHIBIT 22, COST WORKBOOK. **The CA 9-1-1 Branch will release payment for any WOA upon the** CA 9-1-1 Branch acceptance criteria specified in the approved WOA in accordance with SOW section 36, BUDGET DETAIL AND PAYMENT PROVISIONS.

33.1 Work ORDER AUTHORIZATIONS (PNSP and RNSP)

- 1) The WOA establishes that the CA 9-1-1 Branch and Contractor have a common understanding of the scope, schedule, format, content (depth and breadth), estimated hours per task by staff member and acceptance criteria of work products required prior to the Contractor beginning work. The CA 9-1-1 Branch and Contractor will define and develop Acceptance Criteria and these tasks shall be assigned to the Contractor, including specific, measurable success factors, to be set forth in the WOA. The tasks and any potential work products must be listed in the WOA form. The WOA details Contractor services required to meet project objectives.

- 2) All Contractor work shall be authorized in advance via the WOA process, see SOW - Attachment 6 for the WOA form. Once the WOA has been reviewed and accepted the Contractor and CA 9-1-1 Branch NG9-1-1 Manager, or designee, will sign it. This will constitute acceptance of the WOA. The originally approved WOA will be retained by the CA 9-1-1 Branch NG9-1-1 Manager with copies sent to the Contractor.
- 3) It is understood and agreed by both parties that all of the terms and conditions of this contract shall remain in force with the inclusion of any such WOA.
- 4) If, in the performance of the work, the Contractor determines that the work approved through the WOA cannot be accomplished within the estimated work hours, the Contractor will immediately notify the CA 9-1-1 Branch NG9-1-1 Manager in writing of the Contractor's estimate additional hours to complete the work in full. Upon receipt of such notification, CA 9-1-1 Branch may:
 - a) Alter the scope of the WOA in order to define tasks that can be accomplished within the remaining estimated work hours by issuance of an approved WOA amendment or
 - b) Terminate the WOA.

34 CONTRACTOR SERVICE ORDERING PROCESS – 9-1-1 TARIFFED SERVICES (PNSP and RNSP)

In California the NG9-1-1 Service Provider is required to follow the steps outlined below when ordering items or services that are governed by CPUC tariffs. Once approved and submitted, invoices will be billed by the contractor to the CA 9-1-1 Branch for direct payment.

- 1) Prime Network Service Provider submits supporting documentation to CA 9-1-1 Branch

The contractor will submit the following to the CA 9-1-1 Branch:

- a) Copy of completed TDe-289 form (SOW Attachment 2 – TDe-289);
- b) Tariff pricing for each line item and reference to NG9-1-1 Tariff filing;
- c) Change in project pricing, including NRC and MRC, broken out by item or service.

A CA 9-1-1 Branch NG9-1-1 Manager will review the documents for compliance to the established tariffs and assign an internal tracking number to the overall project.

- 2) CA 9-1-1 Branch issues TDe-289 to contractor:

Once the documents have been reviewed and approved by the CA 9-1-1 Branch, the assigned NG9-1-1 Manager will generate a TDe-289 form. The form will be routed internally for CA 9-1-1 Designee signature. Once signed, the NG9-1-1 Manager will return an approved copy to the contractor. This will serve as official "approval" of the project and the contractor can proceed with ordering.

3) Contractor orders services/proceeds with project:

The Contractor may then order services and proceed with the project. All related invoices shall be submitted to the CA 9-1-1 Branch for direct payment, pursuant to the terms and conditions of the executed SOW.

35 INSURANCE REQUIREMENTS (PNSP and RNSP)

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

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

- a) **Coverage Term** – Coverage needs to be in force for the complete term of the contract. If insurance expires during the term of the contract, a new certificate must be received by the State at least 30 days prior to the expiration of this insurance. Any new insurance must comply with the original contract terms of the contract;
- b) **Policy Cancellation or Termination & Notice of Non-Renewal** – Contractor is responsible to notify the State within five (5) business days of any cancellation, non-renewal or material change that affects required insurance coverage. New certificates of insurance are subject to the approval of the Department of General Services and the Contractor agrees no work or services will be performed prior to obtaining such approval. In the event Contractor fails to keep in effect at all times the specified insurance coverage, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event, subject to the provisions of this Contract;
- c) **Premiums, Assessments and Deductibles** – Contractor is responsible for any premiums, policy assessments, deductibles or self-insured retentions contained within their insurance program;
- d) **Primary Clause** – Any required insurance contained in this contract shall be primary, and not excess or contributory, to any other insurance carried by the State;
- e) **Insurance Carrier Required Rating** – All insurance companies must carry an AM Best rating of at least "A–" with a financial category rating of no lower

than VII. If the Contractor is self-insured for a portion or all of its insurance, review of financial information including a letter of credit may be required;

- f) **Endorsements** – Any required endorsements requested by the State must be physically attached to all requested certificates of insurance and not substituted by referring to such coverage on the certificate of insurance;
- g) **Inadequate Insurance** – Inadequate or lack of insurance does not negate the contractor's obligations under the contract;
- h) **Available Coverages/Limits** – All coverage and limits available to the contractor shall also be available and applicable to the State;
- i) **Satisfying an Self Insured Retention (SIR)** - All insurance required by this contract must allow the State to pay and/or act as the contractor's agent in satisfying any SIR. The choice to pay and/or act as the contractor's agent in satisfying any SIR is at the State's discretion;
- j) **Use of Subcontractors** - In the case of Contractor's utilization of subcontractors to complete the contracted scope of work, contractor shall include all subcontractors as insured's under Contractor's insurance or supply evidence of subcontractor's insurance to The State equal to policies, coverages, and limits required of Contractor.

2) **Contract Insurance Requirements**

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

a) **Commercial General Liability**

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

b) **Automobile Liability**

Contractor shall maintain motor vehicle liability with limits of not less than \$1,000,000 combined single limit. Such insurance shall cover liability arising

out of a motor vehicle including owned, hired, and non-owned motor vehicles. **The State of California, its officers, agents, and employees are to be covered as additional insureds with respect to liability arising out of work or operations.**

c) Workers' Compensation and Employer's Liability

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

d) Technology Professional Liability/Errors and Omissions Insurance

appropriate to the Contractors profession and work hereunder, with limits not less than \$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. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

1. The Policy shall include, or be endorsed to include, **property damage liability coverage** for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the State in the care, custody, or control of the Contractor. If not covered under the Contractors liability policy, such "property" coverage of the may be endorsed onto the Contractors Cyber Liability Policy as covered property as follows:

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

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

- a) The Retroactive Date must be shown, and must be before the date of the Contract or the beginning of contract work;

- b) Insurance must be maintained and evidence of insurance must be provided **for at least five (5) years after completion of the contract of work;**
 - c) If coverage is canceled or non-renewed, and not replaced **with another claims-made policy form with a Retroactive Date prior to** the Contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of **five (5) years** after completion of work.
- 3) **Other Required Insurance Provisions.** Certificate of Insurance must also contain all of the following provisions:
- a) Name and address of the insurance company, the policy number, and the beginning and ending dates of the policy;
 - b) Statement requiring the Insurer to provide written notice to Cal OES 30 calendar days prior to canceling Contractor's policy;
 - c) Statement that CA 9-1-1 Branch, its officers, agents, servants and employees are included as additional insured on the policy, but only insofar as the services under this Contract are concerned;
 - d) Statement that neither CA 9-1-1 Branch, nor any of its agencies, will be responsible for any premium or assessment on said policies;
 - e) The Contractor shall submit the certificate of insurance, identifying the California Governor's Office of Emergency Services contract number, to
CA 9-1-1 Branch at the following address:

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

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

36 BUDGET DETAIL AND PAYMENT PROVISIONS (PNSP and RNSP)

- 1) The Contractor shall be limited to two (2) months of back billing including any reconciliation effort, on all services and functionality ordered under the Contract. Invoices presented more than 12 months after the formal acceptance of the service or functionality will not be considered valid and shall not be paid;
- 2) The Contractor shall reconcile incorrect invoices within 30 calendar days from the date of notification by CA 9-1-1 Branch of the discrepancy. CA 9-1-1 Branch shall suspend all current charges when unresolved disputed items extend beyond 90 days. Remittance shall resume to include any outstanding payments, upon resolution;
- 3) The Contractor shall issue invoices to CA 9-1-1 Branch for only those milestone services after system testing and acceptance, as agreed by CA 9-1-1 Branch. The NRC and the MRC shall be on separate invoices;
- 4) The Contractor shall render invoices for total monthly service charges following the month for which the charges accrue. Monthly service billing shall only be billed in full month increments after service has been rendered:
- 5) The Contractor shall provide invoices under this Contract in accordance with the CA 9-1-1 Branch Operations Manual. Example: Exhibit A, SOW, SOW - Attachment 1 NG9-1-1 SERVICE INVOICE TEMPLATE.
- 6) All invoices submitted to the CA 9-1-1 Branch as a result of this Contract will be billed separately from other charges the Contractor may currently be billing. Invoices not received in the approved format shall not be processed;
- 7) Payment for services performed under this contract shall not exceed the rates listed in EXHIBIT 22 COST WORKBOOK. It shall be the CA 9-1-1 Branch NG9-1-1 Manager's sole determination as to whether a service has been successfully completed and is acceptable;
- 8) Submit electronic invoices with reference to the Contract number to:

[Email: CA911Invoicing@caloes.ca.gov](mailto:CA911Invoicing@caloes.ca.gov)

California Governor's Office of Emergency Services
Public Safety Communications
Attention: CA 9-1-1 Branch

9-1-1 Reconciliation Unit
601 Sequoia Pacific Blvd., MS9-1-1
Sacramento CA 95811

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

36.1 BUDGET CONTINGENCY CLAUSE (PNSP and RNSP)

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

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



Logo Name

1

Your Company Name
Street Address
City, ST ZIP Code
Phone

2

DATE
Date

3

CONTRACT/TRACKING NO
Number

4

APPROVED AMOUNT
\$\$\$

5

INVOICE NO
Number

INVOICE TO:

6

Cal OES, CA 9-1-1 BRANCH
Attn: Name/Project Name
601 Sequoia Pacific Blvd, MS-911
Sacramento, CA, 95811-0231

SHIP TO:

7

Co # Psap Name Svc Type
Attn: Name/ Psap Name
Street Address
City, ST ZIP Code **8**

9 **10** **11** **12**

TERMS	COUNTY CODE	PSAP LOCATION, DEPT TYPE	SERVICE NO	SERVICE PERIOD	DUE DATE

13 **14** **15** **16** **17**

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

18

Total USD

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

- 1) NOTE: * each section in the invoice template and the TDe-289 are numbered in red. CONTRACTOR: Name, Address and Direct contact number for inquires on this account (Ref. TDe-289 Contractor Name Part 1);
- 2) INVOICE NO: Invoice issue date;
- 3) CONTRACT/TRACKING NO: Contract number Ref. TDe-289 Part 3a) and state tracking number 'mandatory' (Ref. TDe-289 Part 3b);
- 4) APPROVED AMOUNT: cost approved on TDe-289 for one time or Recurring as applicable;
- 5) INVOICE NO: Contractor invoice number identifier;
- 6) INVOICE TO: (Ref. TDe-289 Part 6a)

[Email: CA911Invoicing@caloes.ca.gov](mailto:CA911Invoicing@caloes.ca.gov)

Cal OES, CA 9-1-1 Branch
601 Sequoia Pacific Blvd, MS-911
Sacramento, Ca 95811-0231

- 7) ATTN: 'name of NG9-1-1 Manager 'optional' (Ref. TDe-289 Part 6b) SHIP TO (1st LINE): County Code, PSAP name, Service Number (Ref. TDe-289 Part 10 or fill in the appropriate county code and service type following table 1 and 2, PSAP name refer to TDe-289 Part 8);
- 8) SHIP TO: PSAP name and the location address of your delivery service (Ref. TDe-289 Part 8);
- 9) TERMS: the invoice cycle for this service [ex: 1 means the first bill, etc.];
- 10) COUNTY CODE, PSAP LOCATION, DEPT TYPE, SERVICE TYPE: Replicate Section 7 (Ref. TDe-289 Part 10);
- 11) SERVICE PERIOD: date and month through date and month (ex: 07/01/2018 – 07/31/2018);
- 12) DUE DATE: the due date of the invoice;
- 13) NG SERVICE #: Next Generation Service number (Ref. TDe-289 Part 13);
- 14) DESCRIPTION: description of NG9-1-1 Service and reference to NG9-1-1 Tariff Filing (Ref. TDe-289 Part 14) [ex: PSAP location, size];
- 15) QUANTITY: unit of measure and number of services;
- 16) UNIT PRICE: U.S. dollar amount per quantity;
- 17) LINE TOTAL: per NG Service total amount;
- 18) TOTAL: total amount due.

NG9-1-1 Service Invoice Template Instructions

Table 1 County Code

CO 4	COUNTY	CO #	
01	Alameda	31	Placer
02	Alpine	32	Plums
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
April 1, 2019	Lassen	48	Solana
19	Los Angeles	49	Sonoma
20	Madera	50	Stanislaus
21	Mann	51	Sutler
22	Mariposa	52	Tehama
23	Mendocino	53	Tnnity
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 iAatewicle)
30	Orange	98	CHP (statewide)

Table 2 Service Type

SV 0	Service Type	SV #	Service Type
27	Text to 9-1-1 Services	31	9-1-1 Statewide GIS
28	9-1-1 Trunk & Trans Services	32	9-1-1 Aggregation Services
29	NG 9-1-1 Core Services	32	Miscellaneous

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SOW - ATTACHMENT 3 - PSAP LIST

California Statewide Statistics and PSAP Location Information

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

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

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
1	8225	Alameda County Regional Fire/LLNL	Livermore		W / PD	11-29
2	523	Alameda County Sheriff's Department	San Leandro		W / D	6-10
3	524	Alameda Police Department	Alameda			6-10
4	525	Albany Police Department	Albany			1-5
5	526	Alhambra Police/Fire Department	Alhambra	EE, CP	W / D	1-5
6	528	Amador County Sheriff's Department	Jackson			1-5
7	530	Anaheim Police Department	Anaheim			11-29
8	532	Antioch Police Department	Antioch		W / D	6-10
9	533	Arcadia Police Department	Arcadia		W / D	1-5
10	534	Arcata Police Department	Arcata		I / PD	1-5
11	536	Arvin Police Department	Arvin		W / PD	1-5
12	537	Atascadero Police Department	Atascadero		W / D	1-5
13	538	Atherton Police Department	Atherton		W / D	1-5
14	539	Atwater Police Department	Atwater		W / PD	1-5
15	540	Auburn Police Department	Auburn	HS-P		1-5
16	542	Avalon Fire Department	Avalon		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
17	544	Azusa Police Department	Azusa		W / D	1-5
18	545	Bakersfield Police Department	Bakersfield		W / PD	11-29
19	546	Baldwin Park Police Department	Baldwin Park		W / D	1-5
20	547	Banning Police Department	Banning		W / D	1-5
21	548	Barstow Police Department	Barstow		W / D	1-5
22	8114	Bay Area Rapid Transit (BART) Police Dept.	Oakland			1-5
23	551	Beaumont Police Department	Beaumont		W / D	1-5
24	552	Bell Gardens Police Department	Bell Gardens		W / PD	1-5
25	553	Bell Police Department	Bell			1-5
26	554	Belmont Police Department	Belmont		W / D	1-5
27	555	Benicia Police Department	Benicia			1-5
28	556	Berkeley Police/Fire Communications Center	Berkeley			6-10
29	558	Beverly Hills Police Department	Beverly Hills	EE, CP	W / D	1-5
30	560	Bishop Police Department	Bishop			1-5
31	561	Blythe Police Department	Blythe			1-5
32	562	Brawley Police Department	Brawley	HS-I	W / D	1-5
33	563	Brea Police Department	Brea			6-10
34	8531	Brentwood Police Department	Brentwood		W/ PD	1-5
35	567	Buena Park Police Department	Buena Park			6-10
36	568	Burbank Police Department	Burbank	EE, CP	W / D	1-5
37	569	Burlingame Police Department	Burlingame		W / D	1-5
38	571	Butte County Sheriff's Department	Oroville	CP, HS-B	I / D	6-10
39	574	Calaveras County Sheriff's Department	San Andreas			1-5
40	576	Calexico Police Department	Calexico	HS-I	W / PD	1-5
41	589	CAL-FIRE Camino (Amador/El Dorado Unit)	Camino			6-10
42	599	CAL-FIRE El Cajon (San Diego Unit)	El Cajon			6-10
43	601	CAL-FIRE Felton (San Mateo/Santa Cruz)	Felton			1-5
44	725	CAL-FIRE Fortuna (Humboldt/Del Norte Unit)	Fortuna			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
45	591	CAL-FIRE Fresno (Fresno/Kings Unit)	Fresno			1-5
46	596	CAL-FIRE Grass Valley (Nevada/Yuba/Placer)	Grass Valley			6-10
47	592	CAL-FIRE Mariposa (Madera/Mariposa/Merced)	Mariposa			1-5
48	594	CAL-FIRE Monterey (San Benito/Monterey)	Monterey			1-5
49	602	CAL-FIRE Morgan Hill (Santa Clara Unit)	Morgan Hill			1-5
50	570	CAL-FIRE Oroville (Butte Unit)	Oroville	CP, HS-B	I / D	1-5
51	597	CAL-FIRE Perris (Riverside Unit)	Perris			11-29
52	605	CAL-FIRE Red Bluff (Tehama/Glenn Unit)	Red Bluff	CP		1-5
53	603	CAL-FIRE Redding (Shasta/Trinity Unit)	Redding	CP		1-5
54	606	CAL-FIRE San Andreas (Tuolumne/Calaveras)	San Andreas			1-5
55	598	CAL-FIRE San Bernardino (San Bernardino)	San Bernardino			1-5
56	600	CAL-FIRE San Luis Obispo (San Luis Obispo)	San Luis Obispo			1-5
57	595	CAL-FIRE St Helena (Sonoma/Lake/Napa)	St Helena			1-5
58	992	CAL-FIRE Susanville (Lassen/Modoc Unit)	Susanville	CP		1-5
59	1004	CAL-FIRE Visalia (Tulare Unit)	Visalia			1-5
60	593	CAL-FIRE Willits (Mendocino Unit)	Willits			1-5
61	607	CAL-FIRE Yreka (Siskiyou Unit)	Yreka	CP		1-5
62	577	California City Police Department	California City		W / PD	1-5
63	579	Calistoga Police Department	Calistoga			1-5
64	581	Campbell Police Department	Campbell			1-5
65	582	Carlsbad Police Department	Carlsbad			1-5
66	584	Carmel Police Department	Carmel		W / D	1-5
67	587	Cathedral City Police Department	Cathedral City		W / D	6-10
68	609	Ceres Police Department	Ceres			6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
69	8116	Cerritos College Police Department	Norwalk		W / D	1-5
70	610	Chico Police Department	Chico	CP, HS-B	I / D	6-10
71	612	Chino Police Department	Chino		W / D	6-10
72	613	Chowchilla Police Department	Chowchilla			1-5
73	637	CHP Atwater (Merced)	Atwater		W / PD	30+
74	614	CHP Bakersfield (Kern)	Bakersfield		W / PD	11-29
75	615	CHP Barstow (San Bernardino)	Barstow		W / D	1-5
76	616	CHP Bishop (Inyo)	Bishop		W / PD	11-29
77	617	CHP Border Comm Center	San Diego		W / PD	30+
78	618	CHP Capitol Communications Center	Sacramento		W / PD	1-5
79	619	CHP Chico (Butte)	Chico	CP	W / D	1-5
80	620	CHP El Centro (Imperial)	Imperial		W / D	1-5
81	623	CHP Eureka (Humboldt)	Arcata		W / PD	1-5
82	621	CHP Fresno	Fresno		W / PD	1-5
83	624	CHP Indio (Riverside)	Indio		W / PD	11-29
84	625	CHP Inland (San Bernardino)	Fontana		W / D	30+
85	639	CHP Irvine (Orange)	Irvine		W / PD	11-29
86	626	CHP Los Angeles	Los Angeles		W / D	30+
87	641	CHP Rancho Cordova (Sacramento)	Rancho Cordova		W / D	30+
88	640	CHP Redding (Shasta)	Redding	CP	W / PD	1-5
89	638	CHP Salinas (Monterey)	Salinas		W / D	11-29
90	642	CHP San Luis Obispo	San Luis Obispo		W / D	1-5
91	643	CHP Stockton (San Joaquin)	Stockton		W / PD	11-29
92	644	CHP Susanville (Lassen)	Susanville	CP	W / PD	1-5
934	647	CHP Ukiah (Mendocino)	Ukiah		W / PD	6-10
95	622	CHP Vallejo/Golden Gate (Solano)	Vallejo		W / D	11-29
96	648	CHP Ventura	Ventura		W / PD	11-29
97	649	CHP Yreka (Siskiyou)	Yreka	CP	W / PD	1-5
98	650	Chula Vista Police Department	Chula Vista			6-10
99	8255	Citrus Heights Police Department	Citrus Heights		W / PD	6-10
100	653	Claremont Police Department	Claremont		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
101	654	Cloverdale Police Department	Cloverdale			1-5
102	655	Clovis Police Department	Clovis			1-5
103	658	Coalinga Police Department	Coalinga			1-5
104	659	Coloma Police Department	Coloma		W / PD	1-5
105	660	Colton Police Department	Colton		W / D	6-10
106	661	Colusa County Sheriff's Department	Colusa	CP		1-5
107	663	Concord Police Department	Concord		W / PD	6-10
108	911	CONFIRE - San Bernardino County Fire (Rialto)	Rialto		W / D	11-29
109	665	Contra Costa County Fire Protection District	Pleasant Hill		W / PD	6-10
110	666	Contra Costa County Sheriff's Department	Martinez		W / PD	6-10
111	667	Corcoran Police Department	Corcoran			1-5
112	669	Corning Fire Department	Corning	CP		1-5
113	668	Corning Police Department	Corning	CP		1-5
114	670	Corona Police Department	Corona			6-10
115	671	Coronado Police Department	Coronado			1-5
116	672	Costa Mesa Police Department	Costa Mesa			6-10
117	673	Cotati Police Department	Cotati			1-5
118	674	Covina Police Department	Covina		W / D	1-5
119	8074	CSU Channel Island Police Department	Camarillo			1-5
120	677	CSU Chico Police Department	Chico	CP, HS-B	I / D	1-5
121	678	CSU Dominguez Hills Police Department	Carson		W / D	1-5
122	8115	CSU East Bay Police Department	Hayward		W / PD	1-5
123	679	CSU Fresno Police Department	Fresno			1-5
124	680	CSU Fullerton Police Department	Fullerton			1-5
125	758	CSU Humboldt Police Department	Arcata			1-5
126	8118	CSU Long Beach University Police	Long Beach		W / D	1-5
127	681	CSU Los Angeles Police Department	Los Angeles		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
128	682	CSU Northridge University Police	Northridge		W / D	1-5
129	573	CSU Pomona (Cal Poly) Police Department	Pomona		W / D	1-5
130	683	CSU San Bernardino Police Department	San Bernardino		W / D	1-5
131	684	CSU San Diego Police Department	San Diego			1-5
132	929	CSU San Francisco Police Department	San Francisco			1-5
133	685	CSU San Jose Police Department	San Jose			1-5
134	8124	CSU San Luis Obispo (Cal Poly) Police Dept.	San Luis Obispo		W / PD	1-5
135	8256	CSU San Marcos Police Department	San Marcos			1-5
137	691	Davis Police Department	Davis		W / PD	1-5
138	692	Del Norte County Sheriff's Department	Crescent City			1-5
139	693	Delano Police Department	Delano		W / PD	1-5
140	694	Dinuba Police Department	Dinuba			1-5
141	8231	Dos Palos Police Department (Westside Regional Comm)	Dos Palos		W / PD	1-5
142	695	Downey Fire Department	Downey		W / D	1-5
143	696	Downey Police Department	Downey		W / D	6-10
144	697	East Bay Regional Park District	Castro Valley			1-5
145	702	El Cajon Police Department	El Cajon			1-5
146	703	El Camino Community College District Police	Torrance		W / D	1-5
147	705	El Centro Police Department	El Centro	HS-I	W / D	1-5
148	708	El Dorado County Sheriff's Department	Placerville		W / PD	1-5
149	709	El Monte Police Department	El Monte		W / D	6-10
150	8155	Elk Grove Police Department	Elk Grove		W / D	6-10
151	711	Emeryville Police Department	Emeryville			1-5
152	713	Escondido Police Department	Escondido			6-10
153	715	Eureka Police Department	Eureka			6-10
154	717	Fairfax Police Department	Fairfax			1-5
155	718	Fairfield Police Department	Fairfield			1-5
156	722	Firebaugh Police Department	Firebaugh			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
157	723	Folsom Police Department	Folsom		I / PD	1-5
158	724	Fontana Police Department	Fontana		W / D	6-10
159	726	Fortuna Police Department	Fortuna			1-5
160	727	Foster City Police Department	Foster City		W / D	1-5
161	728	Fountain Valley Police Department	Fountain Valley			1-5
162	730	Fremont Police Department	Fremont			6-10
163	731	Fresno County EMS	Fresno			6-10
164	732	Fresno County Sheriff's Department	Fresno			6-10
165	733	Fresno Police Department	Fresno			11-29
166	737	Fullerton Police Department	Fullerton			6-10
167	738	Galt Police Department	Galt		W / PD	1-5
168	739	Garden Grove Police Department	Garden Grove			6-10
169	740	Gilroy Police Communications	Gilroy			1-5
170	741	Glendale Police Department	Glendale	EE,CP	W / D	6-10
171	742	Glendora Police Department	Glendora		W / D	1-5
172	743	Glenn County Sheriff's Department	Willows	CP		1-5
173	745	Gridley Police Department	Gridley	CP, HS-B	I / D	1-5
174	746	Grover Beach Police Department	Grover Beach		W / PD	1-5
175	748	Hanford Police Department	Hanford			1-5
176	749	Hayward Police Department	Hayward		W / D	6-10
177	750	Healdsburg Police Department	Healdsburg			1-5
178	751	Heartland Communications Facility Authority-Fire	El Cajon			6-10
179	752	Hemet Police Department	Hemet			1-5
180	754	Hillsborough Police Department	Hillsborough		W / PD	1-5
181	757	Humboldt County Sheriff's Department	Eureka			1-5
182	759	Huntington Beach Police Department	Huntington Beach			6-10
183	760	Huntington Park Police Department	Huntington Park		W / D	1-5
184	761	Huron Police Department	Huron			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
185	764	Imperial County Sheriff's Department	El Centro	HS-I	W / D	1-5
186	765	Indio Police Department	Indio		W / D	1-5
187	766	Inglewood Police/Fire Department Comm.	Inglewood		W / D	6-10
188	767	Inyo County Sheriff's Department	Independence			1-5
189	768	Irvine Police Department	Irvine			6-10
190	769	Irwindale Police Department	Irwindale		W / D	1-5
191	8242	Kern County Fire Department	Bakersfield		W / PD	11-29
192	771	Kern County Sheriff's Department	Bakersfield		W / PD	11-29
193	772	Kings County Sheriff's Department	Hanford			6-10
194	774	La Habra Police Department	La Habra			1-5
195	775	La Mesa Police Department	La Mesa			1-5
196	776	La Palma Police Department	La Palma			1-5
197	777	La Verne Police/Fire Department	La Verne		W / D	1-5
198	778	Laguna Beach Police Department	Laguna Beach			1-5
199	779	Lake County Sheriff's Department	Lakeport		I / PD	1-5
200	586	LASD - Carson Sheriff's Station	Carson	HS-LAS	W / D	1-5
201	608	LASD - Century Sheriff's Station	Lynwood	HS-LAS	W / D	6-10
202	8117	LASD - Cerritos Sheriff's Station	Cerritos	HS-LAS	W / D	1-5
203	662	LASD - Compton Sheriff's Station	Compton	HS-LAS	W / D	6-10
204	676	LASD - Crescenta Valley Sheriff's Station	La Crescenta	HS-LAS	W / D	1-5
205	698	LASD - East Los Angeles Sheriff's Station	Los Angeles	HS-LAS	W / D	1-5
206	652	LASD - Industry Sheriff's Station	City of Industry	HS-LAS	W / D	6-10
207	780	LASD - Lakewood Sheriff's Station	Lakewood	HS-LAS	W / D	6-10
208	781	LASD - Lancaster Sheriff's Station	Lancaster	HS-LAS	W / D	6-10
209	790	LASD - Lomita Sheriff's Station	Lomita	HS-LAS	W / D	1-5
210	805	LASD - Lost Hills/Malibu Sheriff's Station-Agoura	Calabasas	HS-LAS	W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
211	811	LASD - Marina Del Rey Sheriff's Station	Marina Del Rey	HS-LAS	W / D	1-5
212	8263	LASD - Metro Transportation Authority	Los Angeles	HS-LAS	W / D	1-5
213	849	LASD - Norwalk Sheriff's Station	Norwalk	HS-LAS	W / D	6-10
214	864	LASD - Palmdale Sheriff's Station	Palmdale	HS-LAS	W / D	1-5
215	872	LASD - Pico Rivera Sheriff's Station	Pico Rivera	HS-LAS	W / D	1-5
216	926	LASD - San Dimas Sheriff's Station	San Dimas	HS-LAS	W / D	1-5
217	955	LASD - Santa Clarita Valley Sheriff's Station	Valencia	HS-LAS	W / D	1-5
218	784	LASD - South Los Angeles Sheriff's Station	Los Angeles	HS-LAS	W / D	6-10
219	997	LASD - Temple City Sheriff's Station	Temple City	HS-LAS	W / D	6-10
220	1040	LASD - Walnut/Diamond Bar Sheriff's Station	Walnut	HS-LAS	W / D	1-5
221	1045	LASD - West Hollywood Sheriff's Station	Los Angeles	HS-LAS	W / D	1-5
222	782	Lassen County Sheriff's Department	Susanville	CP		1-5
223	785	Lincoln Police Department	Lincoln	HS-P		1-5
225	787	Livermore Police Department	Livermore		W / PD	1-5
226	788	Livingston Police Department	Livingston		I / PD	1-5
227	789	Lodi Police Department	Lodi			1-5
228	791	Lompoc Police Department	Lompoc			1-5
229	792	Long Beach Fire Department	Long Beach		W / D	6-10
230	794	Long Beach Police Department	Long Beach		W / D	11-29
231	796	Los Altos Police Department	Los Altos	HS-SC	I / PD	1-5
232	799	Los Angeles City Fire Department	Los Angeles		W / D	30+
233	797	Los Angeles County Fire	Los Angeles		W / D	11-29
234	800	Los Angeles Police Department	Los Angeles		W / D	30+
235	801	Los Banos Police Department	Los Banos		W / PD	1-5
236	802	Los Gatos Police Communications	Los Gatos		I / PD	1-5
237	803	Madera County Sheriff	Madera			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
238	804	Madera Police Department	Madera			1-5
239	806	Manteca Police Department	Manteca			1-5
240	808	Marin County Fire Department	Woodacre		I / PD	1-5
241	810	Marin County Sheriff's Department	San Rafael		I / PD	6-10
242	812	Mariposa County Sheriff's Department	Mariposa			1-5
243	813	Martinez Police Department	Martinez		W / D	1-5
244	814	Marysville Police Department	Marysville	CP		1-5
245	8264	McFarland Police Department	McFarland		W / PD	1-5
246	816	Mendocino County Sheriff's Department	Ukiah	HS-M	I / PD	6-10
247	817	Menlo Park Police Department	Menlo Park		W / D	1-5
248	819	Merced County Sheriff's Department	Merced		W / PD	1-5
249	820	Merced Emergency Medical Services	Merced		W / PD	1-5
250	821	Merced Police Department	Merced		W / PD	1-5
251	822	MetroNet - Metro Cities Fire Authority Comm. Center	Anaheim			6-10
252	825	Milpitas Police Department	Milpitas		I / PD	1-5
253	826	Modoc County Sheriff's Department	Alturas	CP		1-5
254	827	Mono County Sheriff's Department	Bridgeport			1-5
255	828	Monrovia Police Department	Monrovia		W / D	1-5
256	829	Montclair Police Department	Montclair		W / D	1-5
257	830	Montebello Police Department	Montebello		W / D	1-5
258	831	Montecito Fire Protection District	Montecito			1-5
259	835	Monterey County Emergency Communications	Salinas		W / D	11-29
260	834	Monterey Park Police/Fire Department	Monterey Park		W / PD	6-10
261	836	Morgan Hill Police Communications	Morgan Hill			1-5
262	838	Mountain View Police/Fire Department	Mountain View	HS-SC	I / PD	1-5
263	839	Mt. Shasta Police Department	Mt Shasta	CP		1-5
264	840	Murrieta Police Department	Murrieta			6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
265	841	Napa County Communications	Napa			6-10
266	8126	NASA AMES Police Department	Moffett Field			1-5
267	842	National City Police Department	National City			1-5
268	844	Nevada County Sheriff's Department	Nevada City		I / PD	1-5
269	846	Newark Police/Fire Department	Newark			1-5
270	847	Newport Beach Police Department	Newport Beach			6-10
271	887	North County Dispatch	Rancho Santa Fe			6-10
272	850	Novato Police Department	Novato			1-5
273	851	Oakdale Police Department	Oakdale			1-5
274	852	Oakland Fire Department	Oakland			6-10
275	853	Oakland Police Department	Oakland			11-29
276	854	Oceanside Police Department	Oceanside			6-10
277	8479	Ontario Fire Department	Ontario		W / D	6-10
278	856	Ontario Police Department	Ontario		W / D	11-29
279	857	Orange County Fire Authority	Irvine			6-10
280	8257	Orange County Sheriff (Harbor Patrol/Newport Beach)	Corona Del Mar			1-5
281	858	Orange County Sheriff's Department	Silverado			11-29
282	859	Orange Police Department	Orange			6-10
283	860	Oroville Police Department	Oroville	CP, HS-B	I / D	1-5
284	861	Oxnard Police/Fire Department	Oxnard	HS-V		6-10
285	863	Palm Springs Police/Fire Department	Palm Springs		W / D	6-10
286	865	Palo Alto Police Department	Palo Alto	HS-SC	I / PD	6-10
287	866	Palos Verdes Estates Police/Fire Dept.	Palos Verdes		W / D	1-5
288	867	Paradise Police Department	Paradise	CP, HS-B	I / D	1-5
289	868	Pasadena Police Department	Pasadena	EE,CP	W / D	6-10
290	869	Paso Robles Police Department	Paso Robles		W / D	1-5
291	871	Petaluma Police Department	Petaluma			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
292	873	Piedmont Police Department	Piedmont			1-5
293	874	Pinole Police Department	Pinole		W / PD	1-5
294	875	Pismo Beach Police Department	Pismo Beach		W / D	1-5
295	876	Placentia Police Department	Placentia			1-5
296	877	Placer County Sheriff's Department	Auburn	HS-P		6-10
297	7957	Placerville Police Department	Placerville		W / PD	1-5
298	879	Pleasant Hill Police Department	Pleasant Hill		W / PD	1-5
299	880	Pleasanton Police Department	Pleasanton			1-5
300	881	Plumas County Sheriff's Department	Quincy	CP		1-5
301	882	Pomona Police Department	Pomona		W / D	6-10
302	883	Port Hueneme Police Department	Port Hueneme			1-5
303	885	Porterville Police Department	Porterville			1-5
304	888	Red Bluff Police Department	Red Bluff	CP	I / PD	1-5
305	889	Redlands Police Department	Redlands		W / D	6-10
306	891	Redondo Beach Police/Fire Department	Redondo Beach		W / D	1-5
307	892	Redwood City Police Department	Redwood City		W / D	6-10
308	893	Reedley Police Department	Reedley			1-5
309	895	Rialto Police Department	Rialto		W / D	6-10
310	897	Richmond Police Department	Richmond		W / D	6-10
311	898	Ridgecrest Police Department	Ridgecrest		W / PD	1-5
312	899	Ripon Police Department	Ripon			1-5
313	8120	Riverside County Sheriff's Department	Blythe	HS-R		1-5
314	8121	Riverside County Sheriff's Department	Palm Desert	HS-R		6-10
315	900	Riverside County Sheriff's Department	Riverside	HS-R		11-29
316	901	Riverside Police Department	Riverside		W / PD	11-29
317	902	Rocklin Police Department	Rocklin	HS-P		1-5
318	903	Rohnert Park Police Department	Rohnert Park			1-5
319	904	Roseville Police Department	Roseville	HS-P		6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
320	906	Sacramento City Police Department	Sacramento		W / PD	11-29
321	905	Sacramento County Sheriff's Department	Elk Grove		W / PD	11-29
322	907	Sacramento Regional Fire Emergency Comm. Center - SRFECC	Sacramento			11-29
323	912	San Bernardino County Sheriff Dept.-Rialto/Valley	Rialto		W / D	11-29
324	915	San Bernardino County Sheriff's Department (Victorville/Desert)	Hesperia		W / D	11-29
325	917	San Bernardino Police Department	San Bernardino		W / D	11-29
326	918	San Bruno Police Department	San Bruno		W / D	1-5
327	922	San Diego County Lifeguards	San Diego			1-5
328	923	San Diego County Sheriff's Department	San Diego			11-29
329	924	San Diego Fire Communications/Metro Zone Command	San Diego			11-29
330	8258	San Diego Harbor Police Department	San Diego			1-5
331	925	San Diego Police Department	San Diego			30+
332	927	San Fernando Police Department	San Fernando	EE,CP	W / D	1-5
333	588	San Francisco Dept. Emergency Management	San Francisco		I / PD	30+
334	8125	San Francisco International Airport Police	South San Francisco		W / PD	1-5
335	931	San Gabriel Police Department	San Gabriel	EE,CP	W / D	1-5
336	933	San Joaquin County Sheriff's Department (Stockton/French Camp)	French Camp		W / PD	6-10
337	935	San Jose Police/Fire Communications	San Jose		W / PD	30+
338	936	San Leandro Police Department	San Leandro			6-10
339	937	San Luis Obispo County Sheriff's Department	San Luis Obispo		W / D	6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
340	938	San Luis Obispo Police Department	San Luis Obispo		W / D	1-5
341	939	San Marino Police Department	San Marino		W / D	1-5
342	940	San Mateo County Communications	Redwood City			6-10
343	941	San Mateo Police Department	San Mateo		W / D	1-5
344	944	San Rafael Police Department	San Rafael			1-5
345	945	San Ramon Valley Fire Protection District	San Ramon		W / PD	1-5
346	948	Santa Ana Police Department	Santa Ana			11-29
347	950	Santa Barbara County Sheriff's Department	Santa Barbara		W / PD	6-10
348	951	Santa Barbara Police Department	Santa Barbara		W / PD	6-10
349	952	Santa Clara County Sheriff's Department Comm	San Jose			6-10
350	954	Santa Clara Police Department	Santa Clara		W / D	6-10
351	956	Santa Cruz Regional 9-1-1	Santa Cruz		W / D	11-29
352	958	Santa Maria Police Department	Santa Maria			6-10
353	960	Santa Monica Police Department	Santa Monica		W / D	11-29
354	961	Santa Paula Police Department	Santa Paula			1-5
355	962	Santa Rosa Police Department	Santa Rosa			6-10
356	964	Scotts Valley Police Department	Scotts Valley		I / PD	1-5
357	965	Sebastopol Police Department	Sebastopol			1-5
358	966	Selma Police Department	Selma			1-5
359	968	Shafter Police Department	Shafter		W / PD	1-5
360	969	Shasta County Comm. Center - SHASCOM	Redding	CP	W / PD	6-10
361	971	Sierra County Sheriff's Department	Downieville	CP		1-5
362	972	Sierra Madre Police/Fire Department	Sierra Madre	EE,CP	W / D	1-5
363	973	Signal Hill Police Department	Signal Hill		W / D	1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
364	974	Simi Valley Police Department	Simi Valley	HS-V	W / PD	1-5
365	975	Siskiyou County Sheriff's Department	Yreka			1-5
366	976	Solano County Sheriff	Fairfield			6-10
367	8259	Sonoma County REDCOM Fire & EMS	Santa Rosa			6-10
368	977	Sonoma County Sheriff's Department	Santa Rosa			6-10
369	979	Sonora Police Department	Sonora			1-5
370	980	South Bay Regional Public Comm. Authority	Hawthorne		W / D	6-10
371	981	South Gate Police Department	South Gate		W / D	6-10
372	983	South Lake Tahoe Police Department	South Lake Tahoe			1-5
373	984	South Pasadena Police/Fire Department	South Pasadena		W / D	1-5
374	985	South San Francisco Police Department	South San Francisco		I / D	6-10
375	986	St. Helena Police Department	St. Helena			1-5
376	988	Stanislaus Regional 9-1-1	Modesto			11-29
377	8260	Stockton Fire Department	Stockton			6-10
378	989	Stockton Police Department	Stockton		W / PD	11-29
379	990	Suisun City Police Department	Suisun		I / PD	1-5
380	991	Sunnyvale Police Department	Sunnyvale		W / D	6-10
381	993	Sutter County Sheriff's Department	Yuba City	CP		1-5
382	994	Taft Police Department	Taft		W / PD	1-5
383	996	Tehama County Sheriff's Department	Red Bluff	CP		1-5
384	1000	Torrance Police Department	Torrance		W / D	11-29
385	1001	Tracy Police Department	Tracy			1-5
386	1003	Trinity County Sheriff's Department	Weaverville	CP		1-5
387	8261	Tulare County Consolidated Ambulance Dispatch - TCCAD	Tulare			1-5
388	8262	Tulare County Fire Department	Farmersville			1-5
389	1005	Tulare County Sheriff's Department	Visalia			11-29
390	1006	Tulare Police Department	Tulare			6-10

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
391	1008	Tuolumne County Sheriff's Department	Sonora		I / PD	1-5
392	1009	Turlock Police Department	Turlock			6-10
393	1010	Tustin Police Department	Tustin			1-5
394	1012	UC Berkeley Police Department	Berkeley			1-5
395	1013	UC Davis Police Department	Davis		W / PD	1-5
396	1014	UC Irvine Police Department	Irvine			1-5
397	1015	UC Los Angeles Police Department	Los Angeles		W / D	1-5
398	8173	UC Merced Police Department	Merced		W / PD	1-5
399	1016	UC Riverside Police Department	Riverside		W / PD	1-5
400	1017	UC San Diego Police Department	La Jolla			1-5
401	1018	UC San Francisco Police Department	San Francisco			1-5
402	1019	UC Santa Barbara Police Department	Santa Barbara		W / PD	1-5
403	1020	UC Santa Cruz Police Department	Santa Cruz			1-5
404	1021	Ukiah Police Department	Ukiah	HS-M	I / PD	1-5
405	1023	Upland Police Department	Upland		W / D	6-10
406	549	US Air Force Beale AFB SFCC	Beale AFB			1-5
407	700	US Air Force Edwards AFB Fire Department	Edwards AFB		W / PD	1-5
408	1002	US Air Force Travis AFB	Travis AFB			1-5
409	1031	US Air Force Vandenberg AFB Police/Fire Dept.	Vandenberg AFB		W / PD	1-5
410	734	US Army Fort Hunter Liggett Police Department	Ft Hunter Liggett		W / D	1-5
411	736	US Army Fort Irwin Provost Marshall (MP)	Fort Irwin			1-5
412	886	US Army Presidio of Monterey Dispatch Center	Presidio of Monterey		W / D	1-5
413	1025	US Park Police Golden Gate NRA	San Francisco			1-5
414	967	US Sequoia National Park	Three Rivers			1-5
415	1053	US Yosemite National Park	El Portal			1-5
416	580	USMC Camp Pendleton JECC	Camp Pendleton			1-5

#	FCC ID	PSAP NAME	LOCATION	STATUS	TEXT	# OF POS RANGE
417	8075	USMC Logistics Base Barstow - NEBO Provost Marshall	Barstow			1-5
418	8123	USMC Miramar Air Station Police/Fire Dept.	San Diego			1-5
419	1027	USMC Twenty-Nine Palms Combat Center - Fire	Twenty-Nine Palms			1-5
420	1029	Vacaville Police Department	Vacaville			6-10
421	1030	Vallejo Police Department	Vallejo			6-10
422	987	Valley Regional Emergency Comm Center	Modesto			11-29
423	1033	Ventura County Fire Protection District	Camarillo			6-10
424	1032	Ventura County Sheriff's Department	Ventura	HS-V		6-10
425	1034	Ventura Police Department	Ventura			6-10
426	1035	Verdugo Fire Department	Glendale	EE,CP	W / D	6-10
427	1036	Vernon Police Department	Vernon		W / D	1-5
428	1038	Visalia Police Department	Visalia			6-10
429	1039	Walnut Creek Police Department	Walnut Creek		W / PD	1-5
430	1042	Weed Police Department	Weed	CP		1-5
431	1044	West Covina Police/Fire Department	West Covina	EP,CP	W / D	1-5
432	1043	WEST-COMM - West Cities Police Comm Center	Seal Beach			6-10
433	1046	Westminster Police Department	Westminster			6-10
434	1047	Whittier Police Department	Whittier		W / PD	1-5
435	1048	Willits Police Department	Willits	HS-M	I / PD	1-5
436	1035	Willows Fire Department	Willows	CP		1-5
437	1051	Yolo Emergency Communications Agency YECA	Woodland		W / PD	6-10
438	1054	Yreka Police Department	Yreka	CP		1-5
439	1055	Yuba City Police Department	Yuba City	CP	I / PD	1-5
440	1056	Yuba County Sheriff's Department	Marysville	CP		1-5

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

Blank – CPE Stand-Alone
HS – CPE Host-Remote System

HS – SC (Santa Clara)
HS – V (Ventura)

HS – B (Butte)
HS – I (Imperial)
HS – LAS (Los Angeles Sheriff)
HS – P (Placerville)
HS – R (Riverside)

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

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

Table 1: Statewide Overview

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

Table 2: Average Region Overview

Average Number of PSAPs⁹	110
Average Total Population¹⁰	9,499,970

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

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

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

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

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

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

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

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

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

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

Average 2017 Total 9-1-1 Call Volume ¹¹	6,711,175
Average 2017 Monthly 9-1-1 Call Volume ¹²	579,896
Average 2017 Busiest Month 9-1-1 Call Volume ¹³	710,029
Average Busy Hour 9-1-1 Call Volume ¹⁴	1,188
Average 2017 Busiest Hour 9-1-1 Call Volume ¹⁵	9,184
Average Call Duration in Seconds ¹⁶	100

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

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

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

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

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

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

SOW - ATTACHMENT 4a – NG9-1-1 PRIME FUNCTIONS AND SERVICES ACCEPTANCE AND AUTHORIZATION TEMPLATE

This document is a template that will serve as a starting point to develop a checklist that shall serve as notice from CA 9-1-1 Branch to the Contractor that the NG Prime Functions and Services are acceptable, as stated below and the Contractor may invoice CA 9-1-1 Branch.

All Information to be completed by the Contractor only
CA 9-1-1 Branch

Initial

NG Text to 9-1-1 – Web Based OTT	_____
NG Text to 9-1-1 – Integrated	
Legacy PSAP Gateway	
Independent Verification & Validation	
Regional Interoperability Connection	
PSAP Integration	
Performance Reporting	
Call Logging	
Statewide Outage Reporting	
NRC Project Initiation and Design	
Statewide 911 GIS	_____
Selective Routing – as a standalone service	
GIS Data synchronization	
Alert and Warning System	

Minor Discrepancies:

As the authorized representative of:

_____ (CA 9-1-1 Branch NG9-1-1 Manager),
I hereby acknowledge receipt, installation and satisfactory performance of the service.
If minor discrepancies exist, but do not keep the service from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE

File a scanned copy to the CA 9-1-1 Branch NG9-1-1 Manager

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SOW - ATTACHMENT 4b –NG9-1-1 TRUNKS ACCEPTANCE AND AUTHORIZATION TEMPLATE

This document is a template that will serve as a starting point to develop a checklist that shall serve as notice from CA 9-1-1 Branch to the Contractor, that the NG Prime/Region Trunk services are acceptable, as stated below, and the Contractor may invoice CA 9-1-1 Branch.

All Information to be completed by Contractor only

CA 9-1-1 Branch

Initial

Trunks from Prime to PSAP
Capacity tested 1Mb
Capacity tested 10Mb
Capacity tested 100Mb
Capacity tested 1000Mb

Trunk failover tested

Minor Discrepancies:

As the authorized representative of:

_____ (CA 9-1-1 Branch NG9-1-1 Manager),
I hereby acknowledge receipt, installation and satisfactory performance of the service.
If minor discrepancies exist, but do not keep the service from performing in accordance
with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE

File a scanned copy to the CA 9-1-1 Branch NG9-1-1 Manager

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**SOW - ATTACHMENT 4c – NG9-1-1 AGGREGATION ACCEPTANCE AND AUTHORIZATION
TEMPLATE**

This document is a template that will serve as a starting point to develop a checklist that shall serve as notice from CA 9-1-1 Branch to the Contractor, that the NG9-1-1 Aggregation services are acceptable, as stated below, and the Contractor may invoice CA 9-1-1 Branch.

All Information to be completed by Contractor only
CA 9-1-1 Branch

Initial

Able to accurately aggregate all Text OSPs (PNSP)
Able to accurately accept aggregation (# of aggregations)

Able to failover if one aggregation is offline
Able to transfer all 9-1-1 call modalities to Prime and Region

Minor Discrepancies:

As the authorized representative of:

_____ (CA 9-1-1 Branch NG9-1-1 Manager),
I hereby acknowledge receipt, installation and satisfactory performance of the service.
If minor discrepancies exist, but do not keep the service from performing in accordance
with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE

File a scanned copy to the CA 9-1-1 Branch NG9-1-1 Manager

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**SOW - ATTACHMENT 4d –NG CORE SERVICES ACCEPTANCE AND AUTHORIZATION
TEMPLATE**

This document is a template that will serve as a starting point to develop a checklist that shall serve as notice from CA 9-1-1 Branch to the Contractor, that the Prime NG Core Services are acceptable, as stated below, and the Contractor may invoice CA 9-1-1 Branch.

All Information to be completed by Contractor only
CA 9-1-1 Branch

Initial

Able to accurately route 9-1-1 calls
Able to receive all 9-1-1 call modalities

_____ Able to transfer all 9-1-1 call modalities _____
Received training of NG Prime Core 9-1-1 service
Received training to access NG Prime Core call data

_____ Can access and understand NG Prime administrative tools

Minor Discrepancies:

As the authorized representative of:

_____ (CA 9-1-1 Branch NG9-1-1 Manager),
I hereby acknowledge receipt, installation and satisfactory performance of the service.
If minor discrepancies exist, but do not keep the service from performing in accordance
with the contracted terms and conditions, these discrepancies are noted above.
AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE

Submit a scanned copy to the CA 9-1-1 Branch NG9-1-1 Manager

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**SOW - ATTACHMENT 4e – PRIME NG TEXT TO 9-1-1 ACCEPTANCE AND AUTHORIZATION
TEMPLATE**

This document is a template that will serve as a starting point to develop a checklist that shall serve as notice from CA 9-1-1 Branch to the Contractor, that the Prime NG Text to 9-1-1 Services are acceptable, as stated below, and the Contractor may invoice CA 9-1-1 Branch.

All Information to be completed by Contractor only

CA 9-1-1 Branch

Initial

Able to receive NG Text to 9-1-1

Able to send NG Text to 9-1-1

Able to transfer NG Text to 9-1-1

Received training of NG Text to 9-1-1 service

Received training to access NG Text to 9-1-1 session data

Can access and understand Text administrative tools

Validate session data with NG Text to 9-1-1 reporting tool

Minor Discrepancies:

As the authorized representative of:

_____ (CA 9-1-1 Branch NG9-1-1 Manager),

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

AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE

Submit a scanned copy to the CA 9-1-1 Branch NG9-1-1 Manager

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SOW - ATTACHMENT 5a – ACCEPTANCE TESTING PLAN TEMPLATE

The Acceptance Test Plan template is attached in an Excel format.

Requirement Reference Number	Test Date and Duration	Test Results	Pass/Fail	Notes	Contractor signoff
1.1					
1.2					
1.3					

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SOW - ATTACHMENT 5b – CERTIFICATE OF SYSTEM READINESS TEMPLATE

The Certificate of System Readiness Template is in Word format.

PRIME/REGION NETWORK SERVICE PROVIDER	PSAP NAME	TODAY'S DATE:
Start Date of System Acceptance:	End Date of System Acceptance:	
PNSP/RNSP Representative Name:	PNSP Representative Signature:	
PSAP Representative Name:	PSAP Representative Signature:	
CA 9-1-1 Branch Representative Name:	CA 9-1-1 Branch Representative Signature:	
<p>All of the above signed Representatives hereby acknowledge receipt, installation and satisfactory performance of the Next Generation 9-1-1 Services. This Certificate of System Readiness confirms the NG9-1-1 Services have successfully completed the 45 calendar day Acceptance Test Plan (ATP). Any discrepancies noted during the ATP shall be noted on the Final Test Report.</p>		

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SOW - ATTACHMENT 6 – WORK ORDER AUTHORIZATION FORM

WOA Number:

Amendment:

Title of WOA:

Dates:

Work Description:

Tasks and Work Products:

Cost:

	Not-to-Exceed Cost				
	Staff Name	Classification	Labor Hours	Rate Per Hour	Cost
1					
2					
				Not-to-Exceed Cost Total	

Acceptance Criteria:

State Responsibilities:

Approvals:

These tasks will be performed in accordance with this WOA including any accompanying documentation, if applicable and the provisions of the Contract.

State of California

Contractor

Name Date

Name Date

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SOW - ATTACHMENT 7 – CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only)

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

CONTRACTOR:

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

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


SUBCONTRACTOR 1

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

SUBCONTRACTOR 2

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

SOW – ATTACHMENT 8 – PROJECT MILESTONE REPORT

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

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FOR IT GOODS/SERVICES ONLY

EXHIBIT 1: STD 213, STANDARD AGREEMENT

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

REGISTRATION NUMBER:

PURCHASING AUTHORITY AGREEMENT NUMBER:
NUMBER:

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

STATE AGENCY'S NAME:

California Governor's Office of Emergency Services

CONTRACTOR'S NAME

2. The term of this Agreement is: XXX or upon Statewide Technology Procurement approval is later, through five (5) Years. (with five (5), one (1)-year optional extension)

3. The maximum amount if this Agreement is: \$ To Be Determined

4. The parties agree to comply with the terms and conditions of the following attachments by this reference made a part of the Agreement:

(*) General Provisions – Information Technology (GS)

(*) Cloud Computing Services Special Provisions (Sa

Exhibit A, Statement of Work

EXHIBIT 22, Cost Workbook

(*)RFP 6026-2018 in its entirety

(*) Contractor's Response to RFP 6026-2018 in its entirety

Items shown with an Asterisk (*), are hereby incorporated by reference

agreement as if attached hereto.

IN WITNESS WHEREOF, this Agreement has been executed

CONTRACTOR

**Statewide Technology Use
Only**

CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)

BY (Authorized Signature)

DATE SIGNED

.es

PRINTED NAME AND TITLE OF PERSON SIGNING

ADDRESS

STATE OF CALIFORNIA

AGENCY NAME

California Governor's Office of Emergency Services

BY (Authorized Signature)

DATE SIGNED

.es

PRINTED NAME AND TITLE OF PERSON SIGNING

ADDRESS

3650 Schriever Avenue, Mather, CA 95655

Exempt per

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EXHIBIT 2: INTENT TO BID

Department of Technology, Statewide Technology Procurement
P. O. BOX 1810, MS Y12
Rancho Cordova, CA 95741
(916) 628-5661
Emily.Klahn@state.ca.gov

We: (select all the appropriate boxes)

Intend to submit a proposal

Prime Network Service Provider

Regional Network Service Provider

Agree to submit tariffs to the CPUC in accordance to this RFP.

Do not intend to submit a proposal.

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

Name:	
Address:	
City, State and ZIP Code:	
Telephone:	FAX:
E-Mail:	

Sincerely,

_____ Name (Signature)	_____ Name and Title	_____ Email
_____ Company	_____ Telephone	_____ Fax

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EXHIBIT 3: CONFIDENTIALITY STATEMENT

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

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

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

I fully understand that any unauthorized disclosure I make may be basis for civil or criminal penalties. I agree to advise the NG9-1-1 Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

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

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized CA 9-1-1 Branch representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction which documents the destruction procedures must be sent to the NG9-1-1 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 department.

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

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

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EXHIBIT 4: RESPONSE TO ADMINISTRATIVE REQUIREMENTS

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

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

RFP Section*	Administrative Requirement –RFP Section 3	Bidder Agrees Yes / No
3.17	Iran Contracting Act of 2010	
3.18	California Civil Rights Laws	
3.19	Bonds and Other Security Documents	
3.19.1	Bidder's Preference and Incentives Declaration	
3.20	Productive Use Requirements	
3.20.5	Commercially Useful Function	
3.21.1	Customer In-Use	
3.22	Hardware/Equipment	
3.24.1	Labor	
3.24.2	Travel and Subsistence Payments	
3.24.3	Apprentices	
3.24.4	Payroll	
3.25	Contractor's License	
Part 1 1	The Prime NG9-1-1 Network Service Provider (PNSP) is not eligible to be a Regional NG9-1-1 Service Provider.	
Part 1 1.4.2	The PNSP shall not charge a connection fee to any OSP and RNSP in to the NG9-1-1 network.	
Part 1 1.4.2	The RNSP shall not charge a connection fee to any OSP and PNSP in to the NG9-1-1 network.	
RFP Section*	Other RFP Requirements	Bidder Agrees Yes / No
Part 1 1.4.2	The PNSP and RNSP shall not charge an interconnection fee to any 9-1-1 or originating service provider for the services paid for by the CA 9-1-1 Branch.	

Part 1 1.4.2	Bidder shall design a solution that supports the NENA i3 standards and guarantees a non-proprietary solution that supports interoperability.	
Part 1 1.2	Bidder shall submit tariffs that support all technical requirements in EXHIBIT 21 or 23, cost elements in EXHIBIT 22 and the requirements in the SOW to CPUC and shall comply with all regulatory requirements.	
Part 1 1.2	Bidder shall submit Cost Worksheets with costs exactly the same as tariff submitted to the CPUC.	
Part 1 1.2	Bidder shall comply with all regulatory and statutory 9-1-1 requirements.	
Part 2 1	Bidder shall comply with CA 9-1-1 Operations Manual	
Part 2 31	Bidder shall comply with all SLAs.	
Part 2 1	Bidder shall incorporate FCC best practices.	
Part 2	Bidder shall support all elements in the SOW.	

EXHIBIT 5: GSPD 05-105 BIDDER DECLARATION

A copy of the GSPD-05-105 Bidder Declaration and its instructions is available as a fill and print PDF at: <http://www.documents.dgs.ca.gov/pd/poliproc/Master-Biddeclar08-09.pdf>

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EXHIBIT 6: SECRETARY OF STATE CERTIFICATION

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

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

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EXHIBIT 7: WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

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

Signature

Date

Name and Title (Print or Type)

Street Address

City, State, ZIP code

Firm Name

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EXHIBIT 8: COVER LETTER FORM

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

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EXHIBIT 9: PAYEE DATA RECORD

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

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

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EXHIBIT 10: IRAN CONTRACTING ACT OF 2010

IRAN CONTRACTING ACT

(Public Contract Code § 2202-2208)

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

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

OPTION #1 - CERTIFICATION

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

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

EXHIBIT 10: IRAN CONTRACTING ACT OF 2010, continued.

OPTION #2 – EXEMPTION

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

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

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

EXHIBIT 11: CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION

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

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

CERTIFICATION

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

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EXHIBIT 12: DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) DECLARATIONS

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

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf>

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EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES

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

1. SMALL BUSINESS PREFERENCE:

Bidder must check the appropriate box from the choices below.

I am a DGS certified Small Business and claim the Small Business Preference.
My DGS Small Business certification number is: _____

I have recently filed for DGS Small Business preference but have not yet received certification, but I am claiming the Small Business preference.

I am not a DGS certified Small Business, but 25% or more of the revenue from the award will go to DGS certified Small Business Subcontractors performing a Commercially Useful Function and therefore I am claiming the preference.
Bidder must complete and submit Exhibit 5: GSPD-05-105 Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified Small Business Subcontractor. The form can also be found at the following link:

<http://www.documents.dgs.ca.gov/pd/poliproc/Master-Biddeclar08-09.pdf>

I am not claiming the DGS Small Business preference.

2. DVBE INCENTIVE:

Bidder must check the appropriate box from the choices below.

I am a DGS certified DVBE. A copy of my STD. 843 form is attached.

I have recently filed for DGS DVBE certification, but have not yet received certification.

I am not a DGS certified DVBE, but a percentage of the revenue will be going to DGS certified DVBE Subcontractors performing a Commercially Useful Function, and therefore I am claiming the DVBE incentive.

Bidder must submit a complete Exhibit 5: GSPD-05-105, Bidder Declaration, indicating the percentage of the revenue that will be received by each DGS certified DVBE Subcontractor. Bidder must also submit an Exhibit 12, STD 843 DVBE Declarations, for each DVBE Subcontractor, signed by the DVBE owner/manager. The form can be found on the following link:

<http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf>

I am not claiming the DVBE incentive.

EXHIBIT 13: BIDDING PREFERENCES AND INCENTIVES, continued

3. ADDITIONAL BIDDING PREFERENCES:

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

I am not claiming the TACPA preference.

I am claiming the TACPA bidding preference.

Bidder must submit Exhibit 15: STD 830 TACPA Preference Request.

Name of Bidder:

Signature and
Date:

EXHIBIT 14: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION

Bidder Name: _____

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

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

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

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

1.	Is responsible for the execution of a distinct element of the resulting Contract.	Yes	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 Small Business or DVBE, indicate "Not claiming a preference" in the box below.

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

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

Bidder Signature: _____

Bidder Printed/Typed Name and Title: _____

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EXHIBIT 15: STD 830 TACPA PREFERENCE REQUEST

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

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EXHIBIT 16: RESPONSIBILITY CERTIFICATION

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

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

Company Name

Name and Title of Authorized Representative that can bind the company

Signature

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EXHIBIT 17: CONTRACTOR'S LICENSE INFORMATION

(Installation Services Only – Complete only if applicable)

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

CONTRACTOR:

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

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

SUBCONTRACTOR 1

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

SUBCONTRACTOR 2

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

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EXHIBIT 18: BIDDER QUALIFICATION FORM - INSTRUCTIONS

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

- 1) Minimum of two (2) years' experience in the development and planning of a statewide or regional or a single NG9-1-1 deployment that exceeds 500,000 calls per year;
- 2) Minimum of two (2) years' experience in participation with standards development for NG9-1-1;
- 3) Minimum of two (2) years' experience designing, engineering, building or maintaining complex statewide or regional Text-to-9-1-1 systems.
- 4) Minimum of two (2) years' experience in managing a project with a network complexity for a statewide or regional network;
- 5) Minimum of two (2) years' experience in managing a system monitoring and outage reporting solution for greater than 300,000 calls per year;
- 6) Minimum of two (2) years' experience in public safety strategic planning and governance related to 9-1-1;
- 7) Minimum of two (2) years' experience in working with Originating Service Providers for the delivery of 9-1-1 traffic;
- 8) Minimum of two (2) years' experience in managing a GIS database solution that demonstrates an ability to support NG9-1-1.
- 9) Minimum of two (2) years' experience with managing deployment of telecommunications, land mobile radio, and/or 9-1-1 regional/statewide projects and Alert and Warning Systems. Network complexity project must have been in excess of \$2 million.

A separate exhibit must be completed for each project used to meet the minimum mandatory requirements. **No more than two (2) projects can be used to meet an individual requirement.** Exhibits 18.1 will be used by CA 9-1-1 Branch to evaluate bidder's qualifications. The bidder must specify the required experience in the pertinent

row for each requirement in Exhibit 18.1. The bidder can only reference sub-contractor experience for sub-contractors that are part of this RFP response. Use additional forms as needed to complete each response. CA 9-1-1 Branch may contact references listed on Exhibit 18.2 to verify the information provided by the bidder. Any conflicting information may result in the proposal being deemed non-responsive.

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

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

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

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

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

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

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

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

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

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

Box 10, Project Contract Amount: Provide the dollar amount in currency format of the project contract value.

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

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EXHIBIT 18.1: BIDDER QUALIFICATIONS FORM

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

1	Bidder:			
2	Project Name:			
3	Company Name of Bidder's reference:			
4	Contact Name and Title, Email Address and Telephone Number of Bidder's reference:			
5	Project Start Date (MM/DD/YYYY):			
6	Project End Date (MM/DD/YYYY):			
7	Project Description:			
8	Was the Bidder that performed the work the Primary Contractor? Yes ___ No ___			
9	Did the Bidder complete the project? Yes No On-going			
10	Project Contract Amount: \$			
11	For each mandatory experience listed below, check "Yes" if the total experience was met on this referenced project; check "No" if none of the experience was met on this referenced project; or check "Partial" if fewer than the total years of the experience was met on this referenced project. If partial or total experience was met (checked), enter the years and/or months of "Experience gained on this referenced project" and describe the Bidder's role and responsibilities performed on the project in the "Description of services provided" field.			
Number	Classification	Mandatory Experience	Total Experience Required	Experience gained on this cited Project Satisfaction Rating
12	M	Experience in the development and planning of a statewide or regional or a single NG9-1-1 deployment that exceeds 500,000 calls per year;	2 years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			

13	M	Experience in participation with standards development for NG9-1-1	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			
14	M	Experience designing, engineering, building or maintaining complex statewide or regional Text-to-9-1-1 systems. Please describe your experience with integrated and web based Text-to-9-1-1 solutions.	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			
15	M	Experience in managing a project with a network complexity for a statewide or regional network	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			
16	M	Experience in managing a system monitoring and outage reporting	2 Years	Yes No Partial

		solution for greater than 300,000 calls per year.		Yr.____ Mo.____
	Description of services provided:			
17	M	Experience in public safety strategic planning and governance related to 9-1-1.	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			
18	M	Experience in working with Originating Service Providers for the delivery of 9-1-1 traffic	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			
19	M	Experience in managing a GIS database solution that demonstrates an ability to support NG9-1-1.	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			

20	M	Experience with Project Management of telecommunications, land mobile radio, and/or 9-1-1 regional/statewide projects and Alert and Warning Systems. Network complexity project must have been in excess of \$2 million.	2 Years	Yes No Partial Yr.____ Mo.____
	Description of services provided:			

EXHIBIT 18.2: BIDDER REFERENCE FORM

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

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

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

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

18	How would you rate the Bidder's effectiveness at implementing a statewide/regional network?	0 1 2 3
19	How would you rate the Bidder's effectiveness at transforming, consolidating, de-duplicating and integrating data from multiple sources into a single database?	0 1 2 3
20	How would you rate the Bidder's effectiveness at integrating system interfaces across diverse architectures while providing oversight and continuity?	0 1 2 3
21	How would you rate the Bidder's effectiveness at developing and/or implementing a statewide or regional system monitoring tool?	0 1 2 3
22	How would you rate the Bidder's effectiveness at providing skilled staff?	0 1 2 3
23	How would you rate the Bidder's effectiveness at providing quality and timely responses to users' questions and concerns?	0 1 2 3
24	How would you rate the quality and professionalism of the Bidder's staff?	0 1 2 3
25	How would you rate the Bidder's effectiveness at managing project resources to ensure an appropriate level of dedication to your project efforts?	0 1 2 3
26	How would rate the Bidder's ability to manage project milestones, deliverables, and timelines?	0 1 2 3
27	How would you rate the Bidder's ability to quickly adapt your solution to meet project needs?	0 1 2 3
Total Possible Points		30

Reference Signature:

Date:

Printed Name:

Reference Project Role:

Reference Email:

Reference Phone:

EXHIBIT 19: BOND AND OTHER SECURITY DOCUMENTS

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

EXHIBIT 20: TECHNICAL REQUIREMENTS NARRATIVE RESPONSE

See EXHIBIT 21_ Prime Technical Requirements, Tab 21.0 Narrative Requirements for requirements that require a narrative response

See Exhibit 23 Region Technical Requirements, Tab 23.0 for requirements that require a narrative response

EXHIBIT 21: PRIME - TECHNICAL REQUIREMENTS

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

Bidder must indicate agreement to each of the TECHNICAL requirements in EXHIBIT 21, Workbook 21.1 through 21.7 by indicating "Yes" the bidder affirms that it understands the requirement and agrees to comply with the requirement in order to be considered for the PNSP. Qualifying any "Yes" answer or Answering "No" to any of the Mandatory TECHNICAL requirements in the proposal may result in the proposal being deemed non-responsive. Contractor must provide a written narrative for the requirements noted in EXHIBIT 21.0 and include with its Proposal Submission in accordance with Section 6, Proposal Format and Submission Requirements.

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EXHIBIT 22: COST WORKBOOK

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

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

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EXHIBIT 23: REGION - TECHNICAL REQUIREMENTS

Refer to the Excel Workbook file on Cal eProcure labeled, "EXHIBIT 23 Region - Technical Requirements".

Bidder must indicate agreement to each of the TECHNICAL requirements in EXHIBIT 23, Worksheets 21.1 through 21.5 by indicating "Yes" the bidder affirms that it understands the requirement and agrees to comply with the requirement in order to be considered for the RNSP. Qualifying any "Yes" answer or Answering "No" to any of the Mandatory TECHNICAL requirements in the proposal may result in the proposal being deemed non-responsive. Contractor must provide a written narrative for the requirements noted in EXHIBIT 23.0 and include with its Proposal Submission in accordance with Section 6, Proposal Format and Submission Requirements.

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EXHIBIT 24: LIST OF PROPOSED SUBCONTRACTORS

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

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

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

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

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

EXHIBIT 25: SELLER'S PERMIT CERTIFICATION

(IF APPLICABLE)

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

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

EXHIBIT 26A: ACRONYMS

Acronyms and Abbreviations

ADA	American Disability Act
ATC	Acceptance Testing Criteria
ATP	Acceptance Testing Period is 45 calendar days
ARO	After Receipt of Order
BTU	British Thermal Unit(s)
CAL OES	California Governor's Office of Emergency Services
CAPSNET	California Public Microwave Network
CCR	California Code of Regulations
CDR	Call Data Record
CDT	California Department of Technology
CE	Core Existing
CONUS	Continental United States
COTS	Commercial-off-the-shelf
CP	Core Planned
CPCN	Certification of Public Convenience and Necessity
CPUC	California Public Utility Commission
CUF	Commercial Useful Functions
DFEH	Department Fair and Employment Housing
DVBE	Disabled Veteran Business Enterprise
EE	Evergreen Existing
EP	Evergreen Planned
ESINet	Emergency Services IP Network
ESN	Emergency Services Number
ESRP	Emergency Service Routing Proxy
ETA	Estimated Time of Arrival
FCC	Federal Communications Commission
GC	Government Code
GIS	Geographical Information System

GSPD	Department of General Services, Procurement Division
HS	CPE Host-Remote Solutions
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
MRC	Monthly Recurring Cost(s)
MSAG	Master Street Address Guide
MVC	Military and Veteran Code
NENA	National Emergency Number Association
NGCS	Next Generation Core Services
NG ESINet	Next Generation Emergency Services IP Network
NOC	Network Operations Center
NRC	Non-Recurring Charge(s)
OSDS	Office of Small Business and Disabled Veteran Business Enterprise Services
OSP	Originating Service Provider
PCC	Public Contract Code
PDP	Project Deployment Plan
PRF	Policy Routing Function
PIDF-LO	Presence Information Data Format - Location Object
PNSP	Prime Network Service Provider
POI	Point of Interconnection
PSAP	Public Safety Answering Point(s)
PSC	Public Safety Communications
RNSP	Regional Network Service Provider
RFP	Request for Proposal
SaaS	Software as a Service

SETNA	State Emergency Telephone Number Account
S/W	Software (Other than Operating Software)
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
SR	Selective Router
STP	Statewide Technology Procurement
TACPA	Target Area Contract Preference Act
TCC	Text Control Center
TEI	Text Existing Integrated
TEW	Text Existing Web-Based
TMRC	Total Monthly Recurring Cost(s)
TPI	Text Planned Integrated
UAT	User Acceptance Testing
VoIP	Voice over Internet Protocol
WOA	Work Order Authorization(s)

EXHIBIT 26b: GLOSSARY OF TERMS

Acronyms and Abbreviations

Term/Acronym	Definition
9-1-1 traffic	Includes all voice, data, text, pictures, videos, and any future technologies capable of delivering to PSAP over the NG9-1-1 Network.
Agency/State entity	Includes every state office, officer, department, division, bureau, board, and commission, including Constitutional Officers. "State entity" does not include the University of California, California State University, the State Compensation Insurance Fund, the Legislature, or the Legislative Data Center in the Legislative Counsel Bureau.
Aggregation	The services needed to receive 9-1-1 traffic from an OSP and deliver to the correct Core Service Provider.
Business Requirements	Higher-level statement of the goals, objectives, or needs of the Agency/state entity. Business requirements describe the reasons why a project has been initiated, the objective that the project will achieve, and the metrics that will be used to measure its success. Business requirements describe the needs of the Agency/state entity as a whole, not the groups or stakeholders within it.
Certificate of System Readiness Form	Contractor shall complete the acceptance test plan and authorization checklist as defined in the SOW Section 14.2 Acceptance Testing Criteria. The Certificate of System Readiness Form will be signed by the Contractor and approved by CA 9-1-1 Branch for the acknowledgement of satisfactory system performance.
Commercial Off The Shelf Software (COTS)	A computer hardware or software product that is ready-made for specific uses and available for sale to the general public. COTS products are designed to be installed without requiring custom development. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses and individuals. The set of rules for COTS is defined by the Federal Acquisition Regulation (FAR).
Contractor	The bidder who is awarded the NG9-1-1 Services – Prime contract. Contractor may also be referenced as Prime Network Service Provider.
Custom solution	Typically, computer software developed for a specific customer to accommodate the customer's particular requirements, preferences, and expectations.

Term/Acronym	Definition
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.
Modified Off The Shelf (MOTS)	MOTS product – Typically, a COTS product with source code made available to the purchaser to allow for modifications. The product may be customized by the purchaser, by a vendor, or by another party to meet the requirements of the customer. Since MOTS product specifications are written by external sources, purchasers may not have control of future changes to the product.
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.
Point of Interface (POI)	Placed in a location that meets the needs of OSPs and provides the interfaces needed to accept 9-1-1 traffic from the OSP and deliver that traffic to aggregation over an NG9-1-1 trunk service.
Prime Network Service Provider	The bidder who is awarded the NG9-1-1 Services – Prime contract. The Prime Network Service Provider may also be referenced as the Contractor.

Term/Acronym	Definition
Project/Transitional Requirements	Project/transition requirements describe capabilities that the solution must have in order to facilitate the transition from the current state of the enterprise to a desired future state. Mid-level project/transition requirements are differentiated from other requirement types because they are usually temporary in nature and will not be needed once the transition is complete. They typically cover process requirements imposed through the contract, such as mandating a particular design method, administrative requirements, data conversion and migration from existing services, interfaces, skill gaps that must be addressed, and other related changes required to reach the desired future state.
Region	One of four areas in California, defined Northern Region (163 PSAPs and 7,492,162 Yearly number of calls); Central Region (110 PSAPs and 4,918,909 Yearly number of calls); Los Angeles Region (79 PSAPs and 8,514,105 Yearly number of calls); Southern Region (89 PSAPs, 6,929,512 Yearly number of calls)
Regional	A large scale 9-1-1 project that meets both of the following conditions: 1) More than on PSAP, or single PSAP that dispatch multiple agencies. 2) Has a total call volume of greater than 1,000,000 calls per year.
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. Solution requirements are sub-classified into functional requirements, non-functional requirements and project/transitional requirements.
Transitional/Project Requirements	Transition/ Project requirements describe capabilities that the solution must have in order to facilitate the transition from the current state of the enterprise to a desired future state. Mid-level project/transition requirements are differentiated from other requirement types because they are usually temporary in nature and will not be needed once the transition is complete. They typically cover process requirements imposed through the contract, such as mandating a particular design method, administrative requirements, data conversion and migration from existing services, interfaces, skill gaps that must be addressed, and other related changes required to reach the desired future state.

RFP ATTACHMENT 1 – TEMPLATE FOR QUESTION SUBMITTAL

Bidders are requested to use this form when submitting questions to the Procurement Official listed in section 2.2.1. 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 # – Provide the email and phone number (including area code) for the listed contact person.

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

Section/Document(s) – Identify the section or document the request pertains to, such as "subsection 5.4, Sales Tax."

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

Question – Write the question in this column.

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

Table-1 Question Submittal Form

	SOLICITATION Bidder Question Form		
Name of Bidder:			
Contact Person:			
Contact Email and Phone Number:			
Q #	Section/Document(s)	Page #	Question
1			
2			
3			
4			

RFP ATTACHMENT 2: SOLICITATION SUBMISSION CHECKLIST

(This Attachment is not required to be submitted with your solicitation response. This is intended to be used as a bidder's aide.)

Volume 1: Response to Administrative Requirements

Has your firm submitted the following Exhibits?

Does your proposal follow the format specified in Section 6?

Packaged and labeled as identified in Section 6.

Provided in the number of copies and formatted as identified in Section 6.

No cost data provided in initial Proposal Submission

Copy of Bidder's CPCN

Copy of Letter of Bondability

Is your proposal provided in the following order, as identified in Section 6?

Exhibit 2: Intent to Bid (if not already submitted)

Exhibit 3: Confidentiality Statement (if not already submitted)

Exhibit 4: Response to Administrative Requirements

Exhibit 5: GSPD 05-105, Bidder Declaration

Exhibit 6: Secretary of State Certification

Exhibit 7: Workers' Compensation Certification

Exhibit 8: Cover Letter Form

Exhibit 9: Payee Data Record

Exhibit 10: Iran Contracting Act of 2010

Exhibit 11: California Civil Right Laws

Exhibit 12: DVBE Declarations

Exhibit 13: Bidding Preferences and Incentives

Exhibit 14: Commercially Useful Function Certification Form

Exhibit 15: STD 830. TACPA Preference Request (required if claiming TACPA preference)

Exhibit 16: Responsibility Certification

Exhibit 17: Contractor's License Information

Exhibits 18.1 through 18.2: Bidder's Qualifications Form(s) and Bidder's Reference Form(s)

Exhibit 19: Bond and Other Security Documents

Exhibit 20: Technical Requirements Narrative Response

EXHIBIT 21: Prime - Technical Requirements

EXHIBIT 23: Region - Technical Requirements

Exhibit 24: List of Proposed Subcontractors (Public Works)

Exhibit 25: Seller's Permit

Volume 2: Tariff Documents

CPCN Certification

Tariff Filing Documents

Volume 3: Cost

EXHIBIT 22: Cost Workbook (Per Section 2.3, Key Action Dates)

The State makes no warranty that the checklist is a full and comprehensive listing of every requirement specified in the solicitation. Checking off the items on the checklist does not establish your firm's intent nor does it constitute responsiveness to the requirements. The checklist is only a tool to assist participating bidders in compiling the proposal response. Bidders are encouraged to carefully read the entire solicitation. The need to verify all documentation and responses prior to the submission of proposal cannot be over emphasized.

RFP 6026-2018

EXHIBIT 21, TECHNICAL REQUIREMENTS

CA Next Generation 9-1-1 Services - Prime

April 1, 2019

Issued by:

STATE OF CALIFORNIA

California Governor's Office of Emergency Services

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

t Official, remain the
specifications or
e precedence.

CA NG9-1-1 Services - Prime Instructions

Bidders shall submit their narrative response to describe how the Technical Requirements in the 21.0-Technical Requirements Tab are met per the instructions in RFP Part 1 Section 4.2.1, Technical Requirements instructions and submission requirements.

Bidder shall submit the narrative response in the form provided in SOW Exhibit 20 - Technical Requirement Response Template. The Bidder is responsible to ensure their response is contained within that two (2) page document.

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

Bidder shall provide response, Yes "Y" or No "N", to the 'Prime Network Service Provider Agreement' on each tab, with exception of the 21.0-Narrative Requirements.

Bidder must provide a citation from their CPUC tariff filing document for each correlating technical requirement. The citation shall be indicated in the 'Tariff Service Info' column. Citation at minimum must include: the Title, Section Number, and Page Number from the tariff filing document.

CA NG9-1-1 - Prime Technical Requirements Summary

- 21.0 Prime Narrative Requirements
- 21.1 Prime Functions and Services
- 21.2 Prime NG Core Services
- 21.3 Prime Aggregation Services
- 21.4 NG9-1-1 Trunk Services
- 21.5 Prime Statewide GIS
- 21.6 Prime Text to 9-1-1
- 21.7 Prime NG9-1-1 Alert and Warning System

EXHIBIT 21
Narrative Requirements - Prime

Requirement	Contractor must provide a written narrative for the requirements noted in Exhibit 21.0 and include with its Final Bid Submission in accordance with Section 6, Proposal/Bid Format and Submission Requirements	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
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Interface, Compatibility, and Interoperability - Prime

21.0.1	Describe the process that uses a non-proprietary NENA i3 compliant solution to route any 9-1-1 traffic within California when the Regional NG Core Services are not available, or RNSP cannot reach the PSAP, or when a call needs to be transferred to a PSAP not in the Region.		
21.0.2	Describe the interface with the Statewide CAPSNET microwave backhaul to each PSAP as a diverse path, as directed by CA 9-1-1 Branch and shall actively monitor CAPSNET connection. Note: the CAPSNET is currently being upgraded to MPLS, prior to the completion of the upgrade redundancy must be included via an alternate connection.		
21.0.3	Describe how resources will be dedicated to provide the leadership, program management, collaboration, and communication needed for the overall management and direction of standards and best practices for consistency of 9-1-1 traffic between the Regions and Prime that demonstrates a commitment to transparency.		
21.0.4	Describe how the PNSP, in coordination with CA 9-1-1 Branch, will connect to all four regions, define interfaces (region, aggregation, PSAP), and how the PNSP will maintain interoperability.		
21.0.5	Describe the methodology that will be employed after contract award to ensure NG9-1-1 services provided are consistent with tariff filings.		
21.0.6	Describe how the solution will define and maintain the interface to PSAPs, in coordination with CA 9-1-1 Branch. Interface shall be capable of interfacing with multiple NG9-1-1 Core Service Providers and shall support integration with all existing and future NENA i3 compliant CPE or call handling equipment regardless of model/manufacture and software / firmware version.		
21.0.7	Describe how the solution will support Location Based Routing using location data provided by either an Originating Service Provider, a device operating system, or a location clearing house as directed by CA 9-1-1 Branch.		

NG Statewide 9-1-1 GIS

21.0.8	Describe how the LDB shall be available to Originating Service Providers (OSPs) or other authorized users so they can verify that civic addresses will return PSAP or emergency responder Uniform Resource Identifier (URI)s.		
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EXHIBIT 21
Narrative Requirements - Prime

21.0.9	Describe how the Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) shall comply with GIS standards that include but are not limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution.		
21.0.10	Describe transition and assimilation of GIS database from CA 9-1-1 Branch GIS selected vendor.		
21.0.11	Describe recommended method to ensure all RNSPs comply with GIS dataset maintained by PNSP to support routing all 9-1-1 traffic based on geolocation without violating the LoST protocol.		
21.0.12	Describe the tools and resources that provide the ability to manipulate, edit, process discrepancies, provide updates, provision of functional elements, and provide data normalization of the GIS database.		

System Monitoring

21.0.13	Describe how the dashboard will display and report the health of the Prime and Regional networks from ingress to egress. Description shall include how the Dashboard will monitor all 9-1-1 traffic and all NG9-1-1 trunks to ensure that SLAs are being met. Description shall also include how CA 9-1-1 Branch will access the Dashboard Monitoring, this shall include statistical data, printable reports, and outage notifications with duration.		
21.0.14	Describe the integration of system monitoring with data delivered / provided from each Regional network to include the e-bonded trouble ticket process.		
21.0.15	Describe realistic timeline for Dashboard development that includes at a minimum Real Time Network Outage Monitoring and Reporting to support the description provided in 21.0.13.		

Aggregation

21.0.16	Describe the solution's OSP traffic aggregation service and how it is capable of integrating all OSPs in the State of California. The aggregation service shall include all OSPs in the State of California including the aggregation plan for wireless. Describe how POI locations will be determined to support the ingress of OSP traffic and how the bidder will work with the OSPs, CA 9-1-1 Branch, and the CPUC throughout this process.		
21.0.17	Describe how the bidder's proposed aggregation plan complies with the SOW and Exhibit 21. The description shall include how the PNSP would route 9-1-1 traffic to the correct Regional core service provider, if the Prime core service is unable to deliver 9-1-1 traffic to PSAP. Describe how the bidder will support connections to each of the Regional Aggregation facilities to support the ingress of OSP traffic.		

NG Core Services

21.0.18	Describe how the bidder will receive and maintain the centralized policy routing instructions used in each of the regions and how the PNSP will support policy routing in the event of a RNSP failure.		
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EXHIBIT 21
Narrative Requirements - Prime

21.0.19	Describe the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. The solution must be able to detect, mitigate and report TDOS, DDOS, and any other Cyber attacks		
21.0.20	Provide a diagram(s) that shows 9-1-1 traffic flow architecture from ingress to egress using a non-proprietary NENA i3 compliant solution with dedicated NG Core Services for California.		
21.0.21	Describe how NGCS shall use a non-proprietary NENA i3 compliant multi-layered redundancy of systems, software, and facilities with no single point of failure that supports the ability to update all system components including but not limited to routers, router tables, servers, NG Core Services, and all NG9-1-1 functions without any loss of service 24x7x365.		

NG Text to 9-1-1

21.0.22	Describe how the bidder will implement Statewide RealTime Text to 911 services in accordance with all technical requirements in Exhibit 21.		
21.0.23	Describe how the Text-to-9-1-1 service will be integrated with the NG9-1-1 AWS and how the Text-to-9-1-1 service supports Text-from-911.		
21.0.24	Describe how the bidder will function as the State TCC. The description shall include how all PSAPs in California currently accepting Text-to-9-1-1 will be transitioned to NG Text-to-9-1-1 services and shall include a proposed timeline for completion.		

NG9-1-1 Alert and Warning

21.0.25	Describe how the NG9-1-1 Alert and Warning System (NG9-1-1 AWS) shall publish public safety emergency alerts to the targeted geographic area using 9-1-1, self-registration, and local uploaded contact data. The description shall include how NG9-1-1 AWS will support importing existing alert and warning data from local, county, regional, and state systems.		
21.0.26	Describe how the NG9-1-1 AWS shall send emergency notifications through the Integrated Public Alert and Warning System (IPAWS). Include how these emergency notifications meet the Federal Emergency Management Agency (FEMA) policies, how it will be verified that local users meet FEMA training requirements, and how the solution will interface with the California Earthquake Early Warning system. Describe how the solution can support the capacity for statewide alert and warning.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory NG Prime Functions & Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.1.1	Shall not charge OSPs, 9-1-1 Service Providers, PSAPs, CPE providers, or any other service provider from ingress to egress of the 9-1-1 traffic, as these services in there entirety are paid for by the State of California.		
21.1.2	Implement NENA i3 standards and CPE delivery standards, as directed by CA 9-1-1 Branch, for each of the defined regions to support CA statewide interoperability.		
21.1.3	Have a minimum of two (2) geographically diverse Cores, or the cloud based equivalent, dedicated to California with demonstrated capability that provides 99.999% reliability.		
21.1.4	Shall have the overall management and direction of standards and best practices for consistency of 9-1-1 traffic between the Regions and Prime based on direction from CA 9-1-1 Branch.		
21.1.5	Shall process and route any 9-1-1 traffic within California when the Regional NG Core Services are not available, or when a call needs to be transferred to a PSAP not in the Region.		
21.1.6	Process and route all OSP traffic types in the State of California.		
21.1.7	Shall be responsible for maintaining the centralized policy routing instructions used in each of the regions.		
21.1.8	Shall be responsible for Policy Routing in the event of a Regional failure.		
21.1.9	Shall provide the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. The Network Service Provider shall detect, mitigate and report TDOS, DDOS and any other Cyber attacks		
21.1.10	Shall agree to CA 9-1-1 Branch utilizing a third party vendor to validate network security for all NG9-1-1 Services in accordance with NENA NG-SEC 75-001 and subsequent standards.		

EXHIBIT 21
Technical Requirements - Prime

21.1.11	<p>The current NENA approved security standard (NENA-INF-015.1-2016, NENA 75-001, NENA 75-502) Security for Next-Generation 9-1-1 Standard (NG-SEC) Standard and the associated NENA Next Generation 9-1-1 Security (NENA-INF-023.1-2017, NENA 75-002 - NG-SEC Audit Checklist) are required to be implemented. As the NENA security requirements evolve and mature and at the request of CA 9-1-1 Branch, Network Service Provider shall provide a plan to implement updates, adjustments, or modifications to maintain compliance with the current NENA security standard. The Network Service Provider shall monitor additional security repositories to identify threats and vulnerabilities to the system in the context of avoiding cybersecurity issues Sites that are often utilized such as https://cve.mitre.org/, https://nvd.nist.gov/, and https://www.us-cert.gov/ can assist in the identification and analysis of potential vulnerabilities within the NGCS. Once a vulnerability or a threat has been identified, the Network Service Provider shall perform the initial and emergency response to the security event and will have no more than 24 hours to provide CA 9-1-1 Branch a document describing the measures taken, and any additional implementation plans to fully avoid a breach.</p>		
21.1.12	<p>Shall supply a Configuration management database that documents all of the software, systems, network protocols, port usage and relevant system related information in a mutually agreed upon format. This configuration database shall include a linkage to their change management process to ensure that any change request that is implemented will result in update to the configuration management database. The shall follow industry standards best practices such as ITIL or the equivalent, and shall maintain a configuration management database that can be accessed by CA 9-1-1 Branch. Items that need to be included in the configuration management database include:</p> <ul style="list-style-type: none"> o Bandwidth at each interface o Capacity and demand management as adjustments to the interfaces o Access management and any adjustments to the identification and access management to the NGCS o Service Level and Performance adjustments to adhere to the SLA o Security changes and adjustments – Physical and Operational o Configuration database dashboard or other method to allow real time access to the CA 9-1-1 Branch o As-built information contained in the system as the baseline configuration to provide a historical reference to the system "as delivered" 		
21.1.13	Shall provide 9-1-1 traffic flow architecture from ingress to egress.		

EXHIBIT 21
Technical Requirements - Prime

21.1.14	Shall interface with the Statewide CAPSNET microwave backhaul to each PSAP as a redundant path, as directed by CA 9-1-1 Branch. Shall provide the ability to ensure CAPSNET connection is actively monitored. Note: the CAPSNET is currently being upgraded to MPLS. The diverse path provided over CAPSNET by Cal OES will be extended to every PSAP, if possible. The interface to CAPSNET will be via BGP (Layer 2 or Layer 3) at each PSAP and at additional points based on mutually agreed connections to the PNSP data centers.		
21.1.15	The LVF shall be available to Originating Service Providers (OSPs) or other authorized users so they can verify that civic addresses will return PSAP or emergency responder URIs. The LVF shall be made available via an LVF proxy in the public internet in a secure controlled manner. The LVF shall return a PSAP name from an entered geo-coordinate.		
21.1.16	Shall connect to all four regions, define interfaces based on direction from CA 9-1-1 Branch based on NENA i3, and shall maintain interoperability.		
21.1.17	Shall define the interface at aggregation, between region and prime, and at PSAP based on direction from CA 9-1-1 Branch.		
21.1.18	Shall define the interface to the POI that support all OSP types based on direction from CA 9-1-1 Branch based on the NENA i3 standard.		
21.1.19	Shall support Location Based Routing using location data provided by either an Originating Service Provider, a device operating system, or a location clearing house as directed by CA 9-1-1 Branch.		
21.1.20	Shall support the NENA i3 standards and guarantees a non proprietary solution that supports interoperability.		
21.1.21	Shall provide services to process location data integration similar to Advanced Mobile Location (AML) for emergency location-based service that can support Data SMS and HTTPS data message formats and shall integrate the data as supplemental location information integrated into CPE that is capable of displaying the best available geolocation of the caller to a dedicated end-point as determined by CA 9-1-1 Branch.		
21.1.22	Shall define and maintain interface to PSAPs based on CA 9-1-1 Branch' direction. Interface shall be capable of interfacing with multiple NG9-1-1 Core Service Providers and shall support integration with all existing and future NENA i3 compliant CPE or call handling equipment regardless of model/manufacture and software / firmware version.		
21.1.23	PNSP shall provide a network master clock that meets the NENA PSAP Master Clock Standard. PNSP shall provide availability for each RNSP to connect in to the network master clock.		

EXHIBIT 21
Technical Requirements - Prime

21.1.24	PNSP shall provide a connection using an NG9-1-1 Trunk to the CA 9-1-1 Branch NG 9-1-1 Lab and shall participate in all acceptance testing in the NG 9-1-1 Lab environment or in other mutually agreed upon laboratory locations.		
21.1.25	PNSP shall develop and maintain trouble ticket e-bonding for all PNSP and RNSP trouble tickets.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory NG Core Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement? YES/NO	Tariff Service Info
21.2.1	Shall use a multi-layered redundancy of systems, software and facilities with no single point of failure.		
21.2.2	Shall provide ability to update all system components including but not limited to routers, router tables, servers, NG Core Services and all NG9-1-1 functions without any loss of service 24x7x365.		
21.2.3	Shall provide NENA i3 logging for all functional elements within the NGCS.		
21.2.4	Shall be responsible to log all 9-1-1 metadata traffic to include Text-to-9-1-1.		
21.2.5	Shall utilize SIP metadata and i3 logging to monitor, track and verify data flow.		
21.2.6	Shall be able to provide a data push and/or pull of i3 logging data from all RNSPs.		
21.2.7	Shall provide NG9-1-1 services built upon the NENA i3 requirements and standards documents. The NENA i3 solution shall support end to end IP connectivity. Gateways shall be used to accommodate legacy wireline and wireless origination networks as well as legacy PSAPs that interconnect to the NENA i3 solution architecture.		
21.2.8	Shall provide Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) that comply with GIS standards that include but not be limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution.		
21.2.9	Shall provide Emergency Services Routing Proxy (ESRP) to perform the IP routing of all calls through the NG9-1-1 system based on information from the SIP header.		

EXHIBIT 21
Technical Requirements - Prime

21.2.10	Shall provide a PRF which is a functional component of an ESRP that determines the next hop in the SIP signaling path using the policy of the nominal next element determined by querying the ECRF with the location of the emergency calling party.		
21.2.11	Shall be capable of transferring calls utilizing functions like ECRF/PRF, to / from another NGCS or PSTN including the delivery of accurate emergency calling party location information.		
21.2.12	Shall utilize the Border Control Function (BCF) as part of the NGCS to manage network edge control and SIP message handling in accordance with the NENA i3 requirements.		
21.2.13	Shall utilize the BCF, both ingress and egress, to support the following security related techniques including Monitoring, Detections, Mitigation, and Response.		
21.2.14	Shall provide at least two (2) ECRF/LVF instances utilized for the NGCS.		
21.2.15	Shall provide a dashboard to display and report the health of the Prime and Regional networks from ingress to egress. The solution shall provide QoS information, per NENA i3 standards.		
21.2.16	Shall integrate system monitoring from / provided by each RNSP.		
21.2.17	Shall include at a minimum Real Time Network Outage Monitoring and Reporting for Regions to support failover interoperability and 9-1-1 traffic, show network uptime and downtime duration in the		
21.2.18	Shall monitor all 9-1-1 traffic to ensure that SLAs are being met in the dashboard.		
21.2.19	Shall provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports.		
21.2.20	Shall provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports. The Dashboard Monitoring system shall not be a national NOC or consolidated NOC, but shall be dedicated resources for California to support this contract.		

EXHIBIT 21
Technical Requirements - Prime

21.2.21	Shall provide ability to dispatch technical support to any location where the contractor has equipment within 30 minutes of notifying technician of an outage that requires on-site technical support.		
21.2.22	Shall retain all network, CDR and 9-1-1 traffic metadata for a period of ten (10) years.		
21.2.23	Shall provide a point of contact, with a toll free telephone number, 365/24/7 for CA 9-1-1 Branch personnel and PSAP personnel to report trouble on the Prime NG9-1-1 Services.		
21.2.24	Shall integrate and maintain the LDB developed by Statewide GIS vendor (DDTI) to maintain the wireline and VoIP OSP data needed to route 9-1-1 traffic unless OSP's deliver location data with the call.		
21.2.25	Shall provide the data needed from the PNSP LDB and PNSP LVF to support the RNSP LVF validation function of the RNSP. The goal is to ensure that the PNSP remains the authoritative source for the LoST protocol.		
21.2.26	Shall provide a secure web portal that allows OSP's to validate and update LDB entries.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory NG9-1-1 Aggregation Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.3.1	The Prime Network Service Provider and any subcontractor providing aggregation services must have a CPCN and tariff filing.		
21.3.2	Shall provide an OSP traffic aggregation service capable of integrating all OSPs in the State of California. The aggregation service shall include all OSP's in the State of California excluding wireless, AT&T wireline, Consolidated Communications, and Frontier wireline. Note: Aggregation Service must include "hot standby" plan for wireless.		
21.3.3	Shall have a minimum of one (1) geographically diverse aggregation locations per CA 9-1-1 Branch defined NG Region.		
21.3.4	Shall have a minimum of two (2) POIs per CA 9-1-1 Branch defined NG Region.		
21.3.5	Shall be connected to each of the Regional Aggregation Service providers to support the ingress of OSP traffic.		
21.3.6	Shall provide ability to route 9-1-1 traffic to the correct Regional core service provider, if the Prime core service is unable to deliver 9-1-1 traffic to PSAP.		
21.3.7	Shall provide outage notifications to CA 9-1-1 Branch.		
21.3.8	Shall provide outage notifications with duration to system monitoring dashboard.		

EXHIBIT 21
Technical Requirements - Prime

21.3.9	Shall provide interface needed to support Real Time Text aggregation directly from the wireless carriers.		
21.3.10	PNSP shall support aggregation of wireless OSPs in the event RNSP aggregate wireless OSPs is not available that includes active NG9-1-1 trunks and failover testing		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory NG9-1-1 Trunk Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Service Network Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.4.1	Shall comply with NENA i3 standards for 9-1-1 traffic delivery. NENA-STA-010.2-2016 and later versions		
21.4.2	NG9-1-1 Trunk service shall be designed with logical and physical diversity where available and must to comply with NENA 75-001 Standard for Next Generation 9-1-1 Security. Shall notify CA 9-1-1 Branch of any locations without logical and physical diversity and obtain CA 9-1-1 Branch approval using the Project Milestone Report (PMR) of any NG9-1-1 Trunk Service without diversity		
21.4.3	NG9-1-1 Trunk service shall allow for 9-1-1 call isolation by stream or channel or via other means to enable the tracking of 9-1-1 traffic from ingress at the OSP to egress at the PSAP or to RNSP.		
21.4.4	NG9-1-1 trunk service shall support a minimum of one NG 9-1-1 Trunk with 10Mbps throughput to each PSAP. In the event a 10 Mbps connection is not available, the state will work with the PNSP to determine the connection to the PSAP.		
21.4.5	Shall utilize NG9-1-1 Trunk service to connect to all PSAPs, to the Regional NG Core Service provider, to aggregation, and all other internal and external connections.		
21.4.6	Shall transport NG9-1-1 traffic and other 9-1-1 related traffic included but not limited to NG9-1-1 Alert and Warning, as directed by CA 9-1-1 Branch.		
21.4.7	Shall provide ability to monitor throughput statistics in real time.		
21.4.8	Shall provide outage notifications to CA 9-1-1 Branch.		

EXHIBIT 21
Technical Requirements - Prime

21.4.9	Shall provide outage notifications with duration to system monitoring dashboard.		
21.4.10	Shall provide path diversity with both physical and carrier diversity. The CA 9-1-1 Branch understands that all bandwidths for NG 9-1-1 trunks may not be supported at all PSAPs and will work with the PNSP to determine path diversity. For each of the PSAP locations the individual circuits being provisioned to the site, by PSNP, shall meet CA 9-1-1 Branch carrier diversity/redundancy standards. CA 9-1-1 Branch shall be the sole arbitrator in determining their approval of the proposed circuit provider, the route and PSAP point of entry or other guidelines they deem essential to deliver redundancy.		
21.4.11	Shall provide a private hosted SDWAN Controller by PNSP / RNSP accessible over private network, including secure connectivity, trust and identity, and threat defense from PSAP to OSP / SaaS applications.		
21.4.12	SD WAN shall include transport independence. Centrally managed and shared VPN schema across any WAN circuit (i.e. CAPSNET Microwave, LTE, MPLS, broadband, etc.) and shall support flexible VPN extension to all end points (IaaS, PSAP branch, PSAP DC)		
21.4.13	Shall provide a secure SD WAN architecture that supports open security standards such as IPsec etc.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory Statewide GIS Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.5.1	Shall transition and assimilate the GIS database from CA 9-1-1 Branch' GIS selected vendor, Digital Data Technologies Inc. (DDTI).		
21.5.2	Shall provide the tools and resources needed to manipulate, edit, process discrepancies, provide updates, provision to functional elements, provide data normalization of the GIS database. These tools can be used by local GIS authorities to update and maintain GIS data. The GIS tools shall support up to 500 login accounts.		
21.5.3	Shall utilize GIS database for routing all 9-1-1 traffic and shall be used to support ECRF.		
21.5.4	Shall comply with GIS standards to include, but not limited to, NENA NG9-1-1 GIS Data Model, NENA 02-010, and NENA 02-014 and all subsequent updates.		
21.5.5	Shall provide updates to the GIS database and pushed to the Regional NGCS, without disruption of ECRF LoST service. Updates shall be at least daily and shall be capable of receiving data updates 24x7x365 and provide confirmation receipt of data within 4 hours.		
21.5.6	Shall expedite GIS and ECRF updates upon notification by a 9-1-1 Authority for 9-1-1 call routing changes as needed to support state emergency management situations.		
21.5.7	The GIS tools shall have a process for ad hoc updates and dynamic boundary changes for 9-1-1 routing.		

EXHIBIT 21
Technical Requirements - Prime

21.5.8	The GIS tools shall provide a maintenance function to allow jurisdictions to upload the data that is consumed by the ECRF and LVF to ensure proper routing of calls.		
21.5.9	Shall provide statewide 9-1-1 GIS synchronization and 9-1-1 database normalization between PNSP and RNSP. The GIS synchronization process will rely on validation from the local GIS authority for all updates.		
21.5.10	Shall provide database management services needed for the entire database platform for NG9-1-1 traffic delivery.		
21.5.11	Shall route any type of 9-1-1 traffic to the appropriate PSAP based on geospatial data.		
21.5.12	Shall allow local government geospatial programs to remain the authoritative source for accurate GIS data to be used for NG9-1-1		
21.5.13	Shall provide a secure web portal for local 9-1-1 entities to submit GIS updates and changes and to communicate discrepancy feedback.		
21.5.14	Shall provide OSP a secured web portal to view GIS entries.		
21.5.15	Shall provide on demand reports, performance measurements, discrepancy tracking, for GIS quality assurance and system status.		
21.5.16	Shall provide a dashboard or other tool to view system operation and data metrics.		
21.5.17	Shall ensure that the GIS tools provide the capability to manipulate the GIS based map display and utilize the GIS datasets in existence.		
21.5.18	Shall ensure that the GIS tools provide the capability to draw geometric shapes on the GIS based map display.		
21.5.19	Shall ensure that the GIS tools provide the capability to select data from the drawn geometric shapes on the GIS based map display.		
21.5.20	Shall ensure that the GIS tools provide the capability to search the NG9- 1-1 data by any selected geometric shape drawn on the GIS based map display.		

EXHIBIT 21
Technical Requirements - Prime

21.5.21	Shall ensure that the GIS tools provide the capability to search the NG9- 1-1 data repositories by any user generated geometric shape.		
21.5.22	Shall ensure that the GIS tools provide the capability to display query results on the GIS based map display.		
21.5.23	Shall ensure that the GIS tools display the emergency responder agency for a given location.		
21.5.24	Shall ensure that the GIS tools provide the capability of displaying any information in the databases associated with any locations on the GIS based map display, where such information is not restricted by security or policy.		
21.5.25	Shall ensure that the GIS tools provide capability to display a Caller Location on a GIS map display.		
21.5.26	Shall provide outage notifications to CA 9-1-1 Branch.		
21.5.27	Shall provide outage notifications with duration to system monitoring dashboard.		
21.5.28	Shall provide an interface and file format for local GIS authorities for GIS updates that is compatible with ESRI or other GIS standard formats as mutually defined by Cal OES and the PNSP.		
21.5.29	GIS tools shall support logins that define role based logins including but not limited to, Administration or User.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory Text-to-9-1-1 Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.6.1	The general Text to 9-1-1 requirements are applicable to all deployment methods and the service shall aggregate all incoming Text-to-9-1-1 and deliver to all statewide PSAPs.		
21.6.2	Shall manage the Statewide Text-to-911 services in accordance with all technical requirements in Exhibit 21. The PNSP shall serve as the terminating TCC for California.		
21.6.3	Shall provide statewide Real Time Text (RTT) for Network to Network Interface (NNI) capable wireless OSPs via a POI and NG 9-1-1 trunk that aligns with federal implementation guidelines and mutual agreed timeline with CA 9-1-1 Branch and PSNP.		
21.6.4	Shall aggregate incoming Short Message Service (SMS) text messages from the public through one interface, to include other TCCs, any direct wireless carriers/Over the Top (OTT) providers, and all other modalities for routing to the appropriate PSAP.		
21.6.5	The service shall provide software, equipment and/or services that meet National Emergency Number Association (NENA) Next Generation 9-1-1 (NG9-1-1) requirements and standards now available, and as they become available in the future within 6 months of publication. Contractor shall provide an annual compliance report stating how they meet all applicable standards.		
21.6.6	The service shall comply with the Alliance for Telecommunications Industry Solutions (ATIS) / Telecommunication Industry Association (TIA) J-STD- 110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements & Architecture Specification A J-STD-110 Standard that are now available, and as they become available in the future within 6 months of publication. Contractor shall provide an annual compliance report stating how they meet all applicable standards.		
21.6.7	The service shall be compatible with all Text to 9-1-1 deployment methods to the PSAPs. This includes secure Web-based, i3 Integrated via VPN, and State Managed ESINet.		
21.6.8	The service shall allow for text overflow to be turned on or off by the PSAP.		
21.6.9	The service shall re-route text sessions to another designated deployed PSAP, if the original PSAP is being abandoned due to an emergency. The step-by-step instructions on activating an emergency re-route shall be provided to the PSAP and accessible through an Admin Text Portal or Help Desk Request.		
21.6.10	The service shall allow each PSAP to set the number of concurrent text sessions delivered to the PSAP (whether initial or transferred), during the initial provisioning for deployment.		

EXHIBIT 21
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21.6.11	The service shall provide the Texter's location to the Telecommunication's display. Depending on the Text deployment method, the Telecommunicator shall be able to refresh and update the Text Caller's location a minimum of 10 times.		
21.6.12	The service shall utilize all available Geographic Information System (GIS) PSAP jurisdictional shape file data within 10 business days of receipt and integrate any GIS based updates for accurate routing of the Text to 9-1-1 sessions.		
21.6.13	The service shall allow text messages to be transferred between any deployed PSAPs at will, no matter what text deployment method, with the awarded provider.		
21.6.14	The service shall allow the Telecommunicator to select the transfer-to PSAP without the TCC changing the desired selection. The TCC shall not re-acquire the location and base the transfer on potential new coarse location.		
21.6.15	The service shall provide text transfers to all PSAPs live with Text to 9-1-1 within California and allow for a text session to be transferred a minimum of 5 times. The service shall provide auto-population of the text being transferred with a text supplement message stating ' PSAP A transferring a text session call to PSAP B'. The service shall provide confirmation of successful text transfer to the initiating PSAP and shall be captured in the text session history.		
21.6.16	The service shall provide for the original PSAP to retain control of the text session if the transfer is unsuccessful. A notice of "FAILED TRANSFER" notification including the PSAP name and shall be included within the Texter's session history.		
21.6.17	The service shall provide updated location information of the texter to the transferred-to PSAP, upon request from the Telecommunicator, if available from the Wireless Carrier.		
21.6.18	The service shall allow the Telecommunicator to hand over control of the texting conversation to another Telecommunicator in the same PSAP. This is applicable to the Web Based service only.		
21.6.19	The contractor shall send an "end of Text session" message to the texter when the Telecommunicator closes the text session, such as depressing the end text session button at the PSAP.		
21.6.20	Training to the PSAP Telecommunicator shall include all features on how to transfer a text session, including how to retrieve text session if it cannot be transferred and obtain updated location information.		
21.6.21	The service shall be functional on all PSAP CPE: Standalone or Host-Remote configurations, which permit the use for the deployment method chosen by the PSAP.		
21.6.22	Contractor is required to provide all staff required to implement all services within the Text to 9-1-1 contract including a single point of contact and technician.		

EXHIBIT 21
Technical Requirements - Prime

21.6.23	The service shall interface all text session detail records to the incumbent CA 9-1-1 Call Detail Record Management & Reports system (CDRMR), which is available to all PSAPs. The service shall coordinate and burden all associated costs to connect and provide all the Call Detail Record/Text detail/transcripts Records via the Text Control Module and send all the text detail/transcript information. Irrespective of whether the text session is closed, or still open, every 15 minutes or less, the data shall be made available to the CDRMR system in XML format.		
21.6.24	All Contractor facilities that will perform services as part of this contract shall be housed in the United States.		
21.6.25	For the on-site deployment, the bidder shall provide a Single Point of Contact and technical expertise to work directly with the PSAP's IT department so that the network, firewall, and connection is established as needed. The connection to the PSAP shall be provided using a NG9-1-1 Trunk, but coordination with the PSAP's IT department is required.		
21.6.26	The web text service shall provide the Telecommunicator with a Graphical User Interface (GUI) within the web browser.		
21.6.27	The web text service shall present the Telecommunicator, at a minimum, with the status of the following categories as described below #1-4.		
21.6.28	1) Number of Active Text to 9-1-1 sessions at the PSAP in total		
21.6.29	2) Number of Text to 9-1-1 sessions unassigned to a Telecommunicator		
21.6.30	3) Number of Telecommunicator logged on		
21.6.31	4) Number of Text to 9-1-1 sessions assigned to each Telecommunicator logged on.		
21.6.32	For Web-based text solutions, an administrative portal shall be accessible 24x7x365 to PSAP administrators to for all of the following (at a minimum) as described below #1-9.		
21.6.33	1) activate text re-route to another PSAP,		
21.6.34	2) add or delete number from deny list,		
21.6.35	3) overflow functionality,		
21.6.36	4) time of day routing,		
21.6.37	5) view text session conversation history,		
21.6.38	6) manage users (add or delete),		
21.6.39	7) reset passwords,		
21.6.40	8) manage preset messages,		
21.6.41	9) manage PSAP transfer list (add or delete PSAPs).		
21.6.42	The web text service shall provide a URL to enter a user name and password for secure access. The service shall provide the PSAP the ability to define unique User IDs and passwords for each Telecommunicator. This shall not require a security device (FOB) to access the web browser. Nor an email address for login. Upon login, the service shall send notification via the CDRMR system for PSAP login status.		

EXHIBIT 21
Technical Requirements - Prime

21.6.43	The web text service shall provide a logout method. Upon logout, the service shall send notification via the CDRMR system for PSAP login status. If the web browser is closed by the Telecommunicator, the service shall automatically log the dispatcher out. If a PSAP has no Telecommunicator's logged in, the service shall log the date and time, and provide in a monthly report.		
21.6.44	The web text service shall provide a flat map with a user optional on/off aerial satellite display if available at the PSAP. The map shall show the lat/lon of the texter by a pin icon provided by the originating service provider along with the uncertainty (meters) and confidence (%) if delivered with text by OSP/TCC.		
21.6.45	The service shall provide the PSAP Administrator the ability to define a minimum of 20 sortable PSAP messages based upon the PSAPs prioritization and the ability to define what each preset message says with a minimum of 160 characters.		
21.6.46	The Web Based text service shall provide the Telecommunicator, on their text screen, with an alphabetized drop down menu of PSAPs, to which the text session can be transferred.		
21.6.47	The transferred text conversation from the original PSAP shall be color coded or 'marked' when received at the next PSAP allowing the Telecommunicator to differentiate with communications were conducted by their PSAP and which were conducted by another PSAP. The transferred text session to next PSAP, shall contain the complete history of initial text session history, and the name of the sending PSAP.		
21.6.48	The Web Based Text to 9-1-1 shall provide the Telecommunicator, at a minimum, the last 10 text sessions, for the entire PSAP.		
21.6.49	The Web Based Text to 9-1-1 service shall provide the PSAP with a choice of at least three unique notification tones, which are PSAP selectable along with the associated volume. The service shall provide every initial incoming text message a distinctive audio tone, even if subsequent texts arrive at a Telecommunicator with a text session already open. The audio tone is mandatory on the first text. The distinctive audio tone shall repeat every 30 seconds, until the initial text session is answered.		
21.6.50	The Web Based Text to 9-1-1 service shall be available on the following internet platforms: Currently supported versions of Internet Explorer, Google Chrome and Firefox. If a security concern is identified, PSAP and CA 911 Branch shall be notified in writing.		
21.6.51	The Contractor for the integrated service shall have personnel available to work directly with the CPE provider so that the network, firewall, and connection is established.		
21.6.52	The integrated text service shall interface, using NENA i3 with the text ready CPE Providers, as listed on the CA 9-1-1 Contract number 8500-2016 at www.caloes.ca.gov . The service shall allow the text messages to display at every Telecommunicator workstation as described below #1-4.		

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21.6.53	1) The integrated text service shall interface to the future State managed ESINets.		
21.6.54	2) Initial tests between the Contractor and the ESINet shall be accommodated to ensure connectivity.		
21.6.55	3) If the ESINet is available and the PSAP's CPE is text ready, the service shall deliver to the ESINet entry point.		
21.6.56	4) The ESINet connection for each PSAP does not depend on the number of Telecommunicator positions.		
21.6.57	The integrated text service shall provide a secure firewall to interface to an IP secure connection (internet) at the PSAP.		
21.6.59	An administrative portal shall be accessible 24x7x365 to PSAP administrators to for all of the following (at a minimum) as described below #1-5.		
21.6.60	1) activate text re-route to another PSAP,		
21.6.61	2) add or delete number from deny list,		
21.6.62	3) overflow functionality,		
21.6.63	4) time of day routing,		
21.6.64	5) view text session conversation history.		
21.6.65	Integrated - ACD Functionality, the service for an Integrated deployment shall arrive on a specific path uniquely identified.		
21.6.66	The contractor shall have personnel that will be responsible to coordinate all efforts with the CPE provider for PSAP deployments including but not limited to establishing the connection and handoff between the integrated text service and the CPE provider.		
21.6.67	The Single Point of Contact may have additional duties not defined but will be required as mutually agreed upon by Contractor and CA 9-1-1 Branch		
21.6.68	The service shall provide transaction of text messages, in the form of the complete text session transcript and store text sessions for a minimum of 2 years and have a method for the PSAP to retrieve and archive session transcripts via the PSAP Admin Portal and have the appropriate security considerations and Privacy Act measures in place to protect the confidentiality and accidental release of the information contained in the text messages. The reporting information shall be formatted to the specification of the reporting tool used by CA 9-1-1 Branch.		
21.6.69	Shall transition all PSAPs in California currently accepting Text to 9-1-1 within 12 months of contract award and accepted Project Deployment Plan.		
21.6.70	The service shall re-route text sessions to another PSAP if there is a service failure and if the receiving PSAP approves to receive the additional text sessions at that time.		
21.6.71	The web browser service and integrated solution shall be provided as an application for use at the PSAP via a NG9-1-1 Trunk.		
21.6.72	The service shall provide the PSAP Administrator the ability to define a minimum of 20 sortable PSAP messages based upon the PSAPs prioritization and the ability to define what each preset message says with a minimum of 160 characters.		

EXHIBIT 21
Technical Requirements - Prime

Requirement	Mandatory Alert and Warning System Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Prime Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
21.7.1	The NG9-1-1 Alert and Warning System (NG9-1-1 AWS) shall publish public safety emergency alerts to the targeted geographic area using a 9-1-1 data, self-registration data, and local uploaded contact data.		
21.7.2	The NG9-1-1 AWS shall distribute recorded voice, text-to-voice, text message, email and fax notifications to a list of contacts, not using GIS map data.		
21.7.3	The NG9-1-1 AWS shall include public safety personnel notifications based on local pre-determined protocol.		
21.7.4	NG9-1-1 AWS shall include capability to interface with and send emergency alerts and warnings through the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS) in accordance with the Integrated Public Alert and Warning System (IPAWS) Open Platform for Emergency Networks (OPEN) IPAWS-OPEN Web-Service Interface Design Guidance document available from FEMA by request sent to IPAWS@fema.dhs.gov .		
21.7.5	The NG9-1-1 AWS shall distribute recorded voice, text-to-voice, text message, email and fax notifications to an area identified by a GIS polygon or predefined GIS tool.		
21.7.6	The NG9-1-1 AWS shall include self-registration portal shall allow users to create secure login credentials and have 24/7 access to update, edit and/or delete contact information for any device capable of receiving alerts and warnings		
21.7.7	The NG9-1-1 AWS portal shall allow users to select five (5) separate valid address locations, within California, to be registered to receive emergency alert notifications.		
21.7.8	The NG9-1-1 AWS shall ingest local, regional and/or state customized shapefiles that conform to statewide GIS dataset used for NG9-1-1. Customized shapefiles loaded in to the system shall be available to use on the map to select contact data to publish an emergency alert.		

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21.7.9	The NG9-1-1 AWS shall provide an import function to support importing local, county, regional and/or state customized data in a .csv format from existing alert and warning software and tools used by local, region, county or state agencies.		
21.7.10	The NG9-1-1 AWS shall include an On-line training portal and all training materials shall be maintained on-line.		
21.7.11	The NG9-1-1 AWS shall provide a web based application for Alert and Warnings that provides jurisdiction initiated alerts and is fully integrated with the NG9-1-1 core services, CPE, and CAD.		
21.7.12	The NG9-1-1 AWS shall provide user login credentials for all local, regional or state users within California using a hierarchical structure for credential management. The credential management system shall be aligned with CA 9-1-1 Branch Statewide Emergency Management System Guidelines and must be aligned with statewide GIS dataset polygons.		
21.7.13	The NG9-1-1 AWS shall be integrated with the statewide GIS dataset used for 9-1-1 call routing with the ability to draw an alert and warning polygon within a jurisdictional boundary		
21.7.14	The NG9-1-1 AWS shall save notification details for reuse in the future or to preplan for alert and warning scenarios.		
21.7.15	The NG9-1-1 AWS interface shall include the ability to submit corrections to errors found in the address / phone records.		
21.7.16	The NG9-1-1 AWS Shall include a self registration portal for users to register VOIP, wireless, landline and other devices capable of receiving alerts and warnings via a web-based portal.		
21.7.17	the NG9-1-1 AWS shall publish notifications using voice, data, to include email, SMS and/or MMS message alerts.		
21.7.18	The NG9-1-1 AWS shall visually display and record the count of phone numbers for the associated polygon		
21.7.19	The NG9-1-1 AWS shall exclude either a Do Not Call group, or any other predefined list including a list already used.		
21.7.20	The NG9-1-1 AWS provide the ability to set unique ANI (Caller ID number) on the fly, per message		
21.7.21	The NG9-1-1 AWS shall provide the ability to display proper Caller-ID for those receiving the alert and warning based on a user-definable phone number.		

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21.7.22	The NG9-1-1 AWS shall upload .wav or other files of prerecorded messages		
21.7.23	The NG9-1-1 AWS shall provide validation of successful method/connection was completed that includes timestamp and validation that attempts were not made after successful delivery		
21.7.24	The NG9-1-1 AWS shall include ability to build complex contact groups		
21.7.25	The NG9-1-1 AWS shall include ability to route messages through a call routing tree.		
21.7.26	The NG9-1-1 AWS shall include detailed reports for all published notifications.		
21.7.27	The NG9-1-1 AWS shall publish pre-defined notifications with response capabilities for the recipient.		
21.7.28	the NG9-1-1 AWS shall include detailed Reporting analytics that can be used to validate sending and receiving of alert and warnings, success rate of delivery and results.		
21.7.29	The NG9-1-1 AWS shall provide credentialing system that will validate User/role-based securities/permissions e.g.: ability to restrict users to only maintenance, or allow calling campaigns as validated by CA 9-1-1 Branch.		
21.7.30	The NG9-1-1 AWS shall include 24/7 support and all trouble tickets shall be processed through the PNSP ticket system.		
21.7.31	The NG9-1-1 AWS shall include training for all users in the Train-the-Trainer format. Training shall include requirements for each identified user role in the system.		
21.7.32	The NG9-1-1 AWS shall provide capability to send up to 250,000 alerts and warnings per minute. The capability shall facilitate limitations in the carrier's ability to send alerts and warnings.		
21.7.33	The NG9-1-1 AWS shall interface with California Earthquake Early Warning system and provide ability to send out the notification		
21.7.33	The NG9-1-1 AWS shall provide capability to support an API that can be used by both 9-1-1 call handling and / or Computer Aided Dispatch and / or an additional platform to display the polygon for the alert and upon the dispatcher clicking on the polygon will display key information related to the alert.		
21.7.34	The NG9-1-1 AWS shall provide capability for CA 9-1-1 Branch to monitor all existing and previous alerts and warnings sent through the NG9-1-1 AWS.		
21.7.35	Shall provide outage notifications with duration to system monitoring dashboard.		

Contract 6026-2018

EXHIBIT 22, COST WORKBOOK

CA Next Generation 911 - Prime and Region

April 1, 2019

Issued by:

STATE OF CALIFORNIA

California Governor's Office of Emergency Services

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

CA NG 9-1-1 Cost Workbook Instructions

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

Costs provided in the worksheets are not to exceed amounts based on Cal OES' market research. Bidders shall not exceed these amounts but are encouraged to provide lower costs based on calculations that are "at or near costs" for the tariff services.

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

Bidders shall enter the Bidder's cost for each service element or feature in the unshaded cells in each Cost Worksheet. The submitted costs contained within these tables will be used for evaluation purposes per RFP Part 1, Section 7.3.6, Cost Evaluation, and will establish the maximum contracted costs and rates of the final awarded Contract.

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

The Bidder shall provide corresponding section of the Tariff Guidance to identify costs in this worksheet.

The Bidder shall provide one (1) single, uniform price throughout the Bidder's awarded service area.

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

Cost Worksheet #6 NG911 Prime Labor Rate Worksheet- The Bidder shall provide the hourly rates for each of the labor classifications provided in Prime Cost Worksheets.

Cost Worksheet #5 NG911 Region Labor Rate Worksheet- The Bidder shall provide the hourly rates for each of the labor classifications provided in Region Cost Worksheets.

COST WORKSHEET ELEMENTS

The Cost Worksheets elements shall include the following definitions:

Non Recurring Charge (NRC):

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

Monthly Recurring Charge (MRC) per Item per Unit:

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

CA NG911 - Prime Cost Summary

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

CA NG 911 Prime Cost Summary Table		Length of Contract in Years: 10	
	Total NRC Costs	Total MRC 10 yr Extended Costs	
Total Evaluated Non-Recurring Costs (NRC) - NG9-1-1 Trunks	\$ 165,000.00		
Total Evaluated Cost (120 month of MRC)- NG9-1-1 Trunks		\$ 152,880,000.00	
Total Evaluated Non-Recurring Costs (NRC) - Aggregation	\$ 2,284,000.00		
Total Evaluated Cost (120 month of MRC) - Aggregation		\$ 11,640,000.00	
Total Evaluated Non-Recurring Costs (NRC) - Prime Specific	\$ 10,178,000.00		
Total Evaluated Cost (120 month of MRC) - Prime Specific		\$ 197,884,800.00	
Total Evaluated Non-Recurring Costs (NRC) - Text	\$ 970,000.00		
Total Evaluated Cost (120 month of MRC) - Text		\$ 14,880,000.00	
Total Evaluated 1st year Labor Rate	\$ 4,200,000.00		
NRC Total	\$ 17,797,000.00		
120 month MRC Total		\$ 377,284,800.00	

GRAND TOTAL (NRC + 120 months MRC) USED FOR EVALUATION

\$ 395,081,800.00

Estimated Annual Cost of NG9-1-1 Prime Contract \$ 37,728,480.00

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.2.1	NG 9-1-1 One-time Circuit Install & Test	Service testing	1100	Per Connection	-	150.0000	-	\$ 1 65,000. 00
22.2.2	NG 9-1-1 Alternate Technology to Support Diverse Path	NG 9-1-1 Diverse Path	0	Per Connection	100.0000			
22.2.3	NG 9-1-1 Monthly Circuit Cost (1 Mbps)	NG 9-1-1 Trunk- 1 Mbps	0	Per Connection	500.0000	-	-	-
22.2.4	NG 9-1-1 Monthly Circuit Cost (10 Mbps)	NG 9-1-1 Trunk - 10 Mbps	880	Per Connection	800.0000	-	8,448,000.00	-
22.2.5	NG 9-1-1 Monthly Circuit Cost (100 Mbps)	NG 9-1-1 Trunk- 100 Mbps	200	Per Connection	2,400.0000	-	5,760,000.00	-
22.2.6	NG 9-1-1 Monthly Circuit Cost (1000 Mbps)	NG 9-1-1 Trunk- 1000 Mbps	20	Per Connection	4,500.0000	-	1,080,000.00	-
22.2.7	NG 9-1-1 Trunk SD WAN service - NRC is Non-Tarriiff item	SD WAN Service	1	Statewide	5,000.0000	100,000.0000	60,000.00	\$ 100, 000. 00
22.2.8	NG 9-1-1 Trunk Data Center Cross Connects	Non-Bidder owned Data Center cross con nections	200	Per Connection	150.0000	200.0000	360,000.00	\$ 40,000. 00
	IM RC Annual 12 month Total						\$ 15,288,000.00	
	NRC Total							\$ 165,000.00

All Trunking from POI to PSAP to include all OS P

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*Fx12mo)	Total Extended N RC Costs
22.3.1	NRC Project Initiation and Design - NRC is Non-Tariff item	Aggregation Service Initialization	4	Per Region	-	500,000.0000	-	\$ 2,000,000.00
22.3.2	OSP Integration MRC and NRC	Upon successful OSP integration into Aggregation	14	Per OSP	1,500.0000	20,000.0000	252,000.00	\$ 280,000.00
22.3.3	Prime Aggregation	Recurring cost for Statewide Aggregation Service for Prime	1	Statewide	60,000.0000	-	720,000.00	-
22.3.4	Point of Interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	8	2 Per Region	2,000.0000	500.0000	192,000.00	\$ 4,000.00
	M RC Annual 12 month Total						\$ 1,164,000.00	
	NRC Total							\$ 2,284,000.00

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.4.1	NGCS per NENA i3 requirements and standards - NRC is Non-Tariff item	NGCS to include all functional elements	1	Statewide	900,000.0000	500,000.0000	\$ 10,800,000.00	\$ 500,000.00
22.4.2	LPG -Legacy PSAP Gateway	Interface service to the PSAP	440	Per Gateway	150.0000	-	\$ 792,000.00	-
22.4.3	Regional Interoperability Connection and Integration (ESInet to ESInet) - NRC is Non-Tariff item	ESInet to ESInet connection	4	Per Region	8,000.0000	200,000.0000	\$ 384,000.00	\$ 800,000.00
22.4.4	PSAP Integration Deployment	Implementation Services at each PSAP	440	Per PSAP		6,000.0000	\$ -	\$ 2,640,000.00
22.4.5	Multi NG Service PSAP Integration - When Region connects	Managed Service at PSAP for Multiple ESInets	440	Per PSAP	200.0000	6,000.0000	\$ 1,056,000.00	\$ 2,640,000.00
22.4.6	System Monitoring and Dashboard Interface	Statewide System monitoring	1	Statewide	20,000.0000	-	\$ 240,000.00	
22.4.7	Outage Reporting	Automated system for outage reporting	1	Statewide	5,000.0000	-	\$ 60,000.00	
22.4.8	NRC Project Initiation and Design - Non-Tariff item	Project Initialization for NGCS	1	Statewide		250,000.0000	\$ -	\$ 250,000.00
22.4.9	NRC New Technology Statewide Integration	Technologies beyond standard updates	1	Statewide		100,000.0000	\$ -	\$ 100,000.00
22.4.10	NRC New Technology PSAP Integration	Integration service at PSAP	440	Per PSAP		6,000.0000	\$ -	\$ 2,640,000.00
22.4.11	Statewide 911 GIS	Manage GIS Updates	440	Per PSAP	100.0000	1,000.0000	\$ 528,000.00	\$ 440,000.00
22.4.12	Call Data Record Management System / 9-1-1 Traffic Logging	Meta data and i3 logging	440	Per PSAP	100.0000	200.0000	\$ 528,000.00	\$ 88,000.00
22.4.13	GIS Regional synchronization- NRC will be a non-tariff item	Synch GIS with each Region	4	Per Region	2,000.0000	20,000.0000	\$ 96,000.00	\$ 80,000.00
22.4.14	GIS DB Editing Support	Complex editing service	200	Per Record Correction	1.1000		\$ 2,640.00	
22.4.15	GIS update process	Automated editing service	12,000	Per valid record	0.0250	-	\$ 3,600.00	
22.4.16	NG 9-1-1 Statewide Alert and Warning- N RC will be a non-tariff item	Statewide Emergency Notification System	1	Statewide	425,000.0000	300,000.0000	\$ 5,100,000.00	\$ 300,000.00
22.4.17	LDB Editing Support	Automated editing service	200	Per Record Correction	1.1000		\$ 2,640.00	
22.4.18	LDB update process	Statewide Emergency Notification System	12,000	Per valid record	0.0250	-	\$ 3,600.00	
22.4.19	LVF Synchronization - NRC will be a non-tariff item	Synch LVF with each Region	4	Per Region	4,000.0000	100,000.0000	\$ 192,000.00	\$ 400,000.00
	IM RC Annual 12 month Total						\$ 19,788,480.00	
	NRC Total							\$ 10,178,000.00

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.5.1	Statewide Text Aggregator - NRC is Non-Tariff item	Serve as the terminating TCC for CA	1	Statewide	40,000.0000	500,000.0000	\$ 480,000.00	\$ 500,000.00
22.5.2	NG Text to 9-1-1 – Web Based OTT	Web solution at each PSAP	140	Per PSAP	100.0000	500.0000	\$ 168,000.00	\$ 70,000.00
22.5.3	NG Text to 9-1-1 – Integrated	Integrated solution at each PSAP	300	Per PSAP	200.0000	1,000.0000	\$ 720,000.00	\$ 300,000.00
22.5.4	RTT service - NRC is Non-Tariff item	Statewide RTT solution	1	Statewide	10,000.0000	100,000.0000	\$ 120,000.00	\$ 100,000.00
	M RC Annual 12 month Total						\$ 1,488,000.00	
	NRC Total							\$ 970,000.00

Note: For the Prime, the total position count in CA is 1950 currently deployed for Text. However there may be about 50 PSAPs that choose an integrated text service.

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.6.1	NRC New Technology PSAP Integration (est. 50hrs per each 440 PSAPs)	Per the Requirements in Exhibit 21	22,000	Per Hour	-	150,0000 \$	-	\$ 3,300,000.00
22.6.2	NG9-1-1 Training	Per SOW Requirements	6,000			150,0000	-	\$ 900,000 .00
	MRC Annual 12 month Total							
	NRC Total							\$ 4,200,000.00

The rates for years 1 through 10 are fixed. Estimating for the Prime to have 50hrs at each PSAP per year = 22,000 hours

CA NG911 - Region Cost Summary

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

CA NG 911 Region Cost Summary Table		Length of Contract in Years: 10	
	Total NRC Costs	Total MRC 10 yr Extended Costs	
Total Evaluated Non-Recurring Costs (NRC) - NG9-1-1 Trunks	\$ 33,000.00		
Total Evaluated Cost (120 month of MRC)- NG9-1-1 Trunks		\$ 32,280,000.00	
Total Evaluated Non-Recurring Costs (NRC) - Aggregation	\$ 800,000.00		
Total Evaluated Cost (120 month of MRC) - Aggregation		\$ 5,280,000.00	
Total Evaluated Non-Recurring Costs (NRC) - Region	\$ 2,312,000.00		
Total Evaluated Cost (120 month of MRC) - Region		\$ 60,900,000.00	
Total Evaluated 1st year Labor Rate	\$ 1,725,000.00		
NRC Total	\$ 4,870,000.00		
120 month MRC Total		\$ 98,460,000.00	

GRAND TOTAL (NRC + 120 months MRC) USED FOR EVALUATION

\$ 103,330,000.00

Estimated Annual Cost of NG9-1-1 Region Contract \$

9,846,000.00

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.8.1	NG 9-1-1 One-time Circuit Install & Test	Service testing	220	Per Connection	-	150.0000	-	\$ 33,000.00
22.8.2	NG 9-1-1 Alternate Technology to Support Dive rse Path	NG 9-1-1 Diverse Path	0	Per Connection	100.0000			
22.8.3	NG 9-1-1 Monthly Circuit Cost (1 Mbps)	NG 9-1-1 Trunk - 1 Mbps	0	Per Connection	500.0000	-	-	-
22.8.4	NG 9-1-1 Monthly Circuit Cost (10 Mbps)	NG 9-1-1 Trunk- 10 Mbps	220	Per Connection	800.0000	-	2,112,000.00	-
22.8.5	NG 9-1-1 Monthly Circuit Cost (100 Mbps)	NG 9-1-1 Trunk- 100 Mbps	20	Per Connection	2,400.0000	-	576,000.00	-
22.8.6	NG 9-1-1 Monthly Circuit Cost (1000 Mbps)	NG 9-1-1 Trunk- 1000 Mbps	10	Per Connection	4,500.0000	-	540,000.00	-
22.8.7	NG 9-1-1 Trunk SD WAN service - NRC is Non-Tarriiff item	SD WAN Service	1	Region	37,000.0000	80,000.0000	444,000.00	\$ 80,000.00
22.8.8	NG 9-1-1 Trunk Data Center Cross Connects	Non-Bidder owned Data Center cross connections	20	Per Connection	150.0000	200.0000	36,000.00	\$ 4,000.00
	IM RC Annual 12 month Total						\$ 3,228,000.00	
	NRC Total							\$ 33,000.00

All Trunking from POI to PSAP to include all OSP

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*Fx12mo)	Total Extended NRC Costs
22.9.1	NRC Project Initiation and Design - NRC is Non-Tariff item	Aggregation Service Initialization	1	Per Region	-	500,000.0000	-	\$ 500,000.00
22.9.2	OSP Integration NRC	Upon successful OSP integration into Aggregation	6	Per OSP	1,500.0000	50,000.0000		\$ 300,000.00
22.9.3	Region Aggregation	Recurring cost for Statewide Aggregation Service for Prime	1	Per Region	40,000.0000	-	\$ 480,000.00	-
22.9.4	Point of Interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	2	2 Per Region	2,000.0000	-	\$ 48,000.00	

M RC Annual 12 month Total

\$ 528,000.00

NRC Total

\$ 800,000.00

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

A	B	C	D	E	F	G	H	I
Line Item #	Feature Name	Feature Description	Quantity	Unit of Measure	Monthly Recurring Charge	Non-Recurring (One Time Charge)	Total Extended Annual Cost (D*F*12mo)	Total Extended N RC Costs
22.11.1	NRC New Technology PSAP Integration (est. 50hrs/each 110PSAPs)	Per the Requirements in Exhibit 23	5,500	Per Hour	-	150.0000 \$	-	\$ 825,000.00
22.11.1.2	NG9-1-1 Training	Per SOW Requirements	6,000			150.0000		\$ 900,000.00
	MRC Annual 12 month Total					\$		
	NRC Total							\$ 1,725,000.00

The rates for years 1 through 10 are fixed. Estimating for the Regoin to have 50hrs at each PSAP per year = 5,500 hours

CA NG 911 Prime Aggregation Costs - Each Cost Element lists the Technical Requirements from Exhibit 21 that shall be included with each cost element

A	B	C	D
Cost Element	Technical Requirements Included in Cost Element.	Feature Description	Technical Elements Included in each Cost Element
22.2.1	NG 9-1-1 One-time Circuit Install & Test	Service testing	21.4.5, 21.4.10
22.2.2	NG 9-1-1 Alternate Technology to Support Diverse Path	NG 9-1-1 Diverse Path	21.4.5, 21.4.6, 21.4.10
22.2.3	NG 9-1-1 Monthly Circuit Cost (1 Mbps)	NG 9-1-1 Trunk- 1 Mbps	21.4.5, 21.4.6, 21.4.10
22.2.4	NG 9-1-1 Monthly Circuit Cost (10 Mbps)	NG 9-1-1 Trunk- 10 Mbps	21.4.4, 21.4.5, 21.4.6, 21.4.10
22.2.5	NG 9-1-1 Monthly Circuit Cost (100 Mbps)	NG 9-1-1 Trunk- 100 Mbps	21.4.5, 21.4.6, 21.4.10
22.2.6	NG 9-1-1 Monthly Circuit Cost (1000 Mbps)	NG 9-1-1 Trunk- 1000 Mbps	21.4.5, 21.4.6, 21.4.10
22.2.7	NG 9-1-1 Trunk SD WAN service	SD WAN Service	21.4.11, 21.4.12, 21.4.13
22.2.8	NG 9-1-1 Trunk Data Center Cross Connects	Non-Bidder owned Data Center cross connections	Dependent on Solution
22.3.1	NRC Project Initiation and Design	Aggregation Service Initialization	Paid through Contract
22.3.2	OSP Integration MRC and NRC	Upon successful OSP integration into	21.3.5, 12.3.10
22.3.3	Prime Aggregation	Recurring cost for Statewide	21.2.7, 21.3.2, 21.3.3, 21.3.9
22.3.4	Point of Interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	21.1.13, 21.3.4
22.4.1	NGCS per NENA i3 requirements and standards	NGCS to include all functional elements	21.1.2, 21.1.3, 21.1.6, 21.1.7, 21.1.8, 21.1.9, 21.1.11, 21.1.13, 21.1.15, 21.1.19, 21.1.20, 21.1.21, 21.1.23, 21.1.24, 21.2.1, 21.2.2, 21.2.8, 21.2.9, 21.2.10, 21.2.11, 21.2.12, 21.2.14, 21.2.21, 21.5.3, 21.5.4, 21.5.11
22.4.2	LPG - Legacy PSAP Gateway	Interface service to the PSAP	21.1.13, 21.2.7
22.4.3	Regional Interoperability Connection and Integration (ESinet to ESinet)	ESinet to ESinet connection	21.1.4, 21.1.5, 21.1.16, 21.1.17, 21.1.18, 21.3.6
22.4.4	PSAP Integration Deployment	Implementation Services at each PSAP	21.2.7
22.4.5	Multi NG Service PSAP Integration - When Region connects	Managed Service at PSAP for Multiple ESinets	21.1.14
22.4.6	System Monitoring and Dashboard Interface	Statewide System monitoring	21.1.12, 21.2.6, 21.2.13, 21.2.15, 21.2.16, 21.2.18, 21.2.19, 21.2.20, 21.3.8, 21.4.3, 21.4.7, 21.4.9, 21.5.27, 21.7.34
22.4.7	Outage Reporting	Automated system for outage reporting	21.1.25, 21.2.17, 21.2.23, 21.3.7, 21.4.8, 21.5.26, 21.7.35
22.4.8	NRC Project Initiation and Design - Non-Tariff item	Project Initialization for NGCS	Paid through Contract
22.4.9	NRC New Technology Statewide Integration	Technologies beyond standard updates	Based on New Technologies
22.4.10	NRC New Technology PSAP Integration	Integration service at PSAP	Based on New Technologies

22.4.11	Statewide 911 GIS	Manage GIS Updates	21.5.1, 21.5.2, 21.5.6, 21.5.7, 21.5.8, 21.5.13, 21.5.14, 21.5.15, 21.5.16, 21.5.17, 21.5.18 through 21.5.25, 21.5.28, 21.5.29
22.4.12	Call Data Record Management System / 9-1-1 Traffic Logging	Meta data and i3 logging	
22.4.13	GIS Regional synchronization- NRC will be a non-tariff item	Synch GIS with each Region	21.2.3, 21.2.4, 21.2.5, 21.2.22
22.4.14	GIS DB Editing Support	Complex editing service	21.5.5, 21.5.9
22.4.15	GIS update process	Automated editing service	21.5.10, 21.5.12
22.4.16	NG 9-1-1 Statewide Alert and Warning- NRC will be a non-tariff item	Statewide Emergency Notification System	21.7.1 through 21.7.33
22.4.17	LDB Editing Support	Automated editing service	21.2.26
22.4.18	LDB update process	Statewide Emergency Notification System	21.2.26
22.4.19	LVF Synchronization - NRC will be a non-tariff item	Synch LVF with each Region	21.2.24, 21.2.25
22.5.1	Statewide Text Aggregator	Serve as the terminating TCC for CA	21.6.1, 21.6.2, 21.6.4 through 21.6.49, 21.6.67 through 21.6.72
22.5.2	NG Text to 9-1-1 – Web Based OTT	Web solution at each PSAP	21.6.50
22.5.3	NG Text to 9-1-1 – Integrated	Integrated solution at each PSAP	21.6.51 through 21.6.66
22.5.4	RTT service	Statewide RTT solution	21.6.3

CA NG 911 Prime Aggregation Costs - Each Cost Element lists the Technical Requirements from Exhibit 21 that shall be included with each cost element

A	B	C	D
Cost Element	Technical Requirements Included in Cost Element.	Feature Description	Technical Elements Included in each Cost Element
22.8.1	NG 9-1-1 One-time Circuit Install & Test	Service testing	23.4.2, 23.4.5, 23.4.6
22.8.2	NG 9-1-1 Alternate Technology to Support Diverse Path	NG 9-1-1 Diverse Path	23.4.2, 23.4.5, 23.4.6
22.8.3	NG 9-1-1 Monthly Circuit Cost (1 Mbps)	NG 9-1-1 Trunk- 1 Mbps	23.4.2, 23.4.5, 23.4.6
22.8.4	NG 9-1-1 Monthly Circuit Cost (10 Mbps)	NG 9-1-1 Trunk- 10 Mbps	23.4.2, 23.4.4, 23.4.5, 23.4.6
22.8.5	NG 9-1-1 Monthly Circuit Cost (100 Mbps)	NG 9-1-1 Trunk- 100 Mbps	23.4.2, 23.4.5, 23.4.6
22.8.6	NG 9-1-1 Monthly Circuit Cost (1000 Mbps)	NG 9-1-1 Trunk- 1000 Mbps	23.4.2, 23.4.5, 23.4.6
22.8.7	NG 9-1-1 Trunk SD WAN service	SD WAN Service	23.4.10, 23.4.11, 23.4.12
22.8.8	NG 9-1-1 Trunk Data Center Cross Connects	Non-Bidder owned Data Center cross connections	Dependent on Solution
22.9.1	NRC Project Initiation and Design	Aggregation Service Initialization	Paid through Contract
22.9.2	OSP Integration NRC	Upon successful OSP integration into	23.3.5
22.9.3	Region Aggregation	Recurring cost for Statewide	23.1.14, 23.2.8, 23.3.2, 23.3.3, 23.3.6,
22.9.4	Point of Interconnection	Interconnection between disparate technologies such as originating carrier network and NG9-1-1 network	23.1.14, 23.2.8, 23.3.4 23.1.2, 23.1.3, 23.1.5, 23.1.6, 23.1.7, 23.1.8, 23.1.9, 23.1.10, 23.1.11, 23.1.12, 23.1.13, 23.1.18, 23.1.19, 23.1.20, 23.1.21, 23.1.22, 23.2.1, 23.2.2, 23.2.8, 23.2.9 through 23.2.13, 23.2.15, 23.2.23, 23.5.2, 23.5.7 23.1.13, 23.2.8
22.10.1	NGCS per NENA i3 requirements and standards	NGCS to include all functional elements	23.1.4, 23.1.16, 23.1.17, 23.2.25, 23.2.26, 23.3.7
22.10.2	LPG - Legacy PSAP Gateway	Interface service to the PSAP	23.1.13, 23.1.14
22.10.3	Prime Interoperability Connection (ESInet to ESI net)	ESInet to ESInet connection	23.2.14, 23.2.16, 23.2.17, 23.2.18, 23.2.19, 23.2.22, 23.3.9, 23.4.3, 23.4.7, 23.4.9, 23.5.9, 23.5.11
22.10.4	Regional Integration at PSAP	Implementation Services at each PSAP	23.1.23, 23.2.17, 23.2.24, 23.3.8, 23.4.8, 23.4.9, 23.5.10, 23.5.11
22.10.5	System Monitoring and Dashboard Interface	Statewide System monitoring	Paid through Contract
22.10.6	Outage Reporting	Automated system for outage reporting	Based on New Technologies
22.10.7	NRC Project Initiation and Design	Project Initialization for NGCS	Based on New Technologies
22.10.8	New Technology Region Integration	Technologies beyond standard updates	23.5.1, 23.5.3, 23.5.4, 23.5.5, 23.5.6, 23.5.8,
22.10.9	NRC New Technology PSAP Integration	Integration service at PSAP	23.2.3, 23.2.4, 23.2.5, 23.2.6, 23.2.7, 23.2.20, 23.2.21
22.10.10	GIS Regional synchronization -Update GIS from Prime	Manage GIS Updates	
22.10.11	Call Data Record Management System / 9-1-1 Traffic Logging	Meta data and i3 logging	

22.10.1	LVF Synchronization	Synch LVF and compare with Prime	23.1.15, 23.2.27
4			

EXHIBIT 23
Narrative Requirements - Region

CA NG 9-1-1 Services - Region Instructions

Bidders shall submit their narrative response to describe how the Technical Requirements in the 23.0-Technical Requirements Tab are met per the instructions in RFP Part 1 Section 4.2.1, Technical Requirements instructions and submission requirements.

Bidder shall submit the narrative response in the form provided in SOW Exhibit 20 - Technical Requirement Response Template. The Bidder is responsible to ensure their response is contained within that two (2) page document.

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

Bidder shall provide response, Yes "Y" or No "N", to the 'Region Network Service Provider Agreement' on each tab, with exception of the 23.0-Narrative Requirements.

Bidder must provide a citation from their CPUC tariff filing document for each correlating technical requirement. The citation shall be indicated in the 'Tariff Service Info' column. Citation at minimum must include: the Title, Section Number, and Page Number from the tariff document.

EXHIBIT 23
Narrative Requirements - Region

CA NG9-1-1 - Prime Technical Requirements Summary

- 23.0 Region Narrative Requirements
- 23.1 Region Functions and Services
- 23.2 Region NG Core Services
- 23.3 Region Aggregation Services
- 23.4 NG9-1-1 Trunk Services
- 23.5 Region Integration with Statewide GIS

EXHIBIT 23
Narrative Requirements - Region

Requirement	Bidder shall provide a written narrative for the requirements noted in Exhibit 23.0 and include with its Final Bid Submission in accordance with Section 6, Proposal/Bid Format and Submission Requirements	Region Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
	Interface, Compatibility, and Interoperability - Region		
23.0.1	Describe the process using a non-proprietary NENA i3 compliant solution to route any 9-1-1 traffic to the correct PSAP within California for the awarded Regional NG Core Services, or when the Prime routes a call to the awarded region.		
23.0.2	Describe the process to route any 9-1-1 traffic to the Prime when the awarded region is unable to deliver the call to the correct PSAP. Description should include how this function will be supported when there is a complete loss of awarded region NG 9-1-1 services, and when the correct PSAP is not directly connected to the awarded region, and when the correct PSAP is connected to the awarded region, but is unreachable due to network or transport outage.		
23.0.3	Describe the program management, collaboration and communication needed for the RNSP to comply with the best practices and interfaces developed for POI, aggregation, Region to Prime interface and Region/Prime interface to PSAP by the PNSP in coordination with the CA 9-1-1 Branch that demonstrates a commitment to transparency.		
23.0.4	Describe how the solution will support Location Based Routing using location data provided by either an Originating Service Provider, a device operating system, or a location clearing house, as directed by the CA 9-1-1 Branch.		
23.0.5	Describe the methodology that will be employed after contract award to ensure NG9-1-1 services provided are consistent with tariff filings.		
	NG Statewide 9-1-1 GIS		
23.0.6	Describe how the RNSP shall utilize the statewide GIS database that is maintained and updated by the NG 9-1-1 Prime vendor for routing all 9-1-1 traffic.		
23.0.7	Describe the Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) that comply with GIS standards that include but not be limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution. Description shall include how the ECRF will be updated based on GIS changes published by the PNSP.		

System Monitoring		
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EXHIBIT 23
Narrative Requirements - Region

23.0.8	Describe how the dashboard will display and report the health of the Regional network from ingress to egress. Description should include how the Dashboard shall monitor all 9-1-1 traffic in the assigned region and all NG9-1-1 trunks to ensure that SLAs are being met. Description shall also include how CA 9-1-1 Branch will access the Dashboard Monitoring, this shall include statistical data, printable reports, and outage notifications with duration.
23.0.9	Describe the integration of system monitoring with data pushed from Regional network to PNSP. Description shall include how to integrate the e-bonded trouble ticket process.
23.0.10	Describe realistic timeline for Dashboard development that includes at a minimum Real Time Network Outage Monitoring and Reporting to support the description given for 23.0.8.

	Aggregation		
23.0.11	Describe the OSP traffic aggregation service for all wireless, AT&T wireline, Consolidated Communications wireline, and Frontier wireline OSPs in the awarded region in the State of California. Describe how the POI locations will be determined to support the ingress of OSP traffic, and how they will work with the OSP, CA 9-1-1 Branch and the CPUC throughout this process.		
23.0.12	Describe how the bidders proposed aggregation plan complies with the SOW and Exhibit 23. Description shall include the solutions ability to transfer between regions, or if PSAP is not reachable then shall send to Prime for delivery to PSAP.		

	NG Core Services		
23.0.13	Describe how the bidder will receive, maintain, and push the centralized policy routing instructions for the region.		
23.0.14	Describe the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. The solution must be able to detect, mitigate and report TDOS, DDOS and any other Cyber attacks.		
23.0.15	Provide a diagram(s) that shows 9-1-1 traffic flow architecture from ingress to egress using a non-proprietary NENA i3 compliant solution with dedicated NG Core Services for California.		
23.0.16	Describe how NGCS shall use a non-proprietary NENA i3 compliant multi-layered redundancy of systems, software, and facilities with no single point of failure that supports the ability to update all system components including but not limited to routers, router tables, servers, NG Core Services, and all NG9-1-1 functions without any loss of service 24x7x365.		

EXHIBIT 23
Narrative Requirements - Region

Requirement	Mandatory NG Region Functions & Services Requirements	Region Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
23.1.1	Shall not charge OSPs, 9-1-1 Service Providers, CPE providers, or any other service provider from ingress to egress of the 9-1-1 traffic, as these services in their entirety are paid for by the State of California.		
23.1.2	Implement NENA i3 standards and CPE delivery standards, as directed by CA 9-1-1 Branch, for each of the defined regions to support CA statewide interoperability.		
23.1.3	Have a minimum of two (2) geographically diverse Cores dedicated to California with demonstrated capability that provides 99.999% reliability.		
23.1.4	Shall comply with the overall management and direction of standards and best practices for consistency of 9-1-1 traffic between the Regions and Prime as determined by CA 9-1-1 Branch and the selected Prime NG9-1-1 vendor.		
23.1.5	Shall process and route any 9-1-1 traffic within California for the region awarded, including the 9-1-1 traffic transferred from the Prime to the awarded region.		
23.1.6	Process and route all wireless, AT&T wireline, Consolidated Communications wireline, and Frontier wireline OSP traffic in the Region awarded in the State of California, and any other regional OSP traffic that is not routed by the Prime.		
23.1.7	Shall be responsible to either pull, or receive a push of the centralized policy routing instructions maintained by the Prime that will be used in all of the regions.		
23.1.8	Shall be responsible for notifying CA 9-1-1 Branch of updates needed to Policy Routing in the awarded region.		
23.1.9	Shall provide the security and firewalls needed to protect NG9-1-1 Services in accordance with NENA NG-SEC 75-001. The Network Service Provider shall detect, prevent and report TDOS, DDOS and any other Cyber attacks.		
23.1.10	Shall agree to the CA 9-1-1 Branch utilizing a third party vendor to validate network security for all NG9-1-1 Services, in accordance with NENA NG-Sec 75-001 and subsequent standards.		

EXHIBIT 23
Narrative Requirements - Region

23.1.11	<p>The current NENA approved security standard (NENA-INF-015.1-2016, NENA 75-001, NENA 75-502) Security for Next-Generation 9-1-1 Standard (NG-SEC) Standard and the associated NENA Next Generation 9-1-1 Security (NENA-INF-023.1-2017, NENA 75-002 - NG-SEC Audit Checklist) are required to be implemented. As the NENA security requirements evolve and mature and at the request of CA 9-1-1 Branch, Network Service Provider shall provide a plan to implement updates, adjustments, or modifications to maintain compliance with the current NENA security standard. The Network Service Provider shall monitor additional security repositories to identify threats and vulnerabilities to the system in the context of avoiding cybersecurity issues Sites that are often utilized such as https://cve.mitre.org/, https://nvd.nist.gov/, and https://www.us-cert.gov/ can assist in the identification and analysis of potential vulnerabilities within the NGCS. Once a vulnerability or a threat has been identified, the Network Service Provider shall perform the initial and emergency response to the security event and will have no more than 24 hours to provide CA 9-1-1 Branch a document describing the measures taken, and any additional implementation plans to fully avoid a breach.</p>		
23.1.12	<p>Shall supply a Configuration management database that documents all of the software, systems, network protocols, port usage and relevant system related information in a mutually agreed upon format. This configuration database shall include a linkage to their change management process to ensure that any change request that is implemented will result in update to the configuration management database. The shall follow industry standards best practices such as ITIL or the equivalent, and shall maintain a configuration management database that can be accessed by CA 9-1-1 Branch. Items that need to be included in the configuration management database include:</p> <ul style="list-style-type: none"> o Bandwidth at each interface o Capacity and demand management as adjustments to the interfaces o Access management and any adjustments to the identification and access management to the NGCS o Service Level and Performance adjustments to adhere to the SLA o Security changes and adjustments – Physical and Operational o Configuration database dashboard or other method to allow real time access to the CA 9-1-1 Branch o As-built information contained in the system as the baseline configuration to provide a historical reference to the system "as delivered" 		
23.1.13	Shall provide 9-1-1 traffic flow architecture from ingress to egress.		
23.1.14	Shall interface with the selected Prime NG9-1-1 vendor at each PSAP, as directed by CA 9-1-1 Branch.		

EXHIBIT 23
Narrative Requirements - Region

23.1.15	The RNSP shall work with OSPs to validate the LVF maintained by PNSP so they can verify that civic addresses will return PSAP or emergency responder URLs. The PNSP LVF shall be made available via an LVF proxy in the public internet in a secure controlled manner provided by the PNSP. The RNSP LVF shall receive updates from the PNSP.		
23.1.16	Shall connect to Prime and comply with interoperability as directed by Prime at the direction of CA 9-1-1 Branch.		
23.1.17	Shall utilize the PNSP defined and CA 9-1-1 Branch approved interface at aggregation, between regional and prime, at PSAP and for all other interoperability interfaces.		
23.1.18	Shall support Location Based Routing using location data provide by either an Originating Service Provider, a device operating system, or a location clearing house as directed by the CA 9-1-1 Branch.		
23.1.19	Shall support the NENA i3 standards and guarantee a non-proprietary solution that supports interoperability.		
23.1.20	Shall provide services to process location data integration similar to Advanced Mobile Location (AML) for emergency location-based service that can support Data SMS and HTTPS data message formats and shall integrate the data as supplemental location information integrated into CPE that is capable of displaying the best available geolocation of the caller to a dedicated end-point as determined by CA 9-1-1 Branch.		
23.1.21	RNSP shall connect in to the network master clock provided by PNSP. The PNSP provided master clock shall meet the NENA PSAP Master Clock Standard.		
23.1.22	RNSP shall provide a connection using an NG9-1-1 Trunk to the CA 9-1-1 Branch NG 9-1-1 Lab and shall participate in all acceptance testing in the NG 9-1-1 Lab environment or in other mutually agreed upon laboratory locations.		

EXHIBIT 23
Narrative Requirements - Region

Requirement	Mandatory NG Core Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Region Network Service Provider Agrees to meet the Requirement? YES/NO	Tariff Service Info
23.2.1	Shall use a multi-layered redundancy of systems, software and facilities with no single point of failure		
23.2.2	Shall provide the ability to update all system components including but not limited to routers, router tables, servers, NG Core Services, and all NG9-1-1 functions without loss of service 24x7x365.		
23.2.3	Shall be responsible to log all 9-1-1 metadata traffic for awarded region.		
23.2.4	Shall provide NENA i3 logging for all functional elements within the NGCS.		
23.2.5	Shall be responsible to send i3 logging data and other system monitoring data from the awarded NG Region to the NG9-1-1 Prime selected vendor.		
23.2.6	Shall utilize SIP metadata and i3 logging to monitor, track and verify data flow.		
23.2.7	Shall be able to provide a data push and/or pull of i3 logging data to and from Prime NG9-1-1 service provider.		
23.2.8	Shall provide NG9-1-1 services built upon the NENA i3 requirements and standards documents. The NENA i3 solution shall support end to end IP connectivity. Gateways shall be used to accommodate legacy wireline and wireless origination networks as well as legacy PSAPs that interconnect to the NENA i3 solution architecture.		
23.2.9	Shall provide Emergency Call Routing Function (ECRF) and Location Validation Functions (LVF) that comply with GIS standards that include but not be limited to NENA STA-010.2-2016 Detailed Functional and Interface Standards for the NENA i3 Solution.		
23.2.10	Shall provide Emergency Services Routing Proxy (ESRP) to perform the IP routing of all calls through the NG9-1-1 system based on information from the SIP header.		

EXHIBIT 23
Narrative Requirements - Region

23.2.11	Shall provide a PRF which is a functional component of an ESRP that determines the next hop in the SIP signaling path using the policy of the nominal next element determined by querying the ECRF with the location of the emergency calling party.		
23.2.12	Shall be capable of transferring calls utilizing functions like ECRF/PRF, to/from the Prime NG Service Provider or PSTN including the delivery of accurate emergency calling party location information.		
23.2.13	Shall utilize the Border Control Function (BCF) as part of the NGCS to manage network edge control and SIP message handling in accordance with the NENA i3 requirements.		
23.2.14	Shall utilize the BCF, both ingress and egress, to support the following security related techniques including Monitoring, Detections, Prevention, and Response.		
23.2.15	Shall provide at least two (2) ECRF/LVF instances utilized for the NGCS.		
23.2.16	Shall provide a dashboard to display and report the health of the awarded Regional networks from ingress to egress. The solution shall provide QoS information, per NENA i3 standards.		
23.2.17	Shall include at a minimum Real Time Network Outage Monitoring and Reporting for Regions to support failover interoperability and 9-1-1 traffic, show network uptime and downtime duration in the dashboard.		
23.2.18	Shall monitor all 9-1-1 traffic to ensure that SLAs are being met in the dashboard.		
23.2.19	Shall provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports.		
23.2.20	Shall retain all network, CDR and 9-1-1 traffic data for a period of ten (10) years.		
23.2.21	Shall log and report all 9-1-1 traffic.		
23.2.22	Shall provide CA 9-1-1 Branch access to Dashboard Monitoring and statistical data and printable reports. The Dashboard Monitoring system shall not be a national NOC or consolidated NOC, but shall be dedicated resources for California to support this contract.		

EXHIBIT 23
Narrative Requirements - Region

23.2.23	Shall provide ability to dispatch technical support to any location where the contractor has equipment within 30 minutes of notifying technician of an outage that requires on-site technical support.		
23.2.24	Shall provide a point of contact, with a toll free telephone number, 365/24/7 for CA 9-1-1 Branch personnel and PSAP personnel to report trouble on the Prime NG9-1-1 Services.		
23.2.25	Shall comply with NENA i3 PSAP integration standards established by CA 9-1-1 Branch that align with the NG9-1-1 Prime Selected Vendor integration standard.		
23.2.26	Where the NENA i3 standard does not clearly define technical details, shall comply with CA 9-1-1 Branch and NG9-1-1 Prime selected vendor standards.		
23.2.27	Shall use the data provided by the PNSP LDB and PNSP LVF to support the RNSP LVF validation function of the RNSP to ensure the LoST protocol is supported. The goal is to ensure that the PNSP remains the authoritative source for the LoST protocol.		

EXHIBIT 23
Narrative Requirements - Region

Requirement	Mandatory NG9-1-1 Aggregation Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Region Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
23.3.1	The Region Network Service Provider and any subcontractor providing aggregation services must have a CPCN and tariff filing.		
23.3.2	Shall provide an OSP traffic aggregation service for all wireless, AT&T wireline, Consolidated Communications Wireline, and Frontier wireline OSPs in the Region awarded in the State of California.		
23.3.3	Shall have a minimum of two (2) geographically diverse aggregation locations per CA 9-1-1 Branch awarded NG Region.		
23.3.4	Shall have a minimum of two (2) POIs per CA 9-1-1 Branch awarded NG Region.		
23.3.5	Shall be connected to the Prime Aggregation Service providers to support the ingress of OSP traffic.		
23.3.6	Shall provide ability to determine if Regional core services are available to reach PSAP before sending to Region, if PSAP is not reachable then shall send to Prime for delivery to PSAP.		
23.3.7	Shall conform to the integration standards developed by CA 9-1-1 Branch and the NG9-1-1 Prime selected vendor for aggregation.		
23.3.8	Shall provide outage notifications to CA 9-1-1 Branch.		
23.3.9	Shall provide outage notifications with duration to system monitoring dashboard.		

EXHIBIT 23
Narrative Requirements - Region

EXHIBIT 23
Narrative Requirements - Region

Requirement	Mandatory NG9-1-1 Trunk Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Region Service Network Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
23.4.1	Shall comply with NENA i3 standards for 9-1-1 traffic delivery. NENA-STA-010.2-2016 and later versions.		
23.4.2	Shall provide path diversity with both physical and carrier diversity. The CA 9-1-1 Branch understands that all bandwidths for NG 9-1-1 trunks may not be supported at all PSAPs and will work with the RNSP to determine path diversity. For each of the PSAP locations the individual circuits being provisioned to the site, by RSNP, shall meet CA 9-1-1 Branch carrier diversity/redundancy standards. CA 9-1-1 Branch shall be the sole arbitrator in determining their approval of the proposed circuit provider, the route and PSAP point of entry or other guidelines they deem essential to deliver redundancy.		
23.4.3	NG9-1-1 Trunk service shall allow for 9-1-1 call isolation by stream or channel or via other means to enable the tracking of 9-1-1 traffic from ingress at the OSP to egress at the PSAP or to PNSP.		
23.4.4	NG9-1-1 trunk service shall support a minimum of 10Mbps throughput, unless directed by CA 9-1-1 Branch.		
23.4.5	Shall utilize NG9-1-1 Trunk service to connect to all California PSAPs, Prime NG Core Service provider, aggregation, and all other interfaces.		
23.4.6	Shall transport NG9-1-1 traffic and other 9-1-1 related traffic included but not limited to NG9-1-1 Alert and Warning, as directed by CA 9-1-1 Branch.		
23.4.7	Shall provide ability to monitor throughput statistics in real time.		
23.4.8	Shall provide outage notifications to CA 9-1-1 Branch.		
23.4.9	Shall provide outage notifications with duration to system monitoring dashboard.		
23.4.10	Shall provide a private hosted SDWAN Controller by RNSP that integrates with PNSP accessible over private network, including secure connectivity, trust and identity, and threat defense from PSAP to OSP / SaaS applications.		
23.4.11	SD WAN shall include transport independence. Centrally managed and shared VPN schema across any WAN circuit (i.e. CAPSNET Microwave, LTE, MPLS, broadband, etc.) and shall support flexible VPN extension to all end points (IaaS, PSAP branch, PSAP DC)		
23.4.12	Shall provide a secure SD WAN architecture that supports open security standards such as IPsec etc.		

EXHIBIT 23
Narrative Requirements - Region

Requirement	Mandatory Integration of Statewide GIS Services Requirements The requirements are organized into General Requirements and then more specific requirements for each deployment method.	Region Network Service Provider Agrees to meet the Requirement YES/NO	Tariff Service Info
23.5.1	Shall utilize the statewide GIS database maintained and updated by the NG9-1-1 Prime vendor to update PNSP ECRF for routing all 9-1-1 traffic.		
23.5.2	Shall comply with GIS standards to include, but not limited to, NENA NG9-1-1 GIS Data Model, NENA 02-010, and NENA 02-014.		
23.5.3	Shall receive updates to the GIS database from the PNSP, without disruption of ECRF LoST service. Updates shall be at least daily and shall be capable of receiving data updates 24x7x365 and provide confirmation receipt of data within 4 hours.		
23.5.4	Shall provide a maintenance function to upload the data from the statewide GIS dataset to update the ECRF and LVF to ensure proper routing of calls.		
23.5.5	Shall interface with the statewide 9-1-1 GIS synchronization and 9-1-1 database normalization		
23.5.6	Shall utilize the PNSP database management services needed for NG9-1-1 traffic delivery.		
23.5.7	Shall route any type of 9-1-1 traffic to the appropriate PSAP based on geospatial data.		
23.5.8	Shall provide on demand reports, performance measurements, discrepancy tracking, for GIS quality assurance and system status.		
23.5.9	Shall provide a dashboard or other tool to view system operation and data metrics.		
23.5.10	Shall provide outage notifications to CA 9-1-1 Branch.		
23.5.11	Shall provide outage notifications with duration to system monitoring dashboard.		