



CALIFORNIA HIGHWAY PATROL

REQUEST FOR INFORMATION

Event Number: RFI_CISS-25-001

For

Artificial Intelligence Solutions for Public Safety Communications



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Request for Information

DATE: June 1, 2026
TO: All Interested Parties
FROM: California Highway Patrol, Communications Infrastructure & Support Section
SUBJECT: Event Number: RFI_CISS-25-001

1 Introduction

This Request for Information (RFI) is being released by the California Highway Patrol (CHP), Communications Infrastructure & Support Section (CISS). This RFI is not a solicitation. The intention of this RFI is to aid the CHP in determining what is currently available in the marketplace based on the project objectives and requirements as described within this document. Additionally, the CHP would like to evaluate existing product information and feature functionality for possible future solicitations.

1.1 Overview

The purpose of this RFI is to solicit information, suggestions, best practices, and cost estimates from qualified vendors regarding artificial intelligence (AI) based solutions capable of assisting with or automating various responsibilities within CHP's Public Safety Answering Points (PSAPs). As mentioned, the intent of this RFI is not to select a proposed solution or vendor. This request is being conducted as part of the CHP's business process review and market research efforts to acquire the necessary information on available products.

To further inform this effort, the CHP is requesting information from vendors about their ability to meet the proposed project requirements and to provide CHP with Rough Order of Magnitude (ROM) budgetary estimates. Additionally, the CHP is requesting information from vendors regarding potential modifications and improvements to the proposed project scope and requirements that may better align with the CHP's project goals.

As part of the RFI process, collected information provided by the vendor community may be used to develop or identify solution alternatives, specifications, and/or cost estimations necessary to acquire systems, solutions, and/or software. The CHP is asking for cost estimates to be broken down into specific component categories where possible. The CHP understands that data provided in this RFI may not be sufficient to enable detailed analysis and costing by vendors. Provide your response based on your experience with other organizations and initiatives of this kind. Responses to this RFI should adhere to the questions listed in the included attachments. Include estimates for items that may need to be sourced to third party vendors if those items fall outside of your organization's line of business.

Additionally, in this RFI the CHP is asking vendors targeted questions related to the overall implementation and design of an AI solution to ensure an environment that effectively supports the required environment. Thus, CHP has prepared a supplemental questionnaire (Attachment B) related to the program concepts discussed in this RFI to obtain feedback from the vendor community on ways that CHP can develop a potential solicitation and to better understand the current capabilities that vendors possess related to the implementation of an AI solution for public safety operations.

This effort is informed by the State of California's evolving policies on the responsible use of AI, including the Governor's direction to ensure that AI technologies are deployed in a manner



that enhances public service delivery while protecting privacy, civil liberties, and public trust. The CHP seeks to evaluate solutions that align with these principles by demonstrating transparency, accountability, and appropriate safeguards to prevent misuse or unintended harm.

Completion of this RFI shall be performed at no cost to the State of California or the CHP. The intent of this RFI is solely for information and planning purposes and does not constitute a solicitation. **A contract will not be awarded based on this RFI.**

Please read this RFI document thoroughly and adhere to the response submission guidelines.

2 Disclaimer

- A. This RFI is issued for information and planning purposes only and does not constitute a solicitation or a contract. This RFI nor any information provided by any Respondents hereto shall be deemed to create any legally binding agreement or obligations upon the CHP. This RFI is solely designed to provide the CHP with meaningful information to enable the CHP to determine how to proceed with a possible upcoming project. A response to this RFI is not an offer and cannot be accepted by the state to form a binding contract.
- B. Preliminary Solution Requirements: Note that the requirements listed in this RFI are preliminary and may not represent all requirements eventually determined for this system. They are included in this RFI for informational purposes only to provide additional context and promote subsequent questions and clarifications.
- C. Respondents are solely responsible for all expenses associated with responding to this RFI.
- D. Respondents are advised that all documents submitted in response to this RFI will not be returned and become the property of the State of California and will be regarded as public records under the California Public Records Act (CPRA) pursuant to Government Code Section 6250 et seq. and subject to review by the public.
- E. Respondents are instructed not to include any proprietary information in their response to this RFI as it may be disclosed or be subject to a CPRA request.
- F. The CHP reserves the right to modify or cancel this RFI in its entirety or in part at any time.
- G. All data collected during this project is owned by the CHP and must be deleted once the demos and pilot/field trials have concluded.
- H. Information provided in response to this RFI will not be considered when evaluating bidders responding to any future procurement.
- I. Responding to this RFI creates no obligation on the part of any Respondent to the CHP. Conversely, issuing this RFI and considering the responses creates no obligation on the part of the CHP to any Respondent.
- J. The CHP will consider vendor responses in developing a bid such as, but not limited to, a Request for Quotation (RFQ), Invitation for Bid (IFB), Request for Proposal (RFP), or other action.
- K. Submitting a response to this RFI will not enhance the review of that Respondent's proposal(s) to any future solicitations. Failure to submit a response to this RFI will not



prohibit a response to any future solicitation, nor disadvantage the evaluation of a response to any future solicitation. By submitting a response to this RFI a Respondent is implicitly agreeing with these conditions.

- L. If this RFI results in a future procurement, bidders must agree to the State's requirements, terms, and conditions.

3 Key Action Dates

Listed below are the RFI Key Action Dates and times (all times noted are Pacific Time) by which actions should be taken or completed. If the CHP finds it necessary to change any of these dates, an Addendum to this RFI will be posted on the California State Contracts Register (CSCR) Webpage: <https://caleprocure.ca.gov> under the event number of this RFI. Interested parties are urged to check periodically to determine whether an Addendum has been issued.

Event	Date / Time
Release RFI	June 1, 2026
Intent to Respond (optional) Due	June 10, 2026
Last Day to Submit Questions Due	June 14, 2026, by 12:00 p.m. PT
Release of Answers and/or Addenda	June 22, 2026
RFI Response* Due	June 30, 2026, by 5:00 p.m. PT
**State Invitations sent to Selected Vendors for Demonstration Day	July 9, 2026
**Vendor Demonstration Day presentations	July 20 – 31, 2026
**State Invitations sent to Selected Vendors for Pilot Testing	August 6, 2026
**Pilot Testing of Selected Vendors (schedule based on 3 selected products, 90 days each pilot)	Pilot #1: September 1, 2026 – November 30, 2026
	Pilot #2: January 18, 2027 – April 18, 2027
	Pilot #3: May 17, 2027 – August 15, 2027

*Please note that the completeness and relevance of your RFI response to Attachment B will determine selection of vendors who will be invited to the Demonstration Day presentations as shown in the Key Actions Dates.

**These dates may shift based on the number of submissions and other outside factors.

4 Contact Information

Vendors must submit their written response via e-mail to the State contact listed below:

Contact: Communications Infrastructure & Support Section (CISS)

Agency: California Highway Patrol



E-mail: CCSS@chp.ca.gov

Respondents are directed to submit questions or clarification inquiries in writing in accordance with the instructions detailed in RFI Section 5, Submission of Questions. No other representative of CHP is authorized to communicate with respondents with respect to this RFI.

5 Submission of Questions

Vendors must submit questions about this RFI, via e-mail, by the specified date and time stated in the Key Action Dates to the e-mail contact stated in Section 4, Contact Information.

What to include in the Inquiry:

1. Include in the subject line of the e-mail: **RFI_CISS-25-001 Question(s)**
2. Vendor name and contact, telephone number, e-mail address.
3. A description of the subject or issue in question, or discrepancy found in the RFI.
4. The RFI section, page number, and/or other information useful in identifying the specific problem or issue stated in the question.

At its discretion, the State may contact Respondents to seek clarification of any inquiry received. The State may respond to questions directly to the Respondent or if deemed necessary, release an addendum or updated RFI.

Questions will be compiled without identifying the party submitting the question(s), and answers will be e-mailed to all companies who receive this RFI. Questions not submitted via e-mail by the Key Action Date specified above shall be answered at CHP's discretion. Responses to questions submitted timely will be provided to all Vendors.

6 Vendors Declining to Respond

The CHP is interested in learning the reason(s) a vendor chooses not to respond to this RFI. If applicable, please submit an e-mail to CCSS@chp.ca.gov by the Response Due Date and include in the subject line of the e-mail: **Declining to Respond to RFI_CISS-25-001** in addition to the following in the e-mail body:

- RESPONDENT's BUSINESS NAME has declined to respond to RFI_CISS-25-001 for the following reason(s):
 - Reason A
 - Reason B, etc.
- Name of person sending declination:
 - Title and First/Last Name:
 - Legal Business Name:
 - Address:
 - Phone:

7 RFI Response Instructions

Responses to this RFI must be submitted to the e-mail address listed in Section 4. Acceptable formats include Microsoft Word and/or an Adobe Acrobat (must be a searchable pdf). Please include the following in the e-mail submission:

- **Subject line:** RFI_CISS-25-001



- **Contact Information:** Name, Title, Address, Phone Number, and E-mail Address of the primary contact person for the RFI.

Vendors should respond to all applicable information using the following Attachments:

- **Attachment A:** Vendor Profile
- **Attachment B:** Questionnaire
- **Attachment C:** Rough Order of Magnitude Cost Estimate
- **Attachment D:** SIMM 5305-F, Generative Artificial Intelligence Risk Assessment

Responses must be submitted by the date and time stated in the Key Action Dates.

Vendors must submit a signed cover letter with their response to the RFI that also includes a statement by the individual certifying the information in the response is true and accurate to the best of their knowledge at the time of submittal.

RFI responses may not exceed fifty (50) pages in length. Submissions that exceed this length may not be reviewed in its entirety. Responses must be thorough and concise.

7.1 Cost Information

As previously stated, the CHP is requesting ROM cost estimate information from all RFI respondents. The CHP understands that the cost estimates provided are non-binding and will be used for informational and project budgeting purposes only. Vendors are encouraged to provide a general cost value (or range of costs) for each product or solution identified in the RFI Response.

Instructions for completing cost information can be found in Attachment C, Rough Order of Magnitude Cost Estimate.

8 Product/Solution Demonstration

Respondents will be notified by e-mail, according to the key action dates, if invited to participate in vendor demonstrations and pilots based on the completeness and relevance of the RFI response. The schedule will be selected on a first-come basis. The CHP reserves the right to extend the demonstration schedule should the quality and quantity of the responses warrant additional demonstrations.

8.1 Vendor Demonstration Days

The Demonstration Days vendor presentations will be conducted in-person or via Microsoft Teams and will be up to 8 hours in duration.

Anticipated Agenda:

- **1.5 Hours: Arrival and Set Up/Introductions/Executive Summary**
Broad introductions from both the Respondent and CHP teams. Product introduction at an Executive Summary level to provide the CHP team with a brief overview of the product.
- **4 Hours: Product Demonstration and Alignment/Technical Discussion**
Respondents will highlight how the presented software product meets the CHP's high-level requirements, discuss future enhancements, and explain how the solution specifically addresses CHP's needs. Please include information about implementation support and training options.



- 1 Hour: CHP Questions & Answers
Dedicated time to CHP team members to ask questions.
- 15 Minutes: Pricing Structure and Estimated Costs
Respondents will discuss the pricing structure and provide estimated costs for all licenses, support/maintenance, and recommended services over a three-year period.
- 45 Minutes: Closing Discussion/Breakdown and Departure
Discussion regarding next steps and time for Respondent and/or CHP team final questions and comments.

The CHP expects each demonstration to clearly illustrate how the chosen software product can best meet the current and expanding needs related to the project, including its operational service requirements. The presentation should focus specifically on how the solution directly addresses these needs.

9 Pilot of Selected Products

Based on the results of the Demonstration Day, the CHP anticipates inviting up to three Respondents to participate in a pilot test in a live environment. Each pilot will be held for 90 calendar days and assigned to a CHP selected communications center. Pilots will be 13 weeks (approximately 90 days) each and will not be held concurrently.

9.1 Pilot Requirements

- A. The pilot will be provided by the selected Respondents at no-cost to the State.
- B. The pilot will be provided for a minimum of 13 weeks.
- C. The live environment will require the software be connected to or interface with CHP systems, to include but not limited to, the computer aided dispatch, 9-1-1 call handling, and radio console system and the CHP network.
- D. All data collected by the software product during the pilot must be deleted after a data transfer from the Respondent to the State has been completed.

10 Terms and Conditions

The following terms and conditions, or their successor, will be incorporated into any solicitation resulting from this RFI. The State will not modify these terms and conditions.

- Information Technology – General Provisions – Non-Cloud Goods & Services ([DGS PD 403-ITGP Non-Cloud](#)), revised and effective 2/20/25.
- Information Technology – General Provisions – Cloud Computing Services ([DGS PD 402-ITGP Cloud](#)), revised and effective 2/20/25.

In the event of any inconsistency between articles, attachments, specifications, or provisions which constitute the contract, the state's General Provisions order of precedence shall apply.

11 Generative Artificial Intelligence

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



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

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

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

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

12 Project Description and Requirements

12.1 Background

The CHP is a statewide law enforcement agency that employs nearly 11,000 personnel (approximately 7,600 uniformed and 3,300 non-uniformed). The mission of the CHP is to provide the highest level of Safety, Service, and Security to the people of California every day. The Department's primary jurisdiction is State of California buildings, unincorporated roadways, and all freeway systems in California; however, the CHP takes appropriate enforcement action statewide.

The CHP provides security protection for the Governor, state constitutional officers, State Supreme Court Justices, Appellate Courts, and various dignitaries. The CHP is also often given specialized initiatives directed by the Governor such as organized retail crime task forces, law enforcement surge operations, and special response teams.

The CHP operates a large and complex statewide emergency communications system consisting of 24 communications centers that serve as a primary PSAPs. These centers handle legacy 9-1-1, Next Generation 9-1-1 (NG9-1-1), administrative calls, and a toll-free information line, as well as dispatch calls for service for uniformed officers. In calendar year 2025, CHP received approximately 2.9 million 9-1-1 calls, and 893,000 administrative and toll-free calls, placing substantial demand on dispatch personnel.

The CHP currently utilizes the Central Square Computer Aided Dispatch (CAD) system, Motorola Vesta 9-1-1 call handling system, Rapid Deploy Text-to-9-1-1, and InterTalk radio consoles to support dispatch operations. Like many large public safety organizations, CHP faces ongoing challenges related to staffing constraints, increasing service demands, manual data entry requirements, and the need to maintain consistent service delivery across geographically distributed communications centers. Additionally, language access needs and data fragmentation across multiple PSAPs represent operational considerations that CHP seeks to better address through AI-enabled technology solutions.

12.2 Operational Objectives

Through this RFI, the CHP seeks to better understand the capabilities of AI-enabled technologies that can assist and support dispatch personnel. The primary objective is to



identify solutions that can enhance operational efficiency, reduce manual workload, and improve service accessibility without compromising public safety.

The CHP is particularly interested in both Agentic and Generative AI solutions that can support or automate the intake and handling of non-emergency calls, contact rotational calls when requested, enter information regarding persons, vehicles, or property into California Law Enforcement Telecommunications System databases, provide real-time transcription and summarization of calls and radio traffic, and offer multilingual communication capabilities, such as translation of emergency calls. Additionally, CHP seeks solutions that can intelligently route or escalate calls to live dispatchers when necessary, ensuring that any potential emergency situations are promptly identified and handled by trained personnel.

Any proposed solution must be designed to augment and support dispatch staff rather than replace them, maintaining the critical human role in public safety communications while leveraging technology to improve efficiency and consistency.

The technology must function in a manner that improves public safety communications operations while maintaining transparency, accountability, privacy protections, and appropriate human oversight and intervention. Consistent with the State's evolving policies regarding responsible AI adoption, CHP intends to identify solutions that enhance service delivery, improve operational efficiency, and support dispatch personnel without compromising civil liberties or public trust.

The AI solution must demonstrate responsible governance practices, including safeguards against misuse, mechanisms to mitigate bias and inaccuracy, transparency in automated processes, and the ability to maintain meaningful human involvement in operational decision-making. Vendors should describe how their solutions support ethical and responsible deployment of AI technologies within a public safety environment, including protections against inappropriate surveillance, unauthorized data use, or unintended operational impacts.

Additionally, CHP seeks solutions that align with modern public sector technology principles by supporting secure integration, auditability, data protection, and operational resiliency across a statewide emergency communications environment. The CHP's objective is to ensure that any future AI-enabled capability functions as a trusted assistive tool that strengthens public safety operations while safeguarding the rights, privacy, and confidence of the people of California.

12.3 Additional Considerations

Current staffing allotment levels in CHP's 24 communications centers is about 922 full-time dispatchers. In addition to dispatchers, the CHP is allotted 147 dispatch supervisors across the communications centers.

Although this solution will be used primarily by dispatch staff, CHP recognizes that ancillary staff may also require access to the AI solution as part of their operational responsibilities. The CHP estimates that approximately 200 additional users, including supervisory, training, technical, quality assurance, records, and administrative personnel, may require role-based access to the system. Vendors should describe how their solution supports up to 1,500 total users, role-based access and user-specific functionality across multiple operational and administrative roles.

Vendors should also provide information regarding available training approaches, including initial implementation training, ongoing user education, role-specific instruction, train-the-



trainer models, and resources designed to support adoption. Users will have varying technical backgrounds and operational responsibilities statewide.

All proposed solutions and services must be Criminal Justice Information Systems (CJIS) compliant, and vendors will be asked to attest as to how they meet such compliance. All data being exchanged with cloud environments must be encrypted both in transit and at rest to ensure Personally Identifiable Information is not reaching unauthorized parties. Administrative users of the solution must have access to auditing or other types of accountability controls that record all access to CJIS data that traverses the platform. This must include the identity of the user accessing the information, the time of access, and the data accessed. To maintain compliance and hold staff accountable, the CHP will regularly review this information to identify any suspicious activity and keep the public's data safe.



ATTACHMENT A – VENDOR PROFILE

[Included as a separate file - see attached document]

ATTACHMENT B – QUESTIONNAIRE

[Included as a separate file - see attached document]

ATTACHMENT C – ROUGH ORDER OF MAGNITUDE COST ESTIMATE

[Included as a separate file - see attached document]

ATTACHMENT D – SIMM 5305-F, GENERATIVE ARTIFICIAL INTELLIGENCE RISK ASSESSMENT

[Included as a separate file - see attached document]