



## **CALIFORNIA HIGHWAY PATROL**

### **REQUEST FOR INFORMATION**

Event Number: RFI\_CISS-25-001

For

### **Artificial Intelligence Solutions for Public Safety Communications**

### **ATTACHMENT B – QUESTIONNAIRE**



## Attachment B - Questionnaire

Respondents shall provide detailed information on the following sections. Each section and sub-section must have a separate response, and responders are encouraged to provide a level of thoroughness that will enable the CHP to achieve the RFI objectives. Provide concise and complete responses to all items, and clearly articulate those that may not be applicable.

### **I. Solution Overview**

- a. Type of AI used (e.g., Generative, Assistive, Agentic, machine learning, etc.).
- b. Description of AI capabilities (e.g., conversational AI, voice automation, NLP).
- c. System architecture (cloud, hybrid, or on-premises).
- d. Maturity of the solution and current deployments (particularly in public safety).
- e. Ability to function as an overlay to existing systems without requiring full replacement of existing systems or infrastructure.

### **II. Non-Emergency Call Handling and Triage**

- a. Ability to answer and manage administrative calls.
- b. Conversational AI capabilities (natural language interaction).
- c. Ability to:
  - i. Resolve routing inquiries.
  - ii. Provide automated responses (e.g., directing to online services).
- d. Multilingual support, including real-time translation.
  - i. Type of AI used for translation.
- e. Critical Requirements:
  - i. Detection of potential emergency indicators (e.g., distress, injury, threats).
  - ii. Immediate escalation ("warm transfer") to a live dispatcher.

### **III. Assistive Call Taking Capabilities**

- a. Real-time call transcription.
- b. Automated incident summarization.
- c. Location validation and mapping support.
- d. Reduction of manual data entry.

### **IV. Integration Capabilities**

- a. CAD systems.
- b. Call handling solutions.
- c. Radio consoles.
- d. NG9-1-1 environments.
- e. Logging/recording systems.
- f. Real-Time Crime Centers.
- g. Data sharing platforms.

### **V. Reliability and Continuity of Operations**

- a. Performance during:
  - i. High call volume events.
  - ii. Network disruptions.
- b. Failover and redundancy capabilities.
- c. Offline or degraded-mode operation.



## **VI. Customer Service/Support/Maintenance**

- a. Please discuss your organization's model for providing customer support including multi-tiered maintenance charges for contacting Customer Support.
- b. Describe your incident/problem reporting and tracking systems, including the ability for authorized customer staff to access those systems directly.
- c. What level of automatic alerting can you provide to CHP's staff in the event of software or hardware failure, degraded service, or exceeded planned utilization?
- d. What is your standard maintenance agreement for providing customer support both on weekdays and after hours (nights, weekends, and holidays)?
- e. What is your standard maintenance agreement for providing administrator and end user training to customers?
- f. Describe your standard process for providing software and hot fix upgrades to customers.
- g. Describe your standard process to resolve critical system outages.
- h. Describe your extended maintenance model for support and warranty coverage.

## **VII. Cost and Timeframe**

- a. The CHP needs to understand approximately how much your solution would cost given the size of the current CHP system (described in the RFI), the complexities of multi-facility rollout, and the thousands of users that need to be trained. Please estimate the cost of hardware, software, services, and maintenance separately and include the prospective cost to design or put in place a system. This includes:
  - i. Anticipated costs for a complete solution and implementation.
  - ii. Anticipated costs for ongoing maintenance and operations of the system.
  - iii. Include any key assumptions used to craft the potential costs.
  - iv. Expected timeframe needed to deploy the outlined system to not exceed the designated costs as defined in the ROM.

## **VIII. Approach and Work Plan**

- a. Describe your project implementation approach for providing the installation and configuration of the hardware and software, all necessary testing, administrator training, and supporting of all Go-Live events at all locations.
- b. What are the types of issues experienced by your organization in past large-scale implementations and how were they overcome?
- c. Describe the CHP's responsibilities, requirements, and supporting efforts needed for meeting your effort and delivery of services.
- d. Describe in detail your company's Disaster Recovery plan, including requirements for as close to zero-downtime as possible.

## **IX. Event and Administrative Reports**

- a. Describe how your solution produces standard reports of individual hardware and network issues, collection of calls, summary of activity logs, and other pertinent information gathered by the system. Additionally, please provide examples of event and administrative reports.

## **X. Compliance and Security**

- a. Does the proposed solution support integration with the CHP Active Directory?
- b. Does your solution allow for Two-Factor/Multi-Factor Authentication for login?



- c. Describe your security procedures and policies for deploying and updating virus prevention, patch management, antivirus, worm, spyware, malware, other malicious software, and any additional PSAP or system threats.
- d. Is your system compliant with current State of California CJIS requirements?
- e. Is your system compliant with current NENA i3 standards?
- f. Data encryption and storage practices.
- g. Data retention and audit capabilities.
- h. Describe your organization's framework for responsible AI use.
- i. What safeguards are in place to prevent misuse of your technology, including unlawful surveillance or inappropriate data use?
- j. How does your solution mitigate bias and ensure equitable outcomes?
- k. Describe how AI-driven decisions can be audited, reviewed, or explained.
- l. What human oversight mechanisms are included in your system?
- m. Do you maintain any certifications, policies, or third-party validations or civil liberties protections?

#### **XI. Data Ownership and Access**

- a. Describe the types of data generated, collected, processed, or stored by your solution, including but not limited to audio recordings, transcripts, metadata, analytics, summaries, logs, and AI-generated outputs.
- b. Confirm whether CHP retains full ownership rights to all data generated, collected, processed, or stored through use of the proposed solution.
- c. Describe the mechanisms available for CHP to access and retrieve raw data generated by the system. Include available export formats, delivery methods, frequency of availability, and any associated limitations or costs.
- d. Describe whether data can be exported in non-proprietary or industry standard formats to support long-term retention, migration, reporting, or integration with other systems.

#### **XII. Data Privacy & Use Restrictions**

- a. Confirm whether any CHP data, including audio, transcripts, metadata, analytics, or AI-generated outputs, is used for any purpose outside of CHP operations, including but not limited to:
  - i. AI model training.
  - ii. Product development.
  - iii. Analytics aggregation.
  - iv. Marketing.
  - v. Sale or sharing with third parties.
- b. If any CHP data is used for product improvement, machine learning, analytics, or model training purposes, describe:
  - i. What data elements are used.
  - ii. Whether the data is anonymized or de-identified.
  - iii. Opt-out capabilities available to CHP.
  - iv. Governance and approval controls associated with such use.
- c. Describe the safeguards implemented to ensure CHP data remains private, secure, and isolated from other customers, tenants, or external entities.
- d. Describe your organization's policies regarding data confidentiality, access controls, subcontractor success, and third-party data sharing.



**XIII. Data Retention & Contract Termination**

- a. Describe the vendor's data retention policies, including configurable retention periods and deletion procedures.
- b. Upon contract termination or expiration, describe:
  - i. How CHP data will be returned.
  - ii. Available export formats and methods.
  - iii. Timeframes for data retrieval.
  - iv. Procedures for permanent deletion of CHP data from vendor systems, backups, and subcontractor environments.
- c. Confirm whether CHP data will be permanently deleted following contract termination and describe how deletion is verified or certified.
- d. Describe any circumstances under which vendor systems may retain CHP data after contract termination, including retention required for legal, regulatory, backup, or disaster recovery purposes.

**XIV. General Questions**

- a. How does your solution ensure no emergency call is misclassified or delayed?
- b. What mechanisms are in place for human oversight?
- c. What is your accuracy rate for call classification and transcription?
- d. How does your system handle language translation in real time?
- e. Can your solution operate as an overlay to existing telephony systems?
- f. What public safety agencies are currently using your solution and how?
- g. How does your platform support statewide data aggregation across multiple PSAPs?
- h. How are audio logs and decision transparency maintained?
- i. What are the risks and limitations of your solution?

**XV. Solution Procurement Approach and Vehicle**

- a. Are there any requirements that would preclude you from competing should an RFP be released? If yes, what suggested changes would allow you to compete?
- b. Are the goods, products, or services you have identified in your RFI response available on a Federal General Services Administration (GSA) or State of CA Leveraged Procurement Agreement (LPA)? If yes, please identify the contract type, name, and number.
- c. What is the model/approach for the license fees for the Vendor Software?

**XVI. Vendor Assumptions**

- a. What assumptions were made in preparing a response to this RFI?