

RFP #26-16743
Questions and Answers - Set 1
9-1-1 Call Processing Equipment (CPE)

Governor's Office of Emergency Services (Cal OES)
9-1-1 Call Processing Equipment (CPE)
RFP #26-16743

Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
1	22.4 Cloud CPE Connectivity - C.4 Cost Workbook		Is the State looking for an average circuit rate across all PSAPs? Or at the time the vendor wins an award will we price each network circuit connectivity separately?		The State is requesting not to exceed prices. The Contractor is encouraged to provide additional discounts to the ordering PSAPs. Costs will be evaluated as per RFP Part 1, Section 4. Cost.
2	3.3.1 Bidder's Qualifications, section 3.2.12 Productive Use/Production History Requirements	p. 83	How would the State evaluate production history requirements for newer or cloud-native solutions with phased deployments?		The State is evaluating the manufacturer's history, not specific products or technologies.
3	B. Network Scope & Pricing Inputs of RFP Part 1 Bidder Instructions for 911 CPE	p.70-71	For cloud-based solutions, must the bidder include a dedicated network, or may existing PSAP connectivity be leveraged?		A new dedicated network to the PSAP is required and is to be provided by the CPE vendor. Network from the NG vendor to CPE's data centers is provided by the NG vendor.
4	4.4.1 PSAP LIST, B. Network Scope & Pricing Inputs-> PSAP Location Data	p. 77	In order to provide the most favorable pricing, this vendor requests a complete PSAP address list/PCL.		See Addendum# 1 for a list of PSAP names.
5	2.3 Key Action Dates, RFP Part 1 Bidder Instructions for 911 CPE	p. 9	This vendor respectfully requests that the State grant a 30-day extension for submitting pricing details to allow bidders sufficient time to address network requirements for cloud solutions?		At this point the State is not considering changing the Key Action Dates.
6	4.4.1 PSAP List	p. 77	Will PSAPs that have an already executed on-prem CPE contract be identified, and should they be excluded from cloud network pricing assumptions?	Vendor wants the ability to provide the most favorable pricing possible, and that can only be achieved with an address list.	No, all PSAPs will have the ability to change CPE during the duration of this contract and can choose on-prem or cloud.
7	Labor Classifications	p. 84	Does "local" refer to geographic proximity, California residency, or prior PSAP familiarity?	The vendor process for pricing requires an extension in order to have sufficient time to address all aspects of the requirements for cloud solutions.	It refers to geographic proximity.
8	7.2 Negotiation Invitation	p. 37	Are Vendors allowed to negotiate API-related items and their delivery upon award?		Any API needed to interface with existing PSAP equipment or the CA 9-1-1 Branch third party monitoring system are required. Any other API requirements for new technology state "as agreed upon between the Bidder and Cal OES."
9	Exhibit B Technical Requirements, Critical Requirements 1.2	p. 3	Is FedRAMP High applicable to the proposed call handling solution itself, or to bidder-held services more generally?		The FedRAMP High requirement applies to the cloud service provider.
10	CDT OSTP RFP Part 2, 3.2.7 Amendment	p. 21	Will awarded vendors be permitted to add future solutions or OEMs to the contract via amendment?		At this point, the State is not considering a refresh of the CPE offering.
11	Section 3.2.12	23 of 118	Section 3.2.12 references both "New On-Premise" and "New Cloud-based" 9-1-1 CPE Offerings and applies the productive use thresholds to each "9-1-1 CPE Offering." Could the State clarify how these requirements apply when a Proposer offers the same underlying software both on-premise and cloud? Specifically, may the productive use thresholds be satisfied in aggregate across both deployment models, or does the State intend for the on-premise and cloud deployments to be treated as separate Offerings, each independently meeting the thresholds with its own customer reference list? This clarification will help ensure the Productive Use Customer List is structured in the manner the State expects..		This requirement is satisfied based on manufacturers history, not based on product or technology type.
12	3.2.12.1	23 of 118	Would there be an opportunity to amend the contract in the future to include our cloud offering if we do not currently meet the productive-use requirements for cloud at the time of proposal submission?		At this point, the State is not considering a refresh of the CPE offering.
13	Section 4.4.1		Respectfully request copies of the most current California Statewide Statistics and PSAP Location lists.		See Addendum# 1 for a list of PSAP names.

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14	Part 1 Bidder Instructions Section 4.4.1	page 77	The RFP states that Upon request, the Contractor shall be provided with the most current PSAP list by CAL OES." Can CAL OES please provide a PSAP List that includes the following information? PSAP street address Current call handling position count Current call handling manufacturer Current call handling system configuration (host, remote, standalone, cloud) Annual call volume (9-1-1 & non-emergency) Quantity of local terminating administrative lines	These details are needed to scope the bandwidth and network required to support the various call handling system designs..	Please see the answer to Question #13.
15	Exhibit B Technical Requirements	Page 2	RFP states "If no is selected, the Bidder may be deemed non-responsive for that requirement. We recommend an option to respond with Not Applicable" for requirements. Exhibit B does not separate cloud vs on premise solutions. If a vendor is proposing a cloud solution, should section 11 On Premise Specific Requirements be left blank?	As a vendor does not want to be penalized for not responding to a non-applicable question.	See Addendum #1 for updated language.
16	Part 1 Bidders Instructions Section 5.3 Delivery of Submittals	Page 29	The state is providing an upload location for each vendor, where we are to upload volume 1, technical response and volume 2 pricing. We are providing 3 solutions. How will this work with a single upload site?	In reference to the bid submission instructions for Volumes 1 and 2, we seek clarification on solution categorization	The Bidder shall request a SharePoint folder for each proposed solution. In this scenario, it should be 3 SharePoint folders.
17	Exhibit C Cost Workbook	C.6 and C.7	If one of our products that we are bidding is an on-premise offering architected to function ONLY as a hosted remote site under a larger framework—rather than a standalone deployment—does CalOES allow for us to provide pricing only on the C.7 tab for host remote and leave the C.6 tab for Standalone empty?	We will be providing multiple responses, one of which is designed for tier 1 and tier 2 PSAPs (i.e. >50 positions). Given the cost workbook is for PSAPs of all sizes, please recommend an appropriate way to respond so that you can evaluate without having to include data for lower tiers.	No. Bidders will only be allowed to submit one bid per technology type (Cloud or on-prem) and must meet all position counts.
18	Exhibit C Cost Workbook	C.9 Application Peripherals	Can item C.9.11 be changed to state the following: AI non-emergency call answering (per call)?	Unlike the other rows in the Application Peripherals worksheet, pricing for this line item is not identified. Typically, this is priced based on administrative call volume	See Addendum #1 for updates.
19	Exhibit C Cost Workbook	C.9 Application Peripherals	Please explain the following regarding item C.9.17 1. What is the assumption under what defines "New Technology" and why is there pre-entered pricing? 2. Can this line be replicated to allow the vendor to specify what is the "new technology" to be able to clarify the pricing we want to propose, since this can be a wide range of things.	Without knowing what we are to provide we wouldn't know the true value of this item.	The new technology line item is to allow for features Cal OES would like to cover in the future. No, this line cannot be replicated or changed.
20	Part 1 Bidders Instructions Section	Page 28 Of 39	Section 4 explains the baseline calculation and notes that the highest and lowest bidders will be excluded if they are more than 15% away from the next respective bidders. If the remaining bids are still widely dispersed with extreme outliers, how exactly will the State calculate the baseline? Additionally, to ensure bidders fully understand the scoring mechanics, can the State please share a sample or blank version of the internal cost evaluation workbook/tool that will be used to calculate these averages and the 15% thresholds?	Assist the Vendor in understanding the scoring mechanics, ensuring a compliant response.	See Addendum #1 for updates.
21	Exhibit C Cost Workbook		For the FY 2026-2027, what is the CA 9-1-1 Branch estimated total budget for all CPE related expenditures?	Data point to help quantify value of contract.	The requested information will not be provided.

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22	2.3 Key Action Dates	12	Request for (2) week extension to the due date.	Given the larger scope of the RFP we respectfully request more time to respond in order to provide the State a more comprehensive response.	The State will not extend the due date.
23	EXHIBIT A- STATEMENT OF WORK, Section 3: Background and Purpose	5	Requesting full diagram of "Figure 1: NG 9-1-1 network diagram (cloud/data center Model)"	Part of it was cut off.	See Addendum # 1 for updates.
24	EXHIBIT A- STATEMENT OF WORK, Section 3: Background and Purpose	6	Requesting full diagram of "Figure 2: NG 9-1-1 network diagram (On-premise model)"	Part of it was cut off.	See Addendum # 1 for updates.
25	EXHIBIT A- STATEMENT OF WORK, Section 12. Escalation	19	This link isn't working. Please provide a working link or the document. https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/911-ORG-chart-Oct-2025.pdf	This link isn't working. Please provide a working link or the document.	The requested link will be provided to the awarded Contractor(s) upon agreement execution.
26	ATTACHMENT 2 - INTENT TO BID FORM	1	Requesting a better copy that shows the whole document.	The right side of the form is cut off.	See Addendum # 1 for updates.
27	ATTACHMENT 7 - BIDDER DECLARATION GSPD 05-105	1	Please provide a copy of the PDF or a link to one that can be downloaded. https://www.documents.dgs.ca.gov/dgs/fmc/gspd/gspd05-105.pdf	The PDF located at the provided link can be filled out but can't be saved.	From the website, download the document and right-click to save.
28	ATTACHMENT 9 - COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION	2	Would appreciate a MS Word or Excel version OR permission to add a sheet (or sheets) for "Written Statement or Statement of No Claim	The space on the form may not allow enough room for us to provide our response.	For additional justification, please use a Word document.
29	ATTACHMENT 13 - CAL OES _ PUBLIC SAFETY COMMIS	1	Would appreciate a MS Word, Excel or fillable PDF version if you have one.	Since there are so many items to fill in, if a MS Word, Excel or fillable PDF version already exists, we would appreciate a copy.	The requested document will be provided to the awarded Contractor(s) upon agreement execution.
30	ATTACHMENT 15 - CPE SERVICE INVOICE TEMPLATE	2-3	Requesting a MS Word or excel version OR a much clearer PDF version.	The PDF has 2 images that are not clear / illegible.	See response to Question #29.
31	EXHIBIT_B_TECHNICAL_REQUIREMENTS_04272, Section 1.2	3	Would CAL OES please clarify if the cloud environment that the application resides in must be in a FedRAMP high environment?		Yes, the requirement states that the cloud service provider needs to be FedRAMP High certified.
32	9-1-1 Call Processing Equipment (CPE), Section 3.2.12	23 of 118	Section 3.2.12 references both "New On-Premise" and "New Cloud-based" 9-1-1 CPE Offerings and applies the productive use thresholds to each "9-1-1 CPE Offering." Could the State clarify how these requirements apply when a Proposer offers the same underlying software both on-premise and cloud? Specifically, may the productive use thresholds be satisfied in aggregate across both deployment models, or does the State intend for the on-premise and cloud deployments to be treated as separate Offerings, each independently meeting the thresholds with its own customer reference list? This clarification will help ensure the Productive Use Customer List is structured in the manner the State expects.		See answer to Question #11.
33	9-1-1 Call Processing Equipment (CPE), 3.2.12.1	23 of 118	Would there be an opportunity to amend the contract in the future to include our cloud offering if we do not currently meet the productive-use requirements for cloud at the time of proposal submission?		See answer to Question #12.
34	Exhibit A, Exhibit B		The Cal OES ICD document is referenced on numerous occasions in the RFP documents. Can a copy of this document be provided as significant cost drivers could depend on these elements should customized interfaces be required? If the complete document cannot be offered, can subsets pertinent to the RFP references be provided? Alternatively, can the customer identify areas where the Cal OES ICD differs from or exceeds typical NENA standards?		This is a Cal OES proprietary document that will be distributed upon contract award.

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35	Exhibit B, Section 3.4	6	Can the customer provide the CA9-1-1 Branch defined CDR standard?		The requested document will be provided upon contract award.
36	Exhibit A, Section 3	3	The RFP indicates that new CPE will be required to interface with legacy 9-1-1 infrastructure until they are onboarded to the NG9-1-1 network. Should vendors be including legacy gateways in their base configurations quoted in Attachment C (C.6 – Basic Stand Alone), or will this equipment be purchased separately on a case-by-case basis (C.8 – Itemized)?		Yes, legacy gateways should be included in the costs.
37	Exhibit A, Section 3	3	Will the customer be providing new ALI modems as part of the base configurations or will the PSAP be responsible for providing new ALI modems?		CPE is responsible for ingesting ALI, they are not responsible for ALI modems.
38	Exhibit A, Section 2, item 4	8	Can the customer provide additional details pertaining to the NGSP trouble ticketing solution, such as the manufacturer/model and/or interface type, such that the e-bonding level of effort can be estimated?		This information will be distributed upon contract award.
39	Exhibit A, Section 5	12-13	This section indicates that PSAPs will have the option to purchase extended maintenance up to a period of 7 years. Attachment C does not offer an area to include maintenance beyond Year 5. Is it the expectation that the recurring monthly maintenance rates for years 1 to 5 would simply be extended for years 6 and 7, or can alternative rates be offered? On premise systems often require a level of hardware refresh following year 5 to maintain system performance. Will vendors be able to quote this refresh, or is it expected that any refresh be amortized in the recurring maintenance fees?		Maintenance for years 6 and 7 will be the same cost as maintenance for years 1-5. No, vendors will not be able to quote separately for a refresh. The costs must be included in the maintenance cost.
40	Exhibit B, Section 11.11	18	Should the vendor assume that the capability to interface with administrative lines/phone systems will be quoted on a PSAP by PSAP basis, and that these costs are to be excluded from the configurations quoted in Attachment C (C.6 – Basic Stand Alone)?		The interfacing with existing phone systems at a PSAP must be included in the price.
41	Attachment C, item C.8.1		This item requests a "Legacy Network Interface card with a minimum of 4 ports to accommodate CAMA or 10-digit." Cards to interface to CAMA trunks and administrative lines typical have different pricing levels. Is it the customer's desire for vendors to present a blended cost applicable to either interface type?		The State is requesting not to exceed prices. The Contractor is encouraged to provide additional discounts to the ordering PSAPs. However, this cost line item is to be used only at OES discretion. These cards should be included in the base system price.
42	Attachment C, item C.8.5		This item requests a "Gateway with required cabling." Can the customer clarify what is to be included for this item?		This item is intended for any generic gateway that might be needed and only to be used at Cal OES discretion.
43	Attachment C, item C.9.13		MIS pricing is requested on a per PSAP basis. Pricing often varies based on factors such as PSAP size, call volume and/or number of PSAP users who can perform reporting. Can the customer specify the factors to be accounted for in completing this line? During the contract period, will there be the opportunity to quote PSAPs pricing based on their specific requirements which may be higher than the amount		No, the State already provides MIS to every PSAP. This is an add-on feature. The cost workbook includes maximum pricing.
44	Attachment C, item C.9.17		Pricing cells for this line item have values in them and the cells are shaded in grey. Are vendors permitted to be changing these values? In addition, cells in this row are not included in the subtotal.		No, these cells can't be changed.

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45	Exhibit B, Various Sections		How should a vendor offering an on-premise solution respond to requirements that uniquely apply to cloud solutions (e.g., section 1.2)?		See Addendum #1 for updates.
46	Exhibit B, Section 3.13	7	This section indicates that keypad dialers and arbitrators are to be included as part of the required workstation configuration. Can the customer indicate the desired number of buttons for the keypad dialers (e.g., 24 buttons), as well as the number of ports for the arbitrators (e.g., 2 ports)?		Contractor can have a standard deployment, but can work with the PSAPs if any changes are requested.
47	Exhibit B, Section 6.1	13	Does the requirement for end-to-end encryption recordings primarily apply to a cloud solution? Can the customer clarify the expectations for a premise-based solution?		Yes. An on-premise-based solution should use encryption where applicable.
48	Exhibit B, Section 6.1	13	In the context of a premise-based solution, the 99% availability requirement would imply a non-redundant solution. Is the customer requesting this for the lab system, or is a fully redundant solution replicating a typical PSAP deployment required?		This answer assumes the question was intended for Exhibit B section 8.1. Yes, this requirement is for the lab only. A fully redundant solution replicating a PSAP is expected. The availability is set to 99% due to anticipated downtime for any development for IOT.
49	Exhibit B, Section 3.16	7	The specified list of equipment does not include headsets. Will the PSAPs be providing headsets for use with the system based on vendor specifications?		No, vendor should provide headsets.
50	Exhibit B, section 4.18	10	Can the customer clarify the degree of configurability that is expected for the outbound caller ID?		The outbound caller ID number must be configurable.
51	Exhibit B, Section 4.38	12	Can the customer clarify which other platforms might be accessing the universal login service?		Contractor must work with the PSAP on what universal login service is used and where.
52	Exhibit B, Section 4.44	13	This section makes reference to a telephone set. Can the customer clarify this reference as physical phone sets are not typically included?		This requirement doesn't specify a physical phone set, just the functionality.
53	Exhibit B, Section 4.46	13	This requirement includes the statement "exclude any participant from hearing/seeing other parties in the conference to allow for private consultation if necessary"? Can the customer explain the use case for being able to see other parties?		Seeing refers to native video calls delivered by carrier once available.
54	Exhibit B, Section 10	15	Can the customer clarify whether the Cloud/Data Center model would be satisfied by a traditional call-handling solution hosted in geo-diverse data centers, or whether a true cloud native solution is required?		Section 10 applies to data center hosted solutions if they are intended to host the whole state.
55	Exhibit B, Section 11.11	18	This requirement is very broad in nature as the need for specific equipment and services would vary significantly based on the specific phone system and/or interface type. Can the customer clarify how vendors would recoup these costs on a per PSAP basis?		Contractor must interface with any phone system/lines at a PSAP if they enter into contract with them.
56	2.3 Key Action Dates	11	1 week extension is requested for last day to submit proposal and be deemed eVAQ approved by OSTP.2	Due to requirement of separate responses for On-Prem and Cloud, more time is needed to ensure separate proposals are complete and provide the most accurate costing after questions are answered.	The State will not extend the due date.
57	SLA Reporting Requirements	Section 25, Page 100, SLA 1 Time to Repair Critical Failure	Recommended Change: Removing the following sentence. Includes failure of 25% or more workstations at the PSAP with 5 positions or more. Also applies to failure of 51% or more workstations at the PSAP with 4 or fewer workstations.	This requirement is included already in the Time to Repair Major Failure. This wording is duplicative. We agree with this requirement in the following SLA.	The State will keep the requirement as is.
58	SLA Reporting Requirements	Section 25, Page 103, SLA 6 Remittance	Recommended Change: Requesting change from 2 billing cycles to 3 billing cycles.	3 Billing Cycles (90 days) is a standard business practice and will not require special process that will add cost to our proposal.	The State will keep the requirement as is.

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59	SLA Reporting Requirements	Section 25, Page 105, SLA 9 Root Cause Analysis for Unplanned Outages	Recommended Change: Request change to 30 days for RCA.	30 days is a standard business practice and will not require special process that will add cost to our proposal.	The State will keep the requirement as is.
60	Exhibit A	25	What is the CA 9-1-1 Branch Service Management Platform?		The CA 9-1-1 Branch Service Management Platform is not in place yet and it will be announced when available.
61	RFP	Required to Submit Items	You indicate what is to be included in "Volume 1" and "Volume 2". However, there are other items required to be submitted, for example, Insurance Coverage and Customer List for Productive Use Requirements (to name a couple). How should these be submitted?		Submit all items in Volume 1. Volume 2 should only include costs.
62	Exhibit B	Any	If we answer "N" for any item, we "may be deemed non-responsive for that requirement. How does this impact the "Pass/Fail" status for Exhibit B?		The proposed CPE should meet all mandatory requirements. See 2.5.1. IDENTIFICATION AND CLASSIFICATION OF SOLICITATION REQUIREMENTS for clarification language.
63	Attachment 9	All	If none of our Subcontractors are certified small business (SB), micro business (MB), and/or DVBE Contractors, is this form still required as part of the submission?		If the Subcontractor is not a certified small business (SB), micro business (MB), and/or DVBE, the form is not required.
64	Exhibit C - pricing on Cloud	Any	Provide a current list of all PSAPs, including addresses, number of seats, annual or monthly call volumes, busy hour call volumes, on-prem PBX/phone systems with manufacturer and version, PSAP type (i.e., primary, secondary, etc.), current PSAP CPE with manufacturer and version, and contract end date of current PSAP CPE.		See Addendum# 1 for a list of PSAP names.
65	Exhibit B	2.3	By stating PSAP Credentialing Agency (PCA) does this mean your intent is to have NIOC certs?		Contractor must use certificates issued by the Next Gen Service Provider. This will include PCA certificates when available.
66	Exhibit B	All	Please confirm that respondents may indicate "Yes" for requirements that are part of the product roadmap, provided these capabilities are contractually committed and will be delivered in alignment with defined project milestones, including successful validation against agreed acceptance criteria and availability for installation at the time of first client deployment, with applicable SLA-backed obligations.		The system must meet all requirements by the time of installation in the CA 9-1-1 Branch Lab.
67	Exhibit B	All	The 9-1-1- Call Processing Equipment (CPE) document, Section 3.4.1 states, "Bidder must not alter the structure or content of Exhibit B Technical Requirements. Is this to mean we are not to provide any additional verbiage regarding technical descriptions in Exhibit B?		Answers shall be "yes" or "no" only. No additional verbiage will be considered, nor should requirements be altered.
68	Attachment 6		We are unclear as to who exactly need to sign this. For example, we use many third party vendors for internal components to our solution such as Microsoft, Dell and Cisco. These third parties never touch any client data, documents or systems. We assume these companies do not have to sign Attachment 6 but want to verify. And, we assume a third party vendor who do have contact with your data or systems do have to sign Attachment 6, but want to verify this, too. And, finally, we are unclear as to which employees of our company have to sign Attachment 6. Please advise on all 3 scenarios.		The Bidder must complete and submit this form. It must be signed by the Bidder's Authorized Representative or Corporate Officer.

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69	Exhibit B	2.8	Please confirm key elements (e.g., such as minimum notice periods, funding treatment, regression testing expectation), and the treatment of new standards implementations within base contract pricing, will be mutually defined and agreed upon between Cal OES and the selected vendor during contract finalization.		CA 9-1-1 Branch will work with the contractor to determine the timeline for any new updates.
70	Exhibit B	2.14	Please confirm if "configurable at no cost for any future changes" covers only field mapping/configuration or does it also include software development, interface redesign, certification testing and deployment services?		This includes any changes needed to meet the state ALI format.
71	Exhibit B	3.1	Please provide a listing of all required interface types (e.g. CAD systems, versions, interface methods, and any known nonstandard implementations).		CA 9-1-1 Branch does not have this information available to provide.
72	Exhibit B	3.7	Please provide a listing of all required interface types (e.g. logging recorders, radio systems, mapping systems, and other peripherals, including interface specifications and unsupported legacy devices).		CA 9-1-1 Branch does not have this information available to provide.
73	Exhibit B	3.13	How many monitors are required per workstation?		A minimum of one monitor is required.
74	Exhibit B	3.18	In our experience, cabling costs can vary dramatically based on individual PSAP circumstances. Please explain how you anticipate these costs being normalized?		The State is requesting not to exceed prices. The Contractor is encouraged to provide additional discounts to the ordering PSAPs. Costs will be evaluated as per RFP Part 1, Section 4. Cost.
75	Exhibit B	4.11	Which languages are mandatory at go-live, what translation accuracy/lag thresholds are acceptable?		See Addendum #1 for updates.
76	Exhibit B	4.34	What are the required data sources, and retention period, for historical notes linked to a phone number?		The data source is notes entered by the call taker. This data is retained indefinitely unless deleted by the PSAP.
77	Exhibit B	7.4	Originating PSAP would already have access to our ITSM platform. For other parties interested, is this required real-time? If so, which and how many ITSM platform(s) require e-bonding?		Ticket information must be made available to the CA 9-1-1 Branch. E-bonding is required for tickets to the Next Gen Service Provider and the CA 9-1-1 Branch Service Management Platform.
78	General question regarding Exhibit A	Starts on page 68	Are there are cabling requirements for a new 911 system, either cloud based or on-premise? Is new cabling required from backroom to workstation CHE? Or can existing cabling be used?	Assists in determining pricing and types of materials needed.	Cabling is required to be provided by the Contractor. Use of existing infrastructure must be agreed to by the PSAP.
79	General question regarding Exhibit A	Starts on page 68	If a Valued Added Reseller (VAR) is responding with multiple manufacturer partners, is the VAR responsible for maintaining a lab environment for each manufacturer?	Determines the infrastructure to be used.	Each manufacturer must have a system in the Cal OES lab that the VAR has access to. If a VAR has a system that isn't in the lab or the manufacturer doesn't plan to install it, they must install one. Also, if the manufacturer doesn't allow the VAR access for testing, troubleshooting, and training, the VAR must install their own system.
80	General question regarding Exhibit A	Starts on page 68	Please provide the most current PSAP list by Cal OES.	Assists in determining pricing and types of materials needed.	See Addendum#1 for a list of PSAP names.
81	General question regarding Exhibit A	Starts on page 68	Who is financially responsible for manufacturer "critical spares" kits? Is each PSAP required to have a "critical spare"?	Assists in determining pricing and types of materials needed.	The vendor is financially responsible for spares. No, the PSAP is not required to have spares on hand. The vendor must stage spares accordingly to meet the SLAs.
82	General question regarding Exhibit A	Starts on page 68	Please define the system components to be quoted for on-premises "Basic Standalone" positions. For example, workstation, keyboard, mouse, monitor(s), headsets?	Assists in determining pricing and types of materials needed.	See Exhibit B, Section 3. All requested components shall be included.
83	General question regarding Exhibit A	Starts on page 68	Connectivity for clous based system is priced per PSAP, not per workstation. How shall the respondent address this in the Exhibit C1 Price workbook?	Assists in determining pricing.	The price in the cost workbook (22.4) is per PSAP. but is directly tied to position count.
84	General question regarding Exhibit A	Starts on page 68	Will the vendor be allowed to conduct a Site Survey prior to providing the PSAP a specific quote?	Assists in determining pricing and types of materials needed.	Yes

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85	2.2.3	10	The current version of Attachment 2: Intent to Bid appears to be formatted in a way that prevents vendors from viewing the full content and required fields. Question: Can the State confirm whether the form is functioning as intended? If not, will a corrected version of Attachment 2 be repaired and re issued to ensure all bidders can access and complete the required information?		See separate revised file uploaded in Cal eProcure "INTENT TO BID_ATTACHMENT 2.DOCX"
86	Exhibit B	3	Exhibit B includes requirements for both the New Cloud and New On Prem solution options. If a bidder is proposing only the New On Prem solution, how should Cloud specific requirements be marked when "N/A" is not an available response option? Likewise, if a bidder is proposing only the New Cloud solution, how should On Prem specific requirements be marked?		See Addendum #1 for updates. The bid response shall be specific to cloud solution, and on-prem solution. When bidding on one technology type, leave the other blank.
87	2.3	11	"9-1-1 Call Processing Equipment (CPE) RFP-FULL > Section 2.3 Key Action Dates lists the proposal submission deadline as June 12, 2026 at 10:00 AM, while the Cal eProcure posting lists the end date as June 30, 2026. Question: Can the State please confirm the official and binding proposal submission deadline?"		The State will not extend the due date.
88	5.4.1	31	"Section 5.4.1 of the RFP specifies the documents required in Volume 1: Response to Administrative and Technical Requirements. Question: May a bidder include optional narrative materials—such as a Cover Letter, Executive Summary, or Solution Overview—within Volume 1 to provide additional clarity regarding the proposed solution, provided that all required forms and responses remain clearly identifiable and in the order prescribed by the RFP?"		Yes, optional materials may be included, but the State will not evaluate them.
89	Full RFP		"The RFP allows bidders to propose the New Cloud solution, the New On Prem solution, or both. Question: If a bidder submits proposals for both the New Cloud and New On Prem options, and the State determines that one of the two options does not meet the mandatory requirements, will the State evaluate and consider the remaining compliant option for award? In other words, can the State confirm that a determination of non compliance for one solution option (e.g., Cloud) does not disqualify the bidder from award consideration for the other solution option (e.g., On Prem), provided that all administrative, qualification, and mandatory requirements applicable to that option are met?"		Yes. Bidders will submit separate bids for each technology type. Each bid will be evaluated independently.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
90	Exhibit B, Item 1.2	116	Exhibit B, item 1.2 states that "cloud native solutions must utilize a cloud service provider that holds a verified FedRAMP High certification." Question: If a bidder proposes a private data center-based solution (as permitted under the RFP's "cloud/data center" model), does the FedRAMP High certification requirement still apply, or is FedRAMP High required only when the bidder's solution leverages a third party public cloud service provider? Additionally, if the FedRAMP High requirement does not apply to private data center-based solutions, how should bidders mark the corresponding FedRAMP related requirement fields in Exhibit B when "N/A" is not an available response option?		FedRAMP High applies to the cloud service provider.
91	3.2.12.1	23	"Section 3.2.12.1 requires bidders to provide a Productive Use Customer List identifying customers who currently have the proposed software, tool, or service installed, licensed, subscribed, or operating. Question: Does the Bidder Qualifications Matrix (Attachment 12) satisfy this requirement, or is the State requesting a separate, additional Productive Use Customer List in addition to the information already provided in the Bidder Qualifications Matrix?"		See Addendum #1 for updates.
92	Exhibit C		"As PSAPs adopt new NG9-1-1 capabilities such as multimedia (e.g., images, video, and other data rich interactions), some locations may require additional or upgraded internet connectivity to fully utilize these features. Question: Would the State consider adding a line item to the pricing spreadsheets in Exhibit C that would allow PSAPs to procure the necessary internet connectivity under the same contract vehicle as the new technologies, ensuring consistent pricing and streamlined procurement?"		No
93	Compliance and Standards Requirements 2.2, 2.9, 2.10	3	The requirement requires compliance with the Cal OES Interface Control Document (ICD) which is not provided in the RFP materials or exhibits. Can the current version of the ICD be shared for review?		See response to Question #34.
94	Compliance and Standards Requirements 2.9	4	The current NENA standard (STA-010.3f) does not define an interface for connectivity to multiple NG9-1-1 E911 providers simultaneously. Will the ICD provide guidance on Ad Hoc Conference Bridge selection and notifications for QueueState and ServiceState?		Yes. See response to Question #34.
95	Interface Requirements, 3.7	6	If interfacing with peripheral equipment requires additional hardware or software, how will the additional components be funded?		Vendor response to the cost workbook should consider this. The cost workbook pricings are not to exceed values. The Contractors are encouraged to offer additional discounts to the ordering PSAP.
96	Functionality Requirement, 4.10	9	How will additional IP phone sets be funded?		There is a line item in the cost workbook for IP phone sets.
97	Functionality Requirement, 4.47	13	Please specify what constitutes a "remote workstation" for this requirement. Remote has many different interpretations in this context. The assumption is that a remote workstation would have some sort of VPN connection to the PSAP network to ensure cybersecurity compliance is maintained.		Remote workstation is any workstation that is NOT located at the PSAP and physically connected to the backroom equipment. It is up to the contractor and PSAP to determine connectivity, but the system still must meet all cybersecurity requirements.
98	Service Management Requirements, 7.1	14	Please specify which third-party monitoring system is used by Cal OES to ensure compatibility.		The CA 9-1-1 Branch Service Management Platform is not in place yet, and it will be announced when available.
99	Service Management Requirements, 7.5	14	Please specify which third-party monitoring system will be used by Cal OES and NGCS provider to ensure compatibility.		The CA 9-1-1 Branch Service Management Platform is not in place yet, and it will be announced when available.
100	Exhibit A – Statement of Work	5.6	Included pictures referenced in the document have been truncated. Please provide complete diagrams.		See Addendum #1 for updates.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
101	Cloud Cost Workbook		For a cost model that reflects Per PSAP costs and Per Position costs, where should we reflect the Per PSAP costs?		Each cost workbook line item specifies the unit of measure. The bidder is to follow those instructions. It will either be per PSAP or per position.
102	Both Cost Workbooks		The Cost Workbooks include 5 years, but the RFP states the base period is 4 years. Is that by intent or is that a mistake?		The agreement term defines the length of the contract between the Contractor and the State and allows the Contractor to sell to CA PSAPs. Once a sale is made with a PSAP, the contractor is required to maintain that system for 5 years, and up to 7 years.
103	Both Cost Workbooks		The Cost Workbooks only include 5 years. Where do we include pricing for the optional years? Follow-up question: For cloud pricing models where costs get amortized over a certain time period, should we amortize over a three-year period since there are two 3-year option periods?		The price for year 6 and 7 are the same as years 1-5. For cloud, once a sale is made with a PSAP, the vendor must provide service and maintain the system for a minimum of 5 years and up to 7.
104	On-Premise Cost Workbook		What is the State's recommended approach for pricing future hardware costs? Given the ongoing fluctuations in the global economy and the resulting changes in hardware pricing, how should bidders account for and manage pricing risk in future contract years?		The bidder must forecast those costs for the length of the contract. At this point, the State is not considering a refresh of the CPE offering.
106	Both Cost Workbooks		Does row 25 (Line Item #22.1.20) represent the cost to go from 20 positions to 21, 22, 23, etc.?		Yes.
107	Both Cost Workbooks		Does row 26 (Line Item #22.1.21) represent the cost to go from 20 positions to 21, 22, 23, etc., or does it represent going from any position to the next higher position (i.e., from 2 positions to 3 positions)?		No, this line item is to add positions after the initial install.
108	On-Premise Cost Workbook		How should tiered hardware costs be represented within the On-Prem Cost Workbook? For example, a server at a given price point may support up to 20 positions, while deployments exceeding 20 positions require a higher-capacity (and higher-cost) server. What is the recommended approach for modeling these capacity thresholds and associated cost escalations in the workbook, specifically after 20 positions?		The bidder is expected to provide the pricing for this cost model.
109	Exhibit A: Statement of Work – Section 18.6 Replacement Parts		Do you want bidders to include replacement parts in the Cost Workbooks?		No. There will be no extra cost for replacement parts. Replacement parts are covered in the maintenance and must be covered by the Contractor.
110	On-Premise Cost Workbook		In the On-Premise Cost Workbook, can you clarify the difference between the Basic Stand Alone tab and the Host Remote tab?		Host Remote systems are where a local group of PSAPs shares back-room equipment. It is a form of a locally hosted system.
111	Cybersecurity Requirements	General	What specific cybersecurity framework(s) does Cal OES require CPE vendors to comply with (e.g., NIST 800-53, CJIS)?		Cyber security requirements are listed in Section 6 of Exhibit B - Technical Requirements.
112	Functionality Requirements	General / Exhibit B	Does Cal OES intend for bidders to propose a single unified solution supporting BOTH cloud-based and on-premise CPE under one contract, or will separate contracts be awarded to separate vendors for each deployment model?		The State will issue separate contracts for each proposed solution.
113	Migration and Transition	Section 4 / Exhibit A	What is the expected migration timeline and phased approach for transitioning PSAPs from the legacy CAMA-based environment to the new CPE?		CHS is expected to be on CAMA until the CA9-1-1 branch awards a new network contract. The timeline is currently unknown.
114	Training Requirements	Exhibit A (Training Section)	Please specify the minimum training requirements for PSAP staff and administrators: How many hours are required?		The number of hours is mutually agreed upon by the contractor and PSAP.
115	22. Maintenance and Operations (M&O), RFP	Page #96	The SOW requires a "draft maintenance plan" to be submitted with the proposal response. Can Cal OES confirm the expected format and minimum level of detail required for the draft maintenance plan at the proposal stage.		See Addendum #1 for updates.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
116	ATTACHMENT 9: COMMERCIALLY USEFUL FUNCTION (CUF) CERTIFICATION	Page#32, Section RFP 5.4.1	Attachment 9 (CUF Certification) is listed in the Volume 1 checklist as "if applicable". The RFP does not define the conditions that make it applicable. Under what specific circumstances is the CUF Certification required.		The Bidder must complete and submit the form with its response. The Bidder shall mark the applicable options.
117	22. Maintenance and Operations (M&O), RFP	Page #96	SOW Section 22 (Maintenance and Operations) states: "Contractor shall include a draft maintenance plan in response to this RFP." This is a narrative deliverable required at proposal stage, yet it does not appear anywhere in the Volume 1 submission checklist in Section 5.4.1. Please clarify:(a) Is the Draft Maintenance Plan required to be included in the Final Proposal submission? (b) If yes, where in the Volume 1 ordering does it belong.		See Addendum #1 for updates.
118	3.2.12.1.1. CUSTOMER LIST FOR PRODUCTIVE USE REQUIREMENTS	Page #24,25 RFP	Section 3.2.12.1.1 requires the bidder to submit a Productive Use Customer List as part of the proposal, including Customer Name, Project Name, software/tool/service name, and contact information (phone and email). This document is not included in the Volume 1 submission checklist in Section 5.4.1. Please clarify:(a) Is the Productive Use Customer List required to be included in Volume 1 of the Final Proposal?(b) If yes, where in the ordering sequence does it belong		See Addendum #1 for updates.
119	3.2.11. STATEMENT OF WORK (M)	Page#22, RFP	Section 3.2.11 of Part 1 explicitly designates Exhibit A, Statement of Work as Mandatory (M) and states "Refer to Part 2, Bidder Response EXHIBIT A: STATEMENT OF WORK." However, Exhibit A is not listed anywhere in the Volume 1 submission checklist in Section 5.4.1. Please confirm what is expected from the Bidder for this		The Bidder shall confirm agreement with the SOW on Exhibit 4 Cover Letter. The SOW will be included in the executed contract.
120	5.4. PROPOSAL CONTENT AND STRUCTURE	Page #30, RFP	Please clarify: (a) Should Volume 1 be uploaded as one single combined PDF file with all attachments and exhibits merged together in sequence? (b) Or should each attachment/exhibit be uploaded as a separate individual file within the Volume 1 subfolder? (c) If separate files are acceptable, how should they be named so the State can easily identify and sequence them?(d) How should Attachment 12 (Excel) and Exhibit B (Word docx) be handled. Do they have to be submitted in their native formats as separate files alongside a PDF of the rest of Volume 1?		Volume 1 should include each attachment/exhibit as a separate individual file within the Volume 1 subfolder. The files should they be named by each title name so the State can easily identify and sequence them. Attachment 12 (Excel) and Exhibit B (Word docx) to be submitted in their native formats as separate files within Volume 1.
121	5.4. PROPOSAL CONTENT AND STRUCTURE	Page #30, RFP	Section 5.4 item 2 requires all "response components" to use Century Gothic typeface, minimum 12pt, with headers/footers and tables no smaller than 10pt. However, the majority of Volume 1 consists of pre-formatted attachments provided by the State itself (Attachments 2, 3, 4, 5, 6, 7, 8, 9, and 17), all of which use fonts, layouts, and formatting set by Cal OES or CDT, not Century Gothic.		Submit the State-provided pre-formatted attachments in its own fixed headers and footers.
122	5.4. PROPOSAL CONTENT AND STRUCTURE	Page #30, RFP	Section 5.4 item 1 requires that every page of the proposal display: Solicitation #, Name of Bidder, Attachment/Exhibit Number, and Page # of ##. However, the State-provided pre-formatted attachments already have their own fixed headers and footers.		Submit the State-provided pre-formatted attachments in its own fixed headers and footers.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
123	5.4. PROPOSAL CONTENT AND STRUCTURE	Page #30, RFP	Exhibit B (Technical Requirements) is provided by the State as a Word .docx file that bidders must complete by selecting Yes/No checkboxes. The document has its own pre-existing font and formatting set by Cal OES. Please confirm: (a) Should bidders reformat the entire Exhibit B Word document to Century Gothic 12pt before submitting, or submit it in its original State-issued formatting? (b) The RFP instructs bidders "must not alter the structure or content of EXHIBIT B: TECHNICAL REQUIREMENTS" (Section 3.4.1). Does reformatting the font constitute an alteration that could render the proposal non-responsive?		Submit Exhibit B, in its original State-issued format.
124	Bidder Qualification Matrix - Attachment 12 -Q2	Tab2. Bidder Qualifications	The Bidder shall have two (2) live 9-1-1 call handling deployments, from the same manufacturer as the proposal, that have been installed and operational for a minimum of three (3) years each. The systems shall demonstrate sustained operational performance, as evidenced by documented uptime, SLA compliance, and absence of prolonged or repeated critical (Severity 1) service outages.	The phrase "operating trouble-free for a minimum of three (3) years" introduces a subjective and non-verifiable standard, as all complex 9-1-1 call handling systems will experience some level of incidents, maintenance events, or minor service interruptions over a multi-year operational period. As written, this criterion may be interpreted inconsistently across bidders and may unintentionally exclude otherwise qualified and proven solutions. To ensure objective evaluation and promote fair competition, the Bidder recommends revising this requirement to incorporate measurable and industry-standard performance criteria, such as system availability, SLA compliance, or severity-based incident thresholds.	No question asked. Statement noted.
125	Bidder Qualification Matrix - Attachment 12 -Q3	Tab2. Bidder Qualifications	The Bidder shall disclose any instances within the past five (5) years in which: (a) Call Processing Equipment (CPE) was removed from service due to technical or operational issues; (b) the Bidder received a cure notice or similar formal performance notice related to CPE; or (c) the Bidder was suspended or restricted from providing CPE or related services. For each instance, the Bidder shall provide details regarding the nature and severity of the issue, corrective actions taken, and current status or resolution. The Agency will evaluate this information in the context of overall system performance, reliability, and the Bidder's demonstrated ability to remediate and prevent recurrence.	This qualification establishes an absolute disqualification standard based solely on the removal of Call Processing Equipment (CPE) within California, without consideration of other relevant indicators of vendor performance, such as cure notices, suspensions from providing services, or similar actions in other jurisdictions. As a result, the requirement may create an incomplete and potentially inconsistent assessment of vendor risk. Additionally, the requirement does not account for the circumstances, severity, or resolution of such events. In practice, complex 9-1-1 systems may undergo removal, replacement, or contractual action for a variety of reasons, including upgrades, agency-driven decisions, or issues that have since been fully remediated. An automatic disqualification standard does not distinguish between isolated, resolved events and ongoing performance concerns. Further, limiting the scope to California installations introduces a geographic constraint that may not reflect a vendor's overall performance across multiple jurisdictions, and may result in uneven evaluation across bidders.	No question asked. Statement noted.

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126	Exhibit B Technical Requirements - Critical Requirements 1		"The Call Processing Equipment (CPE) solution shall be commercially available and proven, with a verifiable installed base and supportable by certified local technicians. Within the past five (5) years, has the Bidder experienced any of the following related to its CPE solution in any jurisdiction where the Bidder failed to take appropriate and timely corrective action to resolve the issue: (a) removal from service due to technical or operational issues; (b) issuance of a cure notice or similar formal performance notice; or (c) suspension or restriction from providing CPE or related services? "	The Bidder provides this response based on the current wording of the requirement; however, the Bidder respectfully reiterates concerns regarding the structure and scope of this qualification. As written, this provision establishes an absolute disqualification standard based solely on whether Call Processing Equipment (CPE) has been removed from service within the State of California within the past five (5) years, without consideration of the circumstances, severity, or resolution of such events. This approach does not allow for meaningful differentiation between isolated, resolved issues and systemic performance concerns. Additionally, the requirement is limited to a single type of event (removal) within a single jurisdiction (California), while not accounting for other relevant indicators of vendor performance, such as cure notices, suspensions, or service restrictions, whether in California or other jurisdictions. As a result, the current language may create an incomplete and potentially inconsistent assessment of vendor reliability.	No question asked. Statement noted.
127	Both Cost Workbooks		What is the Labor Rates tab for? Each row has an estimated 50 hours associated with it. What is the intent?		Labor rates may be used solely at the discretion of Cal OES.
128	Both Cost Workbooks		Where do we put our Price Assumptions in our proposal? I don't see anywhere in the Cost Workbooks to include assumptions. Can we add a Price Assumptions tab?		No, nothing can be added to the cost workbook.
129	On-Premise Cost Workbook		Can you specifically state what you want included on the Basic Stand Alone tab?		The technical requirements state what is to be included in each system. All components required to operate the system shall be included in the base cost.
130	Both Cost Workbooks		What is the purpose of the Itemized tab on each of the Cost Workbooks?		These lines are to be used at Cal OES discretion under unusual circumstances. All components required to operate the system shall be included in the base cost.
131	Section 4.4.1	77	We would like to respectfully request copies of the most current California Statewide Statistics and PSAP Location lists.	Current statewide statistics and PSAP location data are needed to validate assumptions, size the solution, and develop accurate implementation plans and pricing.	See Addendum# 1 for a list of PSAP names.
132	Section 4.4	77	Given the extensive scope of conducting detailed site surveys for 430 PSAP locations to assess electrical power, common ground, environmental controls, floor plans, cabling, and NG9-1-1 readiness as required by the Statement of Work, can the State provide clarification or flexibility on the timeline or approach for completing these surveys? Specifically, is there an allowance for phased assessments, prioritization of critical sites, or additional time to ensure thorough and accurate evaluations?	Survey timelines materially affect staffing, travel, scheduling with PSAPs, and overall project risk; clarity on phasing or flexibility is required to propose a realistic, compliant schedule and cost.	Site surveys shall not be conducted prior to contract award. Detailed site surveys will be performed on an individual basis, post-award, during the procurement phase with each specific PSAP.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
133	Section 4.7 and Exhibit C	78	Relocations: Can the State please clarify if there are any planned or anticipated PSAP relocations during the contract period? If so, will the costs associated with such relocations—including disconnection, transport, and reinstallation of CPE—be the responsibility of the PSAP, as outlined in Section 4.7 of the Statement of Work? Additionally, when a relocation occurs, is a separate contract or amendment required for these services, or are they handled under the existing contract terms and rates (as referenced in EXHIBIT C: COST WORKBOOKS)?	Relocation responsibility and contracting approach drive cost allocation, logistics planning, and change-control; confirmation prevents unpriced scope and future disputes.	Moves, Adds, and Changes (MACs) are covered in the SOW. 4.8. MACs are paid for by the PSAP. The state does not know when a PSAP plans to relocate, so this information cannot be provided.
134	Section 11, #4	84	To support the requirements outlined in Section 11, Contractor's Roles and Responsibilities—specifically the obligation to provide necessary wiring, labor, and installation for connection and integration to CAMA and NG9-1-1 circuits, as well as all necessary peripheral lines and equipment (admin phone system, logging recorder, CAD, etc.)—can the State provide a current inventory or confirmation of which PSAP locations already have existing CAMA circuits, NG9-1-1 circuits, and peripheral lines and equipment in place? If such information is not available, what is the recommended process for the contractor to verify the presence or absence of these circuits and equipment at each site prior to installation?	Knowing which sites already have required circuits and peripheral systems reduces uncertainty in wiring/installation scope, avoids duplicative work, and enables accurate labor, materials, and schedule estimates.	All PSAPs will require CAMA, NG9-1-1 circuits, and admin lines. These costs must be accounted for in the basic system. Site survey will be required before presenting the final quote to a PSAP.
135	Section 11, #11	84	Number 11 states, "Contractor staff may be subject to PSAP background check and security requirements." Can the State please clarify whether contractor staff assigned to work on this contract are required to undergo background checks prior to performing services at all PSAP locations or for the CA 9-1-1 Branch? If such background investigations are required, will the State or the PSAP be responsible for the associated costs, or should the contractor include these costs in its proposal pricing?	Background check requirements affect onboarding lead time, staffing availability, and proposal pricing; clarification ensures compliance and proper cost responsibility.	Background checks are at PSAP's discretion. The contractor will need to work with the PSAP on what is needed at the time of sale.
136	Section 13.2 and Section 18.7	88	Are upgrades and maintenance required to be tested in the CA 9-1-1 Branch NG9-1-1 Lab prior to implementation at PSAPs? • The SOW (Section 13.2 and Section 18.7) states that all CPE shall be tested at the CA 9-1-1 Branch NG9-1-1 Lab at Cal OES' discretion, and that system/software updates must be validated through the lab upon direction by the CA 9-1-1 Branch. Can the State clarify whether all upgrades and maintenance are always required to be tested in the lab before deployment, or if this is determined on a case-by-case basis?	Lab testing requirements impact release management, scheduling, and cost; understanding whether testing is mandatory or discretionary is necessary to plan upgrade cadence and resource commitments.	Not all updates or changes will require testing in the CA 9-1-1 Branch Lab. The Contractor will follow the CA 9-1-1 Branch change control process. That requires submitting any updates or changes in writing to the CA 9-1-1 branch, and they will determine, in conjunction with the NG 9-1-1 service provider, if testing is needed.
137	Section 13.2	88	Is the CA 9-1-1 Branch NG9-1-1 Lab configuration considered the standard for all PSAP locations? • The SOW requires the contractor to provide a fully operational CPE system in the CA 9-1-1 Branch NG9-1-1 Lab prior to the first TD-288 issuance, and to maintain lab uptime and compliance. Is the configuration and environment of the CA 9-1-1 Branch NG9-1-1 Lab intended to serve as the reference standard for all PSAP deployments, or are there site-specific variations that may be permitted or required?	Establishing the lab as a reference baseline (or allowing site-specific deviations) affects standardization, configuration management, testing, and acceptance criteria across all PSAP deployments.	The CA 9-1-1 Branch Lab will be used for troubleshooting and testing updates. Primarily, it should remain on the most current version, but it may be used to test future updates.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
138	Both Cost Workbooks		The Cost Workbooks include 5 years, but the RFP states the base period is 4 years. Can the state clarify the difference between the 5-year cost vs the 4-year base period?	This request is intended to ensure consistency in pricing and eliminate any misinterpretation of the total cost associated with the contract years.	The agreement term defines the length of the contract between the Contractor and the State and allows the Contractor to sell to CA PSAPs. Once a sale is made with a PSAP, the contractor is required to maintain that system for 5 years, and up to 7 years.
139	Both Cost Workbooks		The Cost Workbooks only include 5 years. Where do we include pricing for the optional years?	If options are to be priced, bidders need a defined location and method in the workbook so optional-year pricing is complete, comparable across bidders, and evaluable by the State.	Maintenance for years 6 and 7 will be the same cost as maintenance for years 1-5. The not-to-exceed Monthly Maintenance Rate shall remain the same throughout the contract.
140	Both Cost Workbooks		Will costs beyond year 5 be negotiated at future cost?	Clarifying how years beyond the provided workbook are handled is necessary to manage long-term pricing risk and to understand whether escalation/negotiation mechanisms will apply.	Maintenance for years 6 and 7 shall be the same cost as maintenance for years 1-5. At this point, the State is not considering a refresh of the CPE offering.
141	New Cloud Cost Workbook		For cloud pricing models where costs get amortized over a certain time period, should we amortize over a three-year period since there are two 3-year option periods?	Amortization assumptions materially change annual pricing; guidance ensures bidders model cloud costs consistently and aligns pricing with the State's expected option-period structure.	The agreement term defines the length of the contract between the Contractor and the State and allows the Contractor to sell to CA PSAPs. Once a sale is made with a PSAP, the contractor is required to maintain that system for 5 years, and up to 7 years.
142	On-Premise Cost Workbook		What is the State's recommended approach for pricing future hardware costs? Given the ongoing fluctuations in the global economy and the resulting changes in hardware pricing, how should bidders account for and manage pricing risk in future contract years?	Hardware price volatility can create significant risk in out-years; without a defined approach for option-year pricing, that risk can drive increased costs across all contract years. Clarifying the State's preferred approach supports compliant, sustainable, and consistently evaluated pricing.	At this point, the State is not considering a refresh of the CPE offering.
143	Both Cost Workbooks	Tab C.1 - Systems	Does row 25 (Line Item #C.1.20) represent the cost to go from 20 positions to 21, 22, 23, etc.?	This clarification is requested to ensure bidders apply incremental pricing consistently for additional call-handling positions beyond 20. Clear guidance on how the cost is intended to scale (e.g., from 20 to 21, 22, 23, etc.) helps avoid inconsistent assumptions and supports accurate, comparable bid evaluation.	Yes.
144	Both Cost Workbooks	Tab C.1 - Systems	Does row 26 (Line Item #22.1.21) represent the cost to go from 20 positions to 21, 22, 23, etc., or does it represent going from any position to the next higher position (i.e., from 2 positions to 3 positions)?	This clarification is requested to ensure bidders interpret and apply the incremental position line item consistently. Clear direction on whether the line item is intended only for increases beyond the 20-position threshold or for any position-to-position increase helps prevent inconsistent assumptions, avoids over- or under-stating costs, and supports accurate, comparable bid evaluation.	No, this line item is to add positions after the initial install.
145	On-Premise Cost Workbook		How should tiered hardware costs be represented within the On-Prem Cost Workbook? For example, a server at a given price point may support up to 20 positions, while deployments exceeding 20 positions require a higher-capacity (and higher-cost) server. What is the recommended approach for modeling these capacity thresholds and associated cost escalations in the workbook, specifically after 20 positions?	Capacity-based hardware tiers are common and can materially change costs; a defined modeling approach ensures bidders represent thresholds consistently and avoids later scope/pricing disputes.	Bidder must consider all requirements when proposing its cost model.

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Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
146	On-Premise Cost Workbook		In the On-Premise Cost Workbook, can you clarify the difference between the Basic Stand Alone tab and the Host Remote tab?		Host Remote systems are where a local group of PSAPs share back room equipment. It is a form of a locally hosted system.
147	Exhibit B - 2.2, 2.9, 2.10		The requirement requires compliance with the Cal OES Interface Control Document (ICD) which is not provided in the RFP materials or exhibits. Can the current version of the ICD be shared for review?	The ICD is required to validate technical compliance and interface design; access to the current version reduces integration risk and enables an accurate, compliant proposal.	See response to Question #34.
148	Exhibit B -2.9		The current NENA standard (STA-010.3f) does not define an interface for connectivity to multiple NG9-1-1 E911 providers simultaneously. Will the ICD provide guidance on Ad Hoc Conference Bridge selection and notifications for QueueState and ServiceState?	Where standards do not fully specify required behavior, bidders need authoritative direction (via the ICD) to implement interoperable call handling and state notifications consistently across E911s.	Yes
149	Exhibit B -3.7		If interfacing with peripheral equipment requires additional hardware or software, how will the additional components be funded?	Additional interface components can be significant unplanned cost; funding responsibility must be clear so bidders price appropriately and PSAPs understand potential cost impacts.	Vendor response to cost workbook should take this into consideration. The cost workbook pricing are maximum values and can be quoted less based on need.
150	Exhibit B - 4.47		Can the State clarify whether a "remote workstation" is required to meet the same requirements as "workstation" as defined in the RFP Definitions (page 115)? If there are any differences, please specify the additional or modified requirements applicable to a remote workstation.	Clarifying whether a "remote workstation" must meet the same requirements as the RFP-defined "workstation" ensures bidders apply a consistent baseline for functionality, security, licensing, and support. Any differences could materially affect design, hardware/software configuration, and pricing; clarification prevents inconsistent interpretations and supports accurate, comparable proposals.	Yes, that is what the requirement says.
151	Exhibit B - 7.1		Please specify which third-party monitoring system is used by Cal OES to ensure compatibility.	Identifying the monitoring platform is necessary to confirm integration feasibility, data exchange requirements, and any licensing/connector costs that must be included in the proposal.	The CA 9-1-1 Branch Service Management Platform is not in place yet. The platform will be announced when available.
152	Exhibit B - 7.5		Please specify which third-party monitoring system will be used by Cal OES and NGCS provider to ensure compatibility.	Dual-monitoring compatibility impacts tooling, interfaces, and ongoing operations; knowing the systems in use supports accurate integration planning and avoids later rework.	The CA 9-1-1 Branch Service Management Platform is not in place yet. The platform will be announced when available.
153	Exhibit A		Included pictures referenced in the document have been truncated. Please provide complete diagrams.	Complete diagrams are required to understand current/target architecture and interface points; missing details increase solution risk and can lead to incorrect assumptions in design and pricing.	See Addendum #1 for updates.
154	Exhibit B - 3.1		Does the solution required for each PSAP include replacing the current Computer Aided Dispatch (CAD)? There is conflict within the RFP between providing a complete solution and interfacing with legacy systems.	Clarifying whether CAD replacement is in scope materially affects solution architecture, integration approach, schedule, staffing, and total cost. Resolving the apparent conflict between providing a complete solution and interfacing with legacy systems is necessary to avoid inconsistent bidder assumptions and to ensure proposals are comparable and compliant.	No, the requirement says to interface with existing.

RFP #26-16743
Questions and Answers - Set 1
9-1-1 Call Processing Equipment (CPE)

Q#	RFP Section	Page #	Vendor Question	Vendor Rationale for Changes	State Response
155	Definitions	115	Could the State please add to the RFP Definitions section a definition of Call Processing Equipment (CPE), including the equipment/components and minimum requirements the State intends CPE to encompass for this procurement?	Defining Call Processing Equipment in the Definitions section will ensure all bidders propose to the same scope and requirements, supporting consistent pricing and evaluation and reducing the risk of gaps in compliance.	The requested information is included in the technical requirements and SOW.
156	Key Action Dates		Based on the criticality of the answers to our solution and pricing request a 60-day extension	The number and criticality of outstanding clarifications affect solution architecture, compliance determinations, and pricing; an extension provides adequate time for Q&A incorporation, site planning, and development of a complete, accurate proposal.	The State is not considering changing the Key Action Dates.
157	Exhibit C On Prim tab C.7		What constitutes a Basic Stand Alone System	Need to understand what CAL OES defines as a Basic system to price Itemized and Peripherals appropriately	Fully operational system. All the required technical requirements are to be included.
158	Exhibit C for both		How do you want us to list pricing assumptions and definitions.	Remove ambiguity what is and is not covered in cost.	No pricing assumptions are to be included.
159	Exhibit A. Statement of Work	5 and 6	In Exhibit A. Statement of Work, Figures 1 and 2 on pages 5 and 6 are cutoff on the right. Can those images be provided?		See Addendum #1 for updates.
160	Exhibit A. Statement of Work		Can Cal OES provide a current list of all of the PSAPs covered by the State contract, the number of sites for each PSAP, the number of positions at each PSAP location, and the last time an upgrade was done (as indicated in 4.4.1)?		See Addendum#1 for a list of PSAP names.
161	Exhibit A. Statement of Work	12	For MACs (4.8), will the Contractor be required to negotiate a contract directly with the PSAP or can the State contract be used for MACs requested by the PSAP?		Contractor has to negotiate MACs with the PSAP individually.
162	Exhibit A. Statement of Work	12	Section 5 refers to the Term of Contract which states that the base term of the contract is 4 years with two 3-year extensions. However, maintenance is stated to be a minimum of 5 years. How will maintenance fees be paid if the base term of the contract expires and no extension is issued? Or, is the base term referring to the timeframe that the Contractor may sell in the State?		The agreement term defines the length of the contract between the Contractor and the State and allows the Contractor to sell to CA PSAPs. Once a sale is made with a PSAP, the contractor is required to maintain that system for 5 years, and up to 7 years.
163	Exhibit A. Statement of Work	12	Can the State share the current version of the ICD that is referred to in the Statement of Work and the Technical Requirements?		See response to Question #34.
164	General question		When Cal OES awards a contract for a State of CA ESInet, will PSAPs who deployed legacy CPE solutions under this contract be required to migrate to the ESInet? If so, how long will be allowed for the transition? Where should the fees associated with the migration be listed in the RFP response?		Yes, all PSAPs will be required to migrate to Next Gen 9-1-1. Transition timeline will be determined at a later time. This transition should be covered in the cost of the system.