

Governor's Office of Emergency Services (Cal OES)

9-1-1 Call Processing Equipment (CPE)

RFP 26-16743

Q#	RFP Section	Page #	Vendor Question	State Response
1	Q&A Set 1	16, item 150	Remote Workstation - Where does the state want pricing to be included for the remote workstation mentioned in the QA Document and Exhibit B section 4.47? There is no breakout requested for this type of remote workstation on the Exhibit C Pricing breakouts so where do we include these costs? Please clarify, because not every PSAP will need Remote Workstations so, do we: •Break it out on the Exhibit C in a new line item we add or •Add it to the Not to Exceed Pricing per position?	Please note that the State does not fund remote workstations; these are the sole responsibility of the individual PSAPs and should not be included in the cost workbook. The scope of this requirement is strictly limited to ensuring system compatibility and functionality.
2	Exhibit C, 22.3.9		Addendum 1 replaces the 'New Technology Integration' line item with 'AI based and Transcription Services for Voice Traffic (Per Call)' and 'AI Non Emergency Answering (Per Call).' However, the updated cost workbooks still request pricing for equipment, implementation, and monthly maintenance, which does not align with a per call pricing model. How should vendors properly reflect pricing for these AI related line items to ensure compliance with the State's intended pricing structure?	If there are no equipment or implementation costs, please enter zero (\$0) in the corresponding cells. Note that per-call fees must still be calculated on a monthly basis and reflected accurately in the monthly maintenance column.
3	Exhibit B		The updated version of Exhibit B provided in Addendum 1 includes tracked changes, which is very helpful for understanding revisions. For submission however, should vendors accept all changes and provide a clean version of Exhibit B, or would the State prefer that tracked changes remain visible as provided?	Please use Exhibit B, Addendum 1, with track changes when submitting your response.
4	Exhibit C, 22.9, 22.9.1, 22.3, and 22.3.1		In Exhibit_C_New_On_Prem.CostWorkbook.A1 (Tab 22.9, Item 22.9.1) and Exhibit_C_New_Cloud.CostWorkbook.A1 (Tab 22.3, Item 22.3.1), the pricing for Geographical Information Systems (GIS) Mapping System Functionality is requested as a single line item. Our solution requires two distinct pricing components: an Implementation Rate charged per PSAP and a Monthly Maintenance Rate (licensing fee) charged per position. In prior versions of the pricing workbooks, this was accommodated by providing two separate lines - one priced per PSAP and one priced per position. Consolidating these into a single line limits vendors' ability to provide accurate and transparent pricing. Question: Would the State consider separating these rows as done in previous years? If not, could the State advise on the preferred method for accurately reflecting this multi level pricing within the current cost workbook format?	The State will not separate these line items. Bidders must amortize all monthly backroom equipment costs into the final per-position rate.
5	Exhibit C, 22.9, 22.9.7, 22.3, and 22.3.7		In Exhibit_C_New_On_Prem.CostWorkbook.A1 (Tab 22.9, Item 22.9.7) and Exhibit_C_New_Cloud.CostWorkbook.A1 (Tab 22.3, Item 22.3.7), the pricing for Automatic Call Distribution is requested on a per PSAP basis, rather than a per position basis. In prior versions of the pricing workbooks, this was accommodated by providing two separate lines - one priced per PSAP and one priced per position. Consolidating these into a single line limits vendors' ability to provide accurate and transparent pricing. Question: Would the State consider separating these rows as done in previous years? If not, could the State advise on the preferred method for accurately reflecting this multi level pricing within the current cost workbook format?	The State will not separate these rows. ACD must be proposed as a single cost per PSAP; multi-level pricing will not be accepted.

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Questions and Answers - Set 2
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6	Exhibit C, 22.9, 22.9.9, 22.3, and 22.3.9		In Exhibit_C_New_On_Prem.CostWorkbook.A1 (Tab 22.9, Item 22.9.9) and Exhibit_C_New_Cloud.CostWorkbook.A1 (Tab 22.3, Item 22.3.9), the pricing for AI Based Translation and Transcription Services is requested on a per call basis, rather than a per position basis. Question: How should vendors reflect accurate pricing on the Cal OES Cost Workbooks if per call is not an appropriate pricing model for the vendor's solution? Additionally, which cell should house the per call price when the available columns align to other factors (i.e. is it appropriate to put the per call price in the monthly maintenance column)?	Bidders must align their pricing structure with the provided model. The per-call price must represent the cost per-call, per-month, and be entered directly into the monthly column
7	Exhibit C, 22.9, 22.9.12, 22.3, and 22.3.12		In Exhibit_C_New_On_Prem.CostWorkbook.A1 (Tab 22.9, Item 22.9.12) and Exhibit_C_New_Cloud.CostWorkbook.A1 (Tab 22.3, Item 22.3.12), the pricing for Push/Pull Multimedia is requested on a per PSAP basis, rather than a per position basis. Question: How should vendors reflect per position costs accurately considering that PSAPs range in size?	Bidders must align their pricing structure with the provided model.