



Department of Technology
Statewide Technology Procurement
Division
P.O. Box 1810, MS Y12
Rancho Cordova, CA 95741

**State of California
MASTER PURCHASE AGREEMENT
9-1-1 SYSTEMS AND SERVICES
Non-Mandatory
USER INSTRUCTIONS**

SUPPLEMENT 3

NOTE: CONTRACT NUMBERS 5-12-58-01 THROUGH 5-12-58-09 USER INSTRUCTIONS, SUPPLEMENT # 3 PLACES AND SUPERSEDES THE PREVIOUS SUPPLEMENT TO THESE CONTRACTS.

CONTRACT NUMBERS:	Various 5-12-58-01 through 5-12-58-09
DESCRIPTION:	9-1-1 SYSTEMS AND SERVICES
CONTRACTOR(S):	Various – See Attachment A, Contractor Information
CONTRACT TERM:	February 1, 2012 through December 31, 2016
DISTRIBUTION CODE:	ALL CONTRACTING OFFICES; LOCAL AGENCY LIST; MPA CONTRACTORS; AND PUBLIC SAFETY COMMUNICATION DIVISION
NOTE: Electronic version of all documents associated with the MPA can be found on the California 9-1-1 Emergency Communications Division's Internet web page: http://www.cio.ca.gov/PSCO/Services/911/911SystemsAndServicesMasterPurchaseAgreements.htm	

The contract user instructions, products, and pricing are included herein. All purchase documents issued under this contract incorporate the contract terms and applicable California General Provisions.

Susie Durkee
Susie Durkee, State Contract Administrator

3-28-14
Effective Date

**State of California
 MASTER PURCHASE AGREEMENT
 9-1-1 SYSTEMS AND SERVICES
 Non-Mandatory
 USER INSTRUCTIONS
 SUPPLEMENT 3**

SUMMARY OF CHANGES		
Supplement No.	Description/Articles	Supplement Date
3	<p>Changes to Supplement 3, dated 03/21/14</p> <p>Updated Primary and Secondary Program Manager's State Department's Name:</p> <p>From: California Technology Agency - CA 9-1-1 Division TO: Governor's Office of Emergency Services Public Safety Communications – CA 9-1-1 Branch</p> <p>Update State Contract Administrator's Department Name:</p> <p>From: California Technology Agency, Office of Telecommunications TO: Department of Technology, Statewide Technology Procurement Division</p> <p>The CA 9-1-1 Operations Manual change website location:</p> <p>From: http://www.cio.ca.gov/PSCO/Publications/911/911OpeaManual.htm TO: http://www.caloes.ca.gov/PSC/Pages/Publications/911/911-Operations-Manual.aspx</p> <p>All service categories, Contractor information and associated pricing changed websites:</p> <p>From: http://www.cio.ca.gov/PSCO/Services/911/911SystemsAndServicesMasterPurchaseAgreements.htm TO: http://www.caloes.ca.gov/PSC/Pages/Services/911/911-Systems-and-Services-Master-Purchase-Agreements.aspx</p> <p>CPE ALLOTMENT SPENDING PLAN (TDe-285) form. location changed:</p> <p>From:</p>	

	<p>http://www.cio.ca.gov/PSCO/Forms/default.htm TO: http://www.caloes.ca.gov/PSC/Pages/Publications/Forms.aspx Updated Attachment A Contacts:</p> <p>Verizon Business Network Services Inc. on behalf of Verizon Select Services Inc. MPA#: 5-12-58-08 Contact Name Changed: FROM: Frank Leaden, Senior Account Manager NG911 TO: Ross Shapiro, Managing Principal ross.shapiro@verizon.com (916) 508-4704</p> <p>Zetron, Inc. MPA#: 5-12-58-09 Contact Name Changed: FROM: Luis E. Ortiz, Territory Manager TO: Rachael Rusnak, CP Musnak@zetron.com (4250-820-6363 x 447</p> <p>Colossus, Incorporated, dba InterAct Public Safety Systems MPA#: 5-12-58-04 Contact Name Changed: FROM: Deidra Chaney, Senior Vice President of Sales TO: Andrew Moreno-Sayko Western Regional Sales Manager (916) 719-3807 Andrew.sayko@interact911.com legal@interact911.com</p>	
2	<p>Changes to Supplement 2, dated 05/03/2013</p> <p>Updated Section H. Contract Usage/Rules:</p> <p>FROM: Deleted the requirement for a Leveraged Procurement Agreement Exemption Request (LPAER) for purchases exceeding 1.5 million.</p> <p>TO: State departments must submit Procurement Summary Evaluation and RFO to CTA/OTP for final approval for purchases exceeding 1.5 million.</p>	05/03/2013
1	<p>Changes to Supplement 1, dated 01/28/2013</p> <p><u>Updated CA 9-1-1 Division website links</u> (See Cover and Pages 9, 10, and 19)</p> <p>Adds Paragraph G, PSAP Finalizes System Installation Schedule (See Pages 3 and 10)</p>	01/28/2013

	<p>Adds Attachment C, System Installation Schedule Form(See Pages 3, 13, and 18)</p> <p><u>Clarifies soliciting offers from at least three of the Contractors is required for state departments.</u> (See Page 4)</p> <p><u>Changes Contract Administrator:</u></p> <ul style="list-style-type: none">• <u>FROM: Pete Mastella, California Technology Agency</u> <u>TO: Susie Durkee, California Technology Agency</u> (See Page 4) <p><u>Changes Contract Term End Date:</u></p> <ul style="list-style-type: none">• <u>FROM: December 31, 2014</u> <u>TO: December 31, 2016</u> (See Page 5) <p>Adds to subsection 3, "n", A valid Seller's Permit (See Page 10)</p> <p><u>Changes Attachment A, Contractor's Information,</u> <u>MPA #5-12-58-06 Vendor Name:</u></p> <ul style="list-style-type: none">• <u>FROM: VisionAIR</u> <u>TO: Trittech</u> (See Page 14)	
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USER INSTRUCTIONS

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SECTION I

INTRODUCTION AND GENERAL INFORMATION

The Department of Technology, Statewide Technology Procurement Division (hereafter referred to as the "State") Master Purchase Agreement (MPA) (hereafter referred to as "Contract") statewide Contract provides 9-1-1 Systems and Services at contract pricing to state department and local government agency Public Safety Answering Points (PSAP). The 9-1-1 Systems and Services MPA Request for Proposal (RFP) #1104-014 administrative and technical requirements and the Contractor's response are incorporated into the respective MPA. The Contracts shall supply the entire portfolio of services as identified in the Contract.

This MPA expedites the process used to obtain Contractors for 9-1-1 Systems and Services in the following ways:

1. Reduces rates based on aggregated statewide volumes, with established maximum pricing;
2. Eliminates extensive advertising, bidding, and contracting procedures by using the less formal standardized MPA ordering process. However, soliciting offers from at least three of the Contractors is required for state departments.
3. Pre-qualifies Contractors who have met the administrative requirements that include small business criteria;
4. Allows the ordering state department or local government agency to manage the ordering of 9-1-1 services, approve deliverables, and authorize payment to the Contractor;
5. Enables the ordering department or agency to choose the Contractor best suited for their department/agency requirements and needs.

A. CONTRACT ADMINISTRATOR AND PROGRAM MANAGER

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Statewide Technology Procurement Division
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Primary Program Manager:

Governor's Office of Emergency
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CA-911 Public Safety Communications
Dana Earl, Program Manager
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Secondary Program Manager:

Governor's Office of Emergency
Services
CA-911 Public Safety Communications
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SECTION I

INTRODUCTION AND GENERAL INFORMATION

B. CONTRACTOR INFORMATION

The 9-1-1 Systems and Services MPA was awarded to nine (9) Contractors. The Contractor contact information is identified in Attachment A, Contractor Information.

C. TERM OF MPA

The original contract term was February 1, 2012 through December 31, 2014 with two (2) one (1) year options to extend. In December 2012, the state exercised their option to extend the two one-year contract terms concurrently with each of the nine (9) Contractors via Amendment #2. The revised contract term is February 1, 2012 through December 31, 2016. The terms, conditions, and prices for the contract extension did not change from the original agreement.

Note to State and Local Agencies

User contracts that are in place before the end of the MPA term may continue for up to twelve (12) months beyond the MPA contract period. After the last date of contract term expiration, MPA orders shall not be issued and are prohibited.

D. ADMINISTRATIVE FEE

An administrative fee will NOT be charged to the users of this MPA.

E. SMALL BUSINESS PARTICIPATION

Small business (SB) preferences were applied to all California certified small businesses and to a non-small business claiming 25% California certified small business subcontractor participation as noted on Contractor Contacts list posted on the following website: www.pd.dgs.ca.gov/masters. State departments and local government agency users can verify that the certifications are currently valid at the following website: www.bidsync.com.

F. DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION

When responding to the RFP, Contractors identified their commitment to a minimum of 3% DVBE participation for each contract established with a state department or local government agency using this MPA.

State department and local government agency users shall confirm with the Contractor at the Request for Offer (RFO) level the name of the DVBE being used and the percentage for each individual order. State departments and local government agency users can verify that the certifications are currently valid at the following website: www.bidsync.com.

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INTRODUCTION AND GENERAL INFORMATION

G. INSURANCE REQUIREMENTS

1. Liability Insurance

Some Master Purchase Agreement Orders issued to a Contractor may require the Contractor to secure a bond for performance or other obligation under the Contract. If so required, the Contractor shall furnish a bond to the state department or local government agency, prior to commencement of the work or within twenty-one (21) calendar days after issuance of order.

The Contractor (upon request) shall furnish to the state department or local government agency, at no cost to the State, a performance bond in the sum of not less than **fifty percent (50%) of the contract price (refer to PCC 12112)**. The Bond shall be on a form from an admitted surety insurer and must guarantee Contractor's compliance with the terms of this contract.

2. Workers' Compensation

The Contractor shall furnish to the State a certificate of insurance stating that there is Workers' Compensation Insurance on all of its employees who will be engaged in the performance of this agreement. Ordering departments should ensure Workers' Compensation Insurance is current at the time the order is placed.

The certificate of insurance must include the provision that the insurer will not cancel the insured's coverage without 30 days' prior written notice to the State.

NOTE: The State will not be responsible for any premium or assessments on the policy.

H. CONTRACT USAGE/RULES

1. State Departments

The use of this MPA is non-mandatory for State departments. Each ordering department is responsible for the following:

- a) Solicitation of a minimum of three (3) offers and document responses;
- b) Development of a Statement of Work (SOW) for its project. The SOW identifies all order related issues and deliverables contained in the Request for Offer (RFO) sent to contractors within the selected MPA itemized priced hardware/services. Sample of RFO is available at the following website: <http://www.documents.dgs.ca.gov/pd/delegations/RFO.pdf>;
- c) Evaluation of the Contractors' SOW response(s) to the RFO and rationale for selection;
- d) Verification of Contractor's certifications and resumes as defined on the SOW;
- e) Selection of the Contractor which best meets the state department requirements;

SECTION I

INTRODUCTION AND GENERAL INFORMATION

- f) Acquisition of telecommunications equipment used exclusively for voice or video communications are exempt from the Feasibility Study Report (FSR) requirement as identified in SAM Section 4819.3.
- g) Completion of Certification Requirement – departments certify that purchase is vital and mission critical;
- h) Verification of Financial Information/Bond, if applicable;
- i) Verification of Secretary of State Sellers Permit Certification, if applicable;
- j) Obtaining Certificate of Liability Insurance greater than \$1,000,000 if federal funds are used;
- k) Verification of Contractor's Workers Compensation Liability Insurance;
- l) Obtaining Confidentiality Statement signed by the Contractor.

Ordering departments must adhere to all applicable state laws, regulations, policies, best practices, and purchase authority requirements (e.g. California Codes, Code of Regulations, State Administrative Manual, Management Memos, and State Contracting Manual Volume 3).

Prior to placing orders against this contract, state departments must have been granted information technology (IT) purchasing authority by the Department of General Services, Procurement Division (DGS/PD) until further notice is provided by the Department of Technology (CalTech), Statewide Technology Procurement Division (STPD). Please use the existing DGS IT purchasing authority to place orders against this contract. The CalTech/STPD will provide further telecommunications purchasing authority guidance under PCC 12120 for continued use of this Department of Technology statewide contract. Until that notice is provided to state departments, purchasing authority remains unchanged. If state departments exceed their IT purchasing authority, they must contact the Contract Administrator for review and approval of the proposed purchase.

For purchases exceeding \$1.5 million, state departments must submit their Procurement Evaluation Summary and RFO to CalTech, STPD, Contract Administrator, for final approval prior to purchase execution.

The total contract value shall be based on the cumulative value including any amendments. Pursuant to Public Contract Code Section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading the bidding requirements or to circumvent dollar thresholds is prohibited.

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INTRODUCTION AND GENERAL INFORMATION

2. Local Governmental Agencies

Local government agencies are defined as any city, county, special district, or other local governmental body or corporation, including the California State Universities (CSU) and University of California (UC) systems, K-12 schools, and community colleges empowered to expend public funds.

- a) Local government agency use of this contract is optional.
- b) While the State of California makes this MPA available to local government agencies, each local agency should make its own determination as to whether using these competitively bid contracts are consistent with its procurement policies and regulations. It's strongly recommended (subject to its procurement policies and regulations) to solicit at least three (3) or more vendors to obtain fair and reasonable pricing.
- c) Local government agencies shall have the same rights and privileges as the state departments under the terms of this Contract. Any agencies desiring to participate shall be required to adhere to the same requirements as do state departments and have no authority to amend, modify, or change any condition of this Contract.

I. **FEDERAL DEBARMENT**

The Federal Department of Labor requires State departments expending Federal funds of \$25,000 or more to have a certification by the Contractor they have not been debarred or suspended from doing business with the Federal Government.

SECTION II

ORDERING PROCEDURES FOR STATE AND LOCAL AGENCIES

A. STATE AND LOCAL PSAP INSTRUCTIONS

The use of this MPA is non-mandatory for departments and local Public Safety Answering Points (PSAP). PSAPs funded by the State Emergency Telephone Number Account (SETNA) are required to follow the funding process as stated in the CA 9-1-1 Operations Manual, Chapter III – Funding. The CA 9-1-1 Operations Manual can be found on the CA 9-1-1 Emergency Communications Branch's website at:

<http://www.caloes.ca.gov/PSC/Pages/Publications/911-Operations-Manual.aspx>

B. CONTRACT ITEMS

All available service categories, Contractor information and associated pricing may be viewed at the following site:

<http://www.caloes.ca.gov/PSC/Pages/Services/911/911-Systems-and-Services-Master-Purchase-Agreements.aspx>

C. SPECIFICATIONS

1. Statement of Work

A sample Statement of Work (SOW) has been provided, see Attachment B, Sample Statement of Work Format. The SOW format is preferred by the CA 9-1-1 Branch. This format provides all of the required information in a format that expedites the review and process by the CA 9-1-1 Branch.

- a. This document is meant to be specific work instructions of the work to be done. Generic contract language will not be accepted on this document.
- b. Installation Schedule dates will be actual dates agreed upon between the contractor and the agency.

D. PURCHASE EXECUTION

The CA 9-1-1 Branch will assist the PSAP, as needed, in preparing a purchase order (PO) package. The PO document shall serve as the legally binding procurement document between the PSAP agency and the contractor. The PO document can be the state department or local government agency's purchasing document or the state's Standard 65 (Std 65) Form. The PO package must include the following information.

1. SOW
2. Itemized list of all system elements
3. Copy of the signed PO, which must include:
 - a. Agency Order Number (Contract Number);
 - b. Ordering Agency Name;
 - c. Agency Billing Code;
 - d. For state departments, Purchasing Authority Number;
 - e. MPA Contractor Number;
 - f. Contractor Information;
 - g. The "ship to" address where the system will be installed;

SECTION II

ORDERING PROCEDURES FOR STATE AND LOCAL AGENCIES

- h. The "bill to" address of the CA 9-1-1 Branch for all applicable system elements approved for funding;
 - i. A statement on the front of the PO stating, "*The purchase, installation and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (applicable MPA contract number) and the attached STATEMENT OF WORK.*"
 - j. A summary of costs on the PO document for the standard system including equipment (which includes installation and training), maintenance and taxes;
 - k. A summary of costs on the PO document, in addition to the standard system, for other items on the contract the PSAP requests to purchase at the same time;
 - l. An attached Cost Proposal;
 - m. Payee Data Record (STD 204);
 - n. A valid Seller's Permit.
4. Completed CPE ALLOTMENT SPENDING PLAN (TDe-285) form. The TDe-285 form may be downloaded from the following link:
<http://www.caloes.ca.gov/PSC/Pages/Publications/Forms.aspx>

E. CA 9-1-1 DIVISION ISSUES A COMMITMENT TO FUND (TD-288) FORM

The CA 9-1-1 Branch will review the PO package. If the PSAP's PO package meets the funding requirements, a Commitment to Fund (TD-288) form detailing the approved amount will be sent to the PSAP within four weeks of the date the CA 9-1-1 Branch received a complete and accurate PO package. If the PSAP's PO package does not meet the funding requirements, the assigned CA 9-1-1 Branch consultant will contact the PSAP for further information within two weeks of the date the CA 9-1-1 Branch received the PO package.

F. PSAP AUTHORIZES CONTRACTOR TO PROCEED WITH INSTALLATION

Upon receipt of the approved TD-288 form, the PSAP may then provide the contractor with the signed PO and authorize the contractor to proceed with the installation.

G. PSAP FINALIZES SYSTEM INSTALLATION SCHEDULE

Once the PSAP authorizes the contractor to proceed with installation, the PSAP and contractor should closely examine the schedule and complete the Attachment C, System Installation Schedule Form. This form will be used to validate compliance with the 9-1-1 Systems and Services Contract and the Project Statement of Work. The signed form should be submitted to the CA 9-1-1 Branch within 30 days of receiving the approved TD-288 Form.

SECTION II

ORDERING PROCEDURES FOR STATE AND LOCAL AGENCIES

H. PSAP PERFORMS ACCEPTANCE TESTING

Acceptance testing must be performed in accordance with the contract provisions. The Attachment D, System Acceptance and Authorization Form, will be used to validate that all of the equipment, software and functionality has been provided by the Contractor, is properly installed and operates in accordance with the terms and conditions of this MPA. Once a system passes the acceptance testing the PSAP shall submit a signed System Acceptance and Authorization Form (TD-284), (Attachment D), to the CA 9-1-1 Branch so that payment can be rendered to the Contractor.

I. PROBLEM RESOLUTION/CONTRACTOR PERFORMANCE

Ordering department and local government agencies and/or Contractors shall inform the State Contract Administrator identified in Section 1, Introduction and General Information, Paragraph A, Contract Administrator and Program Manager, if any technical or contractual difficulties encountered during Contract performance in a timely manner. This includes, and is not limited to, informal disputes, Contractor performance (meeting all MPA RFP Section 6, Technical Requirements, Service Level Agreements and related reporting deliverable requirements), and outstanding deliverables, etc.

J. CONTRACTOR INVOICING

Upon PSAP acceptance of equipment or service, the Contractor may invoice the CA 9-1-1 Branch. When invoicing the CA 9-1-1 Branch, the Contractor must include a breakdown of applicable equipment (includes installation & training), taxes. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the Contractor must use the account naming convention provided by the CA 9-1-1 Branch on the TD-288.

K. PAYMENT INFORMATION

Payment terms for this Contract are net forty-five (45) days. Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927, et seq. Unless expressly exempted by statute, the Act requires state departments to pay properly submitted, undisputed invoices not more than forty-five (45) days after the date of acceptance of goods, performance of services, or receipt of an undisputed invoice, whichever is later.

L. PAYEE DATA RECORD

Each department's accounting office must have a copy of the Contractor's Payee Data Record (Std. 204) in order to process payments. State departments should forward a copy of the Std. 204 to their accounting office(s). Without the Std. 204, payment may be unnecessarily delayed. State departments should contact the Contractor for copies of the Payee Data Record.

SECTION II

ORDERING PROCEDURES FOR STATE AND LOCAL AGENCIES

M. CALIFORNIA SELLER'S PERMIT

Ordering departments can verify that permits are currently valid at the following website: www.boe.ca.gov. State departments must adhere to the file documentation required identified in the State Contract Manual Volume 2 and Volume 3, as applicable.

N. WEBSITE FOR TERMS AND CONDITIONS

IT General Provision, 6/08/10, 10 pages

<http://www.documents.dgs.ca.gov/pd/modellang/GPIT060810.pdf>

American Recovery and Reinvestment Act (ARRA) Supplemental Terms and Conditions, 08/10/09, 2 pages

<http://www.documents.dgs.ca.gov/pd/poliproc/ARRATAND%20C081009final.pdf>

SECTION III ATTACHMENTS

Attachment A – Contractor's Information

Attachment B – Sample Statement of Work Format

Attachment C – System Installation Schedule Form

Attachment D – System Acceptance and Authorization Form (TD-284)

ATTACHMENT A

CONTRACTOR'S INFORMATION

AT&T California

MPA#: 5-12-58-01

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Carousel Industries of North America, Inc.

MPA#: 5-12-58-02

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Cassidian Communications, Inc.

MPA#: 5-12-58-03

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Colossus, Incorporated, dba InterAct Public Safety Systems

MPA#: 5-12-58-04

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Intrado Systems Corp.

MPA#: 5-12-58-05

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TriTech Software Systems,)formally known as VisionAir)MPA#: 5-12-58-06 (Nine One One, Inc. on RFP & Cost Sheets)

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MPA#: 5-12-58-08

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MPA#: 5-12-58-09

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ATTACHMENT B

SAMPLE STATEMENT OF WORK FORMAT

The sample Statement of Work (SOW) provided below is preferred by the CA 9-1-1 Branch. Based upon past experience, this format provides all of the required information in a format that is most expeditiously processed by the CA 9-1-1 Branch.

A. Cover Page (should include the following)

1. Contractor Name
2. PSAP Name
3. Project name (like Ferndale Police Department System Replacement)

B. Table of Contents

Include all of the major categories and subcategories

C. Body

1. Overview

- a. An overall statement about the purpose of the SOW and scope of the project.
- b. A list of the equipment, software and maintenance to be provided by the Contractor.
- c. A description of the existing equipment that will be reused, if applicable
- d. A description of the equipment that is to be provided by the PSAP
- e. Specific equipment that will not be provided by the Contractor to ensure that the PSAP and the State understand what has been specifically excluded from the project.
- f. Any other general issues.

2. Design

- a. System overview including a description of the network configuration and interfaces, ALI connections, gateways, UPS, logging recorders, interfaces to other equipment and any other pertinent system element.
- b. Description of the network elements to be connected to the system including 9-1-1 trunks, 10-digit emergency lines, administration lines, ring down lines, remote maintenance lines, and any other network connections that will be configured in the system.
- c. A description of the how the system programming will be initially accomplished and how it will be maintained on an ongoing basis.
- d. Integration requirements to other equipment such as CAD, radio, and time synchronization equipment.
- e. Building modifications that the PSAP will have to make to accommodate the *new or updated* system.

3. Change Requests

- a. A description of how changes to the SOW will be managed by the PSAP and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.

ATTACHMENT B

SAMPLE STATEMENT OF WORK FORMAT (CONTINUED)

4. Acceptance Testing

- a. A description of the acceptance testing process that is consistent with the MPA requirements including the System Acceptance and Authorization Checklist.
- b. A description of how adds, moves and changes are handled once Acceptance has been signed off by the authorized PSAP representative.

5. Names of Responsible Parties and Contact Information

Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Division.

6. Responsibilities

- a. Contractor's responsibilities.
- b. PSAP responsibilities including a pre-installation checklist.
- c. CA 9-1-1 Division responsibilities

7. Revised PSAP Profile (with a copy to the ECaTS contractor).

8. Installation Schedule

- a. List of estimated key dates beginning with the funding approval date from the CA 9-1-1 Division.
- b. Include equipment order date, delivery date, site readiness by PSAP date, programming freeze date, beginning of installation date, system in-service date, anticipated PSAP acceptance date and any other dates pertinent to the success of the project.

9. Warranty Provisions

Acknowledgement of the terms of the warranty provisions of the MPA (one year parts and labor on all equipment sold under the MPA)

10. Maintenance Plan

- a. On-site and remote maintenance processes.
- b. Description of how preventive maintenance will be provided.
- c. Description of how remedial maintenance will be provided, including response times for major and minor outages.
- d. Description of the minimum level of technical expertise that the maintenance technicians will have.
- e. Contact numbers to report trouble and the hours of availability for the contact center.
- f. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.

ATTACHMENT B
SAMPLE STATEMENT OF WORK FORMAT (CONTINUED)

11. Training

- a. A Training Plan that includes the following:
- b. A description of the training that will be provided to the PSAP management staff, call takers and PSAP technical support personnel.
- c. Description of the user manuals that will be provided by the Contractor.
- d. Description of the technical service manuals that will be provided by the Contractor.

12. SOW Approval

A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.

13. Appendices

a. Site Certification Document

The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system.

b. Floor Plan

Diagrams of the room where the workstations will be installed and the telephone facilities room at the PSAP.

c. Pricing and Terms

A copy of the detailed quote from the Contractor for the project that includes specific item description(s) from the MPA, quantities, and maintenance costs.

d. Forms

Samples of the forms that will be used for the project such as change request forms, issue communications forms and any other applicable forms.

e. System Acceptance and Authorization Form

A copy of the System Acceptance and Authorization Form (TD-284) to be completed and signed by the authorized PSAP representative upon acceptance. The executed form will be provided to the CA 9-1-1 Branch as documentation of system acceptance and beginning of the warranty period for the system.

ATTACHMENT C

SYSTEM INSTALLATION SCHEDULE FORM

This document, established by mutual consent of **CONTRACTOR NAME** and **PSAP NAME**, shall serve as the official System Installation Schedule and be used to validate compliance with the 9-1-1 Systems and Services Contract **CONTRACT NUMBER** and the project Statement of Work.

a	CA 9-1-1 Branch Funding Approval Date:	
b	Receipt of Order by Contractor Date:	
c	Equipment Order Date:	
d	Equipment Delivery Date:	
e	Facility Readiness by PSAP Date:	
f	Programming Freeze Date:	
g	Begin Installation Date:	
h	Anticipated Cut-Over Date:	
i	System Readiness by Contractor Date:	
j	Begin Acceptance Testing Date:	
k	Anticipated PSAP Acceptance Date:	

Tracking #:	Approved TD-288 Amount:
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As the authorized representative of:

CONTRACTOR NAME or **PSAP NAME**

I hereby agree to the dates set forth in this document; however, I acknowledge the installation date may be changed or deferred by prior mutual consent of the Contractor and the PSAP. In the event of an agreed change to the installation date, a revised System Installation Schedule Form will be provided to the CA 9-1-1 Branch.

AUTHORIZED BY CONTRACTOR

AUTHORIZED BY PSAP:

Signature Date

Signature Date

Printed/Typed Name

Printed/Typed Name

Title

Title

IMMEDIATELY AFTER AUTHORIZATION:

- Submit a copy to the CA 9-1-1 Branch

ATTACHMENT D

SYSTEM ACCEPTANCE AND AUTHORIZATION FORM

State of California
California 9-1-1 Emergency Communications Branch
SYSTEM ACCEPTANCE AND AUTHORIZATION FORM
 TD-284 (Rev. 2/2012)

This document shall be used by the PSAP to validate that the purchased 9-1-1 system (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative. Each item should be validated against the referenced MPA RFP Requirement. The MPA RFP Requirements can be downloaded from the CA 9-1-1 Division website at: <http://www.caloes.ca.gov/PSC/Pages/Services/911/911-Systems-and-Services-Master-Purchase-Agreements.aspx>

MPA RFP Requirement Number	Requirement	PSAP Initial
Audio		
6.2.1.4	Audio Quality	
6.2.1.5	Acoustic Noise	
6.2.1.6	Crosstalk	
System Physical Requirements		
6.2.2.2	Electrical Requirements	
6.2.2.3	Uninterruptable Power Supply	
6.2.2.4	Multiple Lines/Workstation Requirement	
Intelligent Workstation Physical Requirements		
6.2.3.1	User Volume Controls	
6.2.3.2	Keyboard	
6.2.3.3	Mouse	
6.2.3.4	Keyboard Arbitrator	
6.2.3.5	Monitor	
Interconnectivity		
6.2.4.1	System Connections	
6.2.4.2	Wireless Connections	
6.2.4.3	Local Exchange Carrier (LEC) Network Connections	
6.2.4.4	Cabling	
6.2.4.5	Interface to Existing Equipment	
6.2.4.6	Remote Data Transfer Interface	
6.2.4.7	Additional LCD Monitor Interface	
6.2.4.8	Trunk and Line Interfaces	
6.2.4.9	Logging Recorder Interface	
6.2.4.10	Local Maintenance Terminal Interface	
System Features		
6.3.1.1	ALI Controller	
6.3.1.2	ANI/ALI Display	
6.3.1.3	Dynamic ANI/ALI Output	

ATTACHMENT D
SYSTEM ACCEPTANCE AND AUTHORIZATION FORM

MPA RFP Requirement Number	Requirement	PSAP Initial
6.3.1.4	ALI Error Reporting	
6.3.1.5	Abandoned Call Detail	
6.3.1.6	Internal Time Synchronization	
6.3.1.7	External Source Time Synchronization	
6.3.1.8	Caller I.D.	
6.3.1.9	Wireless ALI – FCC 94-102 – Phase I and Phase II	
6.3.1.10	Voice over Internet Protocol (VoIP) Capability	
6.3.1.11	Complete Call Progress Detection	
Call and System Detail Records		
6.3.2.1	Call Detail Record (CDR) Format	
6.3.2.2	Remote CDR Collection Services	
6.3.2.3	System Detail Records	
System Functionality		
6.3.3.1	Flash Transfer	
6.3.3.2	Conferencing	
6.3.3.3	Distinctive Ringing	
6.3.3.4	Call Queuing	
6.3.3.5	Last Stored Number Redial	
6.3.3.6	Abandoned Call Redial	
6.3.3.7	Automatic Callback	
6.3.3.8	Pre-Arrival ALI	
6.3.3.9	Incoming Call Display	
6.3.3.10	Speed Dial	
6.3.3.11	Voice Transfer	
6.3.3.12	Ring Volume	
6.3.3.13	Transmit Mute	
6.3.3.14	Release	
6.3.3.15	Radio System Interface	
6.3.3.16	Integrated Voice Recording (Instant Recall Recorder)	
6.3.3.17	Telecommunications Device for the Deaf (TDD/TTY)	
Intelligent Work Station Telephone (IWS) Functionality (<i>Verify on each IWS</i>)		
6.3.7.a	Hold	
6.3.7.b	Dial	
6.3.7.c	Re-dial	
6.3.7.d	Release	
6.3.7.e	Transfer	
6.3.7.f	Conference	
6.3.7.g	Speed Dial	
6.3.7.h	ALI Request	
6.3.7.i	ANI/ALI display (separate display is allowed)	
6.3.7.j	Four (4) line appearances or more	
6.3.7.k	Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set	

ATTACHMENT D

SYSTEM ACCEPTANCE AND AUTHORIZATION FORM

MPA RFP Requirement Number	Requirement	PSAP Initial
6.3.7.l	Headset/handset interface	
6.3.7.m	Volume control for inbound audio signal for headset/handset	
6.3.7.n	Volume control for outbound signal and sidetone for headset/handset	
6.3.7.o	Call status indication (ringing, answered or both)	

Minor Discrepancies:

Tracking #: _____ Approved TD-288 Amount: \$ _____

As the authorized representative of:

_____ (PSAP name),

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

AUTHORIZED BY:

Signature

Date

Printed/Typed Name

Title

IMMEDIATELY AFTER ACCEPTANCE:

Submit the original TD-284, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Branch