



**REQUEST FOR PROPOSALS FOR
CALIFORNIA RESIDENTIAL MITIGATION PROGRAM FOR
GRANTS MANAGEMENT SYSTEMS**

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CALIFORNIA RESIDENTIAL MITIGATION PROGRAM

**NOTICE INVITING PROPOSALS, RFP NO. RFP-Q#08-16
REQUEST FOR PROPOSALS FOR
GRANTS MANAGEMENT SYSTEMS**

PUBLIC NOTICE IS HEREBY GIVEN that proposals will be received until **5:00 PM PST, Monday, December 29, 2025, by email at RFP08-16@calquake.com**, for the furnishing to the California Residential Mitigation Program ("CRMP") of grants management systems services ("Services") for the statewide incentive program project ("Project").

Interested parties may obtain copies of the above captioned Request for Proposals ("RFP") at: <https://www.crmp.org/about-us/contracting-employment-opportunities>

****The CRMP has established January 19-23, 2026, as the date to conduct interviews. All prospective proposers will be asked to keep this date available.**

The award of this contract is subject to available budget adequate to carry out the provisions of the proposed agreement including the identified scope of services. The CRMP reserves the right to reject any or all proposals determined not to be in the best interest of the CRMP.

CALIFORNIA RESIDENTIAL MITIGATION PROGRAM REQUEST FOR PROPOSALS

GRANTS MANAGEMENT SYSTEMS SERVICES STATEWIDE INCENTIVE PROGRAM PROJECT

I. **BACKGROUND AND INTRODUCTION**

The California Residential Mitigation Program ("CRMP") is requesting proposals from qualified firms¹ for grants management systems services ("Services"), which shall be provided under the general direction of the General Manager or his or her designee.

The purpose of this Request for Proposals is to identify a provider of grants management systems to CRMP for the statewide incentive program. The general qualifications of the successful proposer are summarized below.

II. **REQUEST FOR PROPOSALS**

A. **Scope of Services**

The Services sought under this RFP are set forth in more detail in **Exhibit "A,"** attached hereto and incorporated herein by this reference. CRMP intends to award a contract in the form set forth in **Exhibit "A"** and incorporated herein by this reference.

B. **Content and Format of Proposal**

Proposals shall be concise, well organized and demonstrate qualifications and applicable experience. Proposals shall be in the following order and shall include:

1. Executive Summary: (limit: 2 pages) Summarize the content of your firm's proposal in a clear and concise manner.
2. Table of Contents: (limit: 1 page)
3. Identification of Proposer: (limit: 2 pages)
 - a. Legal name and address of the company.
 - b. Legal form of company (partnership, corporation).

¹ Use of the term "firm" throughout this document shall mean individual proprietorship, partnership, limited liability company, corporation or joint venture.

- c. If company is a wholly owned subsidiary of a "parent company," identify the "parent company."
 - d. Name, title, address, email address, and telephone number of the proposed representative to contact concerning the Proposal Submittal.
 - e. California Business License Number
4. Staffing Resources: (limit: 3 pages)
- a. Firm Staffing and Key Personnel
 - (i) Provide the number of staff to be assigned to perform the Services and the names/discipline/job title of each as well as your firm's capacity to provide additional personnel as needed.
 - (ii) Identify three (3) persons that will be principally responsible for working with the CRMP. Indicate the role and responsibility of each individual. If the Proposer is chosen as a finalist, these principal individuals must attend the interview and presentation.
 - (iii) Describe proposed team organization, including identification and responsibilities of key personnel. Please include one-page resumes.
 - (iv) Provide brief biographies of individuals that will be working directly with the CRMP.
 - b. Subcontractors/Subconsultants
 - (i) The Proposer shall identify functions that are likely to be subcontracted and identify the subcontractor / sub-consultant that is anticipated to perform each function, if known at this time.

5. Fiscal Stability: (limit: 3 pages- not including supporting documentation)

- a. The Proposer should provide evidence of corporate stability including:
 - (i) A current report from any commercial credit rating service such as Dunn and Bradstreet or Experian; or
 - (ii) A letter from a financial institution stating a current line of credit; and
 - (iii) Latest audited financial statement and/or annual report that has been certified by a CPA. This information will remain confidential and is not subject to public disclosure.

6. Experience and Technical Competence:

- a. Experience
 - (i) The Proposer shall provide a description of how the Proposer's experience, technical and professional skills will meet the goals and fulfill the general functions identified in this RFP.
 - (ii) Describe the past experience of the staff to be assigned to perform the Services in performing similar services.
 - (iii) The Proposer shall state the number of years the firm has conducted business. Proposer must have at least four (4) years' experience in providing the required scope of Services for public clients.
 - (iv) Provide five (5) references regarding the Proposer's experience and performance performing similar services. Include the following information: (1) organization name, contact name, phone number, e-mail address; and (2) project size and description, if applicable, and description of services.

- (v) Describe the firm's local experience and knowledge of CRMP's operations.

b. Project Specific Experience

- (i) The Proposer shall provide a description of the three most relevant service contracts held by the firm within the last five years, one page per project, to include:
 - (a) Role of the firm
 - (b) Dollar value of the services
 - (c) Dollar value of the fee
 - (d) Description of services
 - (e) Staffing
 - (f) Duration of providing services
 - (g) Relationship to client
 - (h) Contact name, position, entity name, telephone number, fax number and e-mail address for each project.
- (ii) If any of the following has occurred, please describe in detail:
 - (a) Failure to enter into a contract once selected or awarded the contract.
 - (b) Withdrawal of a proposal as a result of an error.
 - (c) Termination or failure to complete a contract prior to the expiration of the contract.

- (d) Debarment by any municipal, county, state, federal or local agency.
- (e) Involvement in litigation, arbitration or mediation. Conviction of the firm or its principals for violating a state or federal antitrust law by bid or proposal rigging, collusion, or restrictive competition between bidders or proposers, or conviction of violating any other federal or state law related to bidding or professional services performance. Knowing concealment of any deficiency in the performance of a prior contract.
- (f) Falsification of information or submission of deceptive or fraudulent statements in connection with a contract.
- (g) Willful disregard for applicable rules, laws or regulations.

Information regarding any of the above may, at the sole discretion of the CRMP, be deemed to indicate an unsatisfactory record of performance.

c. Technical Competence

- (i) Description of in-house resources (i.e., computer capabilities, software applications, security protocols, modeling programs, etc.)
- (ii) Ability to draw upon multi-disciplinary staff to address the Services requested in this RFP.
- (iii) Ability to comply with the requirements set forth in **Exhibit "C"**.

- (iv) A thorough description of the proposer's business continuity plan (or a separate attachment of the proposer's written business continuity plan), describing the proposer's plan for protecting CRMP and project-related data and maintaining a continuity of business operations and services following natural or human-caused emergencies or disasters.
- (v) A thorough description of the proposer's business continuity plan (or a separate attachment of the proposer's written business continuity plan), describing the proposer's plan for protecting California Earthquake Authority (CEA) and California Governor's Office of Emergency Services (Cal OES), and project-related data and maintaining a continuity of business operations and services following natural or human-caused emergencies or disasters.

7. Proposed Method to Accomplish the Work: (limit: 10 pages) Describe the technical and management approach to providing the Services to the CRMP. Proposer should take into account the scope of the Services, goals of the CRMP, and general functions required. Include a draft schedule of tasks, milestones, and deliverables that will provide for timely provision of the Services. In reviewing the scope of Services and goals described in **Exhibit "A,"** the Proposer may identify additional necessary tasks and is invited to bring these to the CRMP's attention within the discussion of its proposed method to accomplish the work. This description shall state with specificity the schedule Proposer anticipates to accomplish the work, with detailed milestones.

8. Fee Proposal: (limit: 3 pages) Please provide a lump-sum, not-to-exceed fee proposal for the scope of Services. The fee proposal shall include hourly rates for all personnel for "Additional Services" (as such term is defined in the Agreement attached hereto as **Exhibit "A"**). The fee proposal shall indicated not to exceed pricing per milestone.

9. Insurance: (limit: 1 page - not including supporting documentation) See the Agreement, attached hereto as **Exhibit "A,"** for a description of the insurance requirements.

10. Litigation: (limit: 3 pages) Provide litigation history for any claims filed by your firm or against your firm related to the provision of any services in the last five (5) years.

11. Other Information: (limit: 3 pages) This section shall contain all other pertinent information regarding the following:

- a. Demonstration of record of staffing tasks efficiently and completing projects on time and within the allocated budget.
- b. Description of community involvement.
- c. Description of any previous involvement with the CRMP.

12. Exhibits. The Exhibits attached hereto as **Exhibit "B"** shall be completed and executed by Proposer and included with its Proposal.

13. Appendices.

C. Selection Process

- 1. CRMP will evaluate proposals based on the following criteria:
 - a. The firm is independent and properly licensed to practice and authorized to do business in the State of California.
 - b. The firm has no conflict of interest with regard to any other work performed by the firm for the CRMP.
 - c. Clarity and conformance of proposal to RFP.
 - d. Content of the proposal.
 - e. Proposer's experience and performance.
 - f. Team members' experience and performance.
 - g. Fee proposal.
 - h. Reference's comments.

Proposals will be scored based on the following weighted factors, provided that CRMP staff may alter weighting in its reasonable discretion:

Criteria	Maximum Points
Submission Requirements & References	20
Work Plan	30
Business Continuity Plan	10
Pricing	40
TOTAL POSSIBLE SCORE	100

2. It is the CRMP's intent to select a firm evidencing demonstrated competence and professional qualifications sufficient to perform the Services. The CRMP reserves the right to reject all proposals, select by proposal review only or interview as needed. Certain firms may be selected to make a brief presentation and oral interview

3. After which a final selection will be made. The successful proposer will be selected on the basis of information provided in the RFP, in-person presentations, and the results of the CRMP's research and investigation. Upon selection of a firm, the CRMP will endeavor to negotiate a mutually agreeable contract with the selected firm. In the event that the CRMP is unable to reach agreement, the CRMP will proceed, at its sole discretion, to negotiate with the next firm selected by the CRMP. The CRMP reserves the right to contract for services in the manner that most benefits the CRMP including awarding more than one contract if desired.

4. After negotiating a proposed Agreement that is fair and reasonable, CRMP staff will make the final recommendation to the CRMP's governing body concerning the proposed Agreement. The CRMP's governing body has the final authority to approve or reject the Agreement.

D. Protests

1. Protest Contents: Proposer may protest a contract award if the Proposer believes that the award was inconsistent with CRMP policy or this RFP is not in compliance with law. A protest must be filed in writing with the CRMP (email is not acceptable) within five (5) business days after receipt of notification of the contract award. Any protest submitted after 5:00 p.m. (PDT) of the fifth business day after notification of the contract award will be rejected by the CRMP as invalid and the Proposer's failure to timely file a protest will waive the Proposer's right to protest the contract award. The Proposer's protest must include supporting documentation, legal authorities in support of the grounds for the protest and the name, address and telephone number of the

person representing the Proposer for purposes of the protest. Any matters not set forth in the protest shall be deemed waived.

2. CRMP Review: The CRMP will review and evaluate the basis of the protest provided the protest is filed in strict conformity with the foregoing. The CRMP shall provide the Proposer submitting the protest with a written statement concurring with or denying the protest. Action by the CRMP relative to the protest will be final and not subject to appeal or reconsideration. The procedure and time limits set forth in this Section are mandatory and are the Proposer's sole and exclusive remedy in the event of protest. Failure to comply with these procedures will constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings.

E. Proposal Schedule

The tentative schedule is as follows:

ACTION	DATE
Release of Request for Proposal	November 3, 2025
Last Day to Submit Questions for Clarification received by the CRMP on or before 5:00 pm (PDT) Questions must be submitted via email to the CRMP at: RFP08-16@calquake.com	November 17, 2025
Clarifications Issued by CRMP on or before 5:00 pm (PDT) to the CRMP website. * *Any delay by CRMP in posting responses to questions will not extend the deadline for submission of proposal.	November 24, 2025
Deadline for Receipt of Proposals submitted on or before 5:00 pm (PDT)	December 29, 2025
Notification of Finalist(s)	January 12, 2026
Interview of Finalist(s)	January 19 – 23, 2026

ACTION	DATE
Notification of Intent to Award	February 13, 2026
Authorization to Negotiate Contract. This is an approximate date.	February 24, 2026

The above scheduled dates are tentative and CRMP retains the sole discretion to adjust the above schedule. Nothing set forth herein shall be deemed to bind CRMP to award a contract for the above-described Services and CRMP retains the sole discretion to cancel or modify any part of or all of this RFP at any time.

F. Submittal Requirements

1. General: It is strongly recommended that the Proposer submit proposals in the format identified in Section B to allow the CRMP to fully evaluate and compare the proposals. All requirements and questions in the RFP should be addressed and all requested data should be supplied. The CRMP reserves the right to request additional information which, in the CRMP's opinion, is necessary to assure that the Proposer's competence, qualifications, number of qualified employees, business organization and financial resources are adequate to perform the Services according to the terms of the Agreement.

2. Preparation: Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Responses should emphasize the Proposer's demonstrated capability to perform work of this type. Expensive bindings and promotional materials, etc., are not necessary or desired. However, technical literature that supports the approach to providing the Services and work plan should be forwarded as part of the proposal. Emphasis should be concentrated on completeness, approach to the work and clarity of the proposal.

3. Authorization: The proposal shall be signed by an individual, partner, officer or officers authorized to execute legal documents on behalf of the Proposer.

4. Confidentiality of Proposal: Pursuant to *Michaelis, Montanari, & Johnson v. Superior Court* (2006) 38 Cal.4th 1065, proposals submitted in response to this RFP shall be held confidential by CRMP and shall not be subject to disclosure under the California Public Records Act (Cal. Government Code section 7920.000 *et seq.*) until after either CRMP and the successful proposer have completed negotiations and entered into an Agreement or CRMP has rejected all proposals. All correspondence with the CRMP

including responses to this RFP will become the exclusive property of the CRMP and will become public records under the California Public Records Act. Furthermore, the CRMP will have no liability to the Proposer or any other party as a result of any public disclosure of any proposal or the Agreement.

If a Proposer desires to exclude a portion of its proposal from disclosure under the California Public Records Act, the Proposer must mark it as such and state the specific provision in the California Public Records Act which provides the exemption as well as the factual basis for claiming the exemption. For example, if a Proposer submits trade secret information, the Proposer must plainly mark the information as "Trade Secret" and refer to the appropriate section of the California Public Records Act which provides the exemption as well as the factual basis for claiming the exemption. Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the CRMP is not in a position to establish that the information that a Proposer submits is a trade secret. If a request is made for information marked "Confidential", "Trade Secret" or "Proprietary", the CRMP will provide Proposers who submitted the information with reasonable notice to seek protection from disclosure by a court of competent jurisdiction.

G. Miscellaneous

1. Federal Requirements: If the Services are funded through a federal funding source, the successful Proposer and its subconsultants/subcontractors shall be required to take cognizance of and comply with all requirements pertaining thereto set forth in **Exhibit "A"** and incorporated herein by this reference.

2. Exceptions Certification to this RFP: In submitting a proposal in response to this RFP, Proposer is certifying that it takes no exceptions to this RFP including, but not limited to, the Agreement, except as expressly and specifically indicated in Proposer's proposal. If any exceptions are taken, such exceptions must be clearly noted in the proposal and may be reason for rejection of the proposal. As such, Proposer is directed to carefully review the attached Agreement and, in particular, the insurance and indemnification provisions therein. Any exceptions not stated in the Proposer's proposal shall be deemed, at CRMP's option, waived.

3. Amendments to Proposals: No amendment, addendum or modification will be accepted after a proposal has been submitted to CRMP. If a change to a proposal that has been submitted is desired, the submitted proposal must be

withdrawn and the replacement proposal submitted to CRMP prior to the proposal due date and time.

4. Cancellation of RFP: CRMP reserves the right to cancel this RFP at any time prior to contract award without obligation in any manner for proposal preparation, interview, fee negotiation or other marketing costs associated with this RFP.

5. Price Validity: Prices provided by Proposers in response to this RFP are valid for 120 days from the proposal due date. The CRMP intends to award the contract within this time but may request an extension from the Proposers to hold pricing, until negotiations are complete and the contract is awarded.

6. No Commitment to Award: Issuance of this RFP and receipt of proposals does not commit the CRMP to award a contract. CRMP expressly reserves the right to postpone the RFP process for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with more than one Proposer concurrently, or to cancel all or any part of this RFP.

7. Requests for Clarification: All requests for information and/or clarification must be submitted to the CRMP at RFP08-16@calquake.com no later than 5:00 p.m., November 17, 2025. Answers to all questions will be issued to all prospective proposers via the CRMP website. Each Proposer is responsible for ensuring that it has received all addenda, clarifications, supplemental information and responses to questions prior to submitting a proposal.

8. Right to Negotiate and/or Reject Proposals: CRMP reserves the right to negotiate any price or provision, task order or service, accept any part or all of any proposals, waive any irregularities, and to reject any and all, or parts of any and all proposals, whenever, in the sole opinion of CRMP, such action shall serve its best interests and those of the tax-paying public. The Proposers are encouraged to submit their best prices in their proposals, and CRMP intends to negotiate only with the Proposer(s) whose proposal most closely meets CRMP's requirements at the lowest estimated cost. The Agreement, if any is awarded, will go to the Proposer whose proposal best meets CRMP's requirements.

9. Non-Discrimination: The CRMP does not discriminate on the basis of race, color, national origin, religion, age, ancestry, medical condition, disability or gender in consideration for an award of contract.

EXHIBIT "A"

CALIFORNIA RESIDENTIAL MITIGATION PROGRAM PROFESSIONAL SERVICES AGREEMENT

This Agreement is made and entered into as of _____, 20____ by and between the California Residential Mitigation Program, a public agency organized and operating under the laws of the State of California ("CRMP"), and [***INSERT NAME***], a [***INSERT TYPE OF ENTITY - CORPORATION, PARTNERSHIP, SOLE PROPRIETORSHIP OR OTHER LEGAL ENTITY***] with its principal place of business at [***INSERT ADDRESS***] (hereinafter referred to as "Consultant"). CRMP and Consultant are sometimes individually referred to as "Party" and collectively as "Parties" in this Agreement.

RECITALS

A. CRMP is a public agency of the State of California and is in need of professional services for the following project:

Grant management system for statewide incentive program

(hereinafter referred to as "the Project").

B. Consultant is duly licensed and has the necessary qualifications to provide such services.

C. The Parties desire by this Agreement to establish the terms for CRMP to retain Consultant to provide the services described herein.

AGREEMENT

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. Services.

Consultant shall provide the CRMP with the services described in the Scope of Services attached hereto as Attachment "A."

2. Compensation.

a. Subject to paragraph 2(b) below, the CRMP shall pay for such services in accordance with the Schedule of Charges set forth in Attachment "B."

b. In no event shall the total amount paid for services rendered by Consultant under this Agreement exceed the sum of \$_____. This amount is to cover all printing and

related costs, and the CRMP will not pay any additional fees for printing expenses. Periodic payments shall be made within 30 days of receipt of an invoice which includes a detailed description of the work performed. Payments to Consultant for work performed will be made on a monthly billing basis.

3. Additional Work.

If changes in the work seem merited by Consultant or the CRMP, and informal consultations with the other party indicate that a change is warranted, it shall be processed in the following manner: a letter outlining the changes shall be forwarded to the CRMP by Consultant with a statement of estimated changes in fee or time schedule. An amendment to this Agreement shall be prepared by the CRMP and executed by both Parties before performance of such services, or the CRMP will not be required to pay for the changes in the scope of work. Such amendment shall not render ineffective or invalidate unaffected portions of this Agreement.

4. Maintenance of Records.

Books, documents, papers, accounting records, and other evidence pertaining to costs incurred shall be maintained by Consultant and made available at all reasonable times during the contract period and for four (4) years from the date of final payment under the contract for inspection by CRMP.

5. Time of Performance

Consultant shall perform its services in a prompt and timely manner and shall commence performance upon receipt of written notice from the CRMP to proceed ("Notice to Proceed"). Consultant shall complete the services required hereunder within _____. The Notice to Proceed shall set forth the date of commencement of work.

6. Delays in Performance.

a. Neither CRMP nor Consultant shall be considered in default of this Agreement for delays in performance caused by circumstances beyond the reasonable control of the non-performing party. For purposes of this Agreement, such circumstances include but are not limited to, abnormal weather conditions; floods; earthquakes; fire; epidemics; pandemics; war; riots and other civil disturbances; strikes, lockouts, work slowdowns, and other labor disturbances; sabotage or judicial restraint.

b. Should such circumstances occur, the non-performing party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of this Agreement.

7. Compliance with Law.

a. Consultant shall comply with all applicable laws, ordinances, codes and regulations of the federal, state and local government, including Cal/OSHA requirements.

b. If required, Consultant shall assist the CRMP, as requested, in obtaining and maintaining all permits required of Consultant by federal, state and local regulatory agencies.

c. If applicable, Consultant is responsible for all costs of clean up and/ or removal of hazardous and toxic substances spilled as a result of his or her services or operations performed under this Agreement.

8. Standard of Care; Performance of Employees

a. Consultant's services will be performed in accordance with generally accepted professional practices and principles and in a manner consistent with the level of care and skill ordinarily exercised by members of the profession currently practicing under similar conditions.

b. Consultant's employees and subcontractors shall have sufficient skill and experience to perform the Services assigned to them. Consultant represents that it, its employees and subcontractors have all licenses, permits, qualifications and approvals of whatever nature that are legally required to perform the Services, including a CRMP Business License, and that such licenses and approvals shall be maintained throughout the term of this Contract. As provided for in the indemnification provisions of this Contract, Consultant shall perform, at its own cost and expense and without reimbursement from the CRMP, any services necessary to correct errors or omissions which are caused by the Consultant's failure to comply with the standard of care provided for herein. Any employee of the Consultant or its sub-consultants who is determined by the CRMP to be uncooperative, incompetent, a threat to the adequate or timely completion of the Project, a threat to the safety of persons or property, or any employee who fails or refuses to perform the Services in a manner acceptable to the CRMP, shall be promptly removed from the Project by the Consultant and shall not be re-employed to perform any of the Services or to work on the Project.

9. Assignment and Subcontracting

Consultant shall not assign, sublet, or transfer this Agreement or any rights under or interest in this Agreement without the written consent of the CRMP, which may be withheld for any reason. Any attempt to so assign or so transfer without such consent shall be void and without legal effect and shall constitute grounds for termination. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement. Nothing contained herein shall prevent Consultant from employing independent associates and subcontractors as Consultant may deem appropriate to assist in the performance of services hereunder.

10. Independent Contractor

Consultant is retained as an independent contractor and is not an employee of CRMP. No employee or agent of Consultant shall become an employee of CRMP. The work to be performed shall be in accordance with the work described in this Agreement, subject to such directions and amendments from CRMP as herein provided.

11. Insurance. Consultant shall not commence work for the CRMP until it has provided evidence satisfactory to the CRMP it has secured all insurance required under this section. In addition, Consultant shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required under this section.

a. Commercial General Liability

(i) The Consultant shall take out and maintain, during the performance of all work under this Agreement, in amounts not less than specified herein, Commercial General Liability Insurance, in a form and with insurance companies acceptable to the CRMP.

(ii) Coverage for Commercial General Liability insurance shall be at least as broad as the following:

(1) Insurance Services Office Commercial General Liability coverage (Occurrence Form CG 00 01) or exact equivalent.

(iii) Commercial General Liability Insurance must include coverage for the following:

- (1) Bodily Injury and Property Damage
- (2) Personal Injury/Advertising Injury
- (3) Premises/Operations Liability
- (4) Products/Completed Operations Liability
- (5) Aggregate Limits that Apply per Project
- (6) Explosion, Collapse and Underground (UCX) exclusion deleted
- (7) Contractual Liability with respect to this Agreement
- (8) Property Damage
- (9) Independent Contractors Coverage

(iv) The policy shall contain no endorsements or provisions limiting coverage for (1) contractual liability; (2) cross liability exclusion for claims or suits by one insured against another; (3) products/completed operations liability; or (4) contain any other exclusion contrary to the Agreement.

(v) The policy shall give CRMP, its officials, officers, employees, agents and CRMP designated volunteers additional insured status using ISO endorsement forms CG 20 10 10 01 and 20 37 10 01, or endorsements providing the exact same coverage.

(vi) The general liability program may utilize either deductibles or provide coverage excess of a self-insured retention, subject to written approval by the CRMP, and provided that such deductibles shall not apply to the CRMP as an additional insured.

b. Automobile Liability

(i) At all times during the performance of the work under this Agreement, the Consultant shall maintain Automobile Liability Insurance for bodily injury and property damage including coverage for owned, non-owned and hired vehicles, in a form and with insurance companies acceptable to the CRMP.

(ii) Coverage for automobile liability insurance shall be at least as broad as Insurance Services Office Form Number CA 00 01 covering automobile liability (Coverage Symbol 1, any auto).

(iii) The policy shall give CRMP, its officials, officers, employees, agents and CRMP designated volunteers additional insured status.

(iv) Subject to written approval by the CRMP, the automobile liability program may utilize deductibles, provided that such deductibles shall not apply to the CRMP as an additional insured, but not a self-insured retention.

c. Workers' Compensation/Employer's Liability

(i) Consultant certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and he/she will comply with such provisions before commencing work under this Agreement.

(ii) To the extent Consultant has employees at any time during the term of this Agreement, at all times during the performance of the work under this Agreement, the Consultant shall maintain full compensation insurance for all persons employed directly by him/her to carry out the work contemplated under this Agreement, all in accordance with the "Workers' Compensation and Insurance Act," Division IV of the Labor Code of the State of California and any acts amendatory thereof, and Employer's Liability Coverage in amounts indicated herein. Consultant shall require all subconsultants to obtain and maintain, for the period required by this Agreement, workers' compensation coverage of the same type and limits as specified in this section.

d. Professional Liability (Errors and Omissions)

At all times during the performance of the work under this Agreement the Consultant shall maintain professional liability or Errors and Omissions insurance appropriate to its profession, in a form and with insurance companies acceptable to the CRMP and in an amount indicated herein.

This insurance shall be endorsed to include contractual liability applicable to this Agreement and shall be written on a policy form specifically designed to protect against acts, errors or omissions of the Consultant. "Covered Professional Services" as designated in the policy must specifically include work performed under this Agreement. The policy must "pay on behalf of" the insured and must include a provision establishing the insurer's duty to defend.

e. Minimum Policy Limits Required

(i) The following insurance limits are required for the Agreement:

Combined Single Limit

Commercial General Liability	\$1,000,000 per occurrence/ \$2,000,000 aggregate for bodily injury, personal injury, and property damage
Automobile Liability	\$1,000,000 combined single limit
Employer's Liability	\$1,000,000 per accident or disease
Professional Liability	\$1,000,000 per claim and aggregate (errors and omissions)

(ii) Defense costs shall be payable in addition to the limits.

(iii) Requirements of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance. Any available coverage shall be provided to the parties required to be named as Additional Insured pursuant to this Agreement.

f. Evidence Required

Prior to execution of the Agreement, the Consultant shall file with the CRMP evidence of insurance from an insurer or insurers certifying to the coverage of all insurance required herein. Such evidence shall include original copies of the ISO CG 00 01 (or insurer's equivalent) signed by the insurer's representative and Certificate of Insurance (Acord Form 25-S or equivalent), together with required endorsements. All evidence of insurance shall be signed by a properly authorized officer, agent, or qualified representative of the insurer and shall certify the names of the insured, any additional insureds, where appropriate, the type and amount of the insurance, the location and operations to which the insurance applies, and the expiration date of such insurance.

g. Policy Provisions Required

(i) Consultant shall provide the CRMP at least thirty (30) days prior written notice of cancellation of any policy required by this Agreement, except that the

Consultant shall provide at least ten (10) days prior written notice of cancellation of any such policy due to non-payment of premium. If any of the required coverage is cancelled or expires during the term of this Agreement, the Consultant shall deliver renewal certificate(s) including the General Liability Additional Insured Endorsement to the CRMP at least ten (10) days prior to the effective date of cancellation or expiration.

(ii) The Commercial General Liability Policy and Automobile Policy shall each contain a provision stating that Consultant's policy is primary insurance and that any insurance, self-insurance or other coverage maintained by the CRMP or any named insureds shall not be called upon to contribute to any loss.

(iii) The retroactive date (if any) of each policy is to be no later than the effective date of this Agreement. Consultant shall maintain such coverage continuously for a period of at least three years after the completion of the work under this Agreement. Consultant shall purchase a one (1) year extended reporting period A) if the retroactive date is advanced past the effective date of this Agreement; B) if the policy is cancelled or not renewed; or C) if the policy is replaced by another claims-made policy with a retroactive date subsequent to the effective date of this Agreement.

(iv) All required insurance coverages, except for the professional liability coverage, shall contain or be endorsed to provide a waiver of subrogation in favor of the CRMP, its officials, officers, employees, agents, and volunteers or shall specifically allow Consultant or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Consultant hereby waives its own right of recovery against CRMP, and shall require similar written express waivers and insurance clauses from each of its subconsultants.

(v) The limits set forth herein shall apply separately to each insured against whom claims are made or suits are brought, except with respect to the limits of liability. Further the limits set forth herein shall not be construed to relieve the Consultant from liability in excess of such coverage, nor shall it limit the Consultant's indemnification obligations to the CRMP and shall not preclude the CRMP from taking such other actions available to the CRMP under other provisions of the Agreement or law.

h. Qualifying Insurers

(i) All policies required shall be issued by acceptable insurance companies, as determined by the CRMP, which satisfy the following minimum requirements:

(1) Each such policy shall be from a company or companies with a current A.M. Best's rating of no less than A:VII and admitted to transact in the business of insurance in the State of California, or otherwise allowed to place insurance through surplus line brokers under applicable provisions of the California Insurance Code or any federal law.

i. Additional Insurance Provisions

(i) The foregoing requirements as to the types and limits of insurance coverage to be maintained by Consultant, and any approval of said insurance by the CRMP, is not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Consultant pursuant to this Agreement, including but not limited to, the provisions concerning indemnification.

(ii) If at any time during the life of the Agreement, any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, CRMP has the right but not the duty to obtain the insurance it deems necessary and any premium paid by CRMP will be promptly reimbursed by Consultant or CRMP will withhold amounts sufficient to pay premium from Consultant payments. In the alternative, CRMP may cancel this Agreement.

(iii) The CRMP may require the Consultant to provide complete copies of all insurance policies in effect for the duration of the Project.

(iv) Neither the CRMP nor any of its officials, officers, employees, agents or volunteers shall be personally responsible for any liability arising under or by virtue of this Agreement.

j. Subconsultant Insurance Requirements. Consultant shall not allow any subcontractors or subconsultants to commence work on any subcontract until they have provided evidence satisfactory to the CRMP that they have secured all insurance required under this section. Policies of commercial general liability insurance provided by such subcontractors or subconsultants shall be endorsed to name the CRMP as an additional insured using ISO form CG 20 38 04 13 or an endorsement providing the exact same coverage. If requested by Consultant, CRMP may approve different scopes or minimum limits of insurance for particular subcontractors or subconsultants.

12. Indemnification.

a. To the fullest extent permitted by law, Consultant shall defend (with counsel of CRMP's choosing), indemnify and hold the CRMP, its officials, officers, employees, volunteers, and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury of any kind, in law or equity, to property or persons, including wrongful death, in any manner arising out of, pertaining to, or incident to any acts, errors or omissions, or willful misconduct of Consultant, its officials, officers, employees, subcontractors, consultants or agents in connection with the performance of the Consultant's services, the Project or this Agreement, including without limitation the payment of all damages, expert witness fees and attorney's fees and other related costs and expenses. Consultant's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Consultant, the CRMP, its officials, officers, employees, agents, or volunteers.

b. If Consultant's obligation to defend, indemnify, and/or hold harmless arises out of Consultant's performance of "design professional" services (as that term is defined under Civil Code section 2782.8), then, and only to the extent required by Civil Code section 2782.8, which is fully incorporated herein, Consultant's indemnification obligation shall be limited to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Consultant, and, upon Consultant obtaining a final adjudication by a court of competent jurisdiction, Consultant's liability for such claim, including the cost to defend, shall not exceed the Consultant's proportionate percentage of fault.

13. California Labor Code Requirements.

a. Consultant is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects ("Prevailing Wage Laws"). If the services are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Consultant agrees to fully comply with such Prevailing Wage Laws. Consultant shall defend, indemnify and hold the CRMP, its officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with the Prevailing Wage Laws. It shall be mandatory upon the Consultant and all subconsultants to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Sections 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

b. If the services are being performed as part of an applicable "public works" or "maintenance" project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Consultant and all subconsultants performing such services must be registered with the Department of Industrial Relations. Consultant shall maintain registration for the duration of the Project and require the same of any subconsultants, as applicable. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

c. This Agreement may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Consultant's sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor that affect Consultant's performance of services, including any delay, shall be Consultant's sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered

Consultant caused delay and shall not be compensable by the CRMP. Consultant shall defend, indemnify and hold the CRMP, its officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor.

14. Safety.

Consultant shall execute and maintain its work so as to avoid injury or damage to any person or property. In carrying out its Services, the Consultant shall at all times be in compliance with all applicable local, state and federal laws, rules and regulations, and shall exercise all necessary precautions for the safety of employees appropriate to the nature of the work and the conditions under which the work is to be performed. Safety precautions as applicable shall include, but shall not be limited to: (A) adequate life protection and life-saving equipment and procedures; (B) instructions in accident prevention for all employees and subcontractors, such as safe walkways, scaffolds, fall protection ladders, bridges, gang planks, confined space procedures, trenching and shoring, equipment and other safety devices, equipment and wearing apparel as are necessary or lawfully required to prevent accidents or injuries; and (C) adequate facilities for the proper inspection and maintenance of all safety measures.

15. Verification of Employment Eligibility.

By executing this Agreement, Consultant verifies that it fully complies with all requirements and restrictions of state and federal law respecting the employment of undocumented aliens, including, but not limited to, the Immigration Reform and Control Act of 1986, as may be amended from time to time, and shall require all subconsultants and sub-subconsultants to comply with the same.

17. Laws and Venue.

This Agreement shall be interpreted in accordance with the laws of the State of California. If any action is brought to interpret or enforce any term of this Agreement, the action shall be brought in the Superior Court of California for the County of Sacramento.

18. Termination or Abandonment

a. CRMP has the right to terminate or abandon any portion or all of the work under this Agreement by giving ten (10) calendar days written notice to Consultant. In such event, CRMP shall be immediately given title and possession to all original field notes, drawings and specifications, written reports and other documents produced or developed for that portion of the work completed and/or being abandoned. CRMP shall pay Consultant the reasonable value of services rendered for any portion of the work completed prior to termination. If said termination occurs prior to completion of any task for the Project for which a payment request has not been received, the charge for services performed during such task shall be the reasonable value of such services, based on an amount mutually agreed to by CRMP and Consultant of the portion of such task completed but not paid prior to said termination. CRMP shall not be liable

for any costs other than the charges or portions thereof which are specified herein. Consultant shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

b. Consultant may terminate its obligation to provide further services under this Agreement upon thirty (30) calendar days' written notice to CRMP only in the event of substantial failure by CRMP to perform in accordance with the terms of this Agreement through no fault of Consultant.

19. Ownership of Documents and Confidential Information.

a. All deliverables and other documents generated by Consultant in the performance of the Services, including all work papers, work-in-progress, designs, drawings, documents, data, computations, specifications, studies and reports prepared by Consultant as a part of the Services or authorized Additional Services ("Consultant Work Product") shall belong to and be subject to the sole ownership and use of CRMP.

b. Except as otherwise provided in "Termination or Abandonment," above, all original field notes, written reports, drawings and specifications and other documents, produced or developed for the Project shall, upon payment in full for the services described in this Agreement, be furnished to and become the property of the CRMP.

c. During the course of the performance of this Agreement, Consultant may receive written or verbal information from CRMP, its representatives or agents, not in the public domain. Such information may include CRMP's know how, trade secrets, and other proprietary and confidential information and Consultant agrees to treat such information as confidential information belonging to CRMP. Consultant agrees that neither it, nor its officers, employees, representatives, agents, successors, or assigns, will disclose such information to any third party or use the same in any manner without the prior written consent of CRMP. Moreover, Consultant agrees to safeguard such proprietary and confidential information from unauthorized disclosure and/or use using the same degree of care it uses to protect its own proprietary and confidential information, but not less than a reasonable standard of care. In the event that disclosure of such information is sought pursuant to any law or regulation, Consultant shall promptly notify CRMP of such fact to allow CRMP to assert whatever exclusions or exemptions may be available to it under applicable law or regulation.

20. Organization

Consultant shall assign _____ as Project Manager. The Project Manager shall not be removed from the Project or reassigned without the prior written consent of the CRMP.

21. Limitation of Agreement.

This Agreement is limited to and includes only the work included in the Project described above.

22. Notice

Any notice or instrument required to be given or delivered by this Agreement may be given or delivered by depositing the same in any United States Post Office, certified mail, return receipt requested, postage prepaid, addressed to:

CRMP:

California Residential Mitigation Program
400 Capitol Mall, Suite 1200
Sacramento, CA 95814

Attn: Chief Mitigation Officer Attn: Managing
Director

CONSULTANT:

[***INSERT NAME, ADDRESS & CONTACT
PERSON***]

and shall be effective upon receipt thereof.

23. Third Party Rights

Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the CRMP and the Consultant.

24. Equal Opportunity Employment.

Consultant represents that it is an equal opportunity employer and that it shall not discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, sex, age or other interests protected by the State or Federal Constitutions. Such non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.

25. Entire Agreement

This Agreement, with its exhibits, represents the entire understanding of CRMP and Consultant as to those matters contained herein, and supersedes and cancels any prior or contemporaneous oral or written understanding, promises or representations with respect to those matters covered hereunder. Each Party acknowledges that no representations, inducements, promises or agreements have been made by any person which are not incorporated herein, and that any other agreements shall be void. This Agreement may not be modified or altered except in writing signed by both Parties hereto. This is an integrated Agreement.

26. Severability

The unenforceability, invalidity or illegality of any provision(s) of this Agreement shall not render the remaining provisions unenforceable, invalid or illegal.

27. Successors and Assigns

This Agreement shall be binding upon and shall inure to the benefit of the successors in interest, executors, administrators and assigns of each Party to this Agreement. However, Consultant shall not assign or transfer by operation of law or otherwise any or all of its rights, burdens, duties or obligations without the prior written consent of CRMP. Any attempted assignment without such consent shall be invalid and void.

28. Non-Waiver

None of the provisions of this Agreement shall be considered waived by either Party, unless such waiver is specifically specified in writing.

29. Time of Essence

Time is of the essence for each and every provision of this Agreement.

30. CRMP's Right to Employ Other Consultants

CRMP reserves its right to employ other consultants, including engineers, in connection with this Project or other projects.

31. Prohibited Interests

Consultant warrants and warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement. Further, Consultant warrants that it has not paid nor has it agreed to pay any company or person, other than a bona fide employee working solely for Consultant, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this warranty, CRMP shall have the right to rescind this Agreement without liability. For the term of this Agreement, no director, official, officer or employee of CRMP, during the term of his or her service with CRMP, shall have any direct interest in this Agreement, or obtain any present or anticipated material benefit arising therefrom.

32. Additional documents The additional documents set forth in Exhibit "D" shall be executed by Consultant concurrently with this Agreement and shall be deemed incorporated herein by reference as if fully set forth herein.

[SIGNATURES ON FOLLOWING PAGE]

**SIGNATURE PAGE FOR PROFESSIONAL SERVICES AGREEMENT
BETWEEN CALIFORNIA RESIDENTIAL MITIGATION PROGRAM
AND ____**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date first written above.

California Residential Mitigation Program

[**CONSULTANT'S NAME**]

By: _____
Janiele Maffei
Chief Mitigation Officer

By: _____
Its: _____

Printed Name: _____

ATTEST:

By: _____
[INSERT TITLE]

Attachment A:
Scope of Services

A. Grant Management System

Deliver a grant management system that supports all phases of CRMP's retrofit program workflow, from initial setup through final financial review:

1. Program and Contractor Setup (Contractor/Design Professional Registration, Contractor Training, Grant Program Creation and Opening)
2. Program Registration and Acceptance (Homeowner Registration, Grant Program Selection and Acceptance)
3. Pre-Retrofit Stage (Income Verification, Estimates and Contractor Selection, Documentation Submission, Mitigation Reviews, Submissions to Grantees/Grantors, Review and Approval)
4. Post-Retrofit Stage (Documentation Submission, Mitigation Review)
5. Mitigation Review Stage (Mitigation Approvals)
6. Financial Review Stage (Financial Review and Payment)

B. Core System Features

The system must include these key features and functionalities necessary to support effective program management:

1. Retrofit Project Module
2. Project Tracking
3. Contractor Management
4. Homeowner Dashboard
5. Contractor Dashboard
6. Real-Time Data Sync
7. Integration with External/ Internal Systems

8. Automated Project Notifications
9. Retrofit Project Workflow
10. Data Integration with Financial Systems
11. Project Documentation Storage
12. Data Encryption and Security Protocols
13. Administrator Dashboard
14. Retrofit Project Reports
15. Comprehensive Audit Trail

C. Data Migration

Facilitate the migration of historical program data into the new system.

D. System Integration Support

Support and enable integration with other relevant software, government entities, platforms, or APIs as required.

E. Training

Provide system training tailored to the roles and responsibilities of the following CRMP internal resources:

1. IT personnel
2. Administrators
3. End users

F. System Configuration and Launch

Support the initial setup and configuration of the grant management system.

G. Ongoing Support Services

Provide ongoing technical and administrative support to ensure continued system performance and alignment with CRMP objectives.

Attachment B:

Schedule of Charges/Payments/Fees and Expense Structure

Consultant will invoice CRMP on a monthly cycle. Consultant will include with each invoice a detailed progress report that indicates the amount of budget spent on each task. Consultant will inform CRMP regarding any out-of-scope work being performed by Consultant. This is a time-and-materials contract.

Attachment C:
Activity Schedule

Attachment D:

Additional Documents

[the following submitted with Consultant's Proposal shall be inserted herein, subject to agreed modifications: a thorough description of the proposer's business continuity plan (or a separate attachment of the proposer's written business continuity plan), describing the proposer's plan for protecting CRMP and project-related data and maintaining a continuity of business operations and services following natural or human-caused emergencies or disasters; and a thorough description of the proposer's business continuity plan (or a separate attachment of the proposer's written business continuity plan), describing the proposer's plan for protecting California Earthquake Authority and California Governor's Office of Emergency Services, and project-related data and maintaining a continuity of business operations and services following natural or human-caused emergencies or disasters.]

Key Personnel

Consultant has represented to the CRMP that certain key personnel and consultants will perform the Services under this Agreement. Should one or more of such personnel and consultants become unavailable, Consultant may substitute others of at least equal competence upon written approval of the CRMP. In the event that the Parties cannot agree as to the substitution of key personnel and consultants, CRMP shall be entitled to terminate this Agreement for cause. As discussed below, any personnel or consultant who fail or refuse to perform the Services in a manner acceptable to the CRMP, or who are determined by the CRMP to be uncooperative, incompetent, a threat to the adequate or timely completion of the Project or a threat to the safety of persons or property, shall be promptly removed from the Services at the request of the CRMP. The key additional personnel and consultants for performance of this Agreement are as follows:

[illegible]

Approved Subcontractor(s)

EXHIBIT "B"

Drug-Free Workplace Certification

The Contractor hereby certifies its compliance with California Government Code Section 8355 to provide a drug-free workplace, and that the Contractor will:

1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, by Government Code Section 8355, subdivision (a)
2. Establish a Drug-Free Awareness Program as required by Government Code Section 8355, subdivision (b).
 - 1) The dangers of drug abuse in the workplace;
 - 2) The organization's policy of maintaining a drug-free workplace;
 - 3) Any available counseling, rehabilitation, and employee assistance programs; and
 - 4) The Penalties that can be imposed on employees for drug abuse violations.
3. Provide as required by Government Code Section 8355, subdivision (c), that every employee who has duties or responsibilities relating to this Agreement:
 - 1) Will receive a copy of the company's drug-free statement, and
 - 2) Will agree to abide by the company's statement as a condition of employment on the contract.

CERTIFICATION

I, the official named below, hereby swear that I am duly authorized legally to bind the Contractor to the above described certification. I am fully aware that this certification, executed on the date and in the county below, is made under penalty of perjury under the laws of the State of California.

Contractor's Authorized Signature

Title:

Date Executed:

In the County of:

Federal Identification Number:

EXHIBIT "C"

Information Security and Privacy Requirements

Access Control

1. Limit access to authorized users, processes acting on behalf of authorized users, and devices (including other systems).
2. Limit system access to the types of transactions and functions that authorized users are permitted to execute.
3. Control the flow of information in accordance with approved authorizations.
4. Separate the duties of individuals to reduce the risk of malevolent activity without collusion.
5. Employ the principle of least privilege, including for specific security functions and privileged accounts.
6. Use non-privileged accounts or roles when accessing non-security functions.
7. Prevent non-privileged users from executing privileged functions and capture the execution of such functions in audit logs.
8. Limit unsuccessful logon attempts.
9. Provide privacy and security notices consistent with applicable information rules.
10. Use session lock with pattern-hiding displays to prevent access and viewing of data after a period of inactivity.
11. Terminate (automatically) a user session after a defined condition.
12. Monitor and control remote access sessions.
13. Employ cryptographic mechanisms to protect the confidentiality of remote access sessions.
14. Route remote access via managed access control points.
15. Authorize remote execution of privileged commands and remote access to security relevant information.
16. Authorize wireless access prior to allowing such connections.
17. Protect wireless access using authentication and encryption.
18. Control connection of mobile devices.
19. Encrypt information on mobile devices and mobile computing platforms.
20. Verify and control / limit connectors to and use of external systems.
21. Limit use of portable storage devices on external systems.
22. Control information posted or processed on publicly accessible systems.

Awareness and Training

1. Ensure that managers, systems administrators, and users of organizational systems are made aware of the security risks associated with their activities and of the applicable policies, standards, and procedures related to the security of those systems.
2. Ensure that personnel are trained to carry out their assigned information security related duties and responsibilities.
3. Provide security awareness training on recognizing and reporting potential indicators of insider threat.

Audit and Accountability

1. Create and retain system audit logs and records to the extent needed to enable the monitoring, analysis, investigation, and reporting of unlawful or unauthorized system activity.
2. Ensure that the actions of individual system users can be uniquely traced to those users so they can be held accountable for their actions.
3. Review and updated logged events.
4. Alert in the event of an audit logging process failure.
5. Correlate audit record review, analysis, and reporting processes for investigation and response to indications of unlawful, unauthorized, suspicious, or unusual activity.
6. Provide audit record reduction and report generation to support on-demand analysis and reporting.
7. Provide a system capability that compares and synchronizes internal system clocks with an authoritative source to generate time stamps for audit records.
8. Protect audit information and audit logging tools from unauthorized access, modification, and deletion.
9. Limit management of audit logging functionality to a subset of privileged users.

Configuration Management

1. Establish and maintain baseline configurations and inventories of organizational systems (including hardware, software, firmware, and documentation) throughout the respective system development life cycles.
2. Establish and enforce security configuration settings for information technology products employed in organizational systems.
3. Track, review, approve or disapprove, and log changes to organizational systems.

4. Analyse the security impact of changes prior to implementation.
5. Define, document, approve, and enforce physical and logical access restrictions associated with changes to the organizational systems.
6. Employ the principle of least functionality by configuring organizational systems to provide only essential capabilities.
7. Restrict, disable, or prevent the use of nonessential programs, functions, ports, protocols, and services.
8. Apply deny-by-exception (blacklisting) policy to prevent the use of unauthorized software or deny-all, permit-by-exception (whitelisting) policy to allow for the execution of authorized software.
9. Control and monitor user-installed software.

Identification and Authentication

1. Identify system users, processes acting on behalf of users, and devices.
2. Authenticate (or verify) the identities of users, processes, or devices, as a prerequisite to allowing access to organizational systems.
3. Use multifactor authentication (MFA) for local and network access to privileged accounts and for network access to nonprivileged accounts.
4. Employ replay-resistant authentication mechanisms for network access to privileged and non-privileged accounts.
5. Prevent reuse of identifiers for a defined period.
6. Disable identifiers after a defined period of inactivity.
7. Enforce a passphrase (minimum 16 characters) or minimum password complexity and change of characters when new passwords are created.
8. Prohibit password reuse for a specified number of generations.
9. Allow temporary password use for systems logons with an immediate change to permanent password.
10. Store and transmit only cryptographically protected passphrases/passwords.
11. Obscure feedback of authentication information.

Incident Response

1. Establish an operational incident-handling capability for organizational systems that includes preparation, detection, analysis, containment, recovery, and user response activities.
2. Track, document, and report incidents to designated officials and/or authorities both internal and external to the organization.
3. Test the organizational incident response capability.

Maintenance

1. Perform maintenance on organizational systems.

2. Implement controls on the tools, techniques, mechanisms, and personnel used to conduct system maintenance
3. Ensure equipment removed for off-site maintenance is sanitized of any information.
4. Check media containing diagnostic and test programs for malicious code before the media are used in organizational systems.
5. Require multifactor authentication to establish nonlocal maintenance sessions via external network connections and terminate such connections when nonlocal maintenance is complete.
6. Supervise the maintenance activities of maintenance personnel without required access authorization.

Media Protection

1. Protect (i.e., physically control and securely store) system media containing information, both paper and digital.
2. Limit access to information on system media to authorized users.
3. Sanitize or destroy system media containing information before disposal or release for reuse.
4. Mark media with necessary information markings and distribution limitations.
5. Control access to media containing information and maintain accountability for media during transport outside of controlled areas.
6. Implement cryptographic mechanisms to protect the confidentiality of information stored on digital media during transport unless otherwise protected by alternative physical safeguards.
7. Control the use of removable media on system components.
8. Prohibit the use of portable storage devices when such devices have no identifiable owner.
9. Protect the confidentiality of backup information at storage locations.

Personnel Security

1. Screen individuals prior to authorizing access to organizational systems containing information.
2. Ensure that organizational systems containing information are protected during and after personnel actions such as terminations and transfers.

Physical Protection

1. Limit physical access to organizational systems, equipment, and the respective operating environments to authorized individuals.

2. Protect and monitor the physical facility and support infrastructure for organizational systems.
3. Escort visitors and monitor visitor activity.
4. Maintain audit logs of physical access.
5. Control and manage physical access devices.
6. Enforce safeguarding measures for information at alternate work sites.

Risk Assessment

1. Periodically assess the risk to organizational operations (including mission, functions, image, or reputation), organizational assets, and individuals, resulting from the operation of organizational systems and the associated processing, storage, or transmission of information.
2. Scan for vulnerabilities in organizational systems and applications periodically and when new vulnerabilities affecting those systems and applications are identified.
3. Remediate vulnerabilities in accordance with risk assessments.

Security Assessment

1. Periodically assess the security controls in organizational systems to determine if the controls are effective in their application.
2. Develop and implement plans of action designed to correct deficiencies and reduce or eliminate vulnerabilities in organizational systems.
3. Monitor security controls on an ongoing basis to ensure the continued effectiveness of the controls.
4. Develop, document, and periodically update system security plans that describe system boundaries, system environments of operation, how security requirements are implemented, and the relationships with or connections to other systems.

System and Communications Protection

1. Monitor, control, and protect communications (i.e., information transmitted or received by organizational systems) at the external boundaries and key internal boundaries of organizational systems.
2. Employ architectural designs, software development techniques, and systems engineering principles that promote effective information security within organizational systems.
3. Separate user functionality from system management functionality.
4. Prevent unauthorized and unintended information transfer via shared system resources.

5. Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.
6. Deny network communications traffic by default and allow network communications traffic by exception (i.e., deny all, permit by exception).
7. Prevent remote devices from simultaneously establishing non-remote connections with organizational systems and communicating via some other connection to resources in external networks (i.e., split tunneling).
8. Implement cryptographic mechanisms to prevent unauthorized disclosure of information during transmission unless otherwise protected by alternative physical safeguards.
9. Terminate network connections associated with communications sessions at the end of the sessions or after a defined period of inactivity.
10. Establish and manage cryptographic keys for cryptography employed in organizational systems.
11. Employ FIPS-validated cryptography when used to protect the confidentiality of information.
12. Prohibit remote activation of collaborative computing devices and provide indication of devices in use to users present at the device.
13. Control and monitor the use of mobile code.
14. Control and monitor the use of Voice over Internet Protocol (VoIP) technologies.
15. Protect the authenticity of communications sessions.
16. Protect the confidentiality of information at rest.

System and Information Integrity

1. Identify, report, and correct system flaws in a timely manner.
2. Provide protection from malicious code at designated locations within organizational systems.
3. Monitor system security alerts and advisories and take action in response.
4. Update malicious code protection mechanisms when new releases are available.
5. Perform periodic scans of organizational systems and real-time scans of files from external sources as files are downloaded, opened, or executed.
6. Monitor organizational systems, including inbound and outbound communications traffic, to detect attacks and indicators of potential attacks.
7. Identify unauthorized use of organizational systems.