

**State of California**  
**California 9-1-1 Emergency Communications Division**  
**HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION FORM**  
 TD-284A (Rev. 3/2017)

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 Contract Agreement IFB Requirement. The Contract Agreement IFB Requirements can be downloaded from the CA 9-1-1 Division website at:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-services-contracts>

<b>MPA RFP Requirement Number</b>	<b>Requirement</b>	<b>PSAP Initial</b>
<b>Audio</b>		
6.3.1.5	Audio Quality	
6.3.1.6	Acoustic Noise	
6.3.1.7	Crosstalk	
<b>System Physical Requirements</b>		
6.3.2.2	Electrical Requirements	
6.3.2.3	Uninterruptable Power Supply	
6.3.2.4	Multiple Lines/Workstation Requirement	
6.3.2.5	CPE Expansion Requirement	
6.3.2.6	Printing Capability at Local PSAP	
<b>Intelligent Workstation Physical Requirements</b>		
6.3.3.1	IWS Hardware Requirements	
6.3.3.2	User Volume Controls	
6.3.3.3	Standard Keyboard	
6.3.3.4	Mouse	
6.3.3.5	Keyboard Arbitrator	
6.3.3.6	Monitor	
6.3.3.7	Auxiliary Keypad Dialer	
6.3.3.8	Headset/Handset Capability	
6.3.3.9	Radio Dispatch Integration	
6.3.3.10	IWS Wiring	
6.3.3.11	IWS Logging Recorder Interface	
<b>Interconnectivity</b>		
6.3.4.1	System Connections	
6.3.4.2	Wireless Connections	
6.3.4.3	ALI Retrieval	
6.3.4.4	Cabling	
6.3.4.5	CPE Interface to Existing Equipment	
6.3.4.6	Remote Data Transfer Interface	
6.3.4.7	Additional LCD/LED Monitor Interface	
6.3.4.8	Trunk and Line Interfaces	
6.3.4.9	Logging Recorder Interface	
6.3.4.10	IWS Based Logging Interface	
6.3.4.11	Local Maintenance Terminal Interface	
6.3.4.12	Interoperability with GIS Mapping System	
6.3.4.13	CAD and Mapping Interface	

System Features		
6.4.1.1	ALI Controller	
6.4.1.2	ANI/ALI Display	
6.4.1.3	Dynamic ANI/ALI Output	
6.4.1.4	ALI Error Reporting	
6.4.1.5	Abandoned Call Detail	
6.4.1.6	Internal Time Synchronization	
6.4.1.7	External Source Time Synchronization	
6.4.1.8	Caller Identification	
6.4.1.9	Wireless ALI- FCC 94-102-Phase I/Phase II One-button Call-back	
6.4.1.10	Voice over Internet Protocol (VoIP) Capability	
6.4.1.11	Complete Call Progress Detection	
6.4.1.12	TDD/TTY	
6.4.1.13	Multi-Media Requests for Assistance	
6.4.1.14	Remote Maintenance Access	
6.4.1.15	System Database Backup	
Call and System Detail Records		
6.4.2.1	Call Detail Record (CDR) Format	
6.4.2.2	Remote CDR Collection Service	
6.4.2.3	System Detail Records	
6.4.2.4	CDR and Quality of Service (QOS)	
Turn-Key System Functionality		
6.4.3.1	Controller Functionality	
6.4.3.2	Redundant Architecture	
6.4.3.3	Call-Path Associated Signaling (CAS) and Non Call-Path Signaling (NCAS)	
6.4.3.4	Administrative Line Support	
6.4.3.5	ALI Caching	
6.4.3.6	System Call Format Flexibility	
6.4.3.7	9-1-1 Emergency Star (*) Codes Transfers	
6.4.3.8	Selective Transfer	
6.4.3.9	Abandoned Call Information	
6.4.3.10	Automatic CDR	
Telecommunicator Call-Taking Functionality		
6.4.4.1 (1)	Hold	
6.4.4.1 (2)	Dial	
6.4.4.1 (3)	Re-dial	
6.4.4.1 (4)	Release	
6.4.4.1 (5)	Transfer	
6.4.4.1 (6)	Conference	
6.4.4.1 (7)	Speed Dial	
6.4.4.1 (8)	ALI Request	
6.4.4.1 (9)	ANI/ALI display (separate display is allowed)	
6.4.4.1 (10)	Four (4) line appearances or more	
6.4.4.1 (11)	Ten (10) multi-function programmable keys or more, programmed as telephone line appearance or a feature of the telephone set	
6.4.4.1 (12)	Headset/handset interface	
6.4.4.1 (13)	Volume control for inbound audio signal for headset/handset	
6.4.4.1 (14)	Volume control for outbound signal and sidetone for headset/handset	
6.4.4.1 (15)	Volume Control for the ringer	
6.4.4.1 (16)	Call status indication (ringing, answered or both)	
6.4.4.2	Flash Transfer	
6.4.4.3	Conferencing Functionality	

6.4.4.4	Distinctive Ringing	
6.4.4.5	Call Queuing	
6.4.4.6	Last Stored Number Redial	
6.4.4.7	Pre-Arrival ALI	
6.4.4.8	Incoming 9-1-1 Emergency Call Display	
Speed-Dial Functionalities		
6.4.5.1	Speed Dial	
6.4.5.2	Speed-Dial Contacts	
6.4.5.3	Speed-Dial Icons	
6.4.5.4	Speed-Dial Shortcut Star (*) Codes	
Additional Functionality		
6.4.6.1	Voice Transfer	
6.4.6.2	Ring Volume	
6.4.6.3	Transmit Mute	
6.4.6.4	Release	
6.4.6.5	Radio System Interface	
Integrated Recall Recording		
6.4.7.1	Integrated Voice Recording (IVR)	
6.4.7.2	Integrated Recall Recording (IRR)	
6.4.7.3	IRR – Management of Old Recordings	
6.4.7.4	IRR – Call Type/Text Information	
6.4.7.5	IRR – Separate Recording and Playback	
6.4.7.6	IRR – Controls	
6.4.7.7	IRR – Speakers	
6.4.7.8	IRR – Radio Channel Recording	
Intelligent Work Station Telephone (IWS) Functionality ( <i>Verify on each IWS</i> )		
6.4.8	TDD/TTY Capability	
6.4.9	Call/Line Indicators	
6.4.10	System Sounds and Icons	
6.4.11	Graphical User Interface (GUI)	
6.4.12	Help Documents	
6.4.13	Screen Layout - Lock	
6.4.14	Screen Layout - Restore	
6.4.15	Printing Capabilities	
6.4.16	Status Window	
6.4.17	Automatic Number Identification (ANI)	
6.4.18	Automatic Location Identification (ALI)	
6.4.19	Call Review	
6.4.20	Instant Messaging (IM)	
6.4.21	ALI Rebid	
6.4.22	ALI Parsing	
6.4.23	Conferencing Capabilities	
6.4.24	Call-back	
6.4.25	Hold	
6.4.26	Forced Disconnect	
6.4.27	Audio Monitoring	
6.4.28	Barge In	
6.4.29	Make Busy	
6.4.30	Computer Telephony Integration Software Requirements	
6.4.31	Telecommunicator Log-on Roles and Permissions	
9-1-1 CPE Host-Remote System		
6.6.10	Service Component Architecture Call-Taking Mode	
6.6.11	Overflow Capability	

6.6.12	Remote Maintenance Access	
6.6.13	CDR and System Detail Records	
6.6.15	Radio Channel Recording	
6.6.17	Administration	
6.6.18	Time Synchronization	
6.6.21	Telecommunicator Log-on	
6.6.22	Logging Recorder Interface	
6.6.23	ACD	
6.6.24	MIS	
Remote PSAP Requirements		
6.7.3	User Profile Mobility	
6.7.4	CAD and Mapping Interface	
Remote PSAP IWS Call-Handling Configuration and Functionality		
6.8.2	Routing Display	
Regional Network Failover Testing		
	Single Host Failure Scenario	
	Host Interconnectivity Failure Scenario	
	Remote Connectivity Failure Scenario	

Minor Discrepancies:

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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 Division