

State of California
9-1-1 OPERATIONS MANUAL
CHAPTER III – FUNDING

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INTRODUCTION

The administration and funding for equipment and network services related to the routing and answering of 9-1-1 calls is based upon laws passed by the California State Legislature. Pertinent California Law relating to the reimbursement of 9-1-1 equipment and services can be found in the California (CA) Revenue and Taxation Code Sections 41001 – 41176, known as the Emergency Telephone Users Surcharge Act. In essence, the laws indicate that the State of California, Governor's Office of Emergency Services, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch), shall manage the State Emergency Telephone Number Account (SETNA) and reimburse agencies for equipment and services necessary for the delivery and answering of 9-1-1 calls in the State of California. CA Revenue and Taxation Code Section 41138 also provides authority to public agencies to obtain equipment from any vendor; however, reimbursable costs cannot exceed those that have been approved by the CA 9-1-1 Branch.

The goal of the CA 9-1-1 Branch is to enable each Public Safety Answering Point (PSAP) to provide the fastest, most reliable, and cost-effective access to emergency services for any 9-1-1 caller in California. The objective of this chapter is to provide definition of the CA 9-1-1 Branch funding policies that support this goal and provide fiscally responsible guidelines. For further clarification of these funding policies and procedures, please contact the CA 9-1-1 Branch staff as indicated below.

Need More Information?

The entire Emergency Telephone Users Surcharge Act (Revenue and Taxation Code Sections 41001-41176), as well as the Warren-9-1-1-Emergency Assistance Act (Government Code Sections 53100-53121), are included in the Appendix of the CA 9-1-1 Operations Manual (Manual). The Manual and other CA 9-1-1 Branch documents may be viewed and downloaded from the CA 9-1-1 Branch website, as follows:

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

To view the Manual upon reaching the CA 9-1-1 Branch homepage, click on "CA 9-1-1 Operations Manual" from the right-hand menu; each chapter can be viewed or downloaded.

How to Communicate With the CA 9-1-1 Branch

A CA 9-1-1 Branch Directory with agency 9-1-1 Advisor assignments, email addresses, and telephone numbers may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<http://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/001-9-1-1OrganizationChart.pdf>

CA 9-1-1 Branch contact information:

Phone: (916) 657-9369; **Fax:** (916) 657-9882; **E-mail:** CA911Branch@CALOES.ca.gov

When corresponding with the CA 9-1-1 Branch, please direct correspondence to:

State of California Governor's Office of Emergency Services
Public Safety Communications
California 9-1-1 Emergency Communications Branch
601 Sequoia Pacific Boulevard, MS-911
Sacramento, CA 95811-0231

FUNDING POLICIES

“NEW” PUBLIC SAFETY ANSWERING POINT (PSAP) FUNDING POLICY

To be recognized as a newly funded PSAP and receive CA 9-1-1 Branch funding as a “new” PSAP, an agency must meet the funding criteria detailed below. Any PSAP approved to receive funding shall accept all 9-1-1 call types, including, but not limited to, wireline, wireless, VoIP, and emerging technologies including telematics, Text-to-9-1-1, and relay services. Upon approval by the CA 9-1-1 Branch, start-up funding will be provided as defined below and as outlined throughout this chapter. (Note: The CA 9-1-1 Branch encourages public agencies to consider PSAP consolidation, when appropriate, to most effectively use PSAP and CA 9-1-1 Branch resources.)

Funding Criteria

The requesting agency must meet the following Funding Criteria.

1. Be a public agency as defined in Government Code Section 53101: *“Public agency as used in this article, means the State, and any city, county, city and county, municipal corporation, public district, or public authority located in whole or in part within this State which provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services”*.
2. Submit a letter on agency letterhead to the CA 9-1-1 Branch with the following:
 - a. Detailed description of the current 9-1-1 call processing procedures for the requesting agency’s jurisdiction. This description must outline the agency or agencies currently handling all 9-1-1 call traffic and how the requesting agency receives 9-1-1 calls for service;
 - b. Detailed summary of alternative arrangements that have been evaluated by the agency, results of the evaluation, and justification of the agency’s need to be recognized as a PSAP. The evaluation must include an analysis of consolidation and regionalization;
 - c. Confirmation that the requesting agency will meet all mandatory PSAP standards as outlined in Chapter I – Standards, including assurance that the requesting agency’s PSAP will be staffed with 9-1-1 telecommunicator(s) and commit to answering 9-1-1 calls 24 hours per day, every day of the year, for a minimum of five (5) years with ninety-five (95) percent of all 9-1-1 calls being answered within fifteen (15) seconds;
 - d. Confirmation that the requesting agency serves a 24-hour resident population;
 - e. Detailed documentation, such as emergency incident reports, to support an anticipated call volume of 1,201 or more 9-1-1 calls per month and proposed

benefits of funding (by the CA 9-1-1 Branch) to improve emergency response to 9-1-1 callers in their jurisdiction;

- f.** Commitment that the PSAP (when requesting agency is law enforcement) will support the redistribution of wireless 9-1-1 calls from the California Highway Patrol (CHP) to the requesting agency's PSAP by agreeing to accept wireless calls directly as a primary PSAP. (Fire and emergency medical response agencies receive wireless 9-1-1 calls via transfer as secondary PSAPs.);
 - g.** Commitment that the PSAP will support Text-to-9-1-1 by agreeing to begin the deployment process within twelve (12) months of becoming a funded PSAP;
 - h.** Commitment that the PSAP will support Next Generation 9-1-1 services.
- 3.** Complete an EMERGENCY NUMBER SYSTEM PLAN/AGREEMENT (TDe-280, Rev. 12/16) form (provided to PSAP by the CA 9-1-1 Branch) with signatures from participating PSAPs that agree to send/receive 9-1-1 calls to/from the requesting agency; and, signatures of the Sheriff, or Police Chief, or Fire Chief, and Finance Officer to acknowledge financial penalties that will be imposed to the PSAP by the CA 9-1-1 Branch if the 5-year commitment is not met.
- a.** Subsequent to a detailed review of the documentation requested in Funding Criteria 1 and 2 above, the TDe-280 form will be initiated by the CA 9-1-1 Branch Advisor who will insert projected "start-up" costs under "CA 9-1-1 Branch 5-Year Funding Plan Costs";
 - b.** The TDe-280 with "startup" costs provided will then be sent to the requesting agency as "pending approval" until the form is completed by the PSAP and returned to the CA 9-1-1 Branch for final approval and a funding commitment.

Approved "Start-Up" Funding

Initial CA 9-1-1 Branch "startup" funding for an approved "new" PSAP will be based on an evaluation of the requesting agency's documented projected 9-1-1 call volume. Funding will be authorized at a level needed for the PSAP to answer 9-1-1 calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour). An approved "new" PSAP will be funded as a "Standard Turn-Key 9-1-1 System" as defined in this chapter and Glossary, based on the selected vendor's contracted price quote, and the associated tariffed or contracted network facilities (9-1-1 lines/trunks, Automatic Number Identification (ANI)/Automatic Location Identification (ALI), and alternate answer circuits).

AGENCY 9-1-1 EXPENSES FUNDING POLICY

With changing technology, new legislation, and an ongoing effort by all agencies for continued improvement to California's 9-1-1 network, the CA 9-1-1 Branch recognizes that 9-1-1 County Coordinators, and/or their designee, and PSAPs dedicate considerable resources to support effective response to 9-1-1 callers in their community. It is the policy of the CA 9-1-1 Branch to reimburse for documented costs directly associated with this effort.

Reimbursement requests that require pre-approval shall be submitted to the CA 9-1-1 Branch. The CA 9-1-1 Branch may issue a notice and post on our web-site when pre-approval can be applied statewide.

9-1-1 Related Activities Eligible For Reimbursement

The following are activities that may be approved for reimbursement. Activities that require pre-approval by the CA 9-1-1 Branch before the expense is incurred are noted. Agencies may request reimbursement for these expenses by following the *Reimbursement Claim Process - Agency 9-1-1 Expenses* in this chapter.

- A. 9-1-1 County Coordinator and/or their designee efforts related to coordination of Emergency Service Number (ESN) assignments for 9-1-1 call delivery as detailed in Chapter VIII - 9-1-1 County Coordinator are reimbursable. Itemization of activities by date must be attached;
- B. 9-1-1 County Coordinator and/or their designee efforts related to coordination of 9-1-1 related activities to PSAPs as detailed in Chapter VIII of this manual are reimbursable. Itemization of activities by date must be attached;
- C. 9-1-1 County Coordinator and/or their designee efforts related to coordination of 9-1-1 Wireless related activities associated with the deployment of wireless Enhanced (E9-1-1), including, but not limited to: wireless routing, meetings, database, scheduling, testing, cutovers, and escalations. Itemization of activities by date must be attached;
- D. 9-1-1 County Coordinator Task Force (CCTF) Related Activities (PRE-APPROVAL REQUIRED) - time spent to travel to/from meeting location and time spent to perform tasks assigned to CCTF members. Itemization of activities by date must be attached.

NOTE for A, B, C & D: Reimbursement for **contracted services for a 9-1-1 County Coordinator not employed by the agency performing these activities requires prior written approval from the CA 9-1-1 Branch**. The agency shall use their local procurement process when selecting a provider to perform 9-1-1 County Coordinator activities. The request for prior approval must include a cover letter on agency letterhead, a copy of the entire contractor's bid that includes pricing,

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and an entire copy of the contractor's Agreement (i.e., California Multiple Award Schedule (CMAS)). The request must include a description of 9-1-1 activities to be performed and the objectives that must be met by the contractor. The CA 9-1-1 Branch will review the request and respond in writing to the requesting agency. Once reimbursement for a contractor is approved, Agencies may request reimbursement for eligible expenses as defined herein and in Chapter VIII – County Coordinator and MSAG Responsibilities by following the Agency 9-1-1 Expenses, Reimbursement Claim Process outlined in this chapter;

- E. Special meetings/projects/training (PRE-APPROVAL REQUIRED)** - time spent to travel to/from location and documented attendance at a project meeting or training requested by the CA 9-1-1 Branch. Required documentation for reimbursement includes a dated meeting agenda and a copy of the meeting sign-in sheet with the signatures of attendee(s) highlighted;
- F. Countywide PSAP Manager's meeting (PRE-APPROVAL REQUIRED)** - time spent to travel to/from the meeting location and documented attendance. Required documentation for reimbursement includes a dated meeting agenda on agency letterhead and a copy of the meeting sign-in sheet with the signatures of attendee(s) highlighted;
- G. Annual Training Allotment (ATA) (PRE-APPROVAL REQUIRED)** - Each PSAP and the 9-1-1 County Coordinators may be reimbursed up to \$10,000 per state fiscal year (July 1 through June 30) for specifically defined 9-1-1 related training that is held within the State of California within that fiscal year. The unspent ATA balance cannot be applied to the next fiscal year.

The CA 9-1-1 Branch will issue advance notification of pre-approved specifically defined 9-1-1 related training. If notification of a specifically 9-1-1 related training is not published and posted on the CA 9-1-1 Branch website, then pre-approval by the CA 9-1-1 Branch will be required.

AGENCY 9-1-1 EXPENSES FUNDING POLICY

9-1-1 Expenses Eligible For Reimbursement

The following items associated with 9-1-1 expenses eligible for reimbursement may require pre-approval (with the exception of 9-1-1 training and events where the CA 9-1-1 Branch has pre-approved the use of the ATA). Agencies may request reimbursement for these expenses by following the Reimbursement Claim Process - Agency 9-1-1 Expenses in this chapter.

Agencies must follow the State of California, Human Resources (CalHR), travel policies. CalHR's travel policy may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<http://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx>

The CA 9-1-1 has prepared a one-page reference document that includes the current CalHR State Travel Rates that be may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

- A. WAGES** – PSAP Managers and/or their designee, 9-1-1 County Coordinators and/or their designee, may be reimbursed documented wages not to exceed assigned work hours (straight time salary and benefits). REIMBURSEMENT CLAIM SUPPORT DOCUMENT Form TDe-290A is required;
- B. MILEAGE** – Mileage may be reimbursed for documented mileage incurred while traveling to and from pre-approved training and meetings. The rate of reimbursement will be based on the State of California, CalHR mileage reimbursement rates. Form TDe-290A and a mileage mapping document (such as MapQuest) is required;
- C. TRANSPORTATION** – Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, taxi, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on actual expenses. Gratuity is not reimbursable;
- D. LODGING** – Lodging may be reimbursed for documented (itemized receipts required) lodging expenses incurred while traveling to attend pre-approved training, or pre-approved conferences, or pre-approved meetings. The rate of reimbursement will be based on the State of California, CalHR lodging or conference lodging reimbursement rates, respectively, where applicable;

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- E. MEALS AND INCIDENTALS** - Meals and incidentals may be reimbursed for meal and incidental expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the State of California, CalHR meals and incidentals reimbursement rates. Gratuity is not reimbursable;
- F. REGISTRATION** - Reimbursement for the cost of registration to attend pre-approved specifically defined 9-1-1 training may be funded by the CA 9-1-1 Branch within the limits of the ATA (defined in this chapter).

9-1-1 EDUCATION FUNDING POLICY

Educational Materials

Funding for public education materials and/or services for use in selected advertising campaigns or community awareness events that are specifically focused on the proper use of 9-1-1 may be available from the CA 9-1-1 Branch. Pre-approval is required for all 9-1-1 education funding requests, and each request will be evaluated on a case-by-case basis. A written request to the CA 9-1-1 Branch for funding pre-approval must be on agency letterhead, and must include the following information:

1. A detailed description of the educational product and/or services provided and how they address the proper use of 9-1-1;
2. A detailed list of costs for which the PSAP is seeking reimbursement; and/or a purchase order from specific CA 9-1-1 Branch approved vendor(s);
3. The number of Kindergarten through third-grade students per school and the number of schools planned for teaching event(s);
4. A plan for presentation of the material (for example, a community safety day, booth at the local fair, or school events with a listing of schools and classes);
5. A detailed list of the dates of teaching presentation(s) per fiscal year (July 1st through June 30th);
6. An original signature on agency letterhead, sent via U.S. Mail to the CA 9-1-1 Branch addressed as follows:

State of California Governor's Office of Emergency Services
Public Safety Communication
California 9-1-1 Emergency Communications Branch
Attention: Education Reimbursement Coordinator
601 Sequoia Pacific Boulevard, MS-911
Sacramento, CA 95811-0231

For purchases made using a State contract administered by the CA 9-1-1 Branch or other eligible State agency (i.e. California Multiple Award Schedule (CMAS)) the CA 9-1-1 Branch may pay directly. PSAP purchases from a private vendor will be funded based upon the *Reimbursement Claim Process, 9-1-1 Network and Other 9-1-1 Services*.

The CA 9-1-1 Branch does not fund general crime or safety education material.

Emergency Number Professional Certification

The Emergency Number Professional (ENP) certification program recognizes leaders in the 9-1-1 profession by promoting comprehensive mastery of the emergency number program management knowledge base. The ENP certification encourages professional growth and may be required for management positions within the PSAP. PSAPs may be eligible for reimbursement of the ENP certification exam fee for PSAP personnel that successfully complete the certification process. Funding will follow the

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Reimbursement Claim Process, 9-1-1 Network and Other 9-1-1 Services and must be accompanied by a copy of the ENP certification showing successful completion of the program.

9-1-1 NETWORK AND STATEWIDE SERVICES FUNDING POLICY

Every telecommunications carrier offering local voice network (wireline and wireless) service in California is required by the California Public Utilities Commission (CPUC) to provide customer access to 9-1-1. Therefore, it is the policy of the CA 9-1-1 Branch to provide cost recovery funding to telecommunications carriers for delivery of wireline and wireless 9-1-1 services in the State of California. Funding shall be contingent upon compliance with the National Emergency Number Association (NENA) recommended standards; contingent upon compliance with the standards, policies, and procedures defined by the CA 9-1-1 Branch; and based on the CPUC tariff rates and State contracted rates.

NOTE: Coordination for system moves and/or system replacement that impact network services must be coordinated with all stakeholders including the PSAP Manager, CA 9-1-1 Branch Advisor, equipment contractor, and network provider(s).

Eligible PSAP Network Services

The following items are eligible for CA 9-1-1 Branch funding as stipulated. PSAPs must use the *9-1-1 Network and Other 9-1-1 Services, Reimbursement Claim Process* or the *Direct Funding Process*, as indicated in parentheses () after each item in this section. Funding processes are outlined at the end of this chapter.

- A. 10-Digit Emergency Lines - Unlisted (*Reimbursement Claim Process*)** The CA 9-1-1 Branch does not mandate or fund the publication of 10-digit emergency numbers. PSAPs may request reimbursement for a maximum of two (2) unlisted 10-digit emergency (allied agency) lines. These lines shall be used to answer transferred 9-1-1 wireline or wireless calls only. Calls answered on these lines shall be answered in a similar manner and with the same priority as 9-1-1 lines. Any previously CA 9-1-1 Branch-funded Personal Communications Systems (PCS) or wireless 9-1-1 telephone lines will be considered non-published 10-digit emergency lines. Funding includes installation, monthly service, taxes, Caller Identification (Caller-ID) feature (where available), and telephone system line cards (new systems only). The CA 9-1-1 Branch will not fund outgoing calls, foreign exchange lines, telephone line features (except Caller-ID). If call-traffic on these lines exceeds capacity, the CA 9-1-1 Branch may fund additional lines after verification of call-traffic;

- B. 9-1-1 Telephone Lines/9-1-1 Trunks (*Direct Funding Process*)** The CA 9-1-1 Branch will fund the number of 9-1-1 telephone lines necessary to answer emergency calls at a P.01 grade of service (no more than one (1) busy per 100 call attempts during a normal busy hour). No less than two (2) telephone lines per routing tandem will be funded at each PSAP. Funding will include installation charges, monthly service, mileage charges and toll charges associated with the answering and transferring of 9-1-1 calls. Additional justification must be included in requests with excessive mileage (more than 50 miles) to connect a PSAP to a tandem switch. Installation and monthly service for pre-approved relocation of services will be

funded; however, the overlap in billing for two (2) locations is limited to a maximum of 30 calendar days;

- C. Automatic Location Identification (ALI) Dial Backup Circuit (Direct Funding Process) The purpose of the ALI dial backup circuit is to restore the ALI database connection should the primary ALI retrieval circuit fail. An analog telephone line and associated equipment (modem and cabling) will be funded. Funding for the analog telephone line will include installation, equipment, toll and monthly service. Installation and monthly service for pre-approved relocation of services will be funded; however, the overlap in billing for two (2) locations is limited to a maximum of 30 calendar days;
- D. ALI Retrieval Circuits (Direct Funding Process) One (1) digital ALI retrieval circuit with two (2) virtual channels and the equipment necessary to connect this circuit to the PSAP CPE will be funded per PSAP. Dual digital ALI retrieval circuits will be considered for PSAPs with an annual average call volume of 20,000 per month or greater. Funding will include installation, equipment, and monthly service. Installation and monthly service for pre-approved relocation of services will be funded; however, the overlap in billing for two (2) locations is limited to a maximum of 30 calendar days;
- E. Alternate Answer Circuits (Direct Funding Process) Requests for new Alternate Answer circuits will be funded by the CA 9-1-1 Branch to provide an expedient method to reroute 9-1-1 calls to the nearest appropriate PSAP in the event a PSAP's 9-1-1 telephone system fails, or the communications center is evacuated. Where feasible, alternate routing of calls must be to an answering point that already has direct connectivity to the same tandem switch. If a PSAP answers 9-1-1 calls from two (2) or more tandems, the CA 9-1-1 Branch may fund additional alternate routing circuits necessary to deliver calls to more than one (1) local PSAP. An authorization letter on Agency letterhead from the PSAP agreeing to answer rerouted calls must accompany any request for alternate answer funding. These circuits shall not be used to reroute 9-1-1 call traffic for the purpose of sharing call workload with other PSAPs. Changes to existing alternate answer configurations may be funded when caused by circumstances beyond the control of the PSAP or when the PSAP location is moved; however, the overlap in billing for two (2) locations is limited to a maximum of 30 calendar days.

Foreign Language Emergency Interpretation Services (Contact CA 9-1-1 Branch Advisor) The CA 9-1-1 Branch will direct fund and/or reimburse PSAPs for 9-1-1 foreign language emergency interpretation services that meet the requirement as outlined in Chapter VII, Foreign Language Emergency Interpretation.

Management Information System (MIS) (Contact CA 9-1-1 Branch Advisor) A 9-1-1 network MIS is the collection and display of 9-1-1 call detail statistics for the production of call detail reports. A statewide network MIS is funded by the CA 9-1-1 Branch. Funding includes the data network telephone lines, data processing, and

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archiving of collected data. This data is available for viewing by any PSAP who has access to the Internet. PSAP connection to the State's MIS, known as the Emergency Call Tracking System (ECaTS), for the production of call detail reports is required by the CA 9-1-1 Branch to determine PSAP CPE funding fixed allotment.

CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY

It is the policy of the CA 9-1-1 Branch to ensure high quality and best value for agencies in the procurement and maintenance of 9-1-1 CPE systems and services. To accomplish this, the CA 9-1-1 Branch staff will advise and support PSAPs in their efforts to procure 9-1-1 CPE systems that maximize the ability of PSAP personnel to efficiently and effectively answer and direct 9-1-1 calls. To receive CA 9-1-1 Branch funding, the PSAP must follow the funding process for the reimbursement or direct funding as outlined in this chapter (refer to *FUNDING PROCESSES FOR 9-1-1 SERVICES & EQUIPMENT, FUNDING PROCESS - 9-1-1 System CPE Replacement*).

9-1-1 System CPE Defined

Includes all equipment and systems used within the PSAP 9-1-1 telecommunicator work area (including the 9-1-1 equipment room/closet) to answer 9-1-1 calls. This includes, but is not limited to, 9-1-1 telecommunicator telephony computers, controllers, servers, cabling, and/or ancillary systems, services, and products associated with the delivery of a 9-1-1 call.

Contract Agreements for 9-1-1 CPE Systems and Services

The State of California (State) offers CPE Contract Agreements that provide PSAPs an effective procurement method with competitive pricing for CPE system replacement and services. The prices listed on the Contract Agreements for equipment and services are the maximum allowable, and the price of systems varies from contractor to contractor. PSAPs may be able to obtain price discounts or additional equipment by soliciting price offers from multiple contractors, thus increasing the buying power of the CPE funding fixed allotment. The Contract Agreements may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

Use of the CPE Contract Agreements is not mandatory; however, it offers direct funding by the CA 9-1-1 Branch to the Contractor. However, PSAPs may choose to use their local procurement processes, pay the Contractor direct, and request reimbursement from the CA 9-1-1 Branch. CPE purchases utilizing the reimbursement process must, at the minimum, meet all requirements of a standard turn-key or host-remote 9-1-1 system as defined in the current CPE contract.

CPE Funding Fixed Allotment

In order to provide funding in an equitable manner throughout the State, the CA 9-1-1 Branch has established a CPE funding fixed allotment calculation based on each PSAP's volume of 9-1-1 calls using the CPE Funding Policy provided in this chapter, and the prices obtained from the established Contract Agreements for a standard turn-key and host-remote system. The CPE funding fixed allotment for each PSAP allows for the replacement of a complete 9-1-1 system (standard turn-key or host-remote). Upon receipt of a PSAP's request for CPE funding, the CA 9-1-1 Branch

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Advisor will perform a 9-1-1 call-traffic analysis and calculate the CPE funding fixed allotment eligibility amount.

Advanced Notification for CPE Funding

For CA 9-1-1 Branch annual budgeting purposes and to allow the PSAP adequate time to evaluate various CPE contractors, PSAPs must submit an ADVANCE NOTIFICATION FOR CUSTOMER PREMISE EQUIPMENT FUNDING form. This form must be submitted one (1) year prior to when CPE funding is required for:

- CPE system replacement and related equipment, and/or,
- CPE extended maintenance for year(s) six (6) or seven (7).

For the state fiscal years (July 1st through June 30th) that PSAPs do not plan on using any SETNA funds, PSAPs do not need to submit an ADVANCE NOTIFICATION FOR CUSTOMER PREMISE EQUIPMENT FUNDING form.

Text-to-9-1-1 Deployment Schedule

Prior to issuance of the PSAP CPE fixed funding allotment, PSAPs must submit a TEXT-TO-9-1-1 DEPLOYMENT SCHEDULE including the PSAP's timeline for Text-to-9-1-1 deployment and anticipated go-live date (assuming a 6-month wireless service provider deployment period minimum). For more information, please refer to *Chapter X – TEXT-TO-9-1-1 SERVICES*.

Residual Funds

If the final cost for a complete 9-1-1 system CPE replacement is less than the PSAP's CPE funding fixed allotment eligibility amount, the remaining amount is referred to as residual funds. These residual funds may be used for the purchase of additional CA 9-1-1 Branch approved equipment and services as detailed in the *Incremental Service/Equipment Approval List For Residual Funds* provided in this chapter. Planning and subsequent request for the use of these residual funds must take place when the PSAP prepares and submits their Purchase Order (PO) package in accordance with the *Funding Process for 9-1-1 System Replacement* as outlined in this chapter. All quotes and/or POs for use of residual funds must be submitted to the CA 9-1-1 Branch within 90 days of CPE acceptance, and purchase completed within nine (9) months of system acceptance. For further clarification of this requirement, please contact your assigned CA 9-1-1 Branch Advisor.

CPE System Maintenance Beyond the Five Year Cycle

Five years after system acceptance of a 9-1-1 CPE system replacement (which included one year of system warranty and four years of system maintenance), a PSAP may choose to enter into a maintenance agreement with a CPE contractor for years six (6) and/or seven (7) of additional maintenance until the PSAP's 9-1-1 CPE system has been replaced. Maintenance costs for years six (6) and seven (7) will not

be deducted from the PSAP's CPE funding fixed allotment. Maintenance costs in year eight (8) and beyond are the responsibility of the PSAP. Maintenance agreements are not automatic and the CA 9-1-1 Branch funding requires pre-approval at least two (2) months prior to the expiration of the "existing" agreement. Contact your CA 9-1-1 Branch Advisor to determine the appropriate steps required for pre-approval and subsequent CPE system maintenance funding by the CA 9-1-1 Branch.

CPE Replacement Parts and Equipment Repairs

PSAPs shall provide a facility with adequate heating, cooling, ventilation, light, electrical supply, and overload protection to protect the equipment so that it may operate as intended by the manufacturer. Costs to repair damage to equipment caused by PSAP negligence or the lack of adequate facilities to house and protect the equipment shall be the responsibility of the PSAP. If an act of nature or other circumstance causes damage to the equipment and the PSAP has made a reasonable effort to protect such equipment, the CA 9-1-1 Branch will review and may approve funding requests for CPE replacement parts and equipment repairs. All requests for funding CPE replacement parts and equipment repairs will be evaluated on a case-by-case basis.

CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY

Standard Turn-Key 9-1-1 System

A standard turn-key 9-1-1 system includes all 9-1-1 CPE and systems used within the communication center's 9-1-1 telecommunicator work area (including the 9-1-1 equipment room/closet) in direct support of the delivery of 9-1-1 calls to the 9-1-1 telecommunicator. The elements of a standard turn-key 9-1-1 system, as competitively bid and available on the current contracts, are detailed below.

Standard 9-1-1 Telecommunicator Position – Intelligent Workstation (IWS), including:

1. Full Telephony Computer Central Processing Units (CPUs);
2. Minimum 19" Liquid Crystal Display (LCD)/Light Emitting Diode (LED) Monitor;
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. Phone Set (only if necessary for computer telephony integration);
7. Keyboard Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For Telecommunicator Positions - fifteen (15) minutes;
10. Automatic Telecommunications Device for the Deaf (TDD)/TeleTypewriter (TTY) Capability;
11. Configurable setting to enable ACD capability;
12. Configurable setting to enable internal text capability.

Turn-key call processing system, including:

13. Two (2) UPSs capable of providing backup power to all Contractor supplied backroom equipment for fifteen (15) minutes (one (1) is redundant);
14. Interface to accommodate the delivery of 9-1-1 with ANI/ALI and administrative calls with Caller ID;
15. Capability for third party contractor to collect real time CDR Data via a dial-up connection and IP connection;
16. Cabling from local telephone service provider demarcation point at the PSAP to Bidder's backroom equipment;
17. Cabling from backroom equipment to all IWS (up to five-hundred feet (500'));
18. Dynamic ANI/ALI output interface to PSAP provided for Computer Aided Dispatch (CAD), Geographical Information Systems (GIS), Management Information System (MIS), etc.;
19. Printer for ANI/ALI and/or MIS printing (optional);
20. Training for 9-1-1 telecommunicator(s) and 9-1-1 telecommunicator supervisor(s);
21. Capability for Enhanced Centralized Automatic Message Accounting (CAMA) trunks and IP connectivity;
22. External Time Synchronization.

CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY

Host-Remote 9-1-1 System

A host-remote 9-1-1 system includes all 9-1-1 CPE and systems used within the communication centers' 9-1-1 telecommunicator work areas (including the 9-1-1 equipment rooms/closets) in direct support of the delivery of 9-1-1 calls to the 9-1-1 telecommunicator. The elements of a host-remote 9-1-1 system, as competitively bid and available on the current contracts, are detailed below.

9-1-1 Host-Remote Telecommunicator Position – Intelligent Workstation (IWS), including:

1. Full Telephony Computer Central Processing Units (CPUs);
2. Minimum 19" Liquid Crystal Display (LCD)/Light Emitting Diode (LED) Monitor;
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. Phone Set (only if necessary for computer telephony integration);
7. Keyboard Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For Telecommunicator Positions - fifteen (15) minutes;
10. Automatic Telecommunications Device for the Deaf (TDD)/TeleTypewriter (TTY) Capability;
11. Configurable setting to enable Automatic Call Distribution (ACD) capability;
12. Configurable setting to enable internal text capability.

Host-Remote call processing system, including:

13. Two (2) UPSs capable of providing backup power to all Contractor supplied backroom equipment for fifteen (15) minutes (one (1) is redundant);
14. Interface to accommodate the delivery of 9-1-1 with ANI/ALI and administrative calls with Caller ID;
15. Capability for third party contractor to collect real time Call Data Records (CDR) Data via a dial-up connection and IP Connection;
16. Cabling from local telephone service provider demarcation point at the PSAP to Bidder's backroom equipment;
17. Cabling from backroom equipment to all IWS (up to five-hundred feet (500'));
18. Dynamic ANI/ALI output interface to PSAP provided for Computer Aided Dispatch (CAD), Geographical Information Systems (GIS), Management Information System (MIS), etc.;
19. Printer for ANI/ALI and/or MIS printing (optional);
20. Training for 9-1-1 telecommunicator(s) and 9-1-1 telecommunicator supervisor(s);
21. Capability for Enhanced Centralized Automatic Message Accounting (CAMA) trunks and IP connectivity;
22. External Time Synchronization;
23. Geo-diverse/redundant host controllers, servers, routers, firewalls, and additional hardware to support the Host-Remote System;

- 24.** Network Devices and Interfaces need to support the Host-Remote System;
- 25.** Host-Remote System security;
- 26.** Host-Remote System telecommunicator log-on and profile mobility.

Host-Remote 9-1-1 Network Configuration

A host-remote 9-1-1 system requires additional network connectivity between the host locations and to each remote location from the host locations. The network connectivity may be procured and funded directly by the CA 9-1-1 Branch or may be provided by the PSAPs. Procurement of network services direct through the CA 9-1-1 Branch will not be deducted from the PSAP's CPE funding fixed allotment. Network services must be submitted to the CA 9-1-1 Branch for review when provided by the PSAPs and must include detailed network diagrams outlining host to host connectivity and host to remote connectivity.

CUSTOMER PREMISE EQUIPMENT (CPE) FUNDING POLICY

Incremental Service/Equipment Approval List For Residual Funds

A PSAP may request pre-approval from the CA 9-1-1 Branch to use residual funds from their CPE funding fixed allotment (in accordance with requirements outlined in the *CPE FUNDING POLICY, CPE Funding Fixed Allotment* of this chapter) to purchase additional 9-1-1 services and/or equipment from the list below where the services and/or equipment will be used within the communication center's 9-1-1 telecommunicator work area (including the 9-1-1 equipment room/closet) and in direct support of the delivery of 9-1-1 calls to the 9-1-1 telecommunicator. Documentation must be provided to describe how the service/equipment will meet this requirement. Electrical modifications required to install 9-1-1 IWS/CPE, UPS, and GIS related equipment must include justification, project plan, floor plans and a detailed itemization of costs.

Funding for the items below must be requested at the time of CPE system replacement in a concise plan for use of all CPE funding fixed allotment funds and in accordance with the funding processes outlined in this chapter. A CA 9-1-1 Branch CPE ALLOTMENT SPENDING PLAN (TDe-285) form must be completed and submitted to the CA 9-1-1 Branch before a TDe-288 form can be prepared. The TDe-285 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

1. Additional items from "Standard Turn-Key 9-1-1 System" as defined on page III.12;
2. GIS services, software, and equipment;
3. Mapping monitors. One (1) per workstation and/or one (1) large wall display;
4. Text-to-9-1-1 Integration;
5. Enhanced ACD;
6. Electrical modifications required to install 9-1-1 IWS /CPE and UPS;
7. Project Management Professional (PMP)/Emergency Number Professional (ENP) Certified Professional consulting services for 9-1-1 CPE replacement;
8. Furniture – 9-1-1 call-taker workstation¹ and chairs only. Maximum 3 chairs per workstation;
9. Headsets;
10. Logging recorder for 9-1-1 calls;
11. MIS software and computer solely for 9-1-1 call management information collection and reports;
12. Temporary relocation or removal of 9-1-1 IWS/CPE coinciding with 9-1-1 IWS/CPE replacement;
13. Pre-Arrival Instruction System;
14. Real-Time Call Status System and Display.

CUSTOMER PREMISE EQUIPMENT (CPE) PROVISIONING POLICY

It is the policy of the CA 9-1-1 Branch to use measured 9-1-1 call volume to calculate PSAP 9-1-1 CPE provisioning and subsequent CPE funding allocations at a level needed for the PSAP to answer 9-1-1 calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour).

Measured Call Volume

The CA 9-1-1 Branch accesses a PSAP's 9-1-1 trunk/line call volume statistics via an Internet based MIS. PSAP connection to a State contracted MIS for the production of call-traffic reports is required by the CA 9-1-1 Branch to determine a PSAP's provisioning level for funding of eligible equipment and services. Call-traffic associated with a major catastrophe, natural disaster, and/or other abnormal call spikes will not be used as a basis for determining CPE provisioning. PSAPs not connected to a State contracted MIS jeopardize their eligibility for funding from the CA 9-1-1 Branch. To confirm appropriate connection, PSAPs should contact their assigned CA 9-1-1 Branch Advisor.

Host-Remote System Calculation

The CA 9-1-1 Branch will utilize the Funding Level Calculations as defined in the paragraphs below to determine level of funding for Hosted Call Handling Systems deployed in California. Funding for each individual PSAP participating in the hosted system will be calculated to determine number of positions required to support the answering of the 9-1-1 call volume for each PSAP. The CA 9-1-1 Branch will aggregate the total number of positions for the hosted system to determine fixed funding allotment. Each PSAP's funded position count will be utilized to determine the appropriate corresponding percentage of the fixed allotment which they are allocated, as well as the percentage of the host equipment costs for which they are responsible.

CPE Funding Level Calculations

The CA 9-1-1 Branch has established CPE funding fixed allotment amounts at various funding levels that are based on the quantity of 9-1-1 calls, including up to twenty percent (20%) of 9-1-1 calls that are abandoned before they are answered (Level 4 only),

- FUNDING LEVEL ONE - Funding Level One was sunset effective February 20, 2014, when new 9-1-1 Policy Changes were implemented.**
- FUNDING LEVEL TWO - PSAPs that answer 0 to 800 emergency calls per month.**
The CPE provisioning determination for Level Two is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy Month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months and then dividing the total by three (3).

3. FUNDING LEVEL THREE - PSAPs that answer 801 to 1,200 emergency calls per month.

The CPE provisioning determination for Level Three is based on the total volume of 9-1-1 calls during the typical busy MONTH. The typical busy Month will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3).

4. FUNDING LEVEL FOUR – PSAPs that answer over 1,200 emergency calls per month.

The CPE provisioning determination for Level Four is based on the volume of 9-1-1 calls answered at the PSAP during the typical busy HOUR and included up to 20% of total 9-1-1 calls that are abandoned before they are answered. The CA 9-1-1 Branch will use the following formula to determine the CPE provisioning level and fixed funding allotment amount based on the highest 9-1-1 call volume of the top ten (10) busy HOURS in one (1) month over the previous 18 months. The difference between the first and second busy hours selected with the highest call volume, cannot exceed ten percent (10%). A call volume adjustment factor will be applied to PSAPs that answer over 20,000 9-1-1 calls per month. This factor is applied as follows:

Calls Per Month	Factor
0-20,000	1
20,001-30,000	2
30,001-100,000	3
100,001+	4

TYPICAL BUSY HOUR FORMULA: $E = \{[(N \times 2) (T + 60 \text{ seconds})] / 3600\} \times F$

- E** = estimated 9-1-1 call volume during busy HOUR measured in Erlangs (one (1) Erlang equates to one (1) hour of call-traffic);
- N** = averaged number (or quantity) of 9-1-1 calls answered during the top ten (10) busy HOURS, including up to twenty percent (20%) abandoned calls;
- X2** = the N is doubled to account for emergency 10-digit 9-1-1 transfer calls;
- T** = time (average monthly 9-1-1 call duration);
- +60** = call wrap-up time added to each counted call;
- /3600** = divided by number of seconds in one (1) hour;
- F** = call volume adjustment factor.

EXCERPT FROM ERLANG B TABLE WHERE P = .01

ERLANGS	0.46	0.87	1.36	1.91	2.50	3.13	3.78	4.46	5.16	5.88	6.61	7.35	8.11
POSITIONS	3	4	5	6	7	8	9	10	11	12	13	14	15

Example: Where a PSAP that answers an average of 50 9-1-1 calls during their typical busiest HOURS and the average monthly 9-1-1 call duration is 80 seconds, the formula would be $[(50 \times 2) \times (80 + 60)] / 3600 = 3.89$ Erlangs of call-traffic. From the above table excerpt, the formula calculates a result of ten (10) positions to handle between 3.78 and 4.46 Erlangs of call traffic at the P.01 grade of service.

5.

FUNDING LEVEL FIVE –PSAPs that answer over 15,000 9-1-1 calls per month. The CPE provisioning determination for Level Five is based on the total number of 9-1-1 calls answered **at the PSAP, including up to twenty percent (20%) of total 9-1-1 calls that are abandoned before they are answered** during the averaged typical busy MONTH. The typical busy MONTH will be based on selection of the three (3) highest call volume months over the previous 18 months, adding the total of the three (3) selected months, and then dividing the total by three (3). **The CA 9-1-1 Branch will use the following formula, based on the typical busy MONTH, to determine the CPE provisioning level and fixed funding allotment amount for PSAPs with over 15,000 9-1-1 calls during a typical busy MONTH.**

TYPICAL BUSY MONTH FORMULA: $P = [(A/1,000) + (B/2,000)]$;

P = CPE provisioning level;
A = total answered 9-1-1 calls for the averaged typical busy MONTH;
/1000 = divided by 1,000;
B = total abandoned 9-1-1 calls (up to 20% of total) during the average typical busy MONTH;
/2000 = divided by 2,000.

Example: Where a PSAP averages 12,300 calls per month over a selected three (3) months, this number would be divided by 1,000 to equal 12.3. Where the average number of abandoned calls during the same selected months is 2,100, this number would be divided by 2,000 to equal 1.05. The CPE provisioning level for this PSAP totals 13.35, which would be rounded up to 14.

GEOGRAPHIC INFORMATION SYSTEM (GIS) FUNDING POLICY

The GIS allotment policy has been sunset, effective September 16, 2019. A new GIS policy has been created and defined in Chapter XI – GIS Funding.

FUNDING PROCESSES FOR 9-1-1 SERVICES AND EQUIPMENT

PSAPs requesting CA 9-1-1 Branch funds may use the Direct Funding Process or the Reimbursement Claim Process.

Direct Funding Process

With prior approval from the CA 9-1-1 Branch, the Direct Funding Process allows the PSAP to order equipment and services and have all invoices billed and mailed directly to the CA 9-1-1 Branch. Direct funding requires a State of California procurement method, such as a State Contract Agreement, Master Purchase Agreement (MPA), Master Service Agreement (MSA), or California Multiple Award Schedule (CMAS) Agreement.

Reimbursement Claim Process

The Reimbursement Claim Process provides the PSAP a method to be compensated for 9-1-1 related expenses that are pre-approved for funding by the CA 9-1-1 Branch. Refer to *AGENCY 9-1-1 EXPENSES FUNDING POLICY* for services that may not require pre-approval. Invoices will be sent to and paid by the PSAP. The PSAP may then submit a REIMBURSEMENT CLAIM (TDe-290) form to the CA 9-1-1 Branch with any additional required documentation as defined below and within this chapter. The TDe-290 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

Detailed Funding Processes

In accordance with the funding policies provided in this chapter, three (3) categories of services and equipment are provided on the following pages with detailed funding processes for direct funding and reimbursement. PSAP Managers are encouraged to contact their CA 9-1-1 Branch Advisor for assistance with these processes. The three (3) categories are:

1. 9-1-1 System CPE Replacement;
2. 9-1-1 Network and Other 9-1-1 Services;
3. Agency 9-1-1 Expenses.

FUNDING PROCESS - 9-1-1 SYSTEM CPE REPLACEMENT

Direct Funding Process - 9-1-1 System CPE Replacement

In accordance with the *CPE FUNDING POLICY* outlined in this chapter, PSAPs requesting direct funding for a complete 9-1-1 system CPE replacement are required to follow the 9-1-1 System CPE Direct Funding Process where the PSAP uses the current State 9-1-1 CPE Contract Agreements or California Multiple Award Schedule (CMAS) agreement. Invoices will be billed by the contractor to the CA 9-1-1 Branch for direct payment. PSAPs must follow their respective agency's procurement processes when issuing a purchase order (PO) to procure 9-1-1 CPE systems.

1. PSAP Requests Funding

The PSAP submits an ADVANCE NOTIFICATION FOR CPE FUNDING form to the CA 9-1-1 Branch one year before the funding is needed. The form is posted on the CA 9-1-1 Branch website and may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

For hosted call handling systems, all PSAPs must complete the funding request process. Additionally, PSAPs must complete the HOSTED SYSTEM AGREEMENT form and submit it to the CA 9-1-1 Branch one year before the funding is needed.

2. CA 9-1-1 Branch Issues “Pre-Authorization Letter”

If the PSAP request meets the funding requirements outlined in this chapter, a “pre-authorization letter” will be sent to the PSAP within eight (8) weeks of the date the ADVANCE NOTIFICATION FOR CPE FUNDING form was received by the CA 9-1-1 Branch and will detail the approved CPE funding fixed allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the CA 9-1-1 Branch.

3. PSAP Chooses 9-1-1 CPE System

Once pre-authorization is obtained from the CA 9-1-1 Branch, the PSAP is encouraged to examine the functional differences of available 9-1-1 CPE systems, determine each contractor's ability to provide different services, and obtain multiple offers from contractors for systems with identical configurations and functionality needed by the PSAP. A copy of the State's CPE Contract Agreements and User's Instructions may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

Prices on the CPE Contract Agreements are the maximum allowable. PSAPs may be able to obtain additional price discounts and/or additional services and equipment (see *Incremental Service/Equipment Approval List* by obtaining price offers from different contractors.

The PSAP can compare their price quotes against current maximum contract prices for each CPE contractor. Price sheets may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

4. Contractor Prepares CPE Statement Of Work (SOW)

The selected contractor prepares a CPE SOW detailing all deliverables for the installation. Please refer to *CPE STATEMENT OF WORK* at the end of this chapter. This document is important because it insures that both the PSAP and the contractor agree on the elements necessary to meet the needs of the PSAP.

NOTE: Coordination for 9-1-1 CPE system moves and/or system replacement that impact 9-1-1 network services must be coordinated with all stakeholders including the PSAP manager, CA 9-1-1 Branch Advisor, equipment contractor, and network provider(s).

5. PSAP Prepares and Submits a PO Package

The CA 9-1-1 Branch will assist the PSAP, as needed, in preparing a PO package. The PO document shall serve as the legally binding procurement agreement between the PSAP and the contractor. The PO package must include the following information.

- a. Statement of Work (SOW);
- b. Itemized list of all system elements;
- c. Unsigned PO, which must include the following elements. (A Sample PO will be provided to the PSAP by the CA 9-1-1 Branch Advisor to assist in the completion of an accurate PO.);
 - i. “ship to” address where the system will be installed;
 - ii. “bill to” address of the CA 9-1-1 Branch for all applicable system elements approved for funding;
 - iii. 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 (current 9-1-1 CPE Contract Agreements or CMAS contract number) and the attached STATEMENT OF WORK.*”;
 - iv. summary of costs on the PO document for the CPE system replacement including equipment, installation, training, maintenance, and taxes;

- v. summary of costs on the PO document, in addition to the CPE system, for other items on the contract the PSAP requests to purchase at the same time (list CPE allotment items separately from GIS allotment items);
- d. Completed CPE ALLOTMENT SPENDING PLAN (TDe-285) form. The TDe-285 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

6. CA 9-1-1 Branch Issues a Commitment To Fund

The CA 9-1-1 Branch will review the PO package. If the PSAP's PO package meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TDe-288) form detailing the approved amount will be sent to the PSAP within four (4) 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 Advisor will contact the PSAP for further information within two (2) weeks of the date the CA 9-1-1 Branch received the PO package.

7. PSAP Authorizes Contractor To Proceed With Purchase and Installation

Upon receipt of the approved TDe-288, the PSAP may then sign the PO and authorize the contractor to proceed with purchase and installation. The PSAP and the contractor should closely examine the schedule included in the SOW prior to signing the document. The PSAP must provide the contractor the signed PO.

8. PSAP Performs Acceptance Testing

Acceptance testing must be performed in accordance with contractual provisions. Once a system passes the acceptance testing, the PSAP shall submit a signed STAND ALONE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284) or HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284a) form to the CA 9-1-1 Branch so that payment can be rendered to the contractor. A copy of the TDe-284 and TDe-284a forms may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

9. Contractor Invoices the CA 9-1-1 Branch

Upon satisfactory installation of equipment or service and PSAP acceptance, where applicable, 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, labor, taxes, and surcharges. The tracking number from the TDe-288 form must be noted on the invoice. When creating an account

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name for an invoice, the contractor must use the account naming convention provided by the CA 9-1-1 Branch on the TDe-288 form.

FUNDING PROCESS - 9-1-1 SYSTEM CPE REPLACEMENT

Reimbursement Claim Process - 9-1-1 System CPE Replacement

In accordance with the *CPE FUNDING POLICY* outlined in this chapter, PSAPs requesting reimbursement for a complete 9-1-1 system CPE replacement may use the following 9-1-1 system *Reimbursement Claim Process*.

1. PSAP Requests Funding

The PSAP submits an ADVANCE NOTIFICATION FOR CPE FUNDING form to the CA 9-1-1 Branch one year before the funding is needed. The form is posted on the CA 9-1-1 Branch website and may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

For hosted call handling systems, all PSAPs must complete the funding request process. Additionally, PSAPs must complete the HOSTED SYSTEM AGREEMENT form and submit it to the CA 9-1-1 Branch one year before the funding is needed.

2. CA 9-1-1 Branch Issues “Pre-Authorization Letter”

If the PSAP request meets the funding requirements outlined in this chapter, a “pre-authorization letter” will be sent to the PSAP within eight (8) weeks of the date the ADVANCE NOTIFICATION FOR CPE FUNDING form was received by the CA 9-1-1 Branch and will detail the approved CPE funding fixed allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the CA 9-1-1 Branch.

3. PSAP Chooses 9-1-1 CPE System from the State 9-1-1 CPE Contract Agreements or Prepares Bid Specifications that conform to minimum CA 9-1-1 Branch guidelines

Once pre-authorization is obtained from the CA 9-1-1 Branch, the PSAP may choose to use the current State 9-1-1 CPE Contract Agreements, or they may choose to use their PSAP’s competitively bid procurement process. PSAPs are encouraged to examine the functional differences of available 9-1-1 systems, determine each contractor’s ability to provide different services and obtain multiple price offers from contractors for systems with matching configurations and functionality needed by the PSAP.

NOTE: Coordination for 9-1-1 CPE system moves and/or system replacement that impact 9-1-1 network services must be coordinated with all stakeholders including the PSAP manager, CA 9-1-1 Branch Advisor, equipment contractor, and network provider(s).

4. PSAP Submits a SOW or a Bid Response

Once the PSAP has selected a 9-1-1 system and has prepared a SOW or the PSAP has prepared bid responses for a CPE system replacement, the PSAP must submit a funding request to the CA 9-1-1 Branch with the following documentation:

- a. SOW with an itemization of all system replacement costs or bid specification;
- b. Completed CPE ALLOTMENT SPENDING PLAN (TDe-285) form. The TDe-285 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

5. CA 9-1-1 Branch Issues a Commitment To Fund

If the PSAP request meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TDe-288) form detailing the approved amount will be sent to the PSAP within four (4) weeks of the date the funding request was received by the CA 9-1-1 Branch. If the PSAP does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the PSAP for further information within two (2) weeks of the date the funding request was received by the CA 9-1-1 Branch.

6. PSAP Purchases the 9-1-1 CPE System

The PSAP uses their procurement process to purchase the CPE system and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

7. PSAP Performs Acceptance Testing

Acceptance testing must be performed in accordance with contractual provisions. Once a system passes acceptance testing, the PSAP shall provide a signed STAND ALONE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284) or HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284a) form to the CA 9-1-1 Branch. A copy of the TDe-284 and TDe-284a forms may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

8. Contractor Invoices the PSAP

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

9. PSAP Submits Claim to CA 9-1-1 Branch For Reimbursement

Upon payment of the invoice, the PSAP may submit a REIMBURSEMENT CLAIM (TDe-290) form to the CA 9-1-1 Branch, including the previously approved TDe-288 with appropriate CA 9-1-1 Branch tracking number, a signed STAND

ALONE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284) or HOST-REMOTE SYSTEM ACCEPTANCE AND AUTHORIZATION (TDe-284a) form, and copies of paid invoices with proof of payment (e.g. copy of cancelled check). The TDe-290 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

10. CA 9-1-1 Branch Reviews, Approves, and Reimburses PSAP

Upon receipt of a complete and accurate TDe-290 with appropriate documentation, the CA 9-1-1 Branch will review and approve the request within two (2) weeks. The claim will be forwarded to the Governor's Office of Emergency Services, Accounting Branch, for payment processing. This final payment process may take up to 90-days.

FUNDING PROCESS – 9-1-1 NETWORK AND OTHER 9-1-1 SERVICES

Direct Funding Process – 9-1-1 Network and Other 9-1-1 Services

In accordance with the 9-1-1 EDUCATION FUNDING POLICY and 9-1-1 NETWORK SERVICES FUNDING POLICY outlined in this chapter, PSAPs requesting CA 9-1-1 Branch funding where invoices will be sent by the contractor directly to the CA 9-1-1 Branch for payment by means of a State contract or tariff are required to follow the procedures below.

1. PSAP Requests Funding

The PSAP writes a letter on PSAP letterhead to the CA 9-1-1 Branch requesting the 9-1-1 service and/or equipment. The letter must include:

- a. Overview of requirements, and/or a list of items covered in the agreement, with associated costs;
- b. Desired installation date and/or terms of the agreement;
- c. Name of the PSAP's finance administrator with authority to approve agency spending;
- d. PSAP's choice of State procurement method (i.e. CMAS). When using a State CMAS contract or current 9-1-1 CPE Contract Agreements, the PSAP must include a PO for the total amount of the contract with the following information:
 - i. "ship to" address where the service will be provided or the CPE will be installed;
 - ii. "bill to" address of the CA 9-1-1 Branch; and,
 - iii. 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 (current State 9-1-1 CPE Contract Agreements or CMAS agreement)."*

2. CA 9-1-1 Branch Issues a Commitment To Fund

If the PSAP request meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TDe-288) form detailing the approved amount will be sent to the PSAP within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch. If the PSAP funding request letter does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the PSAP for further information within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch.

3. The PSAP Authorizes Vendor To Provide Equipment and/or Service

Upon receipt of an approved TDe-288, the PSAP may authorize the contractor to provide and install the equipment/services according to the conditions of the contract.

4. Contractor Invoices the CA 9-1-1 Branch

Upon satisfactory installation 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, labor, taxes, and surcharges. The tracking number from the TDe-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 TDe-288 form.

NOTE: 9-1-1 network services are procured and funded by the CA 9-1-1 Branch directly using state contracts (i.e. CALNET) or tariff. Moves, adds, and changes to these services require the PSAP to contact their assigned CA 9-1-1 Branch Advisor. The CA 9-1-1 Branch will review the request and provide applicable documentation to the PSAP/network service provider should the request be approved.

FUNDING PROCESS – 9-1-1 NETWORK AND OTHER 9-1-1 SERVICES

Reimbursement Claim Process – 9-1-1 Network and Other 9-1-1 Services

In accordance with the *9-1-1 EDUCATION FUNDING POLICY* and *9-1-1 NETWORK SERVICES FUNDING POLICY* outlined in this chapter, PSAPs requesting reimbursement funding for 9-1-1 network services and other 9-1-1 services (not GIS or CPE system replacement), may use the following Reimbursement Claim Process.

1. PSAP Requests Funding

The PSAP writes a letter on PSAP letterhead to the CA 9-1-1 Branch requesting the 9-1-1 service and/or equipment. The letter must include:

- a. Overview of requirements with associated costs;
- b. Procurement process PSAP plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, tariff, or State contract);
- c. Desired installation date;
- d. Name of the PSAP's finance administrator with authority to approve agency spending.

2. CA 9-1-1 Branch Issues a Commitment To Fund

If the PSAP funding request letter meets the requirements outlined in this chapter, a TDe-288 form detailing the approved amount will be sent to the PSAP within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch. If the PSAP letter does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the PSAP for further information within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch.

3. The PSAP Purchases Services/Equipment

The PSAP uses their procurement process and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

4. Contractor Invoices the PSAP

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

5. PSAP Submits Claim to the CA 9-1-1 Branch For Reimbursement

Upon payment of the invoice, the PSAP may submit a REIMBURSEMENT CLAIM (TDe-290) form to the CA 9-1-1 Branch, including the previously approved TDe-288 with appropriate CA 9-1-1 Branch tracking number, a document confirming the PSAP's acceptance of the services (when applicable), and copies of paid invoices with proof of payment (e.g. cancelled check). The TDe-290 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

6. Review, Approval, and Reimbursement

Upon receipt of a complete and accurate TDe-290 with appropriate documentation, the CA 9-1-1 Branch will review and approve the request within two (2) weeks. The claim will be forwarded to the Governor's Office of Emergency Services, Accounting Branch, for payment processing. This final payment process may take up to 90 days.

FUNDING PROCESS - AGENCY 9-1-1 EXPENSES

PSAPs requesting funding for expenses, as defined in the *AGENCY 9-1-1 EXPENSES FUNDING POLICY* provided in this chapter must use the following Reimbursement Claim Process. Where pre-approval by the CA 9-1-1 Branch is required, you must begin with step “1” below. Otherwise, you may begin with step “3” below.

Reimbursement Claim Process – Agency 9-1-1 Expenses

1. PSAP Requests Funding Approval

The PSAP submits a letter with appropriate attachments, if required, on PSAP letterhead to the CA 9-1-1 Branch requesting pre-approval for reimbursement of 9-1-1 services and/or expenses.

2. CA 9-1-1 Branch Issues a Commitment To Fund

Upon receipt of a complete funding request letter that meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TDe-288) form detailing the approved amount will be sent by the CA 9-1-1 Branch to the PSAP within two (2) weeks from the date the CA 9-1-1 Branch received the funding request letter. If the PSAP funding request letter does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the PSAP for further information within one (1) week from the date the CA 9-1-1 Branch received the funding request letter.

3. PSAP Submits Claim to the CA 9-1-1 Branch For Reimbursement

The PSAP may submit a REIMBURSEMENT CLAIM (TDe-290) form to the CA 9-1-1 Branch in accordance with the requirements of the *AGENCY 9-1-1 EXPENSES FUNDING POLICY*, outlined in this chapter and the following requirements:

- a. Timely submission of claims – All reimbursement claims must be submitted on an annual, semi-annual, or quarterly basis each fiscal year (July 1 through June 30) and must be submitted no later than ninety (90) calendar days after the close of the fiscal year in which funds have been expended;
- b. Where pre-approval is required, the previously approved TDe-288 with appropriate CA 9-1-1 Branch tracking number and related documentation (receipts and registration information) must be included;
- c. PSAPs claiming reimbursement for wages must complete a REIMBURSEMENT CLAIM SUPPORT DOCUMENT (TDe-290A) form, line items A, B, C, D, E, F, G, corresponding to items A, B, C, D, E, F, G, as outlined in the *AGENCY 9-1-1 EXPENSES FUNDING POLICY* with the number of hours on the appropriate date for each activity. (All hours for reimbursable wireless related activities must be claimed using line item C.) The TDe-290A form may viewed or downloaded from the CA 9-1-1 Branch website as follows:

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

4. CA 9-1-1 Branch Reviews, Approves, and Reimburses PSAP

A complete and accurate TDe-290 with appropriate documentation will be reviewed and approved for payment by the CA 9-1-1 Branch within two (2) weeks. The claim will be forwarded to the California Governor's Office of Emergency Services, Accounting Branch, for payment processing. This final payment process may take up to 90-days.

CONTRACTOR'S SAMPLE STATEMENT OF WORK (SOW)
TURN-KEY 9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE) SYSTEM FORMAT

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A SOW is recommended for all installation of 9-1-1 CPE and is required for use of the current State CPE system Contracts and for funding via reimbursement. Therefore, prior to the commencement of any installation of a 9-1-1 system funded by the CA 9-1-1 Branch, the contractor shall prepare a SOW detailing all deliverables. The SOW shall be signed by both the PSAP and the equipment/services contractor. Any subsequent changes to this planned installation must be documented by the contractor.

The Turn-Key 9-1-1 CPE SOW must include the following information, as a minimum:

- A. Cover Page (should include the following):**
 - 1. Contractor Name;
 - 2. PSAP Name;
 - 3. Project name (example: Turn-Key 9-1-1 CPE System for ABC City Police Department).
- B. Table of Contents**
 - 1. 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 (workstation, back room, MIS, etc.) including quantities, individual process, and extended prices;
 - c. A description of the existing equipment that will be reused;
 - 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, Text-to-9-1-1 integration 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;

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- 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.
- 4. Acceptance Testing
 - a. A description of the acceptance testing process that is consistent with the contract 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
 - a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.)
- 6. Responsibilities
 - a. Contractor's responsibilities;
 - b. PSAP responsibilities including a pre-installation checklist;
 - c. CA 9-1-1 Branch responsibilities.
- 7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS Statewide provider)
- 8. Installation Schedule
 - a. List of estimated key dates beginning with the funding approval date from the CA 9-1-1 Branch;
 - 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
 - a. Acknowledgement of the terms of the warranty provisions of the contract.
- 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.
- 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, telecommunicators 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.** 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 part numbers from the multiple award contract, 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 (TDe-284) form 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. The form can be downloaded from the CA 9-1-1 Branch website at:

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

CONTRACTOR’S SAMPLE STATEMENT OF WORK (SOW)
9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE) HOST-REMOTE SYSTEM FORMAT

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A SOW is recommended for all installation of 9-1-1 CPE and is required for the use of the current State CPE system Contracts and for funding via reimbursement. Therefore, prior to the commencement of any installation of a 9-1-1 system funded by the CA 9-1-1 Branch, the contractor shall prepare a SOW detailing all deliverables. The SOW shall be signed by both the PSAP and the equipment/services contractor. Any subsequent changes to this planned installation must be documented by the contractor.

The 9-1-1 CPE Host-Remote SOW must include the following information, as a minimum.

- A. Cover Page (should include the following):**
 - 1. Contractor Name;
 - 2. PSAP Names;
 - 3. Project name (example: 9-1-1 CPE Host-Remote System for ABC County).
- B. Table of Contents**
 - 1. 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 (workstation, back room, MIS, etc.) including quantities, individual process, and extended prices;
 - c. A description of the existing equipment that will be reused;
 - 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, location of geo—diverse hosts, Network connections between hosts, network security configuration, connections to PSAP host remotes, All connections, gateways, UPS, logging recorders, interfaces to other equipment, Text-to-9-1-1 integration, 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.
- 4. Acceptance Testing
 - a. A description of the acceptance testing process that is consistent with the contract 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.

CONTRACTOR'S SAMPLE STATEMENT OF WORK (SOW)

9-1-1 CUSTOMER PREMISE EQUIPMENT (CPE) HOST-REMOTE SYSTEM FORMAT

- 5. Names of Responsible Parties and Contact Information
 - a. Names and contact information of all the responsible parties from the Contractor, PSAP and the CA 9-1-1 Branch.
- 6. Responsibilities
 - a. Contractor's responsibilities;
 - b. PSAP responsibilities including a pre-installation checklist;
 - c. CA 9-1-1 Branch responsibilities.
- 7. Revised PSAP Profile (with a copy to the CA 9-1-1 Branch MIS Statewide provider)
- 8. Installation Schedule
 - a. List of estimated key dates beginning with the funding approval date from the CA 9-1-1 Branch;
 - 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
 - a. Acknowledgement of the terms of the warranty provisions of the contract.
- 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.

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, telecommunicators, 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. 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 part numbers from the multiple award contract, 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 (TDe-284) form 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. The form can be downloaded from the CA 9-1-1 Branch website at:

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