



***Cal* OES**

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



NG9-1-1 Project Kickoff



Agenda

- Overview
- Roles and Responsibilities
- Important Contract Documents
- NRC Invoicing
- Contractor Deliverables
- Escalation Path
- Communication Plan
- Next Steps



Project Overview

- **Next Generation 9-1-1 will:**
 - Increase resiliency by hardening the system to withstand natural and man-caused disasters
 - Allow agencies to re-route 9-1-1 calls to each other during disasters
 - Reduce 9-1-1 system downtime. Outages in the current 9-1-1 system are an ongoing problem with the aging infrastructure currently being used in California
 - Allow the NG 9-1-1 system to be used as a common delivery system for Alerts and Warnings at little additional expense, saving local agencies funding individual systems
 - Ensure emergency calls are quickly and accurately delivered
 - Support text to 9-1-1 delivery into the dispatch center and text from 9-1-1
 - Deliver increased location accuracy for wireless calls



Roles and Responsibilities

9-1-1 Branch

- **NG9-1-1 Project Managers will serve as the:**
 - Approving Authority
 - Arbitrator
 - Main Point of Contact
 - Originating Service Provider (OSP) Liaison
 - PSAP Liaison
- **Cal OES will set the pace and tone to ensure project success.**



Roles and Responsibilities 9-1-1 Contractors

- **Planning**
 - Create a clear and concise plan.
 - Execute the project and monitor its progress.
 - Ensure project goals and expectations are met on time.
- **Communication**
 - Collaborate and effectively communicate to move project forward.
 - Communicate with the 9-1-1 Branch on the status of tasks and other items.
 - Be available.



Roles and Responsibilities 9-1-1 Contractors – Cont.

- **Monitoring**

- Monitor status of tasks/milestones.
- Identify issues that may put the project at risk. Minimize the impact of any identified risk.
- Take corrective measures.

- **Change management**

- Make adjustments to Project Deployment Plan (PDP) only as needed.
- Provide notification of all changes in writing.



Contract Documents

- Statement of Work (SOW with Narrative Response)
- Technical Requirements (Exhibit 21 / 23)
- Cost Workbook (Exhibit 22)
- Project Milestone Report (PMR)
- STD 213 (Standard Agreement)
- TDe-289 form
- NG9-1-1 Service Invoice Template
- Work Order Authorizations (WOA)



NRC Tariffed Invoicing

- When ordering items or services that are governed by CPUC tariffs, the contractor will submit the following to the CA 9-1-1 Branch:
 - Tariff pricing for each line item and reference to NG9-1-1 Tariff filing.
- Once the documents have been reviewed and approved by the CA 9-1-1 Branch, the NG9-1-1 Manager will issue and return an approved copy of the TDe-289 to the contractor. This will serve as official “approval” of the project and the contractor can proceed with ordering.
- All related invoices shall be submitted to the CA 9-1-1 Branch for direct payment, pursuant to the terms and conditions of the executed SOW.



NRC Non-Tariffed Invoicing

- The Contractor shall submit a Project Milestone Report (PMR) for each non-tariffed NRC and associated pricing for each line item as referenced in the NG9-1-1 Cost Workbook.
 - Ensure all project predecessors have been completed prior to submitting a final PMR.
 - Reference the NG9-1-1 project tracker for predecessor information.
- Prior to payment, CA 9-1-1 Branch acceptance and signature of the PMR is required.
- CA 9-1-1 Branch will issue an approved copy of the TDe-289 to the contractor:
 - The approved TDe-289 will serve as the official “approval” to the contractor to proceed with invoicing.



Contractor Deliverables

- **30 Days:**

- Disaster Recovery Plan
- Installation, Implementation, and Training Plan
- Drafted Acceptance Test Plan (ATP) and Checklist

- **60 Days:**

- Final Project Deployment Plan (PDP)*
- Initial Collaboration Meeting: Coordination of Interface and Integration*

* An SLA is associated with the milestone



Contractor Deliverables – cont.

- **90 Days:**
 - Final Maintenance Plan
 - Final Acceptance Test Plan (ATP) and Checklist

- **120 Days:**
 - Final Interface and Integration PDP*
 - Submit/Update Tariffs to CPUC*
 - OSP aggregation connectivity plan

* An SLA is associated with the milestone



Escalation Path

First level:

NG9-1-1 Manager
First.Last@caloes.ca.gov
(916) 657-####

Second level:

Ryan Sunahara, Division Chief
Ryan.Sunahara@caloes.ca.gov
(916) 657-9100

Third level:

Budge Carrier, Branch Manager
Budge.Carrier@caloes.ca.gov
(916) 657-9911



Communication Plan

Communication	Method	Date	Frequency
Status Meetings	Conference Call	On-going	Weekly
Working/Collaboration Sessions	Conference Call / In person	On-going	Weekly
Milestone Completion	PMR	On-going	Dependent on milestone status
Monthly Project Meeting	In person	On-going	Monthly
Prime GIS Sub-contractor Meeting	Conference Call / In person	On-going	Weekly

*Urgent information regarding the project should be communicated to the 9-1-1 Branch immediately.



Next steps

- Individual Regional / Prime Kick-off Meeting
 - Sept. 4th - 10th
- All Vendors Kick-off Meeting - Sept. 11th
- PSAP Outreach Meetings
 - 12 total
 - Sept. 16th – Oct. 11th
 - Contact Cal OES for more information
 - The recommendation is to attend, at a minimum, one meeting per assigned region.