NG9-1-1 Project Kickoff
Agenda

- Overview
- Roles and Responsibilities
- Important Contract Documents
- NRC Invoicing
- Contractor Deliverables
- Escalation Path
- Communication Plan
- Next Steps
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)
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.
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 Currier, Branch Manager
Budge.Currier@caloes.ca.gov
(916) 657-9911
# Communication Plan

<table>
<thead>
<tr>
<th>Communication</th>
<th>Method</th>
<th>Date</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Meetings</td>
<td>Conference Call</td>
<td>On-going</td>
<td>Weekly</td>
</tr>
<tr>
<td>Working/Collaboration Sessions</td>
<td>Conference Call / In person</td>
<td>On-going</td>
<td>Weekly</td>
</tr>
<tr>
<td>Milestone Completion</td>
<td>PMR</td>
<td>On-going</td>
<td>Dependent on milestone status</td>
</tr>
<tr>
<td>Monthly Project Meeting</td>
<td>In person</td>
<td>On-going</td>
<td>Monthly</td>
</tr>
<tr>
<td>Prime GIS Sub-contractor Meeting</td>
<td>Conference Call / In person</td>
<td>On-going</td>
<td>Weekly</td>
</tr>
</tbody>
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*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.