

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

Contents

INTRODUCTION	3
Need More Information?	3
How to Communicate With the CA 9-1-1 Branch.....	3
FUNDING POLICIES	5
“NEW” PUBLIC SAFETY ANSWERING POINT (PSAP) FUNDING POLICY	5
Funding Criteria.....	5
Approved “Start-Up” Funding.....	6
BACKUP CENTER FUNDING POLICY	7
9-1-1 COUNTY COORDINATOR DUTIES, PSAP MEETINGS, AND ATA FUNDING POLICY	8
9-1-1 Related Activities Eligible for Reimbursement	8
9-1-1 TRAVEL EXPENSES FUNDING POLICY	10
9-1-1 Expenses Eligible For Reimbursement	10
9-1-1 EDUCATION FUNDING POLICY.....	11
Educational Materials	11
Emergency Number Professional and Center Manager Certification Program	12
9-1-1 NETWORK AND STATEWIDE SERVICES FUNDING POLICY.....	13
10-Digit Emergency Lines - Unlisted	13
Next Generation 9-1-1 IP Trunks	13
Foreign Language Emergency Interpretation Services.....	13
Management Information System (MIS)	14
CALL PROCESSING EQUIPMENT (CPE) FUNDING POLICY	14
9-1-1 System CPE Defined.....	14
9-1-1 System Eligibility	14
Master Purchase Agreement for 9-1-1 CPE Systems and Services	14
CPE Funding Fixed Allotment	15
Advanced Notification for CPE Funding	15

Residual Funds.....	15
Monthly Recurring Costs Beyond the Five Year Cycle.....	16
Damage Caused by Negligence or Force Majeure	16
Petitioning the CA 9-1-1 Branch to Place PSAP into Higher Call Volume Tiers	16
Call Volume Tiers.....	17
Cloud/Data Center Based 9-1-1 CPE System	17
Service/Equipment Approval List for Residual Funds	20
CALL PROCESSING EQUIPMENT (CPE) PROVISIONING POLICY.....	21
Measured Call Volume	21
CPE Funding Level Calculations	25
FUNDING PROCESSES FOR 9-1-1 SERVICES AND EQUIPMENT	27
Direct Funding Process.....	27
Reimbursement Claim Process	27
Detailed Funding Processes	28
FUNDING PROCESS - 9-1-1 SYSTEM CPE REPLACEMENT	28
Direct Funding Process - 9-1-1 System CPE Replacement.....	28
FUNDING PROCESS – OTHER 9-1-1 SERVICES	31
Direct Funding Process – Other 9-1-1 Services	31
Reimbursement Claim Process – Other 9-1-1 Services	32
Reimbursement Claim Process – PSAP/County Coordinator 9-1-1 Expenses .	33
CONTRACTOR'S SAMPLE STATEMENT OF WORK (SOW)	35
CLOUD/DATA CENTER BASED 9-1-1 CALL PROCESSING EQUIPMENT (CPE) SYSTEM FORMAT	35

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 PSAPs for equipment and services necessary for the delivery and answering of 9-1-1 calls in the State of California.

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 from any communications device. The CA 9-1-1 Branch funding policies contained in this chapter provide guidance and structure for PSAPs in the usage of SETNA funds in achieving this goal. 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 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:

<https://www.caloes.ca.gov/PublicSafetyCommunicationsSite/Documents/001-CA9-1-1BranchOrganizationChart.pdf>

CA 9-1-1 Branch contact information:

Phone: (916) 894-5007

E-mail: CA911Branch@CALOES.ca.gov

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

California Governor's Office of Emergency Services
Public Safety Communications
9-1-1 Emergency Communications Branch
601 Sequoia Pacific Blvd, 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 to receive CA 9-1-1 Branch funding, a “new” PSAP 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 Next Generation 9-1-1. 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 all PSAPs to consider consolidation or regionalization, when appropriate, to most effectively use PSAP and CA 9-1-1 Branch resources.)

Funding Criteria

The requesting PSAP 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 PSAP(s) 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 or regionalization;
 - c. Confirmation that the requesting agency will meet all mandatory PSAP standards as outlined in Chapter I – Standards, including a commitment to answering 9-1-1 calls 24x7x365, for a minimum of five (5) years with ninety (90) percent of all 9-1-1 calls being answered within fifteen (15) seconds or less;
 - 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;
 - f. Commitment that the PSAP will connect to the Next Generation 9-1-1 network.
 - g. Commitment that the PSAP will connect to the California statewide MIS system.
 - h. Commitment that the PSAP will adhere to all CA 9-1-1 Branch policies.
3. Complete an EMERGENCY NUMBER SYSTEM PLAN/AGREEMENT (TD-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, 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 TD-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 TD-280 with “startup” costs provided will then be sent to the requesting agency as “pending approval” until the form is completed and returned to the CA 9-1-1 Branch for final approval and a funding commitment.
 - c. Complete the information needed to determine alternate answer and policy based routing procedures.

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 with a standard Cloud/Data Center Based 9-1-1 System as defined in this chapter and Glossary, based on the selected vendor’s contracted price quote, and the associated tariffed network services (Two (2) 10 Mb Next Gen IP trunks from the appropriate Regional Network Service Provider (RNSP) and two (2) from

the Prime Network Service Provider (PNSP) for PSAPs with an average busy hour of 475 calls or less. For larger PSAPs, The CA 9-1-1 Branch will fund two (2) 100 Mb trunks from the appropriate RNSP as well as two (2) 100 Mb trunks from the PNSP for each PSAP with an average busy hour of 476 calls or more.)

BACKUP CENTER FUNDING POLICY

The CA 9-1-1 Branch encourages all PSAPs to consider consolidation, regionalization, and the use of policy-based routing to most effectively use PSAP and CA 9-1-1 Branch resources. For PSAPs choosing to utilize a backup center for 9-1-1 call answering purposes, the CA 9-1-1 Branch will provide NG network connectivity and call processing equipment, provided the following criteria are met. Connectivity to the NG 9-1-1 network will be supported with a Long-Term Evolution (LTE) solution, at a minimum. No new backup centers will be approved after December 31, 2022.

1. Requesting PSAP must utilize Fixed CPE Funding Allotment or must self-fund all 9-1-1 call handling positions at the backup site. No specialty funding will be permitted by the CA 9-1-1 Branch;
2. A minimum of 6 positions must be permanently installed at the backup site;
3. The backup center must be equipped with fully operational CAD, Radio, and 9-1-1 call taking systems. The CA 9-1-1 Branch will only fund network connectivity and 9-1-1 Call Processing Equipment. PSAP will be required to self-fund all other components;
4. The requesting PSAP must commit, in writing, to establishing MOUs with neighboring PSAPs for use of the backup center in case of disaster or PSAP emergency;
5. PSAP agrees to fully test the backup center, at a minimum, once every 90 days. ("fully test" meaning 9-1-1 calls will be received and answered onsite for a minimum of 2 hours once every 90 days.)

All PSAPs with backup centers that are completed and operational prior to June 30, 2022 will be grandfathered in. In order to be grandfathered in, Back-up Center must be a hard-walled facility with a separate Minimum Point of Entry (MPOE) from the PSAP. If the Backup Center meets these criteria, the CA 9-1-1 Branch will fund NG network connectivity and the PSAP will be exempted from provisions 3, 4, and 5. Should the PSAP request CA 9-1-1 Branch funding for call handling, provisions 1 and 2 will still apply.

9-1-1 COUNTY COORDINATOR DUTIES, PSAP MEETINGS, AND ATA FUNDING POLICY

The CA 9-1-1 Branch recognizes that 9-1-1 County Coordinators 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 website 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. PSAPs may request reimbursement for these expenses by following the PSAP/County Coordinator 9-1-1 Expenses, Reimbursement Claim Process in this chapter.

1. 9-1-1 County Coordinator 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;
2. 9-1-1 County Coordinator efforts related to coordination of Next Gen 9-1-1 related activities associated with the deployment of NG9-1-1, including, but not limited to: PSAP Boundaries, policy-based routing, meetings, scheduling, testing, cutovers, and escalations. Itemization of activities by date must be attached;
3. 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: Reimbursement for contracted services for a 9-1-1 County Coordinator not employed by the PSAP performing these activities requires prior written approval from the CA 9-1-1 Branch. The PSAP 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, 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 PSAP. Once reimbursement for a contractor is approved, a PSAP may request reimbursement for eligible expenses as defined herein and in Chapter VIII – County Coordinator and MSAG Responsibilities by following the PSAP/County Coordinator 9-1-1 Expenses, Reimbursement Claim Process outlined in this chapter;

4. 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;
5. 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;
6. Annual Training Allotment (ATA) (PRE-APPROVAL REQUIRED) - Each PSAP and the 9-1-1 County Coordinators may be reimbursed at the rate listed in the table below, based on Busiest Hour workload. ATA reimbursement is based on 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.

Funding Level	Busiest Month	ATA Level
Two	0-800	\$ 10,000
Three	801-1,200	\$ 15,000
Four	1,201	\$ 20,000
Five	15,000	\$ 25,000

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 issue advance notification of pre-approved specifically defined 9-1-1 related training. If notification of a specific 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.

9-1-1 TRAVEL 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). PSAPs may request reimbursement for these expenses by following the Reimbursement Claim Process – PSAP/County Coordinator 9-1-1 Expenses in this chapter.

PSAPs 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>

1. **WAGES** – PSAP Managers and 9-1-1 County Coordinators may be reimbursed documented wages not to exceed assigned work hours (straight time salary and benefits). Overtime salary due to backfill coverage for employees travelling to 9-1-1 training and events may also be reimbursed. Form TDe-290A is required;
2. **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 (i.e. Google Maps) is required;
3. **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;
4. **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 negotiated lodging reimbursement rates, respectively, where applicable;

5. **MEALS AND INCIDENTALS** - Meals and incidentals may be reimbursed for 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;
6. **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).

NOTE: The CA 9-1-1 Branch will not reimburse PSAPs or County Coordinators for cost of membership into any professional organizations (i.e. NENA, APCO, etc.).

Effective November 1, 2025, all Reimbursement claims must be submitted via email to: CA911Reimbursements@caloes.ca.gov

Or by mail to: 601 Sequoia Pacific Blvd, MS-911, Sacramento, CA 95811-0231

Claims may be submitted at any time throughout the fiscal year. July 31st is the final date that claims can be accepted for each fiscal year. Claims received on or after August 1st will be applied to the ATA allotments for the following fiscal year.

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:

California Governor's Office of Emergency Services
9-1-1 Emergency Communications Branch

Attention: Reimbursement Coordinator

601 Sequoia Pacific Blvd, MS-911
Sacramento, CA 95811

Or via email at:

CA911Reimbursements@caloes.ca.gov

For purchases made using a contract administered by the CA 9-1-1 Branch or any other eligible contract (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, Other 9-1-1 Services.

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

Emergency Number Professional and Center Manager Certification Program

The Emergency Number Professional (ENP) certification program and Center Manager Certification Program (CMCP) recognize leaders in the 9-1-1 profession by promoting comprehensive mastery of the emergency number program management knowledge base. Both the ENP certification and CMCP encourage professional growth and may be required for management positions

within the PSAP community. PSAPs may be eligible for reimbursement of study materials, courses, training guides, practice exams, and the ENP certification exam fee for PSAP personnel that successfully complete the ENP certification process. PSAPs may be eligible for enrollment fees and in State travel expenses for the CMCP course. PSAP Funding will follow the defined Reimbursement Claim Process, Other 9-1-1 Services process and must be accompanied by a copy of the CMCP or ENP certification showing successful completion of the program.

9-1-1 NETWORK AND STATEWIDE SERVICES FUNDING POLICY

It is the policy of the CA 9-1-1 Branch to provide cost recovery funding to all NG9-1-1 service providers to route and deliver all 9-1-1 traffic 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). For any PSAP that is moving from one physical location to another, The CA 9-1-1 Branch will only pay for network costs. The PSAP will be responsible for costs incurred from moving the CPE.

10-Digit Emergency Lines - Unlisted

This policy will sunset effective January 1st, 2021

Next Generation 9-1-1 IP Trunks

(CA 9-1-1 Branch Funded) The CA 9-1-1 Branch will fund a redundant pair of 10 Mb trunks from each RNSP as well as one pair of 10 Mb trunks from the PNSP for each PSAP with an average busy hour of 475 calls or less. The CA 9-1-1 Branch will fund a redundant pair of 100 Mb trunks from each RNSP as well as one pair of 100 Mb trunks from the PNSP for each PSAP with an average busy hour of 476 calls or more.

Foreign Language Emergency Interpretation Services

(CA 9-1-1 Branch Funded or Reimbursement Claim Process) 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)

(CA 9-1-1 Branch Funded) 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 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), and any subsequent replacement, for the production of call detail reports is required by the CA 9-1-1 Branch to determine PSAP CPE funding fixed allotment. PSAPs that are not connected to the CA statewide MIS system shall not be eligible for CPE funding.

CALL PROCESSING EQUIPMENT (CPE) FUNDING POLICY

It is the policy of the CA 9-1-1 Branch to ensure high quality and best value for PSAPs 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.

9-1-1 System CPE Defined

Includes all equipment and systems used within the PSAP, to answer 9-1-1 calls. This includes but is not limited to: desktop or laptop computers, gateways, routers, integration devices, 9-1-1 call logging recorders, cabling, and/or ancillary systems, services, and products associated with the delivery of a 9-1-1 call.

9-1-1 System Eligibility

PSAP can only purchase 9-1-1 CPE from vendors that have had their call handling solutions tested and vetted in the Cal OES 9-1-1 Lab. PSAPs cannot purchase 9-1-1 CPE from any vendor not listed in the CA 9-1-1 CPE MPA and shall purchase CPE using the MPA.

Master Purchase Agreement for 9-1-1 CPE Systems and Services

The State of California (State) offers a CPE Master Purchase Agreement (MPA) that provides PSAPs an effective procurement method with competitive pricing for CPE system replacement and services. Use of the CPE MPA is mandatory for PSAPs. The prices listed on the MPA 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. The MPA may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-services-contracts/>

NOTE: The CA 9-1-1 Branch cannot enforce contract compliance for any 9-1-1 CPE system procurement that has added or modified terms and conditions above and beyond the published CPE MPA.

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 Cloud/Data Center and On-Premise CPE Funding Policies provided in this chapter, and the prices obtained from the established MPA for a standard Cloud/Data Center Based System or an On-Premise System. The CPE funding fixed allotment for each PSAP allows for the replacement of a complete 9-1-1 system. Upon receipt of a PSAP's request for CPE funding, the CA 9-1-1 Branch 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 ADVANCED NOTIFICATION FOR CPE FUNDING form. This form must be submitted no more than one (1) year prior to eligibility date for CPE system replacement (five years from system acceptance date).

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 Service/Equipment Approval List for Residual Funds provided in this chapter. All quotes and/or POs for use of residual funds must be submitted to the CA 9-1-1 Branch no later than 90 days after CPE system acceptance. TD-288 approved purchases must be invoiced, and where required, a TD-290 Reimbursement Claim must be submitted, within twelve (12) months of system acceptance. For further clarification of this requirement, please contact your assigned CA 9-1-1 Branch Advisor.

Monthly Recurring Costs Beyond the Five Year Cycle

Five years after system acceptance, PSAPs can either procure new CPE or may opt for a hardware refresh and new five-year cycle with their current CPE vendor. PSAPs that are unable to complete a CPE replacement project may choose to continue service with their existing CPE contractor for years six (6) and/or seven (7). Monthly recurring costs for years six (6) and seven (7) will not be deducted from the PSAP's CPE funding allotment. Monthly recurring costs for year eight (8) and beyond are the responsibility of the PSAP. All PSAPs must refresh their hardware and renew their five-year agreement with a vendor from the CPE MPA within this two-year window. PSAPs that fail to renew their CPE within this two-year timeframe may be referred to the Attorney General's Office for noncompliance. Contact your CA 9-1-1 Branch Advisor with any questions.

Damage Caused by Negligence or Force Majeure

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 (Herein referred to as facility costs). PSAP Facility Costs are the responsibility of the PSAP and are not eligible for the use of 9-1-1 funds. 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.

Petitioning the CA 9-1-1 Branch to Place PSAP into Higher Call Volume Tiers (Cloud Based/Data Center System ONLY)

If PSAP Manager believes that their PSAP is eligible for consideration to be moved up to the next call volume based monthly service fee tier, they can petition the CA 9-1-1 Branch for billing change. The vendor is required to provide proof, via MIS, that the PSAP has reached the next tier of call volume for at least (five) 5 months out of the prior twelve (12). Upon request and validation, the CA 9-1-1 Branch Advisor will perform a call volume study on the PSAP in question. If the call volume study supports the vendors claim, the PSAP monthly service fee will be adjusted. If any PSAP loses contract cities or otherwise suffers from sustained call volume decline, the CA 9-1-1 Branch reserves the right to adjust the PSAPs monthly service to a lower tier, if justified by MIS call stats.

NOTE: CPE vendors can only petition the CA 9-1-1 Branch for tier changes once per year, per PSAP.

Call Volume Tiers

0-100 Calls per hour

101-300 Calls per hour

301-750 Calls per hour

751-1450 Calls per hour

1451-3600 Calls per hour

3600+ Calls per hour

Cloud/Data Center Based 9-1-1 CPE System

A standard cloud/data center based 9-1-1 system includes all equipment used in the communications center, in direct support of the delivery of 9-1-1 traffic to PSAP as defined in the 9-1-1 Branch MPA. The elements of a standard 9-1-1 system, as competitively bid and available on the current contracts, are detailed below.

Standard Call Handling Workstation Position, including:

1. Desktop or laptop computer;
2. Desktop monitor, minimum 22" - maximum 50";
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For Workstation Positions - fifteen (15) minutes;
10. Audio Integration Device (Headset Box);

Back Room Equipment, including:

1. Redundant UPSs capable of providing backup power to all Contractor supplied backroom equipment for two (2) hours;
2. Interface to accommodate the delivery of administrative/ring down/etc. calls, with Caller ID where applicable;
3. Capability for third party contractor to collect real time CDR Data via IP connection;

4. Cabling from local demarcation point at the PSAP to PSAPs backroom equipment if necessary;
5. Cabling from backroom equipment to all call handling workstations;
6. Dynamic interface to Computer Aided Dispatch (CAD), on premise Logging Recorder, Radio, Geographical Information Systems (GIS), Time Synchronization (Netclock), etc.;
7. Redundant Routers for connectivity to RNSP/PNSP;
8. Redundant Firewalls.

On-Premise Standard Turn-Key 9-1-1 CPE System

A standard turn-key 9-1-1 system includes all 9-1-1 CPE and systems used within the communication center's work area (including the 9-1-1 equipment room/closet) in direct support of the delivery of 9-1-1 calls. 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 Position – including:

1. Computer Central Processing Units (CPUs);
2. Desktop monitor, Minimum 22" – Maximum 50"
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) for workstations - fifteen (15) minutes;

Back Room Equipment, including:

10. Redundant UPS capable of providing backup power to all Contractor supplied backroom equipment for fifteen (15) minutes;
11. Redundant hardware required for back room controller (servers, firewalls, gateways, etc)
12. Interface to accommodate the delivery of administrative/ring down/etc. calls, with Caller ID where applicable;
13. Capability for third party contractor to collect real time CDR Data via IP connection;
14. Cabling from local demarcation point at the PSAP to PSAPs backroom equipment if necessary;
15. Cabling from backroom equipment to all call handling workstations;

16. Dynamic interface to Computer Aided Dispatch (CAD), on premise Logging Recorder, Radio, Geographical Information Systems (GIS), Time Synchronization (Netclock), etc.;
17. Capability for Enhanced Centralized Automatic Message Accounting (CAMA) trunks and IP connectivity;

On-Premise Host-Remote 9-1-1 CPE System

A host-remote 9-1-1 system includes all 9-1-1 CPE and systems used within the communication centers' work areas (including the 9-1-1 equipment rooms/closets) in direct support of the delivery of 9-1-1 calls. 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 Position – including:

1. Full Telephony Computer Central Processing Units (CPUs);
2. Desktop Monitor, Minimum 22" – Maximum 50";
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the PSAP);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For workstations - fifteen (15) minutes;

Host-Remote call processing system, including:

All items listed above for On-Premise Standard Turnkey CPE 9-1-1 System.
Additional items/services needed:

10. Geo-diverse/redundant host controllers, servers, routers, firewalls, and additional hardware to support the Host-Remote System;
11. Network Devices and Interfaces need to support the Host-Remote System;
12. Host-Remote System security;
13. Host-Remote System call-taker 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 shall be procured and funded directly by the CA 9-1-1 Branch. 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 and must include detailed network diagrams outlining host to host connectivity and host to remote connectivity.

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 9-1-1 communication center (including the 9-1-1 equipment room) and in direct support of the delivery of 9-1-1 traffic to the 9-1-1 call taker. Funding for the items below must be requested at the time of, or during, CPE system replacement.

1. Additional workstations from "Cloud/Data Center Based 9-1-1 System" or "On-Premise Standard Turn Key 9-1-1 CPE System" as defined on page 17-18;
2. GIS services, software, and equipment;
3. Mapping monitors. One (1) per workstation and/or one (1) large wall display;
4. Project Management Professional (PMP)/Emergency Number Professional (ENP) Certified Professional consulting services for 9-1-1 CPE replacement;
5. Furniture. 9-1-1 call-taker workstations only. No mobile or detached storage.
6. Dispatcher Chairs. Maximum 3 chairs per workstation;
7. Headsets;
8. Logging recorder for 9-1-1 calls;
9. Temporary relocation of 9-1-1 CPE;
10. Pre-Arrival Instruction System;

11. IP Phone Handset;

12. Reader Boards.

CALL PROCESSING 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 PSAPs 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 the State contracted MIS will not be considered eligible for funding from the CA 9-1-1 Branch. To confirm appropriate connection, PSAPs should contact their assigned CA 9-1-1 Branch Advisor.

On Premise CPE Funding Level Calculations

1. **FUNDING LEVEL ONE** - Funding Level One was sunset effective February 20, 2014.

2. **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. 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%).

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

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

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;

EXCERPT FROM ERLANG B TABLE WHERE P = .01

ERLANGS/POSITIONS

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

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.

Cloud Based 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.

1. **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). PSAPs in this funding level are strongly encouraged to consider a regionalized or consolidated dispatch solution.
2. **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). PSAPs in this funding level are strongly encouraged to consider a regionalized or consolidated dispatch solution.
3. **FUNDING LEVEL FOUR – PSAPs that answer over 1,201 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. 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%).

TYPICAL BUSY HOUR FORMULA: $E = [(N \times 3) (T + 60 \text{ seconds})] / 3600$

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 = Number (or quantity) of 9-1-1 calls answered during the top ten (10) busy HOURS

x3 = N is tripled to account for all non-emergency 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

EXCERPT FROM ERLANG B TABLE WHERE P = .01

ERLANGS/POSITIONS

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

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 $[(50 \times 3) \times (80 + 60)] / 3600 = 5.83$ Erlangs of call-traffic. From the above table excerpt, the formula calculates a result of Twelve (12) positions to handle between 5.16 and 5.88 Erlangs of call traffic at the P.01 grade of service.

4. 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 2000.

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.

FUNDING PROCESSES FOR 9-1-1 SERVICES AND EQUIPMENT

PSAPs requesting CA 9-1-1 Branch funds may be required to use the Direct Funding Process or the Reimbursement Claim Process, depending on the nature of the purchase. CPE will be purchased using the MPA, whereas residual funding purchases may use other contracts, 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, an active CPUC compliant tariff, Master Purchase Agreement (MPA), or California Multiple Award Schedule (CMAS) Agreement.

Reimbursement Claim Process

The Reimbursement Claim Process provides the PSAP a method to be compensated for non-CPE 9-1-1 related expenses that are pre-approved for funding by the CA 9-1-1 Branch. Refer to PSAP/County Coordinator 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 form (TD-290) to the CA 9-1-1 Branch with any additional required documentation as defined below and within this chapter. The TD-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>

Effective November 1, 2025, all Reimbursement claims must be submitted via email to: CA911Reimbursements@caloes.ca.gov

Or by mail to: 601 Sequoia Pacific Blvd, MS-911, Sacramento, CA 95811-0231

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. Other 9-1-1 Services;
3. PSAP/County Coordinator 9-1-1 Expenses.

FUNDING PROCESS - 9-1-1 SYSTEM CPE REPLACEMENT

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

PSAPs requesting direct funding for a complete 9-1-1 system CPE replacement are required to follow the Direct Funding Process, using the current State 9-1-1 CPE MPA. Invoices will be billed by the contractor to the CA 9-1-1 Branch for direct payment. PSAP shall only select CPE vendors that are on the 9-1-1 CPE MPA and that have been validated in the CA 9-1-1 Branch lab.

1. PSAP Requests Funding

The PSAP submits an ADVANCE NOTIFICATION FOR CPE FUNDING form to the CA 9-1-1 Branch no more than one year prior to eligibility date for CPE system replacement (five years from system acceptance date). **PSAP selects either “Cloud Based” or “On-Premise” allotment.** 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>

2. CA 9-1-1 Branch Issues Allotment Letter

If the PSAP request meets the funding requirements outlined in this chapter, a “CPE Fixed Allotment Funding Letter” will be sent to the PSAP within two (2) 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 letter will be applicable for either a Cloud Based allotment or an On-Premise allotment.

3. PSAP Chooses 9-1-1 CPE System

Once the allotment letter 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 meet the PSAPs needs, and obtain multiple offers from contractors for systems with similar functionality. PSAP shall only select CPE vendors that are on the 9-1-1 CPE MPA and that have been validated in the CA 9-1-1 Branch lab. A copy of the State's CPE MPA 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 MPA are the maximum allowable. PSAPs may be able to obtain additional price discounts and/or additional services and equipment (see Service/Equipment Approval List for Residual Funds) 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) and Price Quote**

The selected contractor prepares a CPE SOW and price quote 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 ensures 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. **CA 9-1-1 Branch Advisor Reviews SOW and Price Quote for Contract Compliance.**

The PSAP sends the price quote and SOW to their 9-1-1 Advisor for review. The Advisor will check the documentation for contract compliance, typos or errors, omissions, and cost workbook compliance. If the SOW or price quote do not meet MPA requirements, the assigned CA 9-1-1 Branch

Advisor will contact the PSAP with recommended corrections within two (2) weeks of the date the CA 9-1-1 Branch received the documentation.

6. PSAP and Advisor Prepare and Submit Purchase Approval Package

The 9-1-1 Advisor will work with the PSAP in preparing a purchase approval package. The completed purchase approval package must include the following information.

- a. Advisor reviewed, MPA compliant Statement of Work (SOW), including itemized list of all system elements, and price quote;
- b. Completed Fi\$Cal purchase order;

CA 9-1-1 Branch Issues a Commitment to Fund

The CA 9-1-1 Branch will review all documents. If all documents meet the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TD-288) form detailing the approved amount will be sent to the PSAP within two (2) weeks of the date the CA 9-1-1 Branch receives a complete and accurate Fi\$Cal purchase order.

7. PSAP Authorizes Contractor to Proceed with Purchase and Installation

Upon receipt of the approved TD-288, the PSAP may then authorize the contractor to proceed with purchase and installation.

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 SYSTEM ACCEPTANCE AND AUTHORIZATION form (TD-284) to the CA 9-1-1 Branch so that payment can be rendered to the contractor. A copy of the TD-284 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>

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 TD-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 TD-288 form.

FUNDING PROCESS – OTHER 9-1-1 SERVICES

Direct Funding Process – Other 9-1-1 Services

PSAPs requesting CA 9-1-1 Branch specialty funding, including the 9-1-1 EDUCATION FUNDING POLICY, where invoices will be sent by the contractor directly to the CA 9-1-1 Branch for payment by means of a State contract 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).

2. CA 9-1-1 Branch Creates Fi\$Cal Purchase Order

If the PSAP request meets the funding requirements outlined in this chapter, the 9-1-1 Branch Advisor will initiate a purchase order requisition in the state's purchasing system, Fi\$Cal. The purchase order will be finalized and approved by the Cal OES Finance Division.

3. CA 9-1-1 Branch Issues a Commitment to Fund

upon receipt of the Fi\$Cal purchase order from Cal OES Finance, a COMMITMENT TO FUND form detailing the approved amount will be sent to the PSAP within four (4) weeks of the date the request was received by the CA 9-1-1 Branch. If the PSAP funding request letter does not meet the funding requirements, the CA 9-1-1 Branch will contact the PSAP for further information within two (2) weeks of receipt.

4. The PSAP Authorizes Vendor to Provide Equipment and/or Service

Upon receipt of an approved TD-288 and Fi\$Cal PO, the PSAP may authorize the contractor to provide and install the equipment/services according to the conditions of the contract.

5. 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 TD-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 TD-288 form.

NOTE: Next Gen 9-1-1 network services are procured and funded by the CA 9-1-1 Branch directly using state tariffs. 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 – OTHER 9-1-1 SERVICES

Reimbursement Claim Process – Other 9-1-1 Services

PSAPs requesting specialty funding via reimbursement for any other CA 9-1-1 Branch Approved 9-1-1 services, including the 9-1-1 EDUCATION FUNDING POLICY, 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, 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 TD-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 CA 9-1-1 Branch will contact the PSAP for further information within two (2) weeks of receipt.

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 form (TD-290) to the CA 9-1-1 Branch, including the previously approved TD-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 TD- 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 TD-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 – PSAP/COUNTY COORDINATOR 9-1-1 EXPENSES

PSAPs requesting funding for expenses defined in the 9-1-1 COUNTY COORDINATOR DUTIES, PSAP MEETINGS, AND ATA FUNDING POLICY and the 9-1-1 TRAVEL 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 – PSAP/County Coordinator 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 (TD-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 form (TD-290) to the CA 9-1-1 Branch with 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 thirty (30) calendar days after the close of the fiscal year in which funds have been expended (July 30);
- b. Where pre-approval is required, the previously approved TD-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 (TD-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 PSAP 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 TD-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 TD-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)

CLOUD/DATA CENTER BASED 9-1-1 CALL PROCESSING EQUIPMENT (CPE) SYSTEM FORMAT

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A SOW is required for all installation of 9-1-1 CPE and is required for use of the current State CPE MPA 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 SOW must include the following information, at a minimum:

1. Cover Page (should include the following):
 - a. Contractor Name;
 - b. PSAP Name;
 - c. Project name;
 - d. PSAP commitment to complete the install within the timeframe indicated in the SOW;
2. Table of Contents
 - a. Include all the major categories and subcategories.
3. Body
 - a. Overview:
 - i. An overall statement about the purpose of the SOW and scope of the project;
 - ii. A list of the equipment, software and maintenance to be provided (workstation, back room, etc.) including quantities, individual process, and extended prices;
 - iii. A description of the existing equipment, if any, that will be reused;

- iv. A description of the equipment that is to be provided by the PSAP;
- v. 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;
- vi. Commitment to meet all CA 9-1-1 Branch technical requirements put forth in the governing RFP;
- vii. Any other general issues.

b. Design

- i. System overview including a description of the NG 9-1-1 network configuration and interfaces, admin line connections, gateways, UPS, interfaces to other equipment, and any other pertinent system elements;
- ii. Description of the network elements to be connected to the system including Next Gen 9-1-1 trunks, administration lines, ring down lines, and any other network connections that will be configured in the system;
- iii. A description of how system programming will be initially accomplished and how it will be maintained on an ongoing basis;
- iv. Integration requirements to other equipment such as CAD, radio, and on premise logging recorders;
- v. Building modifications that the PSAP will have to make to accommodate the new or updated system.

c. Change Requests

- i. A description of how changes to the SOW will be managed by the PSAP, the CA 9-1-1 Branch, and the Contractor including identifying the authorized representatives that can approve changes and the specific process that will be followed to approve changes.

d. Acceptance Testing

- i. A description of the acceptance testing process that is consistent with the contract requirements including the System Acceptance and Authorization Form;

- ii. A description of how adds, moves and changes are handled once Acceptance has been signed off by the authorized PSAP representative.
- e. Names of Responsible Parties and Contact Information
 - i. Names and contact information of all the responsible parties from the Contractor, PSAP, and the CA 9-1-1 Branch.
- f. Responsibilities
 - i. Contractor's responsibilities;
 - ii. PSAP responsibilities including a pre-installation checklist;
 - iii. CA 9-1-1 Branch responsibilities.
- g. Installation Schedule
 - i. List of estimated key dates beginning with the funding approval date from the CA 9-1-1 Branch (to be updated by the vendor and re-submitted to the CA 9-1-1 Branch at the time of TD-288 issuance);
 - ii. 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.
- h. Maintenance Plan
 - i. On-site and remote maintenance processes;
 - ii. Description of how preventive maintenance will be provided;
 - iii. Description of how remedial maintenance will be provided, including response times for major and minor outages;
 - iv. Description of the minimum level of technical expertise that the maintenance technicians will have;
 - v. Contact numbers to report trouble and the hours of availability for the contact center;
 - vi. A description of what is not covered in the maintenance plan and how those situations will be handled by the Contractor.
- i. Training

- i. A Training Plan that includes the following:
 - ii. A description of the training that will be provided to the PSAP management staff, telecommunicators, and PSAP technical support personnel;
 - iii. Description of the user guides that will be provided by the Contractor;
 - iv. Description of the technical service materials that will be provided by the Contractor.
- j. SOW Approval
 - i. A sign-off page for the authorized PSAP representative to acknowledge concurrence with the content of the SOW.
- k. Appendices
 - i. Site Certification Document
 - ii. The document that describes the building and environmental changes that the PSAP must make to accommodate the new or updated system;
 - iii. Floor Plan - Diagrams of the room where the workstations will be installed and the backroom facilities room at the PSAP;
 - iv. Pricing and Terms - A copy of the detailed quote from the Contractor for the project that references the multiple award contract, quantities, and monthly costs;
 - v. 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;
 - vi. System Acceptance and Authorization Form - A copy of the SYSTEM ACCEPTANCE AND AUTHORIZATION form (TD-284) 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 five year contract 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>