This policy defines procedures for the State 911 Coordination Office (SECO) in providing reimbursements for 911 equipment purchases and/or 911 Federal grant subawards.

When funds are available and allocated for equipment contracts or federal grant awards, the SECO will make a formal announcement that equipment funding is available. The Policy Subcommittee in conjunction with the SECO, will develop a specific contract/grant award application process including submission timing, eligibility, project priorities, match requirements, and project timing. As availability of funding for equipment purchases may vary for each biennium, or not be available at all, a new equipment contract or federal grant award application process will be established.

The equipment contract/federal grant award process shall be presented to the 911 Advisory Committee (AC) for approval and recommendation to the SECO. The SECO and AC will determine an Ad Hoc review committee to review applications, prioritize, and make recommendations to the SECO for awards based on available funding.

1. **Authority**
   a. Per RCW 38.52.545, State financial assistance for the operation of 911, consistent with fund availability and legislated expenditure authority, shall be made available for reimbursement of WAC-eligible expenses supporting (in ranked priority):
      1. Statewide Dialing
      2. Basic Service
      3. Capital Equipment
   b. Per RCW 38.52.540, the State 911 Coordinator is "authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties…",
   c. 47 Code of Federal Regulations (CFR) Part 400, 911 Grant Program
   d. 2 CFR Part 200, uniform Administrative Requirements, Cost Principles, and Audit Requirements, including Appendix XII – Award Term and Condition for Recipient Integrity and Performance Matters
   e. Federal grant awards authority differs for each federal award. Additional authorities are spelled out in each 'Notice of Funding Opportunity' (NoFO).

2. **Contract Required/Eligibility**
   Every 911 equipment contract and federal grant award will require a contract or grant agreement between the subrecipient and the Military Department.

   Eligibility for each federal grant award differs and is spelled out in the Notice of Funding Opportunity.

   Only Counties and designated WSP Communication PSAPs are eligible for a 911 equipment contract and must meet the following eligibility requirements to receive reimbursement of WAC eligible equipment expenses from the State 911 account:

ESINet Security:
Counties, PSAPs, and WSP Communications must comply with any ESINet cybersecurity policies developed and recommended by the Washington State 911 Advisory Committee and adopted by the State 911 Coordinator.

The County/WSP Communications Coordinator will complete and submit a current *'Security Requirements for Connecting to Washington State'* form, by the 1st of May each year, prior to being issued a contract.

Counties, PSAPs, and WSP Communications must maintain any equipment that is directly or indirectly connected to the ESINet according to any standard or best practice recommended by the Washington State 911 Advisory Committee and adopted by the State 911 Coordinator. In the absence of a state standard or best practice, counties, PSAPs, and WSP Communications will adopt a policy governing equipment maintenance, that is aligned with the NENA standard ANS STA-027.

The SECO will not pay any statewide service costs or enter into a contract with a County/WSP Communications unless the 911 county/WSP Communications Coordinator certifies that all their PSAPs are in compliance with the ESINet Security and Equipment Maintenance requirements listed above.

COUNTY:
a. The County has imposed the maximum 911 excise tax allowed under RCW 82.14B.030 (1), (2), and (3), and
b. The county's expenditures for WAC 118-66-050 eligible items (subject to policy caps where applicable) exceed local 911 Telephone Excise Tax revenues, and

WSP Communications:
a. Per WAC 118-66-045 WSP Communications eligible expenses, upon designation by a county as a primary PSAP for wireless 9-1-1 calls, the WSP Communications may be eligible for WAC eligible equipment purchases (subject to Policy caps where applicable),

3. **Reimbursements for County/WSP Communications Equipment Contracts**
    a. **Capital Expenditure Expenses**
        i.   Equipment contracts are generally a two-year (biennial) contract, but cannot cross the SECO's biennium.
        ii.   Reimbursement is for the primary PSAP only, unless otherwise specified in SECO policy.
        iii. Reimbursement may be pro-rated if used for other organizations, components, and/or activities not related to the PSAP.
        iv.   Counties and WSP Communications are reimbursed for equipment expenses when pre-approved by SECO, per applicable equipment reimbursement schedule attached.
        v.   The SECO reimburses counties and WSP Communications for eligible items under this section that have already been purchased, installed, accepted, and paid by the county/WSP Communications, to include milestone payments.
        vi.   At the time of purchase, a multi-year maintenance package may be reimbursed if it was part of the original purchase agreement. The county or WSP Communications may not request reimbursement for maintenance, under the BSO section of the Contract, on the equipment for which they have purchased a multi-year maintenance agreement for the number of years in which the agreement is active.
        vii. Reimbursement will be made, contingent upon funding availability, only for items identified in RCW 38.52.545, WAC 118-66-050, WAC 118-66-045 and other modernization/911 eligible/equipment expenses as defined by the SECO.

4. **Expenses and Documentation for Equipment Contracts**
    a. Counties and WSP Communications must submit documentation of expenditures on eligible items to the SECO. Documentation will include vendor name, warrant number and date, and applicable 911 item categorization on forms supplied by the SECO.
    b. These expense reports and/or requests for reimbursement must be received by the last day of the month following the month in which the expenditure was incurred and/or paid, unless granted an

extension by 911 County Assistance Program (ECAP) Manager through an email request submitted prior to the deadline. For those counties that have an "Action Plan" due to audit findings, additional hard copy documentation must also be received by the last day of the month following the month in which the payment was made.

c. Expense Reports not received by the due date, including additional hard copy documentation as required by "Action Plans", will not be reimbursed.

d. Expense Reports will be processed in the order received by the SECO.

e. The SECO may request additional documentation and/or information from counties pertaining to their reimbursement requests. A delay in providing the requested information will potentially result in a delay or a reduced reimbursement. The item in question will be removed from the reimbursement and will be later added back in after all questions/documentation have been received/reviewed.

f. Quarterly Progress reports are due on a quarterly basis, until the final reimbursement request is received in the SECO for each project/equipment purchase.

g. All equipment must be ordered, installed, and accepted no later than the end of the contract performance period of June 30. Work performed outside the contract performance period will not be eligible for reimbursements.

5. **Authorized 911 Capital Equipment for Equipment Contracts**
   a. **Customer Premise Equipment (CPE) / Telephone System**
      i. Customer premise equipment (CPE) shall mean equipment utilized by the PSAP to receive and process 911 communications. For the purpose of this policy, CPE shall mean a NG911 telephone system compatible with NENA i3 standards that is used to answer 911 communications.
      ii. CPE may include additional 911/NG911 components that are integrated into a vendor's Telephone System solution.
      iii. **CPE – Line Item S1**: The SECO will reimburse eligible counties/WSP Communications for pre-approved costs related to the purchase and/or lease and installation of the hardware and software components required to support a 911 telephone system including spares kit subject to the conditions and limitations in this policy that is compliant or compatible with NG911 Technology requirements.
      iv. **CPE Server and CPU – Line Item S1.2 and S1.3:** CPE systems are generally comprised of multiple individual components, including a call processing server, and individual central processing units (CPU) at the call receiver workstations. These sub-components specifically are eligible for replacement and reimbursement based upon a five-year life cycle.
      v. **ANI/ALI Display Equipment – Line Item S3**: Monitors and related necessary hardware to display the Automatic Number Identification (ANI), and the Automatic Location Identification (ALI) at individual call receiver workstations are eligible for replacement and reimbursement based upon a five-year life cycle.

   b. **PSAP Mapping System**
      i. A PSAP Mapping system is necessary to convert location information (address information/latitude and longitude and, when available, altitude) obtained from 911 callers, and presenting that information on a map display at individual 911 call receiver workstations. The system is comprised of hardware and software components.
      ii. The capability to relate geographic coordinates to a physical location is critical in providing proper emergency response. Locating wireless devices depends on having accurate, current, and complete geographic data. The geographic data usually resides in a Geographic Information System (GIS). GIS technology can display the coordinates, along with streets and other information, on a map display. Having GIS technology integrated into the premise equipment allows for quick and effective location of 911 calls.
      iii. **PSAP Mapping – Line Item S3:** hardware and software capable of converting location information to a map display at the 911 call receiver workstations. Can be part of CPE, Computer Aided Dispatch (CAD) or standalone system, but only eligible under one category.

Only one mapping system per PSAP is eligible for reimbursement. PSAP Mapping systems are eligible for replacement and reimbursement based upon a minimum five-year life cycle.

v. **Data migration to new mapping platform / software – Line Item S3.2:** A reimbursement is authorized for eligible PSAPs for initial migration of data to a new PSAP Mapping platform or software.

vi. **PSAP Mapping CPU – Line Item S3.3**: Replacement of the PSAP Mapping system CPUs at the individual call receiver workstations for stand-alone mapping systems. Replacement is based on a five-year life cycle.

vii. **PSAP Mapping Server – Line Item S3.4:** Replacement of the hardware components for the storage of PSAP mapping system data. Replacement is based on a five-year life cycle.

viii. **Mapping Display Equipment – Line Item B9:** Monitors and necessary related hardware to display PSAP Map information at individual call receiver workstations are eligible for replacement and reimbursement. Replacement is based on a five-year life cycle.

c. **Uninterruptible Power Supply (UPS)**

i. A UPS provides electrical power to emergency services equipment in the event of a loss of commercial power at the PSAP. The role of the UPS is to maintain operation of critical components of the PSAP equipment long enough for commercial power or auxiliary generators to come online and become stable.

ii. A UPS should provide a minimum of 30 minutes of uninterrupted emergency power for full functionality of the following listed elements of the E911 system:
   1. 911 Call receiving equipment.
   2. Automatic Number Identification (ANI) and Automatic Location Identification (ALI) interfaces.
   3. 911 network / ESInet interface.
   4. 911 Logging Recorder
   5. Computer Aided Dispatch (CAD) system
   6. PSAP Mapping System
   7. Telephone common equipment.
   8. Intelligent workstation common equipment.
   9. TTY/TDD equipment.
   10. Call Detail Recorder Printer.
   11. PSAP Clock Synchronizer.
   12. PSAP Emergency Lighting
   13. PSAP Physical / Cyber Security devices

iii. **Uninterruptible Power Supply (UPS) – Line Item B1:** Purchase or lease and installation of the hardware and software components required to support a 911 UPS subject to the conditions and limitations in this policy.

iv. **UPS Battery Replacement – Line Item B1.2:** Replacement of UPS batteries are eligible and based on a five-year life cycle.

d. **911 GIS Modernization – Line Item B7.1**

i. Hardware, software, and services used by the 911 MSAG/Mapping/GIS Coordinator to create, edit, and maintain GIS Data used in call routing and synchronization of ALI & GIS data.

e. **Instant Call Check – Line Item B8**

i. Hardware and/or software necessary for the immediate playback of 911 call conversations. May be part of a logging recorder, or a standalone system.

f. **911 Management Information Systems (MIS) – Line Item B10**

i. Hardware and software designed to provide 911 management personnel with up-to-date information on a PSAPs operational statistics and performance e.g. call volumes and call handling times. These systems output information in the form of customizable reports.

ii. May be combined with other 911 systems (i.e. CPE system), or as a standalone system.

g. **Call Detail Recorder or Printer – Line Item B11**
   i. An 911 Call Detail Recorder (CDR) is equipment used to store, record, or print Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information for 911 calls.
   ii. A CDR should be equipped at all primary PSAPs to provide documentation of each 911 call. Documentation should include:
      1. INVITE time (received at PSAP).
      2. Caller's telephone number (including Numbering Plan Area or Numbering Plan Digit).
      3. Answer time.
      4. Answering position number.
      5. BYE (as sent/received by PSAP).
      6. Time call was transferred.
      7. PSAP name or number to which the call was transferred.
      8. Abandoned call indicator.
      9. Date (The date does not necessarily need to be a part of each record. As a minimum, the date should be documented at least once per page).
   iii. It is recommended that the record also include:
      1. Ringing start time.
      2. Time call was placed on hold.
      3. Time call was taken off of hold and by what position number.
   iv. It is also recommended that the ANI/ALI controller be able to optionally output the ALI record as a part of the CDR printout. This shall include the name, complete street address, city and Emergency Service Number (ESN).
   v. It is desirable that the ANI/ALI system be able to store CDR records to a data file that can be downloaded to other media on demand.

h. **Logging Recorder**
   i. Logging and voice recorders are devices used by the Public Safety Answering Point (PSAP) to time stamp, record, and replay 911 conversations. As a minimum, standards suggest that each emergency telephone line at each emergency answering position be recorded on a logging recorder.
   ii. While it is appropriate to record dispatch related functions, radio channels, are not a 911 call answering function, and are not fundable, unless included in the minimum number of channels available from the manufacturer.
   iii. The number of logging/voice recorder channels eligible for reimbursement will be calculated as follows: Sum of the current number of funded workstations multiplied by two rounded up to the lowest number of channels available from the vendor to create a basic unit.
   iv. **Logging Recorder – Line Item C1:** Purchase or lease and installation of the hardware and software components required for a basic logging/voice recorder as defined by NENA recommended generic standards for 911 PSAP equipment.

i. **Computer-Aided Dispatch (CAD)**
   i. CAD software is an information management tool for public safety communications professionals. It helps to automate the entry, storage, and retrieval of information essential to handling requests for assistance from citizens placing 911 calls. CAD is a software program specifically designed for the entry of incident information received from either a 911 caller or a field unit responding to an incident. CAD displays that information on the computer screen to assist in quickly and efficiently dispatching and tracking the activities of field units to handle those incidents.
   ii. CAD maintains an archive of past 911 incidents and unit status changes for future reference and permits various reports to be printed based on incident and unit activity. CAD also stores more static information such as files of streets within the jurisdiction, a list of employees, or free-text files on other reference information.

     iii.   A CAD system can include electronic interface(s) to other computer systems, including the 911 telephone system, criminal justice, and motor vehicle files (warrants, stolen property and vehicles, missing persons, vehicle registrations, driver licenses, etc.) and mobile data systems.

     iv.   The basic components of the CAD system at a minimum should consist of hardware, call entry module, geo-data module and interface to Geographical Information Services (GIS), and Criminal Justice Information System (CJIS) interface. The interfaces to Automatic Number Identification (ANI)/Automatic Location Identification (ALI) controller are authorized for reimbursement.

     v.   **Computer-Aided Dispatch - Line Item C2**: A new CAD system will be claimed under this line item. However, after the life cycle refresh period(s); the CPUs, server, and display equipment will be reimbursed under the associated line items.

     vi.   **CAD interfaces - Line Item C2.2:** Supplemental call processing modules are eligible and limited to a one-time purchase.

     vii.   **CAD computer (CPU) - Line Item C2.3:** Replacement of call receiver workstation CAD CPUs is based on a five-year life cycle.

     viii.   **CAD Server - Line Item C2.4:** Replacement of the CAD system server is based on a five-year life cycle.

     ix.   **CAD Display Equipment - Line Item C2.5:** Monitors and necessary related hardware to display CAD information at individual call receiver workstations are eligible for replacement and reimbursement based upon a five-year life cycle.

j. Auxiliary Generator

     i.   In certain situations, there may be prolonged power outages that exceed the back-up time for the uninterruptible power supply (UPS) at the PSAP. In accordance with industry best practices, it is recommended that the PSAP be equipped with an auxiliary electrical power generation source for long-term emergency power. The generator should be capable of sustained operation, including 72 hours of continuous operation from on-site fuel sources. Such a generator should be sized appropriately to accommodate the PSAP's minimum critical electrical power loads.

     ii.   **Auxiliary Generator - Line Item C3:** Purchase or lease and installation of an auxiliary generator to support primary PSAPs for power generation backup purposes. SECO reimbursement will be pro-rated if used for other organizations, components, and/or activities not related to the PSAP.

k. Clock Synchronizer

     i.   To ensure consistency of time stamps added to event records, reports, and voice recordings, it is required that equipment such as Computer Aided Dispatch (CAD), Automatic Number Identification (ANI)/Automatic Location Identification (ALI) Controllers, Customer Premise Equipment Voice Recorders, Radio Consoles, etc., should have the ability to synchronize internal clocks to a PSAP master clock.

     ii.   **Clock Synchronizer - Line Item: C4**: Hardware and software necessary to integrate master clock signaling to the PSAP's electronic systems.

l. Console Furniture – Line Item C5

     i.   Console furniture to house the call receiving equipment is an essential aspect in the handling of 911 calls. This protects the equipment from otherwise, being stored on the floor or less desirable places.

     ii.   Although the size of the Public Safety Answering Point (PSAP) varies, the console furniture should be modular, with the ability to be easily adjusted to support space efficiency.

     iii.   Console furniture shall provide adequate countertop surface for hardware such as multiple monitors, multiple keyboards as well as adequate working surface space for documentation, locking CPU cabinets, etc.

     iv.   Console furniture may be designed to allow call receivers to work in either a seated or standing position. Console furniture must have ample adjustment capabilities for ergonomic purposes and meet the requirements of the Americans with Disabilities Act (ADA).

     v.   **Call Receiver Console Furniture - Line Item C5:** Purchase or lease of call receiver console furniture with a ten-year life cycle. The SECO may authorize exceeding the cap if market evidence indicates the current cap is not sufficient.

6. **911 Federal Grant Expenses, Documentation, Reimbursements, and Reporting**
   a. Eligible expenses will be detailed in the Notice of Funding Eligibility and grant agreement budget.
   b. Documentation required will differ for each federal award and will be detailed in the grant agreement.
   c. Quarterly progress reports are due on a quarterly basis. If the subrecipient is deemed medium to high risk based on the risk assessment, additional reports may be required. Other reports may be required from the authorizing federal authority.
   d. All equipment must be ordered, installed, and accepted no later than the end of the period of the performance period as laid out in the grant agreement.
   e. Reimbursements will be in the form of an A-19. Documentation required will be detailed in the grant agreement.

Approved by: _____

           Adam Wasserman, State E911 Coordinator   Date

Attachments:
      SECO County/WSP Communications Equipment Contract Reimbursement Schedule
      SECO Equipment Quarterly Progress Report
      911 Federal Grant Quarterly Progress Report

SECO COUNTY/WSP COMMUNICATIONS EQUIPMENT CONTRACT REIMBURSEMENT SCHEDULE

ELIGIBLE ITEM		STATE REIMBURSEMENT
CPD6	NG911 Modernization	Costs related to modernization of the 911 System as authorized and pre-approved by the State 911 Coordinator.
S1	Customer Premise Equipment (CPE) /Telephone System	Purchase or lease and installation of the hardware and software components required to support a CPE/ Telephone system including spares kit that are compliant or compatible with future NG911 Technology requirements.
S1.2	CPE CPU	Replacement of CPE system Central Processing Units (CPU) at the call receiver workstation based on a **five-year** life cycle.
S1.3	CPE Server	Replacement of CPE system call processing server at the backroom CPE, based on a **five-year** life cycle.
S2	ANI/ALI Display Equipment	Replacement of ANI/ALI display equipment. Capped at **$500** per approved PSAP call receiver workstation, based on a **five-year** life cycle.
S3	PSAP Mapping	Hardware and software capable of converting location information to a map display at the 911 call receiver workstation. Can be part of CPE, Computer Aided Dispatch (CAD) or standalone system, but only eligible under one category.
S3.2	Data migration to new mapping platform/software	migration of data to new mapping platform or software is capped at **$15,000** per PSAP.
S3.3	PSAP Mapping CPU	Replacement of PSAP Mapping system Central Processing Units (CPU) at the call receiver workstation based on a **five-year** life cycle. *For stand-alone systems only.*
S3.4	PSAP Mapping Server	For the mapping administrator to manipulate the mapping data prior to movement to the mapping system, based on a **five-year** life cycle.
B1	Uninterruptible Power Supply (UPS)	Purchase or lease and installation of the hardware and software components required to support PSAP WAC eligible equipment which should provide a minimum of 30 minutes of operations.
B1.2	UPS Battery Replacement	Replacement of batteries to include an entire battery bank.
B7.1	911 GIS Modernization	Hardware, software, and services used by the 911 MSAG/Mapping/GIS Coordinator to create, edit, and maintain GIS Data used in call routing and synchronization of ALI & GIS data. Calculated at **$10,000** (per contract year).
B8	Instant Call Check	Equipment that records 911 call conversations for immediate playback on demand. One per approved PSAP call receiver workstation, telephone only (i.e. no radio) may be part of CPE system.

SECO County/WSP Communications Equipment
Contract Reimbursement Schedule
Effective Date: July 1, 2021 – until superseded

Page 1 of 2

B9	Mapping Display Equipment	Equipment capable of displaying 911 call locations on a map. Capped at **$500** per approved PSAP call receiver workstation based on **five-year** life cycle.
B10	911 Management Information Systems (MIS)	Equipment that collects, stores, and collates 911 call data into reports and statistics.
B11	Call Detail Recorder or Printer	Purchase or lease and installation of the hardware and software components required to support the call detail recorder or printer.
C1	Logging Recorder for 911 Calls	Purchase or lease and installation of the hardware and software components required for basic logging/voice recorder as recommended by NENA standards.
C2	Computer-Aided Dispatch (CAD) System Hardware and Software	Purchase or lease and installation of the hardware and software basic components. At a minimum shall consist of hardware, call entry module, Teletype interface and ANI/ALI controllers. CAD could also include PSAP Mapping.
C2.2	CAD Interfaces	Supplemental call processing modules are eligible and limited to a one-time purchase.
C2.3	CAD CPU	Replacement of CAD CPU at the PSAP call receiver workstation based on a **five-year** life cycle.
C2.4	CAD Server	Replacement of CAD call processing server based on a **five-year** life cycle.
C2.5	CAD Display Equipment	Replacement of display equipment is capped at **$1,000** per approved PSAP call receiver workstation, based on a **five-year** life cycle.
C3	Auxiliary Generator	Purchase or lease and installation of an auxiliary generator to support 911 telephone services for back-up purposes. Shall not exceed **$40,000** and the expense must be pro-rated if used for other than PSAP operations.
C4	Clock Synchronizer	Purchase or lease and installation of hardware and software necessary to integrate master clock signaling to the PSAP's electronic systems.
C5	Console Furniture	Purchase of console furniture for 911 call receiving equipment is capped at **$15,000** per approved call receiver workstation with a **ten-year** life cycle.

Washington State Military Department

SECO Equipment Quarterly Report

SECO Contract Approved Date: _____   Contract Year(s): _____   Contract # _____

Year: ____
Period: ____Jan – Mar ____Apr – Jun ____Jul – Sept ____Oct – Dec

PRIMARY POINT OF CONTACT: _____
AGENCY:_____
PROJECT TITLE: _____
REPORT PREPARED BY: _____
PHONE: _____   **EMAIL ADDRESS:** _____

Start Date of Project: _____   Estimated Completion Date: _____

Yes/No/NA	**Please provide estimated date of completion if applicable**	
_____	Identified Possible Vendors	date: _____
_____	Submit to Vendor Equipment specification	date: _____
_____	Submit to Vendor Equipment Installation plan	date: _____
_____	Received Quotes for Equipment	date: _____
_____	Received Quotes for Installation	date: _____
_____	RFP Development	date: _____
_____	Published and Issued RFP	date: _____
_____	Pre-Proposal Conference and Site Visit	date: _____
_____	Deadlines for Questions	date: _____
_____	Proposal Submittal Deadline	date: _____
_____	Opening of Proposals	date: _____
_____	Evaluation of Proposals	date: _____
_____	SECO Staff Equip Approval	date: _____
_____	Contract Award	date: _____
_____	Contract Development meeting	date: _____
_____	Contract signed	date: _____
_____	Project Plan Development	date: _____
_____	Kick off Meeting	date: _____
_____	Installation	date: _____
_____	Acceptance	date: _____
_____	Final Acceptance	date: _____
_____	Final Payment	date: _____

Project Status: (if any apply please explain on separate sheet)

Project on Schedule _____	Costs of project	$_____
Project suspended _____	Change order +/-	$_____
Project delayed _____	Total expended	$_____
Project canceled _____	Total Owed	$_____

If there is a change to the project schedule or cost, please explain on separate sheet.

911 Federal Grant
Quarterly Progress Report

Reporting Period	
Subrecipient	
Status of Project	
Accomplishments this Past Quarter	

Total Project Costs Incurred to Date (Federal and Local)	**Percentage of Work Completed**

Anticipated Cost Underruns or Overruns	
Challenges or Issues	
Date of Report	
Contact Name, Phone, Email	