

Washington
Military
Department



Emergency
Management
Division

State 911
Coordination Office
(SECO)

Effective Date: July 1, 2022* REV 3

Page 1 of 3

SECO WSP COMMUNICATIONS CONTRACT POLICY

***Effective until superseded or amended.**

Supersedes all previous SECO WSP Contracts Policies; SECO Travel Policies

See Also:

WAC 118-66

Washington State Administrative & Accounting Manual (SAAM)
Chapter 10 - Travel

SECO Public Education Policy

SECO Salaries and Benefits Summary

SECO Statewide Services Support Policy

This policy defines procedures for the State 911 Coordination Office (SECO) in providing reimbursement for eligible Washington State Patrol (WSP) Communications for Coordinator Professional Development (CPD) and Basic Service Operating (BSO) expenses.

AUTHORITY:

1. 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...*"
2. 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

CONTRACT REQUIRED/ ELIGIBILITY:

WSP Communications is not eligible for reimbursement of WAC eligible expenses from the State 911 account unless they have entered into a contract with the SECO and have met the following eligibility requirements:

1. **ESINet Security**

WSP Communications/PSAPs must comply with any ESINet cybersecurity policies developed and recommended by the Washington State 911 Advisory Committee and adopted by the State 911 Coordinator; and

The 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.

WSP Communications/PSAPs 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, WSP/PSAPs will adopt a policy governing equipment maintenance, that is aligned with NENA standard ANS STA-027.

The SECO will not pay any statewide services costs or enter into a contract with WSP Communications unless the WSP Communications Coordinator(s) certifies that all their PSAP(s) are in compliance with the ESINet Security and Equipment Maintenance requirements listed above.

2. WSP Communications Basic Service Operating (BSO) Section Eligibility

- a. WSP Communication expenditures for WAC 118-66-045 eligible items (subject to Policy caps where applicable).
- b. Basic service operating limits are set by policy for each contract performance period and are in addition to CPD reimbursements.

CONTRACT REIMBURSEMENTS

The SECO reimburses WSP Communications under these sections for eligible items that have already been paid by the WSP Communications.

1. Coordinator Professional Development (CPD) Expenses

- a. CPD expenses benefits all and does not require local revenue to be used prior to state reimbursement.
- b. CPD expenses are reimbursed through BSO, WSP Communications, and/or CPD contracts.
 - i. WSP Communications may reallocate funds from a CPD line to any other CPD line, category, or section, except CPD6.
- c. Estimating costs for CPD1 and CPD7 should be an average of the previous three (3) years total reimbursements plus 10%. Exceptions may be made with SECO approval.
- d. Shortfalls for CPD1 and CPD7 costs will be funded with remaining available contract CPD2 through CPD5 funds. If funds are not available, a contract amendment will be processed to cover the shortfall.

2. Basic Service Operating (BSO) Expenses

- a. BSO expenses are reimbursed through BSO/WSP Communications Contracts.
- b. BSO expenses include the following (*see attached SECO WSP Communications Contract Reimbursement Schedule for details*):
 - i. Basic Service Operating allotment, plus
 - ii. Maintenance Allotment (based on number of authorized call-taking positions, not to exceed a maximum of eight (8) positions).
- c. WSP Communications may reallocate BSO expenses within any line item in the Basic Service Operating Expenses section.

3. Noncompliance with Contract Deliverables:

No later than, the conclusion of the third quarter of the contract period, WSP Communications must show all contract CPD deliverables have either been met or will be met by the end of the contract period.

If WSP Communications is not able to meet a deliverable:

- a. The WSP Communications Coordinator may request a wavier or an alternate deliverable, by emailing SECO County Assistance Program Manager before the end of the third quarter of the contract period.
- b. If WSP Communications fail to meet their deliverables and has not been awarded a waiver, a warning letter will be sent to the Chief of the Washington State Patrol at the conclusion of the contract period informing them of the unmet deliverable and potential for future financial penalties.
- c. If WSP Communications has received a warning letter within the past five years and fails to meet a deliverable in a subsequent contract year, the SECO will send a penalty letter to the Chief of the Washington State Patrol informing them that a financial penalty will be imposed on their next contract. The financial penalty will be a 10% reduction of the CPD contract funds the first year a penalty is imposed and will double each subsequent year.
- d. The penalty will be reduced or removed in subsequent contracts if WSP Communications meets all of their contract deliverables.

4. Training and Travel Expenses

- a. Expenses related to conferences, meeting attendance and training are eligible for reimbursement after the event has been attended. All expenses must have been paid in full and submitted ,as a

whole, for reimbursement. *Registration* is the only travel expense that may be reimbursed prior to the event being attended.

- b. Internal and contracted employees may use training funds for training that is directly linked to the support and maintenance of WAC eligible 911 equipment
- c. Travel expenses are exempt from the contractual 30-day submittal requirement but must be submitted for reimbursement within 90-days after the actual event.
- d. All reimbursement requests for the current contract period must be submitted no later than July 31.
- e. All training/travel expenses will be reimbursed in accordance with the applicable local jurisdiction travel policy and are not to exceed Washington State travel regulations/rates (see SAAM Chapter 10 – Travel).
- f. Eligible expenses include: registration fee, airfare, luggage fee, parking, lodging, meals, rental vehicles (agency vehicles that the employee and/or PSAP is charged a fee to use), fuel, toll-fees, travel costs for mileage (personally-owned vehicle), training materials (books, DVDs, CDs, & software), instructors (for in-house training), overtime and backfill salaries while employee is in training/travel status, pay differential for CTO while conducting training, and long distance telephone charges for attending via conference call.
- g. The SECO may request additional documentation to support training reimbursement.
- h. If WSP Communications does not have a contract with the SECO then they will not be reimbursed for travel expenses unless they are members of the Advisory Committee (AC) Board. AC Board members will be directly reimbursed for eligible travel expenses to attend AC and subcommittee meetings through coordination with the SECO Administrative Assistant.
- i. Attendees other than AC Members, 911 WSP Communications Coordinator(s) and/or approved representatives will not be reimbursed travel expenses for attending contractual meetings.

5. Ineligible Items

Expenses not directly listed in WAC 118-66-045 are not eligible for reimbursement.

EXPENSES AND DOCUMENTATION

1. WSP Communications must submit documentation of expenditures of eligible items to the SECO County Assistance Program staff. Documentation will include vendor name, warrant number and date, and applicable 911 item categorization on forms (Monthly Reports) supplied by the SECO.
2. These monthly expense reports and/or requests for reimbursement must be received by the last day of the month following the month in which the payment was made; unless granted an extension by the SECO County Assistance Program Manager through an email request submitted prior to the deadline. The SECO may impose additional reporting requirements due to State Auditor or SECO contract monitoring findings.
3. Monthly expense reports not received by the due date, including additional hard copy documentation (if required) will not be reimbursed.
4. Monthly expense reports will be processed in the order received by the SECO.
5. The SECO may request additional documentation and/or information from WSP Communications pertaining to their reimbursement requests. A delay in providing the requested information will 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 has been received/reviewed.

Approved by:

Adam Wasserman, State 911 Coordinator

Date

Attachment:

SECO WSP Communications Contract Reimbursement Schedule

SECO WSP COMMUNICATIONS CONTRACT REIMBURSEMENT SCHEDULE

More detailed information regarding reimbursements can be found in the following SECO Policies: SECO Public Education, SECO Statewide Services Support, and SECO Salary and Benefits Summary.

Due to 911 modernization initiatives, important time-critical information is shared at meetings. Therefore, it is crucial the 911 WSP Communication Coordinator(s) or designee attend all meetings, if possible.

Understanding that scheduling conflicts occur, if the 911 WSP Communications Coordinator(s) are unable to attend a meeting/forum/training and would like to send a representative on their behalf to fulfill contractual obligations, a written request via email must be submitted to the SECO County Assistance Program Manager, prior to attending and incurring expenses.

COORDINATOR PROFESSIONAL DEVELOPMENT (CPD) EXPENSES SECTION

CPD benefits all and does not require local revenue to be used prior to state reimbursement. The following are reimbursed through BSO, WSP Communications, and CPD contracts:

ELIGIBLE ITEM		STATE REIMBURSEMENT
CPD1	Meeting Attendance	<p><u>Advisory Committee (AC) Meetings:</u> Travel reimbursement expenses for the 911 WSP Communications Coordinator(s) or pre-approved designee to attend all AC meetings. 911 WSP Communications Coordinator(s) or pre-approved designee must attend 75% of all AC meetings held per contract period. Attendees other than AC members, 911 WSP Communications Coordinator(s) or pre-approved designee will not be reimbursed for travel expenses for attending AC meetings.</p> <p><u>Advisory Committee (AC) Briefings (Virtual):</u> 911 WSP Communications Coordinator(s) or pre-approved designee must attend 50% of all AC briefings held per contract period.</p> <p><u>AC Subcommittee Meetings:</u> Travel reimbursement expenses for all Subcommittee members to attend subcommittee meetings. No more than one representative per subcommittee, except standing subcommittees as designated in the AC Bylaws.</p> <p><u>Coordinator Forums:</u> Travel reimbursement expense for a total of two PSAP/911 employees to attend the three (3) APCO/NENA WA Coordinator Forums per contract period. One of the attendees must be the 911 WSP Communications Coordinator(s) or pre-approved designee. If the forum is virtual, 911 WSP Communications Coordinator(s) or pre-approved designated alternate will participate in at least the coordinator/director roundtable meeting and one training session.</p> <p><u>Communications Training Officer (CTO) Workshops:</u> Travel reimbursement expenses for one CTO per county to attend a CTO Workshop per contract year.</p> <p><u>SECO supported:</u> Travel reimbursement expenses for the 911 WSP Communications Coordinator(s) and/or a PSAP/911 employee to attend training, meetings, or events the SECO determines to have an overall benefit as designated in writing. 911 WSP Communications Coordinator(s) may request a SECO Supported designation by email to the SECO County Assistance Program Manager.</p>
CPD2	911 WSP Communication Coordinator(s) Training	The 911 WSP Communications Coordinator(s) or pre-approved designee and a PSAP/911 employee is authorized up to \$6,000 (per contract period) to attend national NG911 related conferences, trainings and/or training materials to enhance job skills.

CPD3	911 Public Education	Up to \$5,000 (per contract period) is authorized for expenses directly related to public education training and training materials, for informing the public of the capabilities, limitations, and proper use of 911, and public education materials. (See SECO Public Education Policy)
CPD4	911 Technical Salaries/Benefits and Training	Up to \$13,500 (per contract period) is authorized for salaries/benefits and training and training material expenses for the following positions: MSAG, Mapping/GIS, and/or Information Technology Coordinator(s). Backfill salary is not eligible under this line item. Expenses must directly link to the support and maintenance of WAC eligible 911 equipment.
CPD5	911 Call Receiver Training	Total training funds calculated at \$500 (per contract period) per full-time call receiver and training coordinator at the designated primary PSAP(s) with a cap not to exceed 30 call receivers (or \$15,000). These funds are to be used for training and training materials that support the roles and functions of the call receiver and the 911 Training Coordinator. Training may be internal or external. Funds may also be used for a new hire call receiver salary while in training status up to \$2,000 per new hire (<i>this is the only time regular salary can be claimed for call receivers under this line item</i>); 911 Training Coordinator regular salary, overtime, and CTO; and call receivers' overtime and backfill while in training status.
CPD6	NG911 Modernization	Costs related to modernization of the 911 System as authorized and pre-approved by the State 911 Coordinator. Including, but not limited to, pre-approved software necessary for MSAG/GIS data synchronization, text to 911 security/authentication fobs (capped at 1 per authorized call taking position), and other preapproved expenses related to text-to-911 implementation. Should there be additional funds available following fulfillment of BSO, WSP Communications and CPD Contracts, SECO may authorize additional funds for each of the 39 counties and WSP Communications to be used solely for the purpose of NG911 MSAG/GIS Modernization.
CPD7	911 Interpretive Services	Costs incurred for use of interpretive services to facilitate 911 call taking.

BASIC SERVICE OPERATING (BSO) EXPENSES SECTION

ELIGIBLE ITEM		STATE REIMBURSEMENT
S4	911 WSP Communications Coordinator(s) – Salary	Salary/benefits calculated up to \$63,807 (per contract period) and can only be claimed for regular salary/benefits. Backfill and overtime is not eligible on this line item. Person must be appointed/assigned by the WSP Chief as the 911 WSP Communications Coordinator(s).
B7	911 Mapping Administration	Calculated up to \$10,000 (per contract period). Hardware, software, and services for the 911 Mapping/GIS/MSAG Coordinator to manage the mapping/MSAG data.
B12	Headsets for 911 Call Receivers	Calculated up to \$2,000 per designated primary WSP PSAP(s) (per contract period) for purchase, maintenance, accessories, and replacement parts (including batteries) of headsets for 911 call receivers. Headsets do not need prior approval to purchase.

EQUIPMENT MAINTENANCE

WSP baseline equipment maintenance reimbursement amount is calculated at **\$24,700** per authorized call taking position, not to exceed a maximum of eight (8) positions or **\$197,600**.

Eligible equipment maintenance expenses may include maintenance contracts with vendors, vendor time and materials, PSAP maintenance employee salaries, benefits, training, training material, component repair or replacement materials, and other repair or preventative maintenance expenses and should be claimed under each specific equipment maintenance line item.

Maintenance for WAC eligible equipment:

S1.1	CPE /Telephone System	S3.1	PSAP Mapping
B1.1	Uninterruptable Power Supply	B8.1	Instant Call Check
B10.1	E911 Management Information Systems (MIS)	B11.1	Call Detail Recorder or Printer
C1.1	Logging Recorder	C2.1	Computer Aided Dispatch (CAD) System
C3.1	Auxiliary Generator	C4.1	Clock Synchronizer
C5.1	Console Furniture		