

Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-018.6
Previous Policy #: 911-026
Effective Date: February 12, 2025
Revised:

Computer Aided Dispatch Interface Funds

Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for Computer Aided Dispatch (CAD) Interface requests not suitable for 9-1-1 surcharge from user agencies that will facilitate development in a more timely manner.

Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b)
EX-003B-89 Amending Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees, subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board and to focus groups formulated by the Executive Director for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that utilize CAD but will be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through the Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to each specific contract. The ETSB staff will follow DuPage County accounts payable procedures.

Definitions:

Authorized Agent: The executive officer of a fire protection district, municipality or other participating group ("agency") or their designee that is empowered to bind the agency through an Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU), or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual's designation on agency letterhead by the appropriate person with authority.

Computer Aided Dispatch (CAD) means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

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CAD Administrator: The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

County Board: Shall refer to the DuPage County Board.

Scope of Work: A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

Stakeholders: All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

POLICY

1) Policy Statement

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for any first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational focus groups such as the Tech Focus Group and the CAD Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

2) Process

- a) Agencies complete the *9-1-1 System Change Request* form from 911-018: 9-1-1 System Administration and submit the form to ETSB via the ticketing system.
- b) A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-018: 9-1-1 System Administration.
- c) Agencies shall also complete a "letter of intent" to the ETSB, indicating its understanding of and intent to enter into the contract for work.
- d) Once the Tech Focus Group has completed their review and authorized the project, the authorized agent of the Agency will initial and date the Scope of Work at least twice:
 - i) when the authorized agent, ETSB project manager and vendor agree to the initial design; and
 - ii) when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase. When a portion of the

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Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

- e) Agencies shall complete a "memorandum of understanding" ("MOU") for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
- f) The Agency will submit a copy of their scope of work with the vendor that includes their maintenance agreement that details the maintenance hours (ie: 24/7, week days only etc). for the ETSB file.
- g) The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work.

3) Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time should be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project.

The hourly rate used will be Fiscal Year in which the project was initiated. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the work hours will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agency's application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a retainer. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech, the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05 (hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours, as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hour issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer gets to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

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An agency may have one retainer for multiple interfaces. If an agency at any time has no interfaces that are not surcharge related, they may request a refund of any remaining retainer funds.

4) **Compliance**

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by the requesting stakeholder Agencies who have complied with all required paperwork. Such obligations and progress will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the project manager, will ensure that stakeholders in any project have approved the scope of work, and the time needed by ETSB and work performed prior to submission for payment.

If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agency cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, _____

Greg Schwarze, Chair