

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-026  
Previous Policy #: New  
Effective Date: May 10, 2023  
Revised:

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## Computer Aided Dispatch Interface Funds

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### Purpose:

To define the process for use of earmarked funds 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.

To provide a process to allow access for “real-time” applications requested by user agencies without impacting the primary mission of the CAD system: The handling of 9-1-1 calls and emergency dispatches.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act  
EX-003B-89 Amending Section 40-20 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 authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts 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 have a financial obligation to an ETSB contract through 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 a contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to the contract. Absent a formal process, 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 or their designee. If a designee is to be used, the ETSB must be notified in writing on agency letterhead.

**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 agency and other like groups who will have an agreement or financial obligation beyond 9-1-1

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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

### I. Policy Statement

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

Standing operational work groups such as the PSAP Directors and the PSAP Tech 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 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.

### II. Process

1. 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.
2. Review of the request will follow the process outlined in 911-018: 9-1-1 System Administration.
3. Agencies will complete the Memorandum of Understanding for Interface Requests (attachment A of this policy).
4. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. The authorized agent of the Agency will initial and date the Scope of Work at least twice: 1) when the authorized agent, ETSB project manager and vendor agree to the initial design; and 2) 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 Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.
5. The ETSB project manager will ensure that the work is performed according to the contract specifications and scope of work.

### III. 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 Agencies who have complied with all required paperwork. Such obligations 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 work performed prior to submission for payment.

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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, \_\_\_\_\_

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Greg Schwarze, Chairman

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