



CALIFORNIA TECHNOLOGY AGENCY
Public Safety Communications Office
CA 9-1-1 Emergency Communications Division
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Date: May 6, 2011

CA 9-1-1 Division Notice 2011-01
Expiration: When Superseded or Rescinded

To: ALL PUBLIC SAFETY ANSWERING POINTS (PSAP)

Subject: ADDITIONAL MAINTENANCE FOR 9-1-1 TELEPHONE SYSTEM AND SERVICES

The California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) master purchase agreement (MPA) 5-06-58 for 9-1-1 telephone systems will expire on September 4, 2011. In order to conform to current State of California procurement rules, the new MPA, scheduled to be awarded by September 5, 2011, will no longer accommodate additional maintenance for those 9-1-1 telephone systems purchased off the current MPA.

DESCRIPTION:

The MPA 5-06-58 is utilized by Public Safety Answering Points (PSAPs) to procure 9-1-1 telephone systems. The MPA 5-06-58 includes the associated initial warranty and maintenance for a five year period immediately following system installation. Additionally, maintenance for periods beyond the initial five year warranty/maintenance period has been available for PSAPs that choose not to do a system replacement or a certified upgrade of their 9-1-1 telephone system on their five-year eligibility date. The MPA 5-06-58 allows PSAPs to order equipment and services and utilize the direct funding option whereby the CA 9-1-1 Division is invoiced directly by the vendor for additional maintenance.

If a PSAP decides to not utilize the existing MPA 5-06-58, qualifying maintenance is reimbursable as outlined in reimbursement guidelines in Chapter III of the State of California, 9-1-1 Operations Manual.

ACTION:

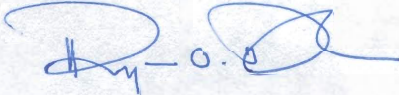
- PSAPs should determine if additional maintenance will be necessary beyond their initial five year warranty/maintenance period.
- PSAPs should immediately notify their CA 9-1-1 Division consultant of their intention to procure additional maintenance beyond their initial five year warranty/maintenance period.

- PSAPs should contact their MPA 5-06-58 vendor to obtain a price quote for the maximum time of additional maintenance needed to support their system beyond their initial five year warranty/maintenance period.
- PSAPs should submit the additional maintenance price quote and purchase order to the CA 9-1-1 Division before the expiration date of the MPA 5-06-58.

Frequently Asked Questions (FAQ) regarding additional maintenance are attached to this notice.

If you have any questions regarding this notice or additional maintenance for your 9-1-1 telephone system, please contact your assigned CA 9-1-1 Division consultant see: (<http://www.cta.ca.gov/PSCO/911/pdf/OfficeAssignments.pdf>)

Sincerely,



Ryan Dulin, Chief
California 9-1-1 Emergency Communications Division
Public Safety Communications Office

Attachment

cc: Karen Wong, Deputy Director, PSCO

FAQs
Additional Maintenance

Q. What if my initial warranty/maintenance contract ends in November 2011 and I don't know when we are going to replace our 9-1-1 system?

A. You could get an additional maintenance agreement in place before the current contract expires and have the term of that agreement be for as long as you think you might need it before you replace your system.

Q. I am already on additional maintenance beyond my initial five year period which expires in October 2011. Since the current contract ends in September, can I still get additional maintenance on the current contract?

A. Yes, as long as your vendor agrees to provide the additional maintenance and the new PO is dated and received by the CA 9-1-1 Division before September 4, 2011.

Q. I just replaced my system in 2009 and still have 3 years of initial warranty/maintenance left. My agency is waiting until 2015 to replace since we are moving to a new facility. How will I get additional maintenance?

A. You can arrange with your vendor to obtain additional maintenance. For additional maintenance not covered by MPA 5-06-58, you will be responsible for payment of those charges; however, you may submit for reimbursement from the CA 9-1-1 Division.

Q. I just bought my system last year. Will my initial warranty/maintenance stop on September 4, 2011?

A. No. Your initial warranty/maintenance term includes a one year warranty and 4 years of maintenance. Maintenance will continue as indicated on your PO and the TD-288 Commitment to Fund document.