

**Tennessee Emergency Communications Board**  
**Reimbursement Requirements For**  
**NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT**

*Effective February 18, 2010*

The Tennessee Emergency Communications Board (“TECB”) was created “for the purpose of assisting emergency communications district boards of directors in the area of management, operations, and accountability, and establishing emergency communications for all citizens of the state.”<sup>1</sup> To those ends, the TECB is authorized to “administer the deployment of 911 service for emerging communications technologies, including but not limited to IP-enabled service, that are capable of connecting users dialing or entering the digits 911 to public safety answering points and other non-wireline services.”<sup>2</sup> The TECB also has the statutory authority to establish technical operating standards for 911 service.<sup>3</sup>

To further its statutory purposes, the TECB has the power and authority to:

Respond to requests from emergency communications districts, commercial mobile radio service (CMRS) providers or other parties and subject to availability of funds, review and approve requests for reimbursements for expenditures or payment of obligations incurred to implement, operate, maintain, or enhance statewide wireless enhanced 911 service in conformance with any rules or orders of the FCC, and other federal and state requirements that pertain to wireless enhanced 911 service.<sup>4</sup>

Pursuant to such authority, the TECB hereby establishes a reimbursement program with selected concomitant standards for NG911 controller and adjunct equipment. ECDs that receive, share, or contribute facilities, resources or income with other governmental entities will be required to submit a written interlocal agreement with such governmental entities memorializing their relationship. By accepting this funding, the ECD confirms that it is in compliance with, and will continue to comply with, all laws, rules, policies and orders applicable to the ECD and the provision of 911 or wireless enhanced 911 service.

Reimbursement may be either retroactive or prospective, meaning that it is available for reimbursement of purchases of approved, eligible equipment and for advance payments for proposed or planned purchases of approved, eligible equipment. The process is the same except where differences are described in the following procedures.

---

<sup>1</sup> Tenn. Code Ann. § 7-86-302(a).

<sup>2</sup> Tenn. Code Ann. § 7-86-306(a)(8).

<sup>3</sup> Tenn. Code Ann. § 7-86-306(a)(9).

<sup>4</sup> Tenn. Code Ann. § 7-86-306(a)(11).

**Tennessee Emergency Communications Board**  
**Reimbursement Requirements For**  
**NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT**  
*Effective February 18, 2010*

**PROGRAM GUIDELINES APPROVED BY TECB**

---

On February 18, 2010, the TECB voted to provide funding up to a maximum allowable amount for each ECD for the purchase and installation of controllers and/or adjunct equipment needed to implement the Next Generation 911 (NG911) project. The objective as stated at the meeting and approved by the TECB is to provide ECDs with sufficient funds to connect to the NG911 Internet Protocol (IP) infrastructure – for most ECDs that involves purchase an IP capable controller or other related IP components. Basic components of the reimbursement program include:

1. Funding of \$25 million, which was set aside in the budget for this purpose;
2. Reimbursement to ECDs that submit approved technical specifications for qualified equipment and other documents when appropriate;
3. Preapproval by TECB may be obtained to assure that reimbursement is available for the purchase of specific equipment;
4. Pre-payment by TECB for specific equipment anticipated costs is available, upon request and under justifiable circumstances;
5. In order to provide ECDs with maximum autonomy to satisfy their individual needs, ECDs are responsible for bidding, vendor and equipment selection, and implementing the funding processes available under this program. Funding is subject to TECB review and approval of equipment;
6. In situations where ECDs choose to lease qualifying equipment, lease payment costs are eligible for reimbursement;
7. Reimbursements will be retroactive for eligible costs incurred since January 1, 2008;
8. Each ECD has an allocation based on two components: (1) a base amount of \$120,000 plus (2) an additional amount based on the proportion of population in the ECD compared to that of the State;
9. The remaining balances in the \$40,000 controller funding program and the \$50,000 GIS mapping system reimbursement program (active since July 1, 2003) are closed out and the leftover funding in each ECD's account is rolled into each individual ECD's NG911 available allocation.

Tennessee Emergency Communications Board  
Reimbursement Requirements For  
NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT  
*Effective February 18, 2010*

## PROCEDURES

---

**Written Request:** Submit a written request to initiate action. Instructions for the required contents of the written request are provided below in items 1 through 6. Requests may be:

- Mailed to: TECB; Davy Crockett Tower, 5<sup>th</sup> Floor; 500 James Robertson Parkway; Nashville, TN 37243-0582;
- Hand delivered to: TECB; Andrew Johnson Tower, 3<sup>rd</sup> Floor; 710 James Robertson Parkway; Nashville, TN 37243-0582;
- E-mailed to: [TN.ECB@tn.gov](mailto:TN.ECB@tn.gov) or [James.Barnes@tn.gov](mailto:James.Barnes@tn.gov);
- Faxed to: [\(615\) 401-7642 \(preferred\)](tel:6154017642) or (615) 253-2180.

The following is a checklist of information that must be submitted or available for TECB review. You do not have to submit a copy of this checklist.

- a cover letter providing necessary information
- detailed equipment specifications, if not already provided
- vendor or TECB certification that required minimum standards are met
- a copy of vendor invoice(s), or proposed costs
- indication of payment, or commitment to purchase, if requesting funds
- a completed and signed request for reimbursement form, if applicable

1. **Cover Letter:** Requests should include a cover letter from an authorized representative of the ECD. Each cover letter should include the following:
  - A. A statement identifying the purpose of the request. The purpose should be for one of the following reasons:
    - Retroactive reimbursement; or
    - Pre-approval of the commitment of TECB to reimburse the cost (This is primarily to assure your Board that you have the financial support of the TECB before you enter into any purchasing commitments); or

Tennessee Emergency Communications Board  
Reimbursement Requirements For  
NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT  
*Effective February 18, 2010*

- Prospective advance payment. This option must include information and documentation of your Board's commitment to purchase. Documentation may include copies of Board minutes authorizing the purchase, purchase orders, signed contract agreements with vendors, etc.;
  - B. The address of the physical location of the equipment, so that it may be examined, if needed;
  - C. A description of the relationship between your ECD and any other local governmental entity that shares, jointly uses, contributes, or obtains any facilities, equipment, resources or income of any kind with the ECD to enable TECB to determine if an Interlocal Agreement is required;
  - D. In the event that you are unable to obtain the vendor's signature on the Vendor Certification form, you must explain the circumstances and request that the TECB Director of Technical Services review and approve the Vendor Certification, if appropriate;
  - E. Any special requests or circumstances.
2. **Equipment Identification:** The request must include a detailed description of the equipment sufficient to enable technical evaluation of the suitability and function adequacy (include specifications, if available). Because the purpose of this funding program is to connect PSAPs to the NG911 infrastructure, an NG911 controller must be on hand and IP platform connections must be installed sufficiently to make the controller IP capable by the relative "flip of a switch" before consideration will be given to processing any reimbursement for adjunct equipment.
3. **Vendor Certification:** Provide documentation from the vendor or TECB staff that minimum standards established are met or exceeded for identified equipment by:
- Having the vendor sign a certification form (Attachment B) and attach the form to your request for reimbursement.
  - If the vendor does not sign the certification form, include an explanation in the cover letter (described in Section 1 above) as to the reasons the vendor could not comply, and request the Director of Technical Services of TECB to certify the equipment. This will be scheduled by the Director of Technical Services as time permits.
4. **Cost:** Obtain and attach an invoice or invoices from the vendor to identify and verify cost. (If pre-approval or prospective procedures are being followed, attach price or cost data from proposals, bids, etc.)

Tennessee Emergency Communications Board  
Reimbursement Requirements For  
NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT

*Effective February 18, 2010*

5. **Proof of Payment:** Provide documentation that the invoice or invoices have been paid and include with the reimbursement request. This documentation may include copies of cancelled checks, copies of accounting ledgers listing the applicable payment, or check numbers and dates written on the face of the invoice or invoices.
- If you are requesting pre-approval and not requesting funds, proof of payment will be required when you request reimbursement.
  - If you are requesting prospective advance payment for funds before you make payment to the vendor, proof of payment is not required. Instead, documentation of your commitment to pay a specific amount (described in Section 1 above) is required.
6. **Request Reimbursement:** Submit to TECB a completed “*Request For Reimbursement*” form (a copy is provided as Attachment A).

**Additional Information:**

**Approval Notice For Prospective Purchase Request:** If you are requesting pre-approval and not requesting funds, the TECB shall provide a conditional notification of approval and describe the conditions under which the approval is granted. If a request for approval is rejected, the TECB shall provide justification for the rejection and the ECD may appeal the rejection to the TECB members at the next scheduled TECB meeting. Requests for appeal must be received no later than two (2) weeks prior to a TECB meeting to be placed on the agenda for consideration during that meeting.

**Inventory:** If applicable, the ECD shall record the item as an asset and maintain inventory records for audit purposes.

**Monitoring:** TECB staff or your auditor may monitor compliance with this program. Any discrepancies found may result in a request for repayment of inappropriately used funds, reductions in future funding to the extent of inappropriately used funds, or other action deemed authorized and appropriate. Monitoring efforts may include, but not be limited to:

- Checking equipment specifications,
- Matching invoices with equipment,
- Verifying location and use of equipment.

STATE OF TENNESSEE  
TENNESSEE EMERGENCY COMMUNICATIONS BOARD  
DEPARTMENT OF COMMERCE AND INSURANCE  
500 JAMES ROBERTSON PARKWAY, NINTH FLOOR  
NASHVILLE, TENNESSEE 37243  
615-253-2164/FAX: 615-401-7642

REQUEST FOR REIMBURSEMENT  
NG-911 CONTROLLER AND/OR ADJUNCT EQUIPMENT

District:

---

Contact:

---

Address:

---

---

**Brief Description of Equipment Purchased: (Attach detailed information.)**

---

---

As an authorized representative of the Emergency Communications District named above, the undersigned submits this request for reimbursement costs for purchases of a NG-911 capable controller and/or adjunct equipment.

Description	Total Request
Reimbursement Request	\$

**CERTIFICATION**

I hereby certify that this request for cost reimbursement, which is submitted to the Tennessee Emergency Communications Board pursuant to Tenn. Code Ann. § 7-86-306(a)(11), is correct and valid. I further certify that the amount claimed was expended to implement, operate, maintain or enhance statewide wireless enhanced 911 service in conformance with all applicable orders and rules of the Federal Communications Commission and other federal and state requirements that pertain to wireless enhanced 911 service.

I further certify that if the ECD shares, jointly uses, contributes, or obtains any facilities, equipment, resources or income of any kind with another governmental entity, then an interlocal agreement memorializing the terms of joint operation as contemplated by Tenn. Code Ann. § 7-86-105(b)(7) exists between the parties and is attached to this document, or on file in TECB offices and available for review.

\_\_\_\_\_  
Signature of District Agent

\_\_\_\_\_  
Date

Tennessee Emergency Communications Board  
Reimbursement Requirements For  
NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT  
*Effective July 9, 2010*

ATTACHMENT B

**VENDOR CERTIFICATION**

I hereby certify that the NG911 controller and/or adjunct equipment identified on the attached documentation and/or associated invoice meets the General Guidelines issued by the TECB (identified below in Attachment C) and minimum standards issued by the National Emergency Number Association and/or the Federal Communications Commission for Next Generation 911 equipment.

\_\_\_\_\_  
Vendor or Company Name

\_\_\_\_\_  
Authorized Vendor Representative Signature

\_\_\_\_\_  
Date

**OR:**

I hereby certify that the NG911 controller and/or adjunct equipment identified on the attached documentation and/or associated invoice meets the General Guidelines issued by the TECB (identified below in Attachment C) but does not currently meet minimum standards issued by the National Emergency Number Association and/or the Federal Communications Commission for Next Generation 911 equipment; however, such equipment will be modified to meet those standards by the vendor at no additional cost to the emergency communications district.

\_\_\_\_\_  
Vendor or Company Name

\_\_\_\_\_  
Authorized Vendor Representative Signature

\_\_\_\_\_  
Date

Tennessee Emergency Communications Board  
Reimbursement Requirements For  
NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT  
*Effective May 24, 2010*

ATTACHMENT C

**Minimum Requirements - Controller**

Controller equipment or system must meet the minimum standards issued by the National Emergency Number Association (NENA) and/or the Federal Communications Commission (FCC) for Next Generation 911 equipment.

Website: <http://nena.org>

**General Guidelines for IP-capable CPE**

**CPE-VoIP**

The ANI/ALI controllers must use VoIP switching technology. The system must be capable of supporting online monitoring, system administration, and maintenance positions, either locally or remotely, through a secure IP solution.

**CPE - Audio Signal Processing**

The CPE must utilize VoIP CODEX techniques to support any CODEX audio signal protocol entering the central CPE equipment from IP based service providers.

**ALI System - IP Support Requirements**

The system must support IP ALI once the ALI service providers support the newly standardized NENA ALI format. The selected vendor must re-engineer, re-configure and maintain any future IP ALI connectivity as part of this procurement process as long as the 9-1-1 Communications Center maintains a software support contract and the third-party ALI provider supports NENA-approved IP ALI recommended standards.

**Trunk Interface - Future VoIP Protocols**

Vendors must describe how the system will support future broadband technologies. Vendors must state anticipated costs to support VoIP protocols or other future broadband technologies. The proposed solution must be capable of supporting direct VoIP protocol as planned by NG i3 efforts thru USDOT, NENA and other public safety organizations.

**Tennessee Emergency Communications Board**  
**Reimbursement Requirements For**  
**NG911 CONTROLLER AND/OR ADJUNCT EQUIPMENT**  
*Effective May 24, 2010*

ATTACHMENT C  
(Continued)

**Caller 10**

The ANI/ALI Controller system must be capable of providing the name and telephone number of the caller, on digital, IP and analog telephone lines.

**Transfer - PSAP to PSAP**

The ANI/ALI Controller system must provide the capability of transferring a 9-1-1 call received via a digital, analog or IP interface that provides ANI or Caller 10 to an alternate PSAP networked via the proposed IP PSAP-to-PSAP network solution. The transferred call must transmit the original ANI or Caller 10 to the alternate networked PSAP. Wireless and VoIP Call Handling. Wireless and VoIP calls must be presented and include all standard call-handling features. Handling of wireless and VoIP calls must be transparent to the user in that all telephony features and functions at the position are the same as that of a wireline call. Single step ring back and automatic ALI re-bids are mandatory. The system must not require the user to perform a manual ANI ring back or manual ALI query for wireless calls.

**MIS - Real-time - System Activity Monitoring**

The system must support real-time monitoring of emergency trunk activities, 9-1-1 call queuing, and 9-1-1 console activities. The system must count the calls as they enter the queue. Call accounting must include but is not limited to the following:

- a. Incoming calls
- b. Outgoing calls
- c. 9-1-1 wireline/wireless calls
- d. Administrative calls
- e. Alternate Emergency Access Number calls
- f. Native VoIP calls
- g. Abandoned calls
- h. 8MS calls
- i. MMS calls
- j. TDD/TTY calls
- k. Transferred calls