

**Arizona Department of Administration
Arizona 9-1-1 Program**

**Arizona 9-1-1 Grant Program-FY2022
Notice of Funding Availability**

Updated 1/19/2021

Eligibility

Arizona 9-1-1 System Administrators on behalf of
Arizona 9-1-1 Public Safety Answering Points (PSAPs) in their system
Eligible PSAPs not currently funded will be considered once criteria is met and
submitted to the Arizona 9-1-1 Program

Open Date:

Applications may be started in eCivis on January 28th, 2021

Deadline:

All applications are due by 15:00. on Friday March 5th, 2021

For Assistance:

If you have questions about this grant solicitation or are having difficulties with eCivis,
please contact:

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Introduction

The Arizona Strategic Enterprise Technology (ASET) Office, Arizona 9-1-1 Program, is publishing this notice to announce the availability of funds for the Arizona 9-1-1 Program to be distributed during FY 2022. The Arizona 9-1-1 Grant Program is designed to assist Public Safety Answering Points (PSAPs), in collaboration with regional and local jurisdictions, perform activities related to implementation and operation of their respective emergency telecommunication system.

Arizona supports the use of these funds for:

- Adoption and operation of Next Generation 9-1-1 (NG9-1-1) services and applications, including monthly recurring costs for 9-1-1 equipment, network, maintenance, and hardware and software support
- Facilitate the migration of the State's PSAPs to the next generation of 9-1-1 capability
- Migration to an Emergency Services IP-enabled network
- Establishment of IP-backbone networks, connectivity, and application layer software infrastructure needed to interconnect the multitude of emergency response organizations statewide
- Solutions that meet or exceed the National Emergency Number Association (NENA), Federal Communications Commission (FCC), international, and industry standards or requirements.

The National Emergency Number Association (NENA) defines NG9-1-1 as:

“An Internet Protocol (IP) based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provides additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for Public Safety Answering Points (PSAPs) and other emergency services organizations.”

Eligibility

Eligible applicants are Arizona 9-1-1 System Administrators, as identified in their approved Arizona 9-1-1 service plan. System Administrators must apply for funds on behalf of all PSAPs within their 9-1-1 System.

- For a PSAP to be eligible for funding through the System Administrator, it must meet the following criteria:
 1. Monitor the 9-1-1 service system level of service to ensure that the standards in R2-1-407 are met. Once each fiscal year the PSAP manager shall obtain a report regarding the 9-1-1 level of service from the telephone company servicing the telephone exchange area. If the report provided by the

telephone company indicates that the required service level is not being met, the PSAP manager shall:

- a. Request the telephone company to prepare plans, specifications, and cost estimates to raise the level of service to that required in R2-1-407.
 - b. Notify the Assistant Director under R2-1-406 if, based on information provided by the telephone company, modifications to the system are necessary.
2. Provide service to all callers within its service area 24 hours each day, 7 days a week. To qualify as a primary or secondary PSAP, the PSAP must receive a minimum of three hundred (300) 9-1-1 emergency calls per month.
 - i. If a PSAP does not receive a minimum of three hundred (300) 9-1-1 emergency calls per month, the System Administrator must submit a letter of justification explaining why the PSAP should qualify for funding.
 3. Refer all calls entering the 9-1-1 service system that do not require a public or private safety response unit be dispatched to a non-9-1-1 telephone number.
 4. Designate a telephone number other than 9-1-1 as a backup number in case the 9-1-1 service system fails. The designated alternate telephone number shall be published in the public telephone directory by the local public safety agency.
 5. Develop and maintain a system for recording 9-1-1 calls received by the PSAP. The records shall be retained for at least 31 days from the date of the call and shall include the following information:
 - a. Date and time the call is received.
 - b. Nature of the problem, and
 - c. Action taken by the dispatcher

PSAPs that have not previously received funding under the Arizona 9-1-1 Program are encouraged to apply to this grant opportunity through their 9-1-1 System Administrator (System Administrator). As part of the application process, System Administrators must upload their current or updated approved service plan per Arizona 9-1-1 Program rules.

If an unfunded PSAP would like to receive funding they must either:

- Work with the System Administrator for inclusion in the existing system's service plan
- OR

- Become a designated 9-1-1 System by sending a service plan for approval to the Arizona 9-1-1 Program at: az911@azdoa.gov

Service plan requirements for new and existing PSAPs can be found at:
<https://grants.az.gov/sites/default/files/media/911AdminRules.pdf>.

Funding Available

Funding will be available for multiple grants and allocated to each System Administrator Agency to pay, on behalf of the PSAPs, 9-1-1 system costs and approved projects that support the goals of the Arizona 9-1-1 Program.

Keep your requests to essential needs as we are working through the statewide RFP for the ESInet and CHE.

**Note that this total estimated amount of grand funds will also cover expenditures under the statewide Requests for Proposals (RFPs) for ESInet and CHE, so the net amount of funds available to PSAPs will be significantly less than \$17,500,000.*

All projects funded under this program will be for twelve (12) consecutive months starting July 1, 2021 and ending June 30, 2022. Funds unexpended by the end of the contract period without an approved written extension must be returned to the State 9-1-1 Program.

Funding Priorities and Allowable Costs

In accordance with the [ARS § 41-704](#):

- Necessary or appropriate equipment or service for implementing and operating emergency telecommunication services through political subdivisions of this state. Priority shall be given to establishing emergency telecommunication services in those areas of the state that are without emergency telecommunication services.
- Monthly recurring costs of emergency telecommunication services, including expenditures for capital, maintenance and operation purposes.
- A wireless carrier's costs associated with the provision, development, design, construction and maintenance of the wireless emergency telecommunication services in an amount that the wireless carrier has not recovered through the deduction mechanism specified in federal law.

Administrative Cost:

- Per [ARS § 41-704](#), section B, subsection 2, allows five percent of the annual revenue in the fund to be used for necessary or appropriate costs or consultant fees.
 - Arizona 9-1-1 Program will utilize two-thirds of the five percent (3.33%)

- System administrators may use up to one-third of the remaining five percent (1.67%) for local network management of contracts with public safety answering points for emergency telecommunication services.

System Administrators may choose to utilize up to 1.67% of their overall award for administrative cost; however, this is not required and may be used for PSAP or System programmatic cost.

- Eligible costs may include necessary costs associated with System Administrator function.

MSAG updates/GIS projects

- The databases within the NG9-1-1 environment are primarily GIS databases that provide critical functionality including call routing, location validation and, as it does today, 9-1-1 call mapping. In NG9-1-1, GIS data takes the lead role in emergency call handling, beginning with the routing of calls to the appropriate 9-1-1 PSAPs. PSAPs must be able to operate seamlessly across authority and even state and national boundaries. This NG capability requires additional and standardized data sets. MSAG updates and GIS projects that work toward NG9-1-1 requirements are eligible for funding.

Restrictions on Use of Funds

Grant funds may not be used for the following activities:

1. Costs associated with PSAP relocation, move, or remodel
2. Back-up sites
3. Termination charges as a result of closure or consolidation of a PSAP
4. Late payment fees
5. Equipment replacement due to force majeure or negligence on the behalf of the PSAP

Application and Submission Information (what an application should include)

1. Scope of Work:

The scope of work must respond to the solicitation. The following sections should be included as part of the scope of work:

- How PSAPs in a 9-1-1 System are currently operating, as well as any plans to enhance services, including migrations to a NG9-1-1 network.
- For each individual PSAP:
 - Number of 9-1-1 emergency calls monthly
 - Utilize statistics produced from the 9-1-1 equipment MIS program
 - Number of administrative calls supported by PSAP personnel for each PSAP
 - Utilize statistics produced from the 9-1-1 equipment MIS program
 - PSAP authorized staffing level to include positions staffed and vacant at the time of application
- Specific projects PSAPs or 9-1-1 Systems would like to implement

2. Project Timeline:

Detail each project objective, activity, expected completion date, and responsible person or organization.

- Specify for each project in the application request

3. Collaborative Elements and Partners:

Applicants should provide detail regarding their collaboration efforts with the PSAPs within their community, local units of government, and applicable public or private partnerships and all 9-1-1 stakeholders.

4. Sustainability Plan:

Applicants should identify future potential funding sources to ensure the projects and programs will be sustainable and ongoing beyond the funding availability. If an applicant is requesting funding for new projects, they must identify how the project will be sustained.

5. Evaluation Plan:

Applicants must identify how the program will be evaluated to determine if the program is meeting its stated goals.

6. Project Goals and Objectives:

Applicants must detail the goals of utilizing 9-1-1 Program funds to carry out specific projects detailed in their grant application.

7. Budget Module and Narrative:

The budget module should include all PSAP requests within the 9-1-1 System. The budget module should provide the detailed computation for each budget line item, listing the total cost of each, and show how it was calculated. The budget must list itemized cost by category. Refer to the eCivis Application Help Guide to complete the budget request in the application.

The following categories are eligible for funding:

- a) Wireline
- b) Wireless
- c) NG9-1-1 expenses
- d) 1.67% of the overall award may be utilized by the System Administrators for local 9-1-1 network management costs.

Below are examples of where 9-1-1 budget requests would fit in the standard budget categories that are in the eCivis application.

1. Personnel:

- Costs associated with administrative oversight of managing local contracts (1.67%)
- Costs associated with MSAG/GIS coordinator, if it is an employee of the System Administrator's agency

2. Fringe Benefits:

- Employee related expenses associated with administrative oversight of managing local contracts and/or MSAG/GIS coordinator (1.67%)

3. Travel:

- Travel requests for training, conferences, etc. related to System Administrator and/or MSAG/GIS coordinator functions

4. Equipment:

- Logging recorders
- Software and/or hardware support
- Servers
- PSAP Positions
- 9-1-1 customer premise equipment- upgrades and replacement

5. Supplies:

- Costs associated with supplies related to System Administrator functions

- 6. Contractual:** Any vendor contracts the PSAP or System Administrator needs to provide 9-1-1 service, including necessary and appropriate consulting services or reoccurring monthly bills
- Wireline
 - Network
 - EM Trunks
 - Long distance
 - EM/ES Trunks
 - CPE Maintenance
 - Wireless
 - Wireless Cost Recovery
 - ALI Data Extract
 - NG911
 - Managed Services
 - Expenses related to the procurement of ESInet or NG9-1-1 core services
 - GIS
 - GIS Project - hiring of GIS company to complete a GIS project for PSAP or System
 - Costs associated with MSAG/GIS coordinator, if it is an outside vendor
- 7. Construction: not allowable**
- 8. Other Costs:**
- Training or education assistance related to System Administrator and/or MSAG/GIS coordinator functions.

Budget Narrative:

The budget narrative should thoroughly and clearly describe every category of expense listed in the budget request. The narrative must provide sufficient explanation of each budget category requested in order to establish the need for the funds in each category and the basis for the figures. Provide appropriate documentation, including quotes from service providers or contractors, where applicable. This may be done on a separate document and uploaded with the application or utilize the budget justification text box.

Special Requirements

There are three program specific criteria in the application. Applicants should upload the corresponding required documents:

1. Program Specific Criteria #1: New or updated Service Plan
 - a. If updates are needed, please submit as appropriate. If updates are currently in process, a letter by the System Administrator may be submitted stating that updates are in process and a tentative date of when the updates will be complete.

- i. New service plan templates and checklist can be found at:
<https://az911.gov/9-1-1-system-administrators/service-plan>
- b. If no changes are necessary, a letter stating such must be provided.

- 2. **Program Specific Criteria #2:** If current MOUs need to be renewed for FY22, submission of the renewed MOUs will be required prior to July 1, 2021 or before funding can be released. Otherwise, a letter certifying that MOUs are current will need to be submitted.

How to Submit Applications

All applications must be submitted through eCivis. Paper applications will not be accepted. User guides may be accessed at the link below:

<https://az911.gov/arizona-9-1-1-fy2022>

System Administrators must submit the application on behalf of PSAPs within their 9-1-1 System as identified by the service plan. Individual PSAP applications will not be accepted.

Applications must be submitted by **March 5, 2021 at 15:00**. Late application submissions will not be considered for funding.

Reporting Requirements

Report Type	Due Date
Programmatic Reports	
Annual 9-1-1 Call Statistics	March 15 th
GIS Accuracy Report	June 15 th
GIS Data	Twice a year upon request
Traffic Busy Study Report	April 25 th
Annual Narrative	August 28 th
Financial Reports	
Monthly request for reimbursement	Monthly on the 25 th

Financial Reports:

The 9-1-1 System Administrator will submit all invoices and requests for reimbursement for PSAPs within their system to the 9-1-1 Program, through a monthly finance report in eCivis. Invoices must be from approved categories only and show date of service, expenses incurred, and line item detail.

Finance reports will be due on the 25th of every month. The 9-1-1 Program will review, approve, and process reimbursements/payments to the System Administrator within 10 days.

Programmatic Reports as part of Grant Award:

1. Annual 9-1-1 Call Statistics:

The Annual 9-1-1 Call Statistic report is needed for each PSAP and should contain the following parameters:

- Report is based on the previous calendar year (i.e. January 1, 2020 – December 31, 2020)
- Report contains only incoming 9-1-1 calls. Do not include transfers
- Report includes wireline and wireless statistics reported separately for each month and cumulative for the calendar year
- The report must originate from the 9-1-1 Management Information System (MIS). CAD reports and independent calculations cannot be accepted

2. GIS Accuracy Report:

Information on the GIS Accuracy Report and the reporting guidelines can be found within Chapter 2 and Chapter 4 of the [Arizona NG9-1-1 GIS Guidelines and Best Practices](#) document. A reporting template is available upon request.

3. GIS Data:

9-1-1 System must share GIS data, at minimum, two (2) times per fiscal year, with the Arizona 9-1-1 Program in order to support ongoing statewide initiatives. Data shared will not be distributed for commercial use and is pursuant to [A.R.S. § 37-178](#).

- The following data layers will be shared although additional data layers may be requested dependent on the statewide initiative.
 - Road Network
 - Address Points
 - Emergency Service Zone and/or Emergency Service Boundaries to include PSAP, Law, Fire, and EMS
 - Community Boundary

4. Traffic Busy Study Report:

Arizona Administrative Code [R2-1-407](#) requires that a 9-1-1 service system “be designed and operated to provide service that enables no more than 1 call out of

100 incoming calls to receive a busy signal on the first dialing attempt during the busy hour of an average week during the busy month.” A Traffic Busy Study is provided by the Arizona 9-1-1 System Service Provider for each PSAP.

5. Annual Narrative:

An annual narrative template will be provided to System Administrators to report on activity and accomplishments throughout the fiscal year.

Award Process:

The 911 office will prepare 9-1-1 System awards which will be announced April 19, 2021.

Funds will be disbursed to Systems after an approved financial reimbursement request and in accordance with the final approved award for the grant period of July 1, 2021 through June 30, 2022.