

# Arizona 9-1-1 Grant Program-FY2022 FAQ

Arizona Department of Administration (ADOA), Office of Grants and  
Federal Resources (GFR), 9-1-1 Program

*Updated 1/19/2021*

## ***Application Questions:***

**1. Where do I find the Memorandum of Understanding (MOU) templates?**

If your agency does not have a preferred template for MOUs, a sample template can be found in the NENA Operations Standards for Contingency Planning. The document can be found at

[https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-inf-012.3-2020\\_interage.pdf](https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-inf-012.3-2020_interage.pdf)

For future reference, please see the Special Requirements section of the FY2022 Solicitation announcement.

**2. Do I need to obtain the necessary MOUs for each PSAP before the application is due?**

If MOUs need to be renewed for FY2022, submission of renewal is 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.

For future reference, please see the Special Requirements section of the FY2022 Solicitation announcement.

**3. What is the time frame that should be used to report the number of 9-1-1 and administrative calls?**

January 1 – December 31, 2020.

**4. For PSAPs that are currently non-funded, where do we document the eligibility for funding?**

The criteria for eligibility should be included in the 9-1-1 Service Plan.

**5. Do we still need to upload the service plan to the FTP site?**

No, the upload of the service plan to your application will replace the need to upload to the FTP site.

**6. For document uploads, is there a file size limitation or file extension restriction?**

No, there isn't a file size limitation and most file extensions are accepted (.pdf, .doc, etc.). Each upload link is limited to one document so you may want to combine multiple documents into one PDF document.

**7. Will there be training before the FY22 grant application is due?**

Yes, the 911 Office will hold training to answer questions about the FY22 application on February 11th, 2021.

***Budget Questions in Grant Application:***

**8. Can I apply for a Frontier solution that covers Legacy and Next Generation 9-1-1 services?**

Yes, the Frontier 9-1-1 service solution is an allowable 9-1-1 cost, like any other vendor providing 9-1-1 services. Political Subdivisions will need to comply with their local procurement process in order to enter into a contract with Frontier. 9-1-1 services will then be reimbursed by the State 9-1-1 Program. The State 9-1-1 Program encourages Systems and local PSAPs to review all 9-1-1 service options from Vendors, to ensure compliance with NENA Standards and all applicable laws and regulations.

**9. Does the State have a procurement contract available for 9-1-1 Services?**

No, the State does not have a statewide contract for 9-1-1 network services. All current contracts are with the political subdivisions. The State does have a contract for CPE equipment, but does not include network services.

**10. Why is the administrative cost 1.67% instead of the historic 2%?**

ARS 41-704 (B) 2 states: "Necessary or appropriate administrative costs or fees for consultants' services, not to exceed five per cent of the amounts deposited annually in the revolving fund. The department may use up to two-thirds of the five per cent of the amounts deposited annually in the revolving fund for administrative costs. ***The remainder of the five per cent may be allocated for local network management of contracts with public safety answering points for emergency telecommunication services.***"

The remainder of the five percent after the State administrative costs equals one-third or 1.67% to be utilized by the System Administrator per the statute.

**11. Do I need to use the 1.67% for administrative cost?**

No, your 9-1-1 System may collectively choose to not utilize the administrative cost and utilize funding for the operations of the 9-1-1 system.

If your System has a 1.67% fund carry forward, funds must be spent down by June 30, 2021. If you would like to utilize the fund for something other than listed

in the management fund rules, or need to extend the expenditure deadline past the end of FY21, please work with 9-1-1 Program staff for approval.

**12. Can the 1.67% administrative cost cover finance positions that will process 9-1-1 invoices in FY2022?**

Yes, the administrative costs may include costs incurred by local finance departments or other positions responsible for processing 9-1-1 invoices and management of contracts in FY2021.

**13. How will the 1.67% be calculated?**

Once funding allocations are completed, the System may utilize 1.67% of the total award for administrative costs.

**14. What if I was using my “2% allocation” for special projects such as travel and GIS contracts?**

Outside contracts with vendors should be requested in the “contract/contractual” budget category. Travel costs to 9-1-1 related conferences may be requested in the “travel” category.

**15. If I am on CenturyLink’s managed service solution, what amount do I use for the per position cost?**

Utilize the exact per position cost billed to each PSAP. This includes specific taxes and fees per locality.

***Post Award Questions:***

**16. How will I know if my budget is approved?**

You will receive notification from the Office of Grants and Federal Resources, 9-1-1 Program, when your FY2022 application is approved. Notifications are intended to go out no later than April 19, 2021.

**17. When my grant application is approved, how will I receive the funds for bill payment?**

The 9-1-1 System Administrator will submit a finance report by the 25<sup>th</sup> of each month. Upon review and approval from the 9-1-1 Program, a reimbursement/payment will be sent to the System Administrator within ten (10) days.

For additional information, please see the Financial Reports section of the FY2022 Solicitation notification.

**18. Do I need to be out of pocket for my 9-1-1 bills and wait for reimbursement from the State?**

No, most vendors allow a minimum of 30 days to submit your payment. Once you've received your invoices, you can submit the total amount due for payment from the State 9-1-1 Program.

Receiving your invoices electronically will give you more time to process the payment request within the 30-day time frame.

**19. What is the "monthly finance report" and where do I find it?**

The monthly finance report is a built-in feature of the eCivis program.

**20. What if it is determined there are errors, exclusions, or corrections necessary after the close of the application on March 5<sup>th</sup>? Can changes be made?**

All changes to applications will be done through the application review process. 9-1-1 Program staff can re-open your application for any necessary changes.

After an award is made, change requests will be handled through a grant adjustment notice.

**If you need additional assistance:**

You may contact a 911 team member at: [az911@azdoa.gov](mailto:az911@azdoa.gov)

**911 Team Members:**

Travis Jensen, Program Manager  
Greg Denton, Senior IT Project Manager  
Eric Shreve, Network Engineer (GIS Manager)  
Janet Baldwin, Project Coordinator  
Mike Gurr, Finance Manager