

# Arizona Department of Administration

## Arizona 9-1-1 Grant Program - FY2025 Request for Grant Application (RFGA) Notice of Funding Availability (NOFA)

*Updated 03/05/2024*

### Eligibility

Arizona 9-1-1 System Administrators on behalf of  
Eligible Arizona 9-1-1 Public Safety Answering Points (PSAPs) for their system(s)  
in collaboration with regional and local jurisdictions

### Open Date:

Applications may be started in eCivis on **March 19, 2024**

### Grant Period

**July 1, 2024 to June 30, 2025**

### Deadline:

All applications are due by 17:00 (MST) on **April 30, 2024**

### Award Announcement

May 21, 2024

### Service Plans Due

April 30, 2024

### For Assistance:

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

Travis Jensen, 9-1-1 Administrator  
[travis.jensen@azdoa.gov](mailto:travis.jensen@azdoa.gov)

Mike Gurr, Finance Manager  
[mike.gurr@azdoa.gov](mailto:mike.gurr@azdoa.gov)

## Introduction

The Arizona Department of Administration (ADOA), 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 2025. The Arizona 9-1-1 Grant Program is designed to assist Public Safety Answering Points (PSAPs), through political subdivisions, perform activities related to implementation and operation of their respective emergency telecommunication systems.

Arizona supports the use of these funds in accordance with the [ARS § 41-704](#) for activities such as:

- 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 (ESINet) network
- 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 its 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 Arizona Administrative Code Section [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 Originating Service Provider in the local 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 per Arizona Administrative Code Section [R2-1-408](#).
  - 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. The letter of justification will be approved or disapproved in the sole discretion of the State 9-1-1 Office
3. Refer all calls entering the 9-1-1 service system that do not require a public or private safety response unit to 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
  - c. Action taken by the dispatcher
6. Provide a current and valid GIS Support Memorandum of Understanding (MOU) with the Arizona State 9-1-1 Program to ensure that there is the ability to geospatially route calls. More details are provided below.

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. As part of the application process, System Administrators must upload their current or updated approved Service Plan by April 30, 2024 per Arizona 9-1-1 Program Rules (Arizona Administrative Code R2-1-403).

For PSAPs that did not receive direct funding and would like to apply for funding 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 by April 30, 2024: [az911@azdoa.gov](mailto:az911@azdoa.gov)

The following sections must be included as part of the Service Plan:

1. How PSAPs in a 9-1-1 System are currently operating, as well as any plans to enhance services
2. For each individual PSAP:
  - a. Number of 9-1-1 emergency calls monthly utilizing statistics produced from a 9-1-1 Data Analytics Tool
  - b. Number of administrative calls supported by PSAP personnel for each PSAP utilizing statistics produced from a 9-1-1 Data Analytics Tool
  - c. PSAP authorized staffing levels to include actual positions filled including peak busy hour staffing and vacancies at the time of application. Include all titled positions within the PSAP with applicable data.
3. Collaborative Elements and Partners:
  - a. 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.

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 grants to multiple System Administrators, on behalf of eligible Arizona 9-1-1 Public Safety Answering Points (PSAPs) for their system(s) in collaboration with regional and local jurisdictions, and allocated to each System Administrator Agency to pay, directly to or on behalf of the PSAPs in its Service Plan, 9-1-1 system cost projected for the Grant period (see below) in alignment with the goals of the Arizona 9-1-1 Program, subject to available funding.

***All awards are subject to funding availability at the discretion of the State of Arizona 9-1-1 Program***

### **Grant Period**

All funding for System Administrators will be funded for twelve (12) consecutive months starting July 1, 2024 and ending June 30, 2025.

The funds unexpended by the closeout of the grant (without an approved written extension) will be de-obligated and eligible for future use by the State 9-1-1 Program for any purpose within its discretion. There will be 45 days of an administrative period post end of fiscal year to submit eligible and approved expenses.

### **Funding Priorities and Allowable Costs**

In accordance with [ARS § 41-704](#):

**Equipment:** 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. See Requirements below regarding any GIS related services.

#### **Contractual:**

- a. Monthly recurring costs of emergency telecommunication services, including expenditures for capital, maintenance and operation purposes.
- b. 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:**

- [ARS § 41-704](#), section B, subsection 2, allows  $\frac{1}{3}$  of 5% of the total Fiscal Year 2023 State 911 Revenue to be used for necessary or appropriate costs or consultant fees. Administrative funding will be allocated using the below formula:

$$\text{System Award} \times 1.67\%$$

The following line items will be reimbursed through Administrative Cost and subject to the aggregate limitation on such costs.

#### Personnel:

- Costs associated with administrative oversight of managing local contracts and technical support

- Costs associated with GIS coordinator, if it is an employee of the System Administrator's agency

Fringe Benefits:

- Employee related expenses associated with administrative oversight of managing local contracts and/or GIS coordinator

Travel:

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

Supplies:

- Costs associated with supplies related to System Administrator functions.

Other Costs:

- Training or education assistance related to System Administrator and/or GIS coordinator functions.

### **Special Requirements: Contractual - GIS Projects**

In order to receive funding from the Arizona State 9-1-1 Program to support GIS NG9-1-1 projects, the 9-1-1 system must meet the following requirements:

- A. Have a current and valid GIS Support MOU (Memorandum of Understanding) with the Arizona State 9-1-1, which outlines the terms and conditions for providing GIS services and support.
- B. Be committed to comply with all GIS requirements for geospatial call routing, which includes having accurate and up-to-date geographic data for the areas covered by the 9-1-1 system.
- C. Have demonstrated a need for the funding to support the implementation or maintenance of GIS capabilities. This means that the 9-1-1 system has identified specific projects or activities that require funding to improve or maintain its GIS capabilities, and has provided evidence or documentation to support the need for the funding.

Important Note: The PSAPs are responsible for doing the GIS work in the following order of priority:

1. Directly
2. Utilizing 9-1-1 Program Staff
3. Through existing State GIS contracts regardless of funding availability.

### **Restrictions on Use of Funds**

Grant funds may not be used for any other purposes than specifically specified above including, without limitation, for the following kinds of activities:

1. Costs associated with PSAP relocation, move, or remodel (except costs of relocating Call Handling Equipment preplanned with and pre approved by the State 9-1-1 Office).

2. Back-up sites
3. Late payment fees, unless approved in advance and in writing
4. Equipment replacement not pre approved pursuant to the grant process
5. Buildings, facilities, or vehicles
6. The portion of the logging recorder applicable to CAD and Radio (~1/3).

## **Application and Submission Information**

All Systems will be categorized into 2 categories: A and B. Systems in Category A are Systems that have migrated to the State's NG9-1-1 solution through Comtech. PSAPs in category B are PSAPs that are scheduled to migrate to the State's NG9-1-1 solution through Comtech within the grant period.

**Category A -** Systems that have migrated to the State's NG9-1-1 solution through Comtech may include all application components below

**Category B -** Systems that have not migrated to the State NG9-1-1 solution, and are scheduled for migration in FY25, may include all components below and the additional Legacy component

**Projects:** All projects must include the following information provided:

- 1. Scope of Work:**
  - a. A detailed narrative description of the project's work requirements.
- 2. Project Timeline:**
  - a. Detail each project objective, activity, expected completion date, and responsible person or organization.
  - b. Specify for each project in the application request
- 3. Sustainability Plan:**
  - a. Applicants should identify future potential funding sources to ensure the projects and programs will be sustainable and ongoing beyond the funding availability whether new projects or ongoing.
- 4. Quotes**
  - a. Detailed costs associated with the project and how it is related to the scope of work

## **Evaluation Criteria:**

The State 9-1-1 Program will evaluate applications and select those applications deemed susceptible for an award. The maximum points that an applicant may receive through this process is a score of 70 points.

### **Scoring measures**

Scope of Work	25 Points
Project Timeline	10 Points
Sustainability Plan	10 Points
Quotes	25 Points

#### Scope of Work:

For a proposed project, provide an overview that includes a summary of the need, project objectives, performance measures, and a detailed narrative description of the project's work requirements.

Scope of work will be scored based on the level of detail provided and how the applicant demonstrates that the Scope of Work requirements are met.

#### Project Timeline:

Provide details regarding each objective, activity, expected completion date. Project timeline should include all activities the applicant will take to meet project requirements and include any milestones that will need to be met within the given timeframe.

Project timeline will be scored based on the level of detail provided and whether the applicant can meet the timeline requirements of the grant.

#### Sustainability Plan:

Identify how the project will be evaluated to determine if the project is meeting its stated goals. The evaluation plan will include who will be responsible for oversight, how issues will be identified, and how action plans will be developed to resolve issues.

The sustainability plan will be scored based on the level of detail provided and whether the applicant is able to demonstrate the ability to provide oversight and respond to any issue they may encounter.

#### Quotes:

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.

Quotes will be scored based on the quality and level of detail provided.

## 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.

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

### 1. Equipment:

- NG9-1-1 CHE contracted equipment items through a State contracted Vendor (Solacom, AT&T, etc.) (Category A and B)
- All Legacy contractual equipment costs through Lumen. This includes all Network and CHE bundled costs. (Category B only)
- Logging recorder portion applicable to 9-1-1 (~2/3)
- Software and/or hardware support
- Call Handling Equipment Consoles
- Additional NG9-1-1 CHE contractual items not included in NG911 upgrade

### 2. Contractual: Any vendor contracts the PSAP or System Administrator needs to provide 9-1-1 service, including necessary and appropriate consulting services or recurring monthly bills

- NG911
  - Originating Service Provider (OSP) contracts related to services for wireline/wireless connectivity into a PSAP.
  - Additional NG9-1-1 CHE contractual items not included in NG9-1-1 upgrade
- GIS
  - GIS Project - hiring of GIS company to complete a GIS project for PSAP or System

### 3. 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 two program specific criteria in the application. Applicants should upload the corresponding required documents:

1. Program Specific Criteria #1: New or updated Service Plan by April 30, 2024
  - i. New service plan templates and checklist can be found at: <https://az911.gov/9-1-1-system-administrators/service-plan>
  
2. Program Specific Criteria #2: New or updated MOUs
  - a. If current MOUs need to be renewed for FY25, submission of the renewed MOUs will be required prior to July 1, 2024 and before funding can be released.
  - b. 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:

[eCivis User Help Guide](#)

System Administrators must submit the application on behalf of PSAPs within their 9-1-1 System as identified by the Service Plan.

Applications must be submitted by April 30, 2024 by 17:00 (MST). Late application submissions will not be considered for funding.

**Reporting Requirements:**

Report Type	Due Date
<b>Programmatic Reports - defined below</b>	
GIS Data	<ul style="list-style-type: none"><li>● Quarter 1 - September 30th, 2024</li><li>● Quarter 2 - December 31st, 2024</li><li>● Quarter 3 - March 31st, 2025</li><li>● Quarter 4 - June 30th, 2025</li></ul>

Financial Reports - details below	
Monthly request for reimbursement	Monthly on the 25th

**Programmatic Reports Required from All Grant Recipients:**

GIS Data:

The 9-1-1 System must share GIS data through the 1Spatial Data Validation & Aggregation Portal, at minimum, once per quarter in FY25, 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 in support of the statewide initiative.
  - Road Network
  - Address Points
  - Emergency Service Zone and/or Emergency Service Boundaries to include PSAP, Law, Fire, and EMS
  - Provisioning Boundary
  - Community Boundary
  - Parcels

**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. Invoices must be submitted in the month as close as possible to the date the expense was incurred. Finance reports will be due on the 25<sup>th</sup> of every month. The 9-1-1 Program will review, approve, and process reimbursements/payments to the System Administrator within 10 days subject to receipt of complete documentation.

**Amendments:**

Only critical amendments substantiated by a significant change in need will be considered and at the sole discretion of the State 9-1-1 Program and subject to availability of funds.

**Award Process:**

The 911 Program Office will prepare 9-1-1 System awards which will be announced by or before May 21, 2024.