COMMONWEALTH of VIRGINIA

Virginia E-911 Services Board

Jeffrey D. Stern
Chairman
VDEM

David A. Von Moll
Treasurer
Comptroller

Robert Kemmler
Lt. Colonel
Virginia State Police

Danny Garrison
Richmond Ambulance
Authority

Robert Layman
AT & T

Diane Harding
Verizon Wireless

Jim Junkins
Harrisonburg-Rockingham
ECC

Anthony McDowell
Fire Chief
Henrico County

Nelson P. Moe
CIO - VITA

David Ogburn
Verizon

Kathleen Seay
Hanover County

Dennis E. Hale
Chief of Fire and EMS
Dinwiddie County

Honorable Kevin W. Hall
Sheriff of the City of
Covington

Steve Hudson
Chief of Police
Prince William County

Jolena Young
Twin County

Dep Secretary Adam Thiel
Office of the Governor
Advisor

Dorothy Spears-Dean
PSC Coordinator
(804) 416-6201

Terry D. Mayo
Board Administrative
Assistant
(804) 416-6197

Virginia E-911 Services Board
PSAP Grant Program

FY18 Grant Guidelines

DRAFT

Commonwealth Enterprise Solutions Center – 11751 Meadowville Lane – Chester, Virginia 23836
(866) 482-3911 – FAX (804) 416-6353 – TTY USERS TDD #711– www.va911.org

Table of Contents

EXECUTIVE SUMMARY 4
INTRODUCTION 6
What is the PSAP Grant Program? 6
Grant Committee 7
Definitions 8
Eligibility 12
Amount Available and Required Match 12
Grant Award Period 12
Grant Award Amendments 12
Multi-Year Funding 14
How to Apply/Deadline 14
FUNDING GUIDELINES 14
Grant Cycle 14
Shared Services Projects 14
Physical Consolidation Projects 15
GRANT APPLICATION PROCESS 17
Project Description 17
Project Goals/Objectives/Implementation Plan 17
Budget Narrative 18
Evaluation Plan 19
Review Process 19
Grant Payment Request Process 19
Annual Progress Reports ..... **Error! Bookmark not defined.**
Grant Extension Requests 21
Grant Closure 22
Auditing 22
PROGRAM BRIEFS 23
PSAP EDUCATION PROGRAM 23
Purpose 23
Funding Allocation 23
Program Concept 23
Goals and Objectives 24
Implementation 24
Outcomes/Evaluation 25
SHARED SERVICES PROGRAM 26
Purpose 26
Funding Allocation 26
Program Concept 26
Goals and Objectives 26
Implementation 27
Outcomes/Evaluation 27
INDIVIDUAL PSAP PROGRAM 28

DRAFT

Purpose 28
Funding Allocation 28
Program Concept 28
Goals and Objectives 28
Implementation 28
Outcomes/Evaluation 26
APPENDICES 30
APPENDIX A: TIERS/PRIORITIES 30
APPENDIX B: RANKINGS 31

DRAFT

EXECUTIVE SUMMARY

The PSAP Grant Program is a multi-million dollar grant program administered by the Virginia E-911 Services Board. The primary purpose of this program is to financially assist Virginia primary PSAPs with the purchase of equipment and services that support Next Generation 9-1-1 (NG9-1-1) and Enhanced (E)-911. Any Virginia primary PSAP that supports wireless E-911 is eligible to apply for and receive these funds either as an individual applicant or as part of a shared services project or a physical consolidation project. In addition, all primary PSAPs may participate in the PSAP Education Program either as an individual applicant or as part of a multi-jurisdictional project. Grant awards cannot exceed the following:

- $2,000 per primary PSAP for the PSAP Education Program
- $3,000 per primary PSAP participating in a multi-jurisdictional project for the PSAP Education Program
- $175,000 per primary PSAP participating in a shared services project
- $500,000 for an initial physical consolidation project
- $350,000 for a secondary physical consolidation of an already consolidated PSAP and an additional PSAP
- $500,000 for a secondary physical consolidation of an already consolidated PSAP and two or more additional PSAPs.
- $150,000 for an individual primary PSAP participating in the Individual PSAP Program

The deadline to apply for a grant each year is September 30th at 5 pm. Absolutely no grant applications, with the exception of emergency requests, will be considered for the current grant cycle submitted after that time. Primary PSAPs need to submit their requests using the grant application on VITA's Integrated Services Program (ISP) website.

- The PSAP Education Program will have a **twelve month** grant period in which to expend their grant award.
- Individual PSAP, and shared services project applicants will have a **twenty-four month** grant period in which to expend their grant awards.
- Physical Consolidation project applicants will have a **thirty-six month** grant period in which to expend their grant awards.

All grant periods will run consistent with the Commonwealth's fiscal year. However, this program does not allow grant funding to sustain multi-year requests for the same project priority or original scope of work.

The chairperson of the Board makes appointments to the PSAP Grant Program Committee. Each year, in anticipation of the upcoming grant cycle, the Grant Committee will recommend to the Board the grant funding priorities, as well as any changes to the existing grant guidelines or administration of the grant program. The final authority to administer the PSAP Grant Program rests with the Board. The Board

DRAFT

can amend, alter, or change the guidelines, as well as require the Grant Committee to undertake additional responsibilities not already specified in the guidelines.

Primary PSAPs have three programs through which to apply for grant funds. These programs are the PSAP Education Program, the Shared Services Program and the Individual PSAP Program. The purpose of the PSAP Education Program is to provide 9-1-1-specific group education/training opportunities throughout the Commonwealth. Each year, approved grants in this program will receive funding from the available cash assets in the PSAP Grant Program before any funding is allocated to the Shared Services or the Individual PSAP programs. The purpose of the Shared Services program is to provide graduated funding to groups of primary PSAPs for multi-jurisdictional NG9-1-1 and E-911 projects for equipment and services that are out of service, without vendor support, technically outdated, can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public, or strengthen current 9-1-1 operations through equipment or service beyond the PSAP's current capabilities. The purpose of the Individual PSAP program is to provide funding for the same types of projects stated above, but with this program the grant applicant is a single PSAP and funding is limited to $150,000 per PSAP.

All applications submitted by primary PSAPs for these grant programs must include a project description, project goals and objectives, an implementation plan, a budget, a budget narrative, and an evaluation plan. Awards will be made by the Board based on the substance of the application relative to the established funding priorities.

DRAFT

INTRODUCTION

What is the PSAP Grant Program?

The PSAP Grant Program is a multi-million dollar grant program for Virginia primary PSAPs to provide financial assistance to these organizations based on demonstrated need. Funding for this program is being made available through the Virginia E-911 Services Board (the "Board") to support 9-1-1. The primary goal is to financially assist primary PSAPs with the purchase of equipment and services that support NG9-1-1 and E-911, including voluntary PSAP consolidation projects.

The PSAP Grant Program has been established in the Code of Virginia, §56-484.17:

> Wireless E-911 Fund; uses of Fund; enforcement; audit required:
>
> *The remaining 10% of the fund and any remaining funds for the previous fiscal year from the 30% for the CMRS providers shall be distributed to the PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and payment schedule: however, the grants must be to the benefit of wireless E-911. Any grant funding that has not been committed by the Board by the end of the fiscal year shall be distributed to the PSAPs based on the same distribution percentage used during the fiscal year in which the funding was collected; however, the Board may retain some or all of this uncommitted funding for an identified funding need in the next fiscal year.*

In regards to the PSAP Grant Program, the Board is authorized to undertake the following actions:

1. Distribute 10% of the Wireless E-911 Fund collected during the current fiscal year as PSAP grants to support Wireless E-911.
2. Distribute any remaining funds from the 30% CMRS earmark collected during the previous fiscal year as PSAP grants to support wireless E-911.
3. Distribute to the PSAPs any uncommitted grant funding at the end of each fiscal year based on the same distribution percentage used during the fiscal year in which the funds were collected.
4. Retain any of the uncommitted grant or CMRS funding for an identified funding need in the upcoming fiscal year.

NOTE: Requests for exceptions to the guidelines contained within this document either in grant amounts or timeline for grant submission will not normally be allowed and only under an extreme situation will such a request be considered.
This document contains information about the rules and requirements governing the PSAP Grant Program, the types of projects eligible for funding, and instructions for

DRAFT

completing and submitting the grant application. However, the final authority to administer this grant program rests with the Board. The Board can amend, alter, or change these guidelines, as well as require the Grant Committee to undertake additional responsibilities not already specified in the guidelines.

Grant Committee

The Board Chair will make appointments to the Grant Committee for the PSAP Grant Program. Membership to the Grant Committee will be staggered. Committee appointments will be made for three-year terms and members can be reappointed for only one additional consecutive term. Committee members are appointed and serve at the pleasure of the Board's chairperson. At all times, the Grant Committee shall have at least two Board members.

Furthermore, members of the Grant Committee should adequately represent the geographic diversity of the Commonwealth, the varied operational capacities of Virginia primary PSAPs, and public safety professional organizations. Accordingly a nine-person Grant Committee is established consisting of the following individuals: two Board members (one of which will chair the committee), four primary PSAP representatives (two of which will represent APCO and NENA), and three at-large members. Members with the same organizational affiliation will have different reappointment/replacement schedules. One schedule will consist of one Board member (co-chair), two primary PSAP representatives (one of which will represent APCO), and two at-large members. The other schedule will consist of one Board member (chair), two primary PSAP representatives (one of which will represent NENA), and one at-large members.

Each year, in anticipation of the upcoming grant cycle, the Grant Committee will recommend the grant funding priorities and tiers for equipment and services that support NG9-1-1 and E-911 to the Board. After review of priorities and tiers, a ranking for grant projects will be drafted to assist the Committee with review and approval for the upcoming grant cycle(s). In addition, the Grant Committee will make recommendations to the Board regarding the creation and/or modification of previously established program guidelines, the development of any criteria for awarding grants, and the proposal of any necessary changes to the administration of the PSAP Grant Program.

The Grant Committee will meet quarterly: February (Grant Extension Requests and Guidelines Concept Development), April (Guidelines Review and Recommendations), September (Progress Reports Review), and December (Grant Application Review and Recommendations).

DRAFT

Definitions

Call Handling Equipment (CHE) - must be NG9-1-1 ready, as defined in the guidelines. Network projects will not be funded individually. ESInet and core services are considered a part of the CHE project. UPS can be purchased only with CHE, Mapping or CAD projects and must be "workstation" grade, not facilities grade. Time sync can be purchased separately from CHE.

CMRS – means mobile telecommunications services as defined in the federal Mobile Telecommunications Sourcing Act, 4 U.S.C. § 124, as amended.

CMRS provider – means an entity authorized by the Federal Communications Commission to provide CMRS within the Commonwealth of Virginia.

Consolidation (physical) – means the combining of two or more primary PSAPs into a single physically combined primary PSAP with an integrated management structure established by MOUs that serves the same constituent population previously served by the independent primary PSAPs. In addition, all parties must benefit directly from the consolidation activities implemented with a grant award.

- Initial Physical Consolidation – means the initial, primary, or first physical consolidation of two or more primary PSAPs.

- Secondary Physical Consolidation – means the physical consolidation of additional primary PSAPs or already physically consolidated PSAPs with at least one physically consolidated PSAP.

Emergency Grant Request – means a request for funding outside the normal grant cycle timeline, which if not received, would severely impair the daily operations of the PSAP. Such emergency requests should be limited to those basic minimal required items that are no longer functioning in their entirety in the PSAP (e.g. – Call Handling Equipment, Mapping System, Voice Logging Recorder or CAD, etc). An emergency request should not involve upgrades or replacement of individual items such as PCs, nor should the need for funding be the result of poor planning on the part of the PSAP. Such requests, because of their emergency nature, may not allow enough time for prior review by the Grant Committee, and instead, should be presented directly to the Board for consideration. Applicants need to submit the equivalent of the information requested in the application.

Exceptional Grant Request – means a grant request submitted during the normal grant cycle that does not meet the general guidelines, such as a grant in excess of the grant limit amount. Exceptional grant requests are not normally considered favorably by the Grant Committee to recommend for approval to the E-911 Services Board, and as such, are not encouraged.

DRAFT

Geodiverse Approach - with shared services projects, a geo-diverse approach, having operational systems in two or more distinct places within the overall network, ensures that there is no single point of failure and increases the efficiency of call handling and information sharing through better integration with backup, disaster recovery and overflow operations. The goal is to provide maximum system survivability and data traffic and bandwidth usage. The applicant must justify the location of the required system servers. A geodiverse network does not, and should not, require a server in every location. Any exception to this must be justified in the grant application.

Mapping System - includes servers, mapping display workstations, and software and miscellaneous hardware associated if purchased separately to support the maintenance of NG9-1-1 data.

Memorandum of Understanding (MOU) - means a formal document that guides and directs the parties of a Physical Consolidation Project in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties.

Multi-jurisdictional Agreement (MA) – means a formal document that guides and directs the parties of a Shared Services Project in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties.

Multi-Jurisdictional Projects – means a project in which two or more primary PSAPs participate. For the purpose of these grant guidelines, these are shared services, physical consolidations, and multi-jurisdictional PSAP Education Program (PEP) projects. PSAPs participating in these types of projects do not need to be contiguous.

NG9-1-1 GIS Projects - must relate directly to the preparation of data based on approved NG9-1-1 data standards, applicable data models, or GIS best practices and include a data maintenance plan. These projects should not include any day to day geospatial maintenance activities. Allowable items include those related to data production (enterprise software/hardware, GIS tools, data format conversion and manipulation) and data transfer. Only projects related to the following data category will be funded:

- NG9-1-1 GIS Data (Mission Critical)
  - GIS data projects focus on the three most critical components of developing NG9-1-1 data: boundary issues, road centerline, and address points.

NG9-1-1 Ready - Call handling equipment with the ability to receive SIP communications natively at the call handling interface.

Non-Allowable Items - (not inclusive) bricks and mortar, outside security, card key systems, furniture, personnel salaries and benefits.

DRAFT

Non-Vendor Supported - replacement of 9-1-1 equipment, service, or software, which is no longer supported by manufacturing vendor, to enable primary PSAPs to maintain current service levels. (NOTE: Failure of a reseller or partner to support hardware and/or service does not meet this definition unless there are no other options for support available. Supporting documentation will be required as a condition of the grant award for this tier.)

Out of Service - replacement of inoperable 9-1-1 equipment or software to enable primary PSAPs to maintain current service levels.

Public Safety Answering Point (PSAP) – means a facility equipped and staffed on a 24-hour basis to receive and process E-911 calls or that intends to receive and process E-911 calls and has notified CMRS providers in its jurisdiction of its intention to receive and process such calls.

Primary Public Safety Answering Point – means a PSAP that receives the initial wireless E-911 call as recognized by the Virginia E-911 Services Board as eligible to receive wireless funding. Only these specific PSAPs may participate in the PSAP Grant Program.

Recurring Costs – means periodic costs beyond the initial purchase of 9-1-1 equipment and/or services. With the purchase of 9-1-1 equipment and services, five years of prepaid service is allowable, but the period of cost recovery is limited to the grant award period. Allowable costs are limited to the projects that are identified in the Shared Services and Individual PSAP priority lists in the grant guidelines.

Shared Services Project – means a project in which the provisioning and use of 9-1-1 equipment and/or services occur between two or more PSAPs in order to "share" the funding and resourcing of the 9-1-1 equipment and/or services used to process 9-1-1 calls. Allowable shared services projects are identified on page 30. The purchase of hardware and software is included. Shared services projects that consist solely of a network solution and only associated network equipment (switches, routers, network connections etc.) will be prioritized as a Strengthen (tier level) project.

Strengthen - upgrade current 9-1-1 equipment and/or services beyond the current functional standards of the PSAP.

Supplanting – grant funds are to be used to supplement the portion of the local governments' budgets that pertain to PSAPs. Grant funds are not to replace any funds which would have been budgeted for the grant-funded purpose in the absence of the grant. This means that a locality cannot replace general funds that have been allocated for a specific PSAP project with grant funds awarded for the same project in the same fiscal year.

Technically Outdated – replace 9-1-1 equipment or software, which no longer meets current functional standards of the PSAP, such as software that is two or more versions

behind or equipment beyond normal lifecycle. (NOTE: Applicant must provide age of equipment and version during the application process.)

Text-to-9-1-1 Projects - must be in accordance with the goals and recommendations adopted by the E-911 Services Board for the deployment of this service. Multi-jurisdictional projects should employ an enhanced web browser approach ("aggregator") as a minimum. PSAPs interested in an "aggregator" approach should contact their ISP Regional Coordinator for information on contract vehicles.

Wireless E-911 Fund – means a dedicated fund consisting of all moneys collected pursuant to the Wireless E-911 surcharge, as well as any additional funds otherwise allocated or donated to the Wireless E-911 Fund.

Wireless E-911 Surcharge – means a monthly fee of $.75 billed by each CMRS provider and CMRS reseller on each CMRS number of a customer with a place of primary use in Virginia.

DRAFT

Eligibility

Any Virginia primary PSAP that supports wireless E-911 is eligible to apply for and receive these funds. In order for a grant application request from a primary PSAP to be considered, the PSAP must have already submitted any required financial and grant progress reports for any previous fiscal years by the identified deadline. Financial and grant progress reports include other required reports or surveys as mandated by the Board. The Board may require that certain projects, such as NG9-1-1 GIS require data sharing with the Commonwealth of Virginia, as well as other PSAPs, when appropriate. This requirement will be stated in the grant award.

Grant funds are to be used to supplement the portion of local governments' budgets that pertain to PSAPs, not replace any funds which would have been budgeted for the grant-funded purpose in the absence of the grant. This means that a locality cannot replace general funds that have been allocated for a specific PSAP project with grant funds awarded for the same project in the same fiscal year.

Amount Available and Required Match

A primary PSAP can submit multiple grant requests up to the Individual PSAP and Shared Services grant funding limits during a single grant cycle. There is no local match for shared services and Individual PSAP projects, except for Physical Consolidation Feasibility Study projects, which requires a 20% local match.

Each primary PSAP is limited to receiving only one initial physical consolidation grant award. Furthermore, all participating PSAPs receiving funding for a physical consolidation project may not receive funding for a single PSAP or shared services project until the consolidation grant has been fully executed (closed out); however, they will still be eligible for the PSAP Education Program while the consolidation project is ongoing. The only exception for additional funding during a consolidation project would be an emergency appeal made by an individual primary PSAP participating in an ongoing consolidation project faced with a critical need related to maintaining current operations and unrelated to the consolidation effort. An appeal for this exception would need to be made directly to the Board and would be limited to $150,000. Applicants need to submit the equivalent of the information requested in the application.

A PSAP involved in an initial physical consolidation project may participate in a secondary consolidation project with other PSAPs. The funding level for the secondary consolidation is contingent upon when additional PSAPs join the initial physical consolidation. If the PSAPs join before the initial physical consolidation is complete, the maximum award possible is $150,000. If the PSAPs join after the initial physical consolidation is complete, then funding depends on the number of PSAPs participating.

DRAFT

Funding requests for PSAP physical consolidation projects can only be used for equipment and services that directly relate to a physical consolidation.

Grant awards cannot exceed the following:

- $2,000 per primary PSAP for the PSAP Education Program
- $3,000 per primary PSAP participating in a multi-jurisdictional project for the PSAP Education Program
- $175,000 per participating PSAP in a shared services project
- $350,000 for a secondary physical consolidation of an already consolidated PSAP and an additional PSAP
- $500,000 for an initial physical consolidation project
- $500,000 for a secondary physical consolidation of an already consolidated PSAP and two or more additional PSAPs
- $150,000 for an individual primary PSAP participating in the Individual PSAP Program

Grant Award Period

The grant award period for successful PSAP Education Program applicants will be for twelve months. The grant award period for successful individual PSAP and shared services projects applicants will be for twenty-four months. The grant award period for successful physical consolidation project applicants will be for thirty-six months. All grant award periods run consistent with the Commonwealth of Virginia's fiscal year, which begins on July 1 and ends on June 30. All grant award funds must be expended by the end of the grant award cycle.

Grant Award Amendments

Once a grant award has been approved by the Board, no changes can be made to that award, unless approved by the Board. If after receipt of a grant award a PSAP determines that an unforeseen allowable cost item was not included in the original application, and can demonstrate that all reasonable efforts were taken into account in determining the total allowable costs included in the application, then a PSAP may submit a written request to the Board for an award amendment to include the additional cost. The requested additional cost can be up to the allowable grant award amount based on the grant type. This request should be submitted in writing to the PSC Coordinator on local government letterhead. The request must document how all reasonable efforts were taken in determining the total allowable costs when completing the application and how the unforeseen cost will impact the ability of the locality to complete the project identified in the grant award. The PSC Coordinator will include the

DRAFT

request on the agenda for the next scheduled Board meeting, as well as ask the PSAP Grant Committee members for comment.

Multi-Year Funding

This is an annual grant program and projects that can be completed within two years (or three for consolidations) are the primary focus. Therefore, this program does not allow grant funding to sustain multi-year requests for the same project priority or original scope of work.

How to Apply/Deadline

The PSAP Grant Program application cycle begins on July 1 each year. The deadline to apply each year is September 30 at 5:00 pm. The grant application will be available and accessible from the ISP website (http://www.vita.virginia.gov/isp/). Upon completion of the application, it is to be submitted to the appropriate ISP Regional Coordinator.

All funding requests must be submitted using the grant application. Assistance is available from the ISP Regional Coordinator and Public Safety Communications (PSC) staff throughout the grant process.

DRAFT

FUNDING GUIDELINES

Grant Cycle

The Board will accept primary PSAP grant applications each year from July 1 until September 30. Specifics about the grant program for the upcoming funding cycle will be announced no later than July 1 of each year. In order for a grant application request to be considered, the PSAP must have already submitted required financial and grant progress reports for any previous fiscal years by the identified deadline. ISP Regional Coordinator and PSC staff will review grant applications for completeness and accuracy, making allowable adjustments to the applications as defined by the ISP PSAP Grant Application process document, and then forward applications to the Grant Committee. Applications will be available to the Grant Committee after November 1. The Grant Committee will make funding recommendations to the Board by December 15. The Board will review and approve applications no later than February 15 to coincide with local budget planning cycles. Final approval is at the discretion of the Board. Grantees will receive an electronic grant award notification by March 1. After the Grantees receive their notification, the Grant Committee will provide the Board with its recommendations for funding priorities and changes to the grant guideline for the upcoming grant cycle at the May E-911 Services Board meeting.

Shared Services Projects

Any eligible primary PSAP may act as a "host applicant" in a funding request for a shared service project. Shared services projects require that one eligible primary PSAP act as the "host" for the initiative. The "host" will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award.

PSAPs may receive funding from more than one shared services grant in any one grant cycle. An individual PSAP will be limited to a combined total of $175,000 in grant funding for participating in multiple shared service projects in any one grant cycle. However, a shared services project grant and an individual PSAP grant cannot be awarded for the same priority. For example, a shared services project grant for call handling equipment and an individual PSAP grant for call handling equipment would not be eligible for funding; however, a PSAP could participate in a shared services project for call handling equipment and another priority such as an individual grant for a voice logging recorder.

All jurisdictions participating in a shared services project must be identified in the grant application. A signed joint MOU must be provided by all of the participating localities with the shared services grant application. Shared services projects among PSAPs are

DRAFT

encouraged. To the extent appropriate, primary PSAP applicants should address the following items in the grant application:

- the relationship of the initiative to the participating PSAPs;
- intended collaborative efforts;
- the geographic area that will be served by the initiative;
- cost savings and efficiencies through resource sharing; and
- impacts to the operational or strategic plans of the participating agencies.

Physical Consolidation Projects

A physical consolidation project is a specialized grant type which requires additional grant funding and a longer grant cycle than would ordinarily be available for an individual primary PSAP or a shared services project. Each primary PSAP is limited to receiving only one initial physical consolidation grant award. Once the initial physical consolidation project is complete, the PSAPs involved in the consolidation project are considered an individual PSAP for funding purposes.

Furthermore, all participating PSAPs receiving funding for a physical consolidation project may not receive funding for an individual PSAP or shared services project until the consolidation grant has been fully executed (closed out). However, the grant application may be submitted while the physical consolidation project is still ongoing. The only exception for additional funding during a consolidation would be an emergency appeal made by an individual primary PSAP participating in an ongoing consolidation project faced with a critical need related to maintaining current operations and unrelated to the consolidation effort. An appeal for this exception would need to be made directly to the Board and would be limited to $150,000. Applicants need to submit the equivalent of the information requested in the application.

A PSAP involved in an initial physical consolidation project may participate in a secondary physical consolidation project. The funding level for the secondary consolidation is contingent upon when additional PSAPs join the initial physical consolidation. If the PSAPs join before the initial physical consolidation is complete, the maximum award possible is $150,000. If the PSAPs join after the initial physical consolidation is complete, then funding depends on the number of PSAPs participating.

Primary PSAPs interested in obtaining grant funding for a physical consolidation project must first satisfy two prerequisites before submitting a grant request. These prerequisites are demonstrated local commitment and feasibility.

- First, the localities that govern the PSAPs involved in this physical consolidation must sign a Statement of Intent in support of a physical consolidation.
- Second, a feasibility study must be completed that provides answers to the following questions:

DRAFT

- How would a physical consolidation take place and provide improved service;
- How should it be organized and staffed;
- What services should it perform;
- How should policies be made and changed;
- How should it be funded; and,
- What communication changes or improvements should be made in order to better support operations.

Funding is available through the PSAP Grant Program for the feasibility study. However, there is a local match of 20% required. A feasibility study may also be completed with local funds, staff assistance, financial support from VITA, or uncommitted grant funding at the discretion of the Board.

Similar to a shared services project, one of the primary PSAPs participating in the physical consolidation project must act as the "host applicant" in a funding request. The "host" will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award. All jurisdictions participating in a physical consolidation project must be identified in the grant application. A signed joint MOU must be provided by all of the participating localities with the physical consolidation grant application.

DRAFT

GRANT APPLICATION PROCESS

Project Description

Funding requests for the Shared Services and Individual PSAP Programs must include a detailed project description. This project description should reference the impact on operational services and consequences of not receiving funding, the relationship to local strategic and capital improvement plans, and sustainability. The Project Description section on the grant application has a corresponding text box for the primary PSAP to provide this information.

Project Goals/Objectives/Implementation Plan

Each funding request for the PSAP Education Program must include a description of how the education/training is 9-1-1 and GIS specific and how this will benefit the employee(s) and/or PSAP(s).

Primary PSAPs seeking funding for their Shared Services and Individual PSAP projects must provide project goals, project objectives, and an implementation plan. The Project Goal should describe how the project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan. The Project Objectives should describe the objectives that will support the identified goals. The Implementation Plan should include planned completion dates for the project initiation, design/planning, acquisition, implementation, and testing completion. The grant application has a corresponding text box for the primary PSAP to describe the items listed above.

In addition, depending on the grant project, primary PSAPs may want to provide more information such as:

- the interface or compatibility between existing equipment and/or software and that which you intend to purchase;
- the overall relationship of your project to established long-range future technologies plans; and,
- how the equipment purchased will support future technologies for PSAP readiness.

Budget Narrative

DRAFT

Each funding request for the PSAP Education Program must include a breakdown of the funding allocation of the education/training opportunities.

Each funding request for the Shared Services and Individual PSAP Programs must include a budget for the total amount requested. This amount should consider the total allowable cost of the project. When considering the total allowable cost of the project, it is permissible to include a financial contingency (up to 10%) to help offset unanticipated expenses or price increases. Ten percent is typically a reasonable contingency amount for project costs. However, if the contingency amount exceeds 10%, additional justification may be requested by the Grant Committee in consideration of the application. In the Budget Narrative section of the grant application, list the planned expenditures to be made with grant funds. If contingency is part of the total project costs, and is being included in the amount requested, the amount estimated as a financial contingency must be included in this section as part of the total project costs.

For E-911, a pay up front model has been a permissible means for including an extended warranty when purchasing 9-1-1 equipment and/or services. As we transition to NG9-1-1, the Software as a Service (SaaS) model will replace the need for an extended warranty. In the SaaS model, software is licensed on a subscription basis, is centrally hosted, and is paid for on a recurring basis. Allowable maintenance and recurring costs are limited to the projects that are identified in the Shared Services and Individual PSAP priority lists in the grant guidelines. If maintenance or recurring costs are part of the total project costs, and is being included in the amount requested, the amount must be included in this section as part of the total project costs. Maintenance as a separate purchase is not eligible for funding. And, supplanting is not permissible under the PSAP Grant Program.

In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, a vendor prepared quote should not be a substitute for determining the project's allowable costs.

In addition to providing a budget, applicants shall provide a corresponding narrative that explains the reason for each requested budget item and provides the basis for its cost. All items requested must be thoroughly justified and clearly related to the proposed project.

NOTE: Budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant award is issued.

If this project will have ongoing expenses, such as monthly recurring charges beyond the grant award period, describe plans and specific sources for future/long-term funding within the Budget Narrative section. Primary PSAPs shall also demonstrate how the project will be sustained in the future without additional outside funding.

DRAFT

Evaluation Plan

Each PSAP Education proposal must include an evaluation plan that will measure the extent to which employees of the grantee PSAPs received value from the education/training.

Each Shared Services and Individual PSAP application must include an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement in the Evaluation Plan section on the grant application. In addition, depending on the grant project, primary PSAPs may also want to identify the short-term, intermediate, and/or long-term outcomes, the measures used to determine outcomes, how data will be collected and evaluations conducted, and how data will be presented.

Review Process

The Grant Committee will evaluate all complete and eligible applications based on the substance of the application relative to the established funding tiers and priorities and make funding recommendations. The funding priorities, tiers, and rankings serve as the criteria for evaluating applications (see Appendices A and B); however, this methodology is only a guideline. The Committee has the discretion to make case by case evaluations and recommendations for approval or disapproval of all submitted applications, including exceptional grant requests. The Grant Committee also evaluates applications based on what is contained in the application, the relationship to 9-1-1, sustainability and criticality, as well as other criteria developed by the Grant Committee and included in the announcement of the grant application cycle.

Grant Payment Request Process

The PSAP Grant Program has a grant cash disbursement policy of reimbursement for expenditures specific to grant awards. Grant payment requests of Board-approved grant awards may be submitted by grantees beginning July 1 of the grant year. Grant payment requests must be provided to the PSAP Grant Program Manager on the appropriate form, along with an actual and appropriate invoice approved for payment. A firm fixed-price contract, purchase order, or quote will not be acceptable forms of documentation for payment requests of funds against the grant award. Grantees must wait until services are performed or goods are received and the corresponding invoices are received and/or paid in order to recover costs.

DRAFT

Grant payment requests received without all required invoices will be considered null submissions after 30 days of non-receipt of required documentation. In addition, grant payment requests will be held until all required financial and/or grant progress reports are received.

Annual Progress Reports

Grantees will be required to report financial and programmatic information and data annually until the grant is closed. Annual progress reports must be submitted to the PSAP Grant Program Manager no later than July 31 at 5:00 pm each year during the grant award period.

The PSAP Grant Program Manager will review all annual progress reports and make recommendations to the Grant Committee. During the annual review, if it is determined that inadequate information has been provided, or adequate progress has not been made towards completion of the project since the initial grant award, the PSAP Grant Program Manager may recommend to the Committee to generate a letter of concern to the PSAP. This action will require a formal response and/or presentation to the Committee. If adequate progress has not been made, or project/financial reports have not been submitted as required, the Committee may recommend to the Board that a grant award be rescinded. If the Board approves the recommendation, or acts at its own discretion to rescind a grant award, the PSAP will be notified immediately in writing. Any part of the grant award that has not been drawn down will be returned and reallocated.

Grant Extension Requests

If a grant recipient has made a reasonable attempt to complete the project within the required time frame, but is unable to do so, an extension may be requested from the Board. All grant extension requests must be submitted to the PSAP Grant Program Manager no later than January 31 at 5:00 pm of the year that the grant is set to expire. A PSAP grant award will be eligible for only one grant extension of up to twelve months, if approved by the Board. Extension requests will be reviewed by the Grant Committee, which will make a recommendation to the Board based on the progress of the project. This includes a review of previously submitted financial and programmatic reports. If reasonable progress is not reported, the Grant Committee may not recommend an extension. All grant extension requests must state the exact time line for completion of the project. Recommendations by the Grant Committee will be made for extension based on that time line. If the date of completion extends beyond six months, the PSAP may be required to make a formal presentation to the Grant Committee for consideration. If the Board approves an extension request, an annual progress report will be required until the end of the extension cycle.

DRAFT

Grant Closure

A grant closure report is required in conjunction with closing of the grant award. The grant closure report must also include how the grantee met specific grant objectives set out in the grant award. A grant closure report is not required for a PSAP Education Grant (PEP) award.

All grant awards are to be closed out at the end of their grant cycle. A grant award will be considered closed with receipt of final invoices or other payment documentation, along with the grant closure report. Final invoices or other payment documentation for grant funds encumbered during the grant cycle must be submitted within 45 days of the end of the grant award cycle, or as adjusted by any grant award extensions. Should a grantee fail to submit final documentation in the accordance with these guidelines, the grant award will be administratively closed as of August 15 following the grant cycle conclusion, or as appropriate for any grant award extensions.

Auditing

The Board shall audit the grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. If it is determined that the funding was misused, or if the grant guidelines were not adhered to, the Commonwealth may take appropriate action to the extent permitted by law, including, and not limited to, requiring the return of the grant funds.

DRAFT

PROGRAM BRIEFS

PSAP EDUCATION PROGRAM

Purpose

In support of the PSAP Education Program, the Board provides funding to primary PSAPs for the purpose of obtaining 9-1-1 and GIS specific group education/training opportunities, which are primarily located within the Commonwealth and provided by non-profit organizations and/or vendors.

Funding Allocation

Each year, approved grants in this program will receive funding from the available cash assets in the PSAP Grant Program before any funding is allocated to the Shared Services and the Individual PSAP programs. PSAPs have two funding options per twelve month cycle. One, a primary PSAP may receive up to $2,000 to use towards allowable individual 9-1-1 and GIS specific group education/training opportunities. And two, a primary PSAP may receive up to $3,000 to use towards multi-jurisdictional 9-1-1 and GIS specific group education/training opportunities. These grant awards are for twelve months only and are not eligible for grant extension.

Multi-jurisdictional PSAP Education projects require that one eligible primary PSAP act as the "host" for the initiative. The "host" will be the fiscal agent responsible for fulfilling all grant requirements.

Program Concept

The Board will provide funds to primary PSAPs for the purpose of obtaining 9-1-1 and GIS specific group education/training opportunities, which are primarily located within the Commonwealth, and are provided by non-profit organizations and/or vendors. This program will fund registration/training fees, lodging, travel assistance (for VA APCO, VA NENA, and VAMLIS state conferences only), and M & IE (meals and incidental expenses for all other conference and training opportunities) and required training course material only. Reimbursement for travel assistance and M & IE requires an overnight stay.

DRAFT

Goals and Objectives

All primary PSAPs will take advantage of 9-1-1 and GIS specific group education/training opportunities, which are primarily located within the Commonwealth and provided by non-profit organizations and/or vendors, to foster and enhance consistent knowledge and awareness of current and advancing 9-1-1 and GIS public safety communications standards, issues, procedures, practices, technologies and other relevant matters. Training offered by a vendor is allowable.

Implementation

The PSAP Education Program uses a cost recovery method of funding. In the Comprehensive Project Description section of the PSAP Education Program (PEP) grant application, the applicant will provide a reasonable estimate of the funds to be used for 9-1-1 and GIS specific group education/training opportunities, which are primarily located within the Commonwealth and provided by non-profit organizations. The grantee will pay the costs of all allowable expenses. The grantee must submit hotel receipts, conference receipts, online education/training payment documentation (including a dated certificate of completion for any online training received), and/or a detailed invoice for all allowable expenses in association with an education/training opportunity within 30 calendar days of the end of the education/training event (or next business day if the 30th day falls on a weekend or holiday). However, receipts are not required for meal reimbursement. Registration documentation is not an acceptable form of documentation. If the request for reimbursement is not submitted within the allotted 30 calendar days, reimbursement cannot be provided per the E-911 Services Board.

Reimbursement rates for lodging, travel assistance (for VA APCO, VA NENA, and VAMLIS state conferences only), and M & IE (for all other conference and training opportunities) will be posted on the ISP website at http://www.vita.virginia.gov/isp/default.aspx?id=8578. Reimbursement will only be made at the posted rate effective on the date of the training, plus applicable state and occupancy taxes based on the Commonwealth of Virginia Travel Guidelines.

PEP grant payment requests received without all required receipts will be considered null submissions after 30 days of non-receipt of required documentation. In addition, grant payment requests will be held until all required financial and/or grant progress reports are received.

.

DRAFT

Outcomes/Evaluation

Primary PSAPs shall describe in the PSAP Education Program grant application an evaluation plan to determine whether or not identified PSAP training objectives have been achieved.

DRAFT

SHARED SERVICES PROGRAM

Purpose

The Board will provide graduated funding to groups of primary PSAPs for multi-jurisdictional NG9-1-1 and E-911 projects for equipment and services that are out of service, without vendor support, technically outdated, can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public, or strengthen current 9-1-1 operations through equipment or service beyond the PSAP's current capabilities. The Board will also provide funding for primary PSAPs to utilize in physical consolidation projects.

Funding Amount

Multi-jurisdictional projects are eligible for up to $175,000 in funding for each participating PSAP. There is no limit on the number of PSAPs that can participate in a multi-jurisdictional project. The grant award amount for this type of project is based on the number of participating PSAPs.

Program Concept

Grant funds may be requested for the following 9-1-1 equipment and services: call handling equipment; NG 9-1-1 GIS; mapping systems; call accounting equipment/MIS (with approved waiver); physical consolidations and related feasibility studies; CAD; voice logging recorders; and, Text-to-9-1-1. A Shared Services priority list of equipment and services will be developed for each funding cycle, and certain equipment must be NG9-1-1 ready, as defined in the guidelines, to be eligible for grant funding. A grant application for call accounting equipment/MIS will not be considered for funding without a waiver approved by the E-911 Services Board to purchase from a source other than the existing state contract.

Goals and Objectives

Primary PSAPs that submit funding requests for projects shall include goals and objectives relevant to the purchase of equipment and/or services that support the NG9-1-1 and E-911 and the identified need described in the grant application.

DRAFT

Implementation

Primary PSAPs shall provide in the Implementation Plan section of the grant application an estimated completion date for all applicable phases of the project.

Outcomes/Evaluation

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement.

DRAFT

INDIVIDUAL PSAP PROGRAM

Purpose

The Board will provide funds to individual primary PSAPs for NG9-1-1 and E-911 projects for equipment and services that are out of service, without vendor support, technically outdated, can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public, or strengthen current 9-1-1 operations through equipment or service beyond the PSAP's current capabilities.

Funding Allocation

Single PSAP projects are eligible for up to $150,000 in funding.

Program Concept

Grant funds may be requested for the following 9-1-1 equipment and services: call handling equipment; NG 9-1-1 GIS; mapping systems; call accounting equipment/MIS (with approved waiver); CAD; voice logging recorders; and, Text-to-9-1-1. A grant application for call accounting equipment/MIS will not be considered for funding without a waiver approved by the E-911 Services Board to purchase from a source other than the existing state contract.

Goals and Objectives

Primary PSAPs that submit funding requests for projects shall include goals and objectives relevant to the purchase of equipment and/or services that support NG9-1-1 and E-911 and the identified need described in the grant application.

Implementation

Primary PSAPs shall provide in the Implementation Plan section of the grant application an estimated completion date for all applicable phases of the project.

DRAFT

Outcomes/Evaluation

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that demonstrates that the equipment or services listed on the grant application have been purchased, installed/implemented, and are performing as expected. In many cases, this can be achieved with a brief statement.

DRAFT

APPENDICES

APPENDIX A: TIERS/PRIORITIES

PROGRAMMATIC TIERS

(NOTE: See Definitions section for description of Tiers)

TIERS

1. Out of Service
2. Non-Vendor Supported
3. Technically Outdated
4. Strengthen

PRIORITIES

PRIORITIES - SHARED SERVICES

1. Call Handling Equipment (CHE)
2. NG 9-1-1 GIS
3. Mapping Systems (servers, 9-1-1 data display workstations, software and miscellaneous hardware associated, if purchased as a system)
4. Physical Consolidation
5. Call Accounting Equipment/MIS (with approved waiver)
6. CAD
7. Voice Logging Recorder
8. Text-to-9-1-1
9. Physical Consolidation Feasibility Study

PRIORITIES – INDIVIDUAL PSAP

1. Call Handling Equipment (CHE)
2. NG 9-1-1 GIS
3. Mapping Systems (servers, 9-1-1 data display workstations, software and miscellaneous hardware associated, if purchased as a system)
4. Call Accounting Equipment/MIS (with approved waiver)
5. CAD
6. Voice Logging Recorder
7. Text-to-9-1-1

To increase effective sharing of calls and location information, as well as to maximize economies of scale, the use of state purchasing contracts is encouraged.

DRAFT

APPENDIX B: RANKINGS

RANKINGS FOR GRANT PROJECTS			
Rank	**Priority**	**Tier**	**Program Type**
1	Call Handling Equipment	OS	Shared Services
2	Call Handling Equipment	OS	Individual PSAP
3	Mapping Systems	OS	Shared Services
4	Mapping Systems	OS	Individual PSAP
7	Call Accounting Equipment/MIS (with approved waiver)	OS	Shared Services
8	Call Accounting Equipment/MIS (with approved waiver)	OS	Individual PSAP
9	CAD	OS	Shared Services
10	CAD	OS	Individual PSAP
11	Voice Logging Recorder	OS	Shared Services
12	Voice Logging Recorder	OS	Individual PSAP
13	Call Handling Equipment	NVS	Shared Services
14	Call Handling Equipment	NVS	Individual PSAP
15	NG 9-1-1 GIS	N/A	Shared Services
16	NG 9-1-1 GIS	N/A	Individual PSAP
17	Mapping Systems	NVS	Shared Services
18	Mapping Systems	NVS	Individual PSAP
19	Call Accounting Equipment/MIS (with approved waiver)	NVS	Shared Services
20	Call Accounting Equipment/MIS (with approved waiver)	NVS	Individual PSAP
21	CAD	NVS	Shared Services
22	CAD	NVS	Individual PSAP
23	Voice Logging Recorder	NVS	Shared Services
24	Voice Logging Recorder	NVS	Individual PSAP
25	Text-to-9-1-1 (Aggregator solutions)	N/A	Shared Services
26	Physical Consolidation	N/A	Shared Services
27	Physical Consolidation Feasibility Study	N/A	Shared Services
28	Call Handling Equipment	TO	Shared Services
29	Call Handling Equipment	TO	Individual PSAP
30	Mapping Systems	TO	Shared Services
31	Mapping Systems	TO	Individual PSAP
32	Call Accounting Equipment/MIS (with approved waiver)	TO	Shared Services
33	Call Accounting Equipment/MIS (with approved waiver)	TO	Individual PSAP
34	CAD	TO	Shared Services

DRAFT

35	CAD	TO	Individual PSAP
36	Voice Logging Recorder	TO	Shared Services
37	Voice Logging Recorder	TO	Individual PSAP
38	Text-to-9-1-1	N/A	Individual PSAP
39	Call Handling Equipment	STR	Shared Services
40	Call Handling Equipment	STR	Individual PSAP
41	Mapping Systems	STR	Shared Services
42	Mapping Systems	STR	Individual PSAP
43	Call Accounting Equipment/MIS (with approved waiver)	STR	Shared Services
44	Call Accounting Equipment/MIS (with approved waiver)	STR	Individual PSAP
45	CAD	STR	Shared Services
46	CAD	STR	Individual PSAP
47	Voice Logging Recorder	STR	Shared Services
48	Voice Logging Recorder	STR	Individual PSAP

DRAFT