Commonwealth of Massachusetts

Executive Office of Public Safety and Security

State 911 Department



**Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center**

**Development Grant Guidelines**

**Fiscal Year 2026**

**Maura T. Healey**

**Governor**

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**All applications shall be mailed, hand-delivered or submitted via COMMBUYS**

**No applications will be accepted via fax or email.**

**(Commbuys Bid #: BD-25-1044-EPS90-1044E-110163)**

**All applications must be received by 5:00 PM on Thursday, March 6, 2025.**

##### WHAT’S NEW for the Fiscal Year 2026 State 911 Department

##### Regional PSAP and Regional Secondary PSAP and RECC Development Grant

* Application deadline is Thursday, March 6, 2025 (pp. 1, 21, 29).
* Definition of a lease added (p.4).
* Incorporation of Massachusetts Environmental Justice goals (p.7).
* The State 911 Department has allocated a minimum of $8 million and up to $50 million for the Development Grant for the funding cycle (p. 7).
* Language added to include asset assessment and mitigation plans (p.8).
* Clarification on Category G: Equipment allowable items (p. 17-18).
* Addition of Category I: Leasing of a PSAP Facility (p. 19).
* Addition of Category J: Ancillary Expenses (p. 19).
* Clarification on submission requirements (pp. 21, 24, 27, 29).
* Audit report requirement (pp. 21, 29).
* Clarification on ineligible expenses (p. 26).
* Clarification regarding milestone payments (p. 24, 27).

**I. Introduction**

Governor Maura T. Healey, Secretary of the Executive Office of Public Safety and Security Terrence M. Reidy, and Executive Director of the State 911 Department Frank Pozniak are pleased to announce the availability of funding for the Fiscal Year 2026 State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Program.

The State 911 Department is a department within the Executive Office of Public Safety and Security and is responsible for administering this grant program. The State 911 Department invites eligible entities to submit applications for grant funds under the State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Program.

The following guidelines have been developed for the State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant and are applicable for the Fiscal Year 2026 Grant and funding cycle (July 1, 2025 – June 30, 2026).

**The guidelines and funding levels will be reviewed annually by the State 911 Department and are subject to change, with Commission approval, with each funding cycle.**

***Note:*** The Fiscal Year 2026 Grant will run through June 30, 2026, beginning on the Effective Date of the contract. The “Effective Date” of the individual awards shall be determined in accordance with Section 1 of the Commonwealth Terms and Conditions, which provides as follows: "The effective start date of performance under a Contract shall be the date a Contract has been executed by an authorized signatory of the Contractor, the State 911 Department, a later date specified in the Contract or the date of any approvals required by law or regulation, whichever is later." **There shall be no reimbursement for costs incurred prior to the Effective Date of the contract, and all goods and services shall be received on or before June 30, 2026, unless otherwise extended.**

**II.**  **Definitions**

Throughout this document and the related application, the following words shall, unless the context clearly requires otherwise, have the following meanings:

Alternate PSAP: a PSAP that is staffed twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year to which incoming 911 calls will automatically be rerouted in the event of the inability of the primary PSAP to accept the calls.

Commission: the State 911 Commission.

Commonwealth: the Commonwealth of Massachusetts.

Computer Aided Dispatch or CAD: a computer-based system intended to increase the efficiency and accuracy of public safety call handling and dispatching.

Coordination:  assignment or request for assignment of police, fire, emergency medical resources or any combination thereof, from multiple jurisdictions to a specific incident or incidents.

Customer Premises Equipment or CPE: enhanced 911 call processing equipment located at a PSAP.

Department: The State 911 Department.

Dispatch: upon receipt of a telephone, radio, alarm signal or other request for emergency services, provide a decision as to the proper action to be taken and directly select, identify and assign a specific police, fire, emergency medical resource or resources, or any combination thereof to respond to such request for service.

Enhanced 911 Fund: the fund established under M.G.L. c. 10, section 35JJ.

Enhanced 911 Service: a service consisting of communication network, database and equipment features provided for subscribers or end users of communication services enabling such subscribers or end users to reach a PSAP by dialing the digits 911, or by other means approved by the department, that directs calls to the appropriate PSAPs based on selective routing and provides the capability for automatic number identification and automatic location identification.

Executive Director: the executive director of the State 911 Department.

Governmental Body: a state board, committee, special committee, subcommittee or commission, however created or constituted within the executive or legislative branch of the commonwealth or the governing board or body of any authority established by the general court to serve a public purpose in the commonwealth or any part thereof, a board, commission, committee or subcommittee of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority, provided that such entity currently operates a PSAP or RECC or seeks approval from the Department to operate a PSAP or RECC.

Grantee: an eligible applicant that has contracted with the State 911 Department to receive funds under the State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant. Only governmental bodies and municipalities are eligible to be grantees.

Lease: A contract outlining the terms under which one party agrees to rent property owned by another party. It guarantees the lessee also known as the tenant, use of the property and guarantees the lessor (the property owner or landlord) regular payments for a specified period in exchange.

Jurisdiction: A municipality, the Massachusetts Development Finance Agency, or any other agency or entity established by legislation to carry out similar municipal purposes and powers as the Massachusetts Development Finance Agency.

Municipality: Any city or town within the Commonwealth.

Primary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays and is the first point of reception of a 911 call. It serves the municipality in which it is located.

Private Safety Department: an entity, except for a municipality or public safety department that provides emergency police, fire, ambulance or medical services.

Program: the State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant.

Public Safety Answering Point or PSAP: a facility assigned the responsibility of receiving 911 calls, and as appropriate, directly dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety agencies or other PSAPs.

Public Safety Department: a functional division of a municipality or a state that provides firefighting, law enforcement, ambulance, medical or other emergency services.

Radio Console: the control panel or interface comprised of hardware, including common control hardware, and software components used to monitor, control, and integrate multiple public safety radios or radio systems by a dispatcher in a PSAP using a common microphone, speaker and user interface.  This does not include any radio system components.

Radio Systems: base station, portable and mobile radios and related components, including but not limited to, antennas, antenna towers, amplifiers, receivers, and repeaters.

Regional Dispatch: providing dispatch services for two or more public safety departments that serve two or more jurisdictions.

Regional Emergency Communication Center or RECC: a facility operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, as approved by the Department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of emergency services for all such municipalities or governmental bodies including, but not limited to, a regional PSAP that provides enhanced 911 service and police, fire protection, and emergency medical services dispatch, including services provided by a private safety department. The regional PSAP portion of the center shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional PSAP: a PSAP operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, approved by the Department, for the operation of enhanced 911call taking and call transfer activities.  A regional PSAP may also be engaged in, by agreement, the dispatching or control of public safety resources serving some or all of the municipalities or governmental bodies that comprise the regional PSAP, including where services are provided by a private safety department. If the regional PSAP serves all such municipalities or governmental bodies for the operation of enhanced 911 call taking and call transfer activities and dispatch services including where some dispatch services are provided by a private safety department, it

shall be considered a regional emergency communication center. The regional PSAP shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional Secondary PSAP: a facility operated by or on behalf of 3 or more municipalities or governmental bodies, or a combination thereof, approved by the Department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of either police, fire protection or emergency medical services, or any combination thereof. A regional secondary PSAP is equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when transferred from a primary or regional PSAP or on an alternative routing basis when calls cannot be completed to the primary or regional PSAP.

Salary: compensation paid to full-time and part-time employees to include straight time, overtime, contract differentials, sick, vacation, and personal leave; associated fringe benefits and/or indirect costs as applied by a municipality or the Commonwealth. Salary does not include contractual reimbursements prior to the contract effective date, lump sum payments (e.g., lump sum educational incentive payments, longevity payments, etc.), stipends, buy-outs and/or extended sick, extended vacation, extended personal leave, jury duty, active duty, or attendance at conferences/meetings.

**III.**  **Eligibility**

Existingprimary PSAPs, regional PSAPs, regional secondary PSAPs, and regional emergency communication centers, and the Northampton wireless state police PSAP, unless specifically noted otherwise, are eligible to participate in theState 911 DepartmentRegional PSAP and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant Program.

Public safety departments, municipalities or other governmental bodies that intend on forming new regional PSAPs or regional emergency communication centers (RECC) through the decommissioning of a primary PSAP, regional PSAP or RECC, or forming regional secondary PSAPs, are also eligible to participate in this Program as long as documentation is submitted to show proof of intent of all entities involved, or as eligibility is otherwise approved by the State 911 Department. Specific documentation requirements are set forth below in Section VI Application Process.

**IV. Purpose**

Funding for the State 911 Department Regional PSAP and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant comes from a portion of revenues received pursuant to M.G.L. Chapter 6A, Section 18H. The purpose of the State 911 Department Regional PSAP and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant (1) is to support the development and startup of regional PSAPs and regional emergency communication centers (RECC) through the decommissioning of a primary PSAP, regional PSAP or RECC, including the expansion or upgrade of existing regional PSAPs and RECCs either to enhance current operations or through the decommissioning of a primary PSAP, regional PSAP or RECC, or (2) is to support the development and startup of regional secondary PSAPs or expansion or upgrade of existing

regional secondary PSAPs, or (3) for related regionalization purposes as otherwise approved by the State 911 Department, to maximize effective emergency 9-1-1 and dispatch services as well as regional interoperability.

Grantees are expected to directly accept wireless 9-1-1 calls originating in the jurisdiction of the municipalities served by the entity, both phase 1 and phase II. Applicants shall submit with the application a transition plan that addresses the grantee’s plans to do so.

It is the expectation of the State 911 Department that grantees will meet the emergency medical dispatch requirements of the State 911 Department’s regulations (560 CMR 5.00: Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures) by performing emergency medical dispatch in-house through certified emergency medical dispatchers for all municipalities served by the grantee (commencing on the date that the entity becomes operational).

Further, in support of the Commonwealth’s Environmental Justice goal, all applicants shall incorporate the Commonwealth’s Environmental Justice principals, where applicable. For more information, please visit [*here*](https://www.mass.gov/info-details/environmental-justice-populations-in-massachusetts?_gl=1*f4wfnm*_ga*MTEzMzE0ODQ2MS4xNzE0NDA0MDMw*_ga_MCLPEGW7WM*MTcyMDU0NDU2NS4xMi4wLjE3MjA1NDQ1NjUuMC4wLjA.) .

**The State 911 Department has allocated a total of a minimum of $8 million and up to $50 million for the Fiscal Year 2026 State 911 Department Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant.**

**V. Use of Funding**

Grant funds may be used by grantees only for the permissible categories of use listed within the specific categories set forth below. The use of all grant funding shall be: (1) associated with the provision of enhanced 9-1-1 service; and (2) approved by the State 911 Department.

Funds may be used for clerical, administrative, or other costs associated with administration of the Program, provided that funds may not exceed one (1) per cent of the total amount awarded to the Grantee. The services shall be specifically identified with the project, and the Grantee shall provide detailed documentation, to the satisfaction of the State 911 Department, supporting the services (including, without limitation, the time and dollar amount of the services). However,

applicants may not apply for clerical, administrative, or other costs associated with administration of the Program, if an applicant applies for funding of administrative support under key support positions as noted below in D, sub-section 2a of this Section.

The State 911 Department will allow funding for the purchase or lease of equipment, allowable construction items, and allowable structural improvement items and for debt service on equipment, allowable construction items, and allowable structural improvement items, including without limitation, principal and interest payments on loans, notes, and bonds. The State 911 Department will allow grantees to assign lease, debt service, and/or incremental purchase costs to this grant. However, any and all funding requested under this grant program shall be for goods and/or services received, unless otherwise noted herein. Funding will not be disbursed for obligations made without receipt of goods/services, unless otherwise noted herein. The State 911 Department makes

no guarantee of funding from year to year and does not assume any obligation, as guarantor or otherwise, under any purchase, lease, or debt instrument, unless otherwise specified by the State 911 Department and funding is available.

Applicants are advised that should a Regional PSAP or RECC decide to move, retire an asset, regionalize with another Regional PSAP or RECC or take any other action that impacts the State 911 Department’s investment through its grant programs in that Regional PSAP or RECC, said applicant shall provide an assessment of all impacted assets and further shall propose a mitigation plan so as to minimize the realization of a stranded investment. Said applicant shall work cooperatively with the State 911 Department to finalize and implement said plan.

Applicants are further advised that the State 911 Department reserves the right to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant, and whether it is in the interests of public safety and efficiency for the State 911 Department to direct the applicant to join such existing or proposed regional PSAP or RECC instead of developing a new regional PSAP, RECC or Regional Secondary PSAP. Applicants proposing a new regional PSAP, RECC or regional secondary PSAP, not previously funded under this grant program, in the same geographic region as an existing center or a proposed center previously funded under this grant program, shall address, in detail, the justification for the creation of a new center. Such justification shall, at a minimum, address regional PSAP(s),

RECC(s) or regional secondary PSAP in its geographic region and why the applicant cannot join said center(s).

Additionally, the State 911 Department shall consider whether an applicant’s project is likely to succeed based on the information provided by the applicant and any other information ascertained by the State 911 Department in its review of the application. The State 911 Department reserves the right, when considering the potential for positive impact on regional/multi-community public safety, to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant.  The State 911 Department reserves the right to deny funding if the concentration of existing regional PSAPs and RECCs, or proposed regional PSAPs and RECCs with an executed IMA previously funded under this grant program, in the geographic region of the applicant is such that the interests of efficiency would not be served by an additional regional PSAP, RECC or regional secondary PSAP in such geographic region.

Applicants are reminded that the grant funding is awarded for a twelve-month period, unless otherwise noted herein, and any and all proposed projects should target completion within that time frame. To the extent that a proposed project may exceed the twelve month funding cycle, the applicant shall clearly document the anticipated timeline within the application for such project. Applicants are cautioned that grant extensions cannot be guaranteed.

Applicants are advised that funding to support regionalization efforts for a PSAP that was already decommissioned that was part of another regional PSAP or RECC but has moved/is considering a move to its regional PSAP or RECC shall fall below the final priority noted in Section VII, and therefore will be considered last for funding. The State 911 Department strongly encourages all parties to work collaboratively to resolve any and all issues and discourages the transition of a municipality from one regional PSAP/RECC to another. Applicants are further advised that funding consideration for a municipality that was previously part of one regional PSAP or RECC

but is now moving or considering a move to another regional PSAP or RECC, will be contingent upon the community demonstrating to the State 911 Department that a substantial threat to public safety exists and the only solution is to transition to an already existing regional PSAP or RECC, and the municipality has exhausted all efforts to work with their current regional PSAP or RECC to address any issues. Generally, this provision does not apply to the transition of an entire regional PSAP/RECC into another regional PSAP/RECC. In addition, the State 911 Department reserves its rights to recover funds previously expended if a municipality moves from one regional PSAP or RECC to another.

All technology or telecommunications related goods or services must be compliant with applicable laws, rules, regulations, and standards.  Grantees shall specify that they have referenced [www.mass.gov/accessibility](http://www.mass.gov/accessibility), [www.access-board.gov](http://www.access-board.gov), [www.ada.gov](http://www.ada.gov), the Massachusetts Architectural Access Board regulations at [www.mass.gov/aab](http://www.mass.gov/aab), and the Massachusetts Office on Disability standards and best practices at [www.mass.gov/mod](http://www.mass.gov/mod) to determine what laws, rules, and standards apply and what efforts they have made to ensure specific compliance therewith.  Failure to adequately ascertain compliance will result in denial of funding for the requested goods or services.

**Categories of Use of Funds**

The following shall be the only permissible categories of use of grant funds under the Program:

1. **PSAP 911 Customer Premise Equipment for Regional Secondary PSAPs**

**Only existing Regional Secondary PSAPs are eligible for funding under this category**.

Existing regional secondary PSAPs are eligible to apply for funds for CPE purchase, upgrade, replacement and installation. Purchase of all such CPE shall be subject to the prior written approval of the State 911 Department and shall comply with State 911 Department requirements.

1. **Professional Services**

Existing primary PSAPs, and existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds for professional services to assist with the planning, development and/or expansion of the proposed or existing regional PSAP, regional secondary PSAP or RECC, including implementation studies, development of governance agreements, and financial, operational, and/or technological assessments.

Professional services provided by existing PSAP staff, public safety departments, municipalities, or governmental bodies will not be funded, unless the grantee demonstrates that the person has a demonstrated level of expertise in the field of services to be provided and provides detailed documentation, to the satisfaction of the State 911 Department, supporting the professional services (including, without limitation, the time and dollar amount for professional services on the project).

The State 911 Department encourages grantees receiving funds for professional services to require, through the scope of work between the grantee and the consultant, that the work includes specific deliverables and sufficient detail on the applicable technical, operational and/or governance issues, so as to enable the grantee to fully evaluate the scope of establishing and/or implementing a new regional PSAP or RECC or expanding an existing regional PSAP or RECC.

The State 911 Department encourages grantees receiving funds for professional services to consider requesting the consultant, through the scope of work between the grantee and the consultant, to evaluate and analyze some or all of the following operational, technical, governance matters and/or cyber security assessment, as applicable:

* Operational benefits and cost effectiveness among the options being considered, including without limitation, analysis of the use of existing versus new structures and cost analysis of joining an existing or proposed regional PSAP or RECC in the same geographic region; up-front and/or recurring operational costs savings, if any, taking into account State 911 Department Grant funding; start-up costs, including without limitation, construction costs, building design, location, square footage of dispatch and server rooms (with consideration of expansion capability), renovation of existing/new structure, and additional costs, if any; identification of financial resources available to provide ongoing support for the project so that it may be sustainable into future years; development/assessment of operational procedures, to include but not limited to health and wellness programs.
* Staffing (including for ancillary duties) analysis and review of personnel structures, to include but not limited to diversity, equity and inclusion, and costs at each entity, including analysis of the core and additional services provided by current personnel and estimated personnel costs for staffing a regional PSAP or RECC, along with costs to maintain or increase other public safety services at existing local agencies.
* Technological assessment: Interoperability and compatibility (per location or centralized) of dispatch equipment, including without limitation, radio, telephone, and other equipment.
* Cyber security assessment: Cyber vulnerability evaluation of a regional PSAP or RECC, including without limitation, critical infrastructure systems, information technology (IT), operational technology (OT), cyber hygiene and policies with a focus on ways to reduce risk and build resilience.

All applicants receiving funding for professional services agree to furnish copies of draft and completed reports, studies, and other deliverables to the State 911 Department.  All applicants acknowledge that the State 911 Department may share such documents with other entities for reference purposes of identifying issues and best practices. An applicant may submit a redacted copy along with a clean copy and request that only the redacted copy be distributed or otherwise request limitations on distribution.  The State 911 Department will make every effort to attempt to honor such request to the extent possible while complying with all applicable Commonwealth of Massachusetts public records laws and regulations. The deliverables shall be provided to the State 911 Department upon request and shall also be included in the quarterly reports that are submitted to the State 911 Department.

Funding for professional services shall not exceed $75,000 per grantee, except where warranted, funding for a cyber security assessment may exceed this threshold.

**C.** **Project Management Services**

Existing primary PSAPs, and existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds for project management services.

Allowable expenses to be funded through this grant include:

* Project management services of the designated project manager engaged to manage the project. Project management services provided by existing PSAP staff, public safety departments, municipalities, or governmental

bodies will not be funded unless the grantee provides detailed documentation, to the satisfaction of the State 911 Department, supporting the project management services (including, without limitation, the time and dollar amount for project management services on the project).

The contract or arrangement between the grantee and the project manager should require specific deliverables (such as project plans, project schedules, project reports, draft inter-municipal or other form of agreement, etc.) The deliverables shall be provided to the State 911 Department upon request and shall also be included in the quarterly reports that are submitted to the State 911 Department.

The contract or arrangement between the grantee and the project manager should include, at a minimum, the following:

* Well organized, clear and complete statement of work;
* Identification of significant, appropriate, and quantifiable performance measures, project milestones and delivery of reports;
* Clearly identified project management roles; and
* Detailed pricing structure/cost table.

**D. Transition Expenses**

1. **Personnel Costs of PSAP Director/Deputy Director**

Existing and proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for the following allowable expenses within the transition expenses category: salaries of a PSAP Director and/or PSAP Deputy Director. The State 911 Department reserves the right to require the applicant to provide documentation, to the satisfaction of the State 911 Department, that the PSAP Director and/or PSAP Deputy Director were hired through an open hiring process and that the PSAP Director and PSAP Deputy Director have a demonstrated PSAP, public safety, or call center background, or the equivalent, as well as administrative and managerial experience.

Proposed Centers/Newly Developed Centers:

Proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for salary of a PSAP Director and/or PSAP Deputy Director for the proposed regional PSAP, RECC, or regional secondary PSAP for the period prior to the “go live” date (the date on which the facility is expected to become operational based upon a construction plan and timeline with supporting documentation thereof to the satisfaction of the State 911 Department). Such funding may continue through the date on which the communities identified in the inter-municipal agreement have joined the regional PSAP, RECC, or regional secondary PSAP and the facility is operational with all such communities or is operational with the communities that remain committed to and have not withdrawn commitment to the facility. Following the date on which the communities identified in the inter-municipal agreement have joined the regional PSAP, RECC, or regional secondary PSAP and the facility is operational with all such communities, such regional PSAP, RECC, or regional secondary PSAP is eligible for the salary of a PSAP Director and/or PSAP Deputy Director for three (3) twelve (12) month periods. (If a twelve (12) month period exceeds the duration of the grant cycle, the facility may apply for the balance of funding under a subsequent grant cycle).

Existing Centers:

Existing regional PSAPs, RECCs, and regional PSAPs that add a community(ies) to the facility after July 1, 2018 (i.e., an additional community(ies) not identified in the inter-municipal agreement has joined the facility, and the facility is operational with such community(ies) after July 1, 2018), are eligible to apply for the salaries of a PSAP Director and/or PSAP Deputy Director for the facility. Following the date on which the community(ies) identified in the inter-municipal agreement have joined the regional PSAP, RECC, or regional secondary PSAP and the facility is operational with all such community(ies), such regional PSAP, RECC, or regional secondary PSAP is eligible for the salaries of a PSAP Director and/or PSAP Deputy Director for three (3) twelve (12) month periods or two (2) twelve (12) month periods if a transition award was already applied for and awarded in the FY 2020 grant cycle pursuant to grant guidelines in effect at that time. (If the twelve (12) month period exceeds the duration of the grant cycle, the facility may apply for the balance of funding under a subsequent grant cycle).

1. **Other Personnel Costs:**

**2a. Key Support Positions**

Existing and proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for the following allowable expenses within the transition expenses category: salary of PSAP personnel in key support positions, such as information technology, human resource, administrative, finance, and/or procurement subject matter experts. The State 911 Department reserves the right to require the applicant to provide documentation, to the satisfaction of the State 911 Department, that the PSAP personnel was hired through an open hiring process and that the PSAP personnel has demonstrated knowledge and experience of position being requested. Applicant is eligible to apply for such funding for a maximum of three (3) twelve (12) month

periods. (If the twelve (12) month period exceeds the duration of the grant cycle, the applicant may apply for the balance of funding under a subsequent grant cycle). However, administrative support may only be applied for if an applicant is not requesting funding for clerical, administrative, or other costs associated with administration of the Program as described in Section V (Use of Funding), above.

**2b. Certified Telecommunicators**:

Proposed Centers:

Proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for the costs of salary for enhanced 911 telecommunicator personnel, including enhanced 911 telecommunicators who are emergency communications dispatchers or supervisors. In order to be eligible for such funding, a grantee shall show that the personnel costs to be reimbursed: (1) cover only personnel who are trained and certified as an enhanced 911 telecommunicator in accordance with the requirements of the State 911 Department, or are in the process of obtaining such certification, in accordance with the requirements of the State 911 Department; and (2) except as otherwise approved by the State 911 Department, are solely for hours in which such personnel are working in the capacity of an enhanced 911 telecommunicator as their primary job function. Salary costs are limited to the time period prior to the “go live” date (the date on which the facility is expected to become operational based upon a construction plan and timeline with supporting documentation thereof to the satisfaction of the State 911 Department).

The State 911 Department reserves the right to require the applicant to provide documentation, to the satisfaction of the State 911 Department, that the enhanced 911 telecommunicator(s) were hired through an open hiring process.

The applicant shall include as part of its application documentation supporting the salary costs/hours being requested. Such documentation may include, but is not limited to, training curriculum, new hire manual.

1. **Training Costs:**

Proposed Centers

Proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for non-salary costs associated with certification and training of enhanced 911 telecommunicators. Funding may be authorized for the expense(s) of State 911 Department approved live or online training courses, and certifications/recertifications to include applicable vendor fees, course registration fees, instructor fees and/or manuals. Such costs are limited to the time period prior to the “go live” date (the date on which the facility is expected to become operational based upon a construction plan and timeline with supporting documentation thereof to the satisfaction of the State 911 Department).

Funding may be available for training courses, including on-line training, as follows: (a) State 911 Department approved courses, certifications, and training directly related to 911

communications hosted by the proposed regional PSAP, RECC or regional secondary PSAP; and (b) State 911 Department approved courses hosted by other entities.

Note: Existing Regional PSAPs and RECCs are reminded that the State 911 Department’s Training, Support and Incentive, and Emergency Medical Dispatch Grants are available to assist with the above noted costs.

The State 911 Department has compiled a listing of courses previously requested by PSAPs and authorized by the State 911 Department. All courses found on this list are considered to be approved and no further advance written authorization from the State 911 Department is required. This list is not intended to limit training opportunities but is merely provided as a resource to Grantees. Please note that this list is subject to change. Classes may be added or removed by the State 911 Department.

Requests for funds for trainings not on the approved course listing as published by the State 911 Department shall be submitted utilizing the Communications In-House Training Outline form available on the State 911 Department’s website at [**www.mass.gov/e911**](http://www.mass.gov/e911). Such requests shall be submitted by Grantee’s authorized signatory at least twenty-one (21) days prior to the commencement of the course via email to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).

**4. Transition Award**

Existing and proposed regional PSAPs and RECCs are eligible to apply for funds for the following allowable items within the transition expenses category:

* Transition award, payable to the entity that operates a regional PSAP or RECC on behalf of the participants, for each PSAP that is decommissioned on or after July 1, 2018, and becomes operational as a participant in such regional PSAP or RECC, in an amount that represents the following: the *greater of* a) the last allocation for the decommissioned PSAP under the State 911 Department Support Grant; *or* b) the amount of the assessment or charge allocated to such PSAP for the current fiscal year under the terms of the signed inter-municipal agreement or other equivalent agreement governing the operations of the regional PSAP or RECC. Such transition award(s) shall be credited against the obligation of the decommissioned PSAP(s) by the grantee. A decommissioned PSAP may be provided with the credit three (3) times to be applied for in three (3) different grant cycles, or two (2) times to be applied for in two (2) different grant cycles if a transition award was already applied for and awarded in the FY 2020 grant cycle pursuant to grant guidelines in effect at that time. After applying for and being awarded a transition award a total of three (3) times, a decommissioned PSAP may be provided with a credit an additional two times to be applied for in two (2) different grant cycles, but the award will be limited the first time to 50% of the *greater of* a) the last allocation for the decommissioned PSAP under the State 911 Department Support Grant; *or* b) the amount of the assessment or charge allocated to such PSAP for the current fiscal year under the terms of the signed inter-municipal agreement or other equivalent agreement governing the operations of the regional PSAP or RECC,

and limited for the second time to 25% of *greater of* a) the last allocation for the decommissioned PSAP under the State 911 Department Support Grant; *or* b) the amount of the assessment or charge allocated to such PSAP for the current fiscal year under the terms of the signed inter-municipal agreement or other equivalent agreement governing the operations of the regional PSAP or RECC. Documentation that such credit has been granted in the form of a written acknowledgment from the decommissioned PSAP shall be required prior to reimbursement. Such transition award does not apply to a PSAP already decommissioned that was part of a regional PSAP or RECC but has moved to a different regional PSAP or RECC.

1. **Security Measures**

Existing and proposed regional PSAPs and RECCs are eligible to apply for funds for the following allowable items within the transition expenses category:

Security measures (such as remote cameras, remote printers, and security doors) and one-time costs associated with the installation of such security measures.

**6. Temporary Relocation Expenses**

Existing and proposed regional PSAPs and RECCs are eligible to apply for funds for the

following allowable items within the transition expenses category:

Temporary on-site relocation expenses associated with projects funded under this Grant. Such expenses may commence no earlier than sixty (60) days prior to the start of construction and may continue no later than sixty (60) days following the completion of construction.

**E. Architectural and Engineering Services**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds for architectural and engineering services to support construction of new or expansion of existing regional PSAPs, regional secondary PSAPs, and/or RECCs.

Allowable items to be funded through this grant include architectural and engineering services, including creation of specifications, blueprints, floor plans, etc.

**F. Construction**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds to support construction of new or expansion of existing regional PSAP, regional secondary PSAP, and/or RECCs.

The applicant shall demonstrate that it has exhausted all suitable alternatives for existing buildings in the geographic area of the applicant and the proposed new building is more cost effective than any such existing building in the geographic area of the applicant. In its

review the State 911 Department reserves the right to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant, and whether it is in the interests of public safety and efficiency for the State 911 Department to direct the applicant to join such existing or proposed regional PSAP or RECC instead of seeking new construction.

Allowable items to be funded through this grant include:

* Construction materials;
* Plumbing, electrical and cabling materials;
* Labor;
* Other construction or structural improvement items; and
* Consultant services.

The structure as built shall be fully compliant with all building codes, including but not limited, to the Americans with Disabilities Act Accessibility Guidelines found at <http://www.ada.gov/2010ADAstandards_index.htm> and the Massachusetts Architectural Access Board Rules and Regulations found at <http://www.mass.gov/eopss/architectural-access-board.html>. All construction items funded through this grant shall only be permitted to fund construction and structural improvement costs to physical space used directly for the provision of enhanced 9-1-1 service. Such funds may be used to defray costs associated with construction or structural improvement of a multi-purpose building only to the extent that such funding is applied to a specific portion of the building’s total space that is dedicated to the provision of enhanced 9-1-1 service. For example, if a municipality is building a new fire station that will include a regional secondary PSAP, funds may be applied to cover costs associated with constructing only that portion of the building that will house the PSAP. The applicant shall submit blueprints, detailed floor plans and any additional and available supporting documentation and the identification and contact information of a project manager.

Please further note that the use of grant funding for construction shall comply with the Commonwealth’s and/or the State 911 Department’s recommendations and/or guidelines regarding construction, including without limitation, design, square footage requirements, new versus existing structures, construction grade, and usage. The State 911 Department reserves the right to modify grant funding if the grantee fails to comply with the Commonwealth’s and/or the State 911 Department’s recommendations and/or guidelines.

**G. Equipment**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds for equipment associated with the provision of enhanced 9-1-1 service and that is not directly provided by the State 911 Department and/or equipment to be used to foster the development and startup of regional PSAPs, regional secondary PSAPs, and RECCs or the expansion or upgrade of existing regional PSAPs, regional secondary PSAPs and RECCs.

Should the purchase of equipment require a contract or arrangement between the grantee and a vendor for services associated with the purchase/installation of said equipment, specific deliverables are required (such as project plans, project schedules, project reports, draft inter-municipal or other form of agreement, etc.) The deliverables shall be provided to the State 911 Department upon request, shall be included in the quarterly reports that are submitted to the State 911 Department or shall be included with its reimbursement request.

The contract or arrangement between the grantee and the vendor should include, at a minimum, the following:

* Well organized, clear and complete statement of work;
* Identification of significant, appropriate, and quantifiable performance measures, project milestones and delivery of reports; and
* Detailed pricing structure/cost table.

Allowable items to be funded through this grant include, but are not limited to:

* Radio systems;
* Radio consoles;
* CAD;
* Records management systems;
* Fire alarm receiving and alerting equipment;
* Technology Integration;
* Advanced security software such as cyber security solutions;
* Implementation of Cloud-Based Solutions; and
* Consultant services in support of equipment.

All communications equipment/systems shall comply with EOPSS Statewide Inter-Operability Emergency Communications (“SIEC”) special conditions, as may be amended from time to time. The State 911 Department will submit requests for such funding to the SIEC and/or the Statewide Interoperability Coordinator (“SWIC”) for review and confirmation that the requested item(s) comply with the SIEC special conditions. The SIEC special conditions are available at:

<https://www.mass.gov/doc/massachusetts-statewide-communication-interoperability-plan-scip-2020/download>.

Applicants requesting funds for interoperable communications components, such as the purchase of radios, or other communication system components are subject to an additional approval process per Massachusetts Executive Order 493, by the Statewide Interoperability Executive Committee (SIEC) or a representative thereof. Applicants must complete the Interoperable Communications Investment Proposal (ICIP) template and submit it as part of its application. The template is available at [**ICIP Template Download (Mass.gov)**](https://www.mass.gov/doc/icip-form-with-conditions/download?_ga=2.217334166.1288377473.1607959209-1195923342.1562698534)**.**

Questions relating to the SIEC guidelines should be directed to the SWIC. Send email to [MA.SWIC@mass.gov](mailto:MA.SWIC@mass.gov).

Funds for communication equipment/systems may be used to defray the costs associated with the acquisition of communication equipment/systems used for police, fire, emergency medical services, and/or emergency management communications.

Applicants shall exclude ancillary costs from its requested project/equipment amounts and shall identify those costs under category J, if seeking funding for those costs. No costs for licensing, maintenance, warranties or the like shall be funded under Category G.

If detailed quotes for any equipment item are not provided at the time of application, detailed quotes shall be submitted for review and written approval prior to ordering equipment. The State 911 Department shall not be responsible for costs incurred by a regional PSAP or RECC for which it failed to obtain written approval.

**H.** **Purchase of a Building**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds to support the purchase of a building for a regional PSAP, regional secondary PSAP, and/or RECC. In its review the State 911 Department reserves the right to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant, and whether it is in the interests of public safety and efficiency for the State 911 Department to direct the applicant to join such existing or proposed regional PSAP or RECC instead of purchasing a building. The applicant shall demonstrate that it has exhausted all suitable alternatives for existing buildings in the geographic area of the applicant, and/or the purchase of a building is more cost effective than refurbishing any such existing building in the geographic area of the applicant.

The State 911 Department reserves the right to require the applicant to provide documentation, to the satisfaction of the State 911 Department, that the purchase of the building complies with all municipal, Commonwealth, and/or Regional 911 Emergency Communications District requirements for a purchase of a building. Such funding is limited to the purchase price of the building to the exclusion of all other associated costs of purchase and may be further limited to the specific portion of the building that will house the PSAP, if applicable.

1. **Leasing of a PSAP Facility**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP are eligible to apply for funds for leasing of a PSAP facility to serve as the primary location for said entity. The minimum term of said lease shall be no less than ten (10) years.

Costs associated with construction of a leased PSAP facility can be applied for pursuant to Section F. – Construction, above, if such costs are not included in the lease agreement.

The use of grant funds for leasing of a PSAP facility shall comply with the Commonwealth’s and/or the State 911 Department’s recommendations and/or guidelines regarding space leasing, including without limitation, design, square footage requirements, new versus existing structures, construction grade, and usage. The State 911 Department reserves the right to modify grant funding if the grantee fails to comply with the Commonwealth’s and/or the State 911 Department’s recommendations and/or guidelines.

In its review the State 911 Department reserves the right to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant, and whether it is in the interests of public safety and efficiency for the State 911 Department to direct the applicant to join such existing or proposed regional PSAP or RECC instead of leasing a PSAP facility. The applicant shall demonstrate that it has exhausted all suitable alternatives for the location of the regional PSAP or RECC in the geographic area of the applicant, and/or the lease of a PSAP facility is more cost effective than alternatives in the geographic area of the applicant.

The State 911 Department reserves the right to require the applicant to provide documentation, to the satisfaction of the State 911 Department, that the lease of the PSAP facility complies with all municipal, Commonwealth, and/or Regional 911 Emergency Communications District requirements for leasing the PSAP facility. Such funding is limited to the leasing cost of the PSAP facility to the exclusion of all other associated costs of leasing and may be further limited to the specific portion of the building that will house the PSAP, if applicable.

1. **Ancillary Expenses**

Existing and proposed regional PSAPs, regional secondary PSAPs, and RECCs, and the Northampton wireless state police PSAP, are eligible to apply for funds for ancillary expenses associated with equipment (i.e., licenses/maintenance/warranties) related to projects proposed in the FY 2026 grant application. Ancillary expenses on equipment shall not exceed three (3) years.

All requests for ancillary expenses exceeding one year, shall clearly document a significant cost benefit justifying the purchase of a multi-year agreement. Proposals for a one, two and three year term shall be submitted with the application. If more than a one-year term is awarded, applicants shall be required to demonstrate to the State 911 Department in each of the second and/or third years that goods and services were received. In the event goods and services for the second and/or third year are not received or if the awardee fails to

document to the satisfaction of the State 911 Department that goods and service were received, Grantee shall provide back to the State 911 Department the amount of the value of the dollars reimbursed by the State 911 Department for said good/services.

Applicants shall exclude ancillary costs from its requested equipment amounts and shall identify those costs under this category. No costs for licensing, maintenance, warranties or the like shall be funded under Category G.

As the State 911 Department offers other grant programs that allow for the support of ancillary expenses, requests for ancillary expenses may be given lesser consideration than requests submitted in other categories noted above.

VI. Application Process

**For all categories except Category A**, PSAP 911 CPE, all applicants shall submit as part of the application the following documentation:

All applicants seeking to use grant funds to support the establishment of a new regional PSAP or RECC, or expansion of an existing regional PSAP or RECC, shall submit attestation from at least one (1) additional municipality or governmental body that it is participating with the applicant in such project.

All applicants seeking to use grant funds to support the establishment of a new regional secondary PSAP shall submit as part of the application, attestation from at least two (2) additional municipalities or governmental bodies that they are participating with the applicant in such project.

All applicants seeking to use grant funds to support the expansion of an existing regional secondary PSAP to include an additional municipality or governmental body shall submit as part of the application, attestation from at least one (1) additional municipality or governmental body that it is participating with the applicant in such project.

Applicants must include a current letter of attestation from all interested municipalities and/or governmental bodies that are participating with the applicant. Attestations must be on the letterhead of each participating municipality/government body. A sample letter can be found in Appendix A. Letters of attestation for additional participating municipalities and/or governmental bodies may be submitted post-application or award.

In lieu of submitting such letters of attestation, the applicant may submit as part of the application a signed inter-municipal agreement, district agreement, joint service agreement, service exchange agreement, or other equivalent formal, binding contract (“IMA”), consistent with Massachusetts law, executed by at least two (2) municipalities (at least three (3) municipalities in the case of a regional secondary PSAP) that are participating in the development of the facility, and that binds such municipalities to participate in the development of the facility.

All applicants proposing a new regional PSAP, RECC or regional secondary PSAP, not previously funded under this grant program, in the same geographic region as an existing center or a proposed center previously funded under this grant program, shall address, in detail, the justification for the creation of a new center. Such justification shall, at a minimum, address regional PSAP(s),

RECC(s) or regional secondary PSAP in its geographic region and why the applicant cannot join said center(s).

PLEASE NOTE: Prior to receiving grant funds, an approved applicant seeking funds in the following categories: **Category D** Transition Expenses; **Category E** Architectural and Engineering Services; **Category F** Construction; **Category G** Equipment; **Category H** Purchase of a Building; **Category I** Lease of a PSAP Facility: and **Category J** Ancillary Expenses shall, if

the applicant has not already done so, submit an IMA consistent with Massachusetts law, executed by at least two (2) municipalities (at least three (3) municipalities in the case of a regional secondary PSAP) that are participating in the development of the facility, and that binds such municipalities to participate in the development of the facility.

All applications shall be signed and submitted by an authorized signatory of the applying governmental entity. Please do not provide any additional pages or supporting materials not specifically requested. The State 911 Department may decline to consider incomplete submissions and may return incomplete applications to the applicant. The State 911 Department reserves the right to request clarification and/or additional information from the applicant.

All applicants that have received awards under prior yearState 911 DepartmentRegional PSAP and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant Programs shall address the status, timeline and projected completion date of all open awards.

All applicants whom are required to prepare audits reports either pursuant to the applicant’s IMA or G.L. c. 6A, section 18T shall submit its most recent approved audit report with its application. If the most recent approved audit report is not for fiscal year 2023, in addition to providing the most recent approved audit report, the applicant shall provide information relative to the status of its fiscal year 2023 audit report and said fiscal year 2023 audit report shall be provided upon completion of said audit report.

**ALL GRANT APPLICATIONS MUST BE RECEIVED BY THE STATE 911 DEPARTMENT NO LATER THAN 5:00 P.M. ON THURSDAY, MARCH 6, 2025.**

The State 911 Department may, in its sole discretion, permit an applicant to amend and/or supplement a grant application to provide additional information and/or clarification regarding the project prior to contract award.

In addition, the State 911 Department reserves the right, in its sole discretion, to re-open the grant throughout the course of the grant cycle.

Applicants shall complete the application, including budget worksheet and project narrative. In addition, applicants will be required to submit contractor authorized signatory listings form and a completed Commonwealth’s standard contract form, which must be signed by the authorized signatory for the grant. Said forms may be completed and originals submitted with the application (or mailed to the State 911 Department if the application was submitted via COMMBUYS) or may be completed and submitted after award notification through the Office of the Comptroller’s electronic portal. Please note the contract start date may be delayed for those utilizing the electronic portal, as the process cannot begin until after announcement of awards. Finally, applicants shall attach quotes/contracts where applicable.

Budget Worksheet and Project Narrative:

* Use the budget worksheet provided to summarize the amounts you plan to spend in each category;
* Use the project narrative sections to explain, in detail, the basis for your computation in each category and address the requirements set forth in each section of the Grant Guidelines for which funding is requested. Be as specific as possible and include contractor names, estimates, brand names and model numbers, if applicable and available; and
* Complete the prioritization worksheet.

**VII. Grant Review and Selection Process**

State 911 Department staff will review all applications and make funding recommendations to the Executive Director or his designee(s). The Executive Director, or his designee(s), will make the final decisions for awarding grant funds under the Program.

Adherence to the conditions detailed within the grant application package and other factors will be considered upon review of every application. These factors include:

* + A reasonable, properly completed application and budget; and
  + Applicant’s adherence to grant guidelines and reporting requirements.

Funding for **Category A,** PSAP 911 CPE, for Regional Secondary PSAPapplicants will be distributed on a **non-competitive** basis. Funding for all other categories will be distributed on a **competitive basis, except that the State 911 Department reserves the right to first award funding of applications intended to support debt service obligations for Regional PSAPs and RECCs that are incurred in support of regionalization initiatives and transition awards**.

The number of grants awarded under the Fiscal Year 2026 Grant will depend on the number of applications recommended for funding in accordance with these guidelines. There are no set minimums or maximums for awards, except as otherwise set forth herein, to be distributed.

Applicants are encouraged to submit project budgets ranging from small professional services contracts to construction and/or equipment proposals.

### The application should demonstrate potential for positive impact on regional/multi-community public safety, including without limitation, the following:

* Increased public safety operational, preparedness and response benefits;
* Improvement or enhancement in the services provided to dispatch entities and improvement in ability to respond to 9-1-1 calls;
* Improvement in interoperability of communications systems on local, regional and statewide basis;
* Increased ability to share currently separate services between PSAPs, such as CAD systems, mapping systems, and radio systems;
* Increased capacity for enhanced 9-1-1 surge capacity;
* Increased capacity for coordination of local and regional police, fire, and EMS resources, including response to routine events and major disasters; and
* Demonstration that a satisfactory arrangement can be made regarding PSAP governance, standard operating procedures, accountability, service, standards and control.

The State 911 Department shall consider whether an applicant’s project is likely to succeed based on the information provided by the applicant and any other information ascertained by the State

911 Department in its review of the application. The State 911 Department reserves the right, when considering the potential for positive impact on regional/multi-community public safety, to consider the concentration of existing or proposed regional PSAPs and RECCs in the geographic region of the applicant.  The State 911 Department reserves the right to deny funding if the concentration of existing regional PSAPs, RECCs, and regional secondary PSAPs or proposed regional PSAPs, RECCs, and regional secondary PSAPs with an executed IMA previously funded under this grant program in the geographic region of the applicant is such that the interests of efficiency would not be served by an additional regional PSAP, RECC, or regional secondary PSAP in such geographic region.

**Applicants are advised that the State 911 Department has established the following as its priorities, in the following order of priority:**

1. **Expansion of existing regional PSAPs or RECCs through the addition of one (1) or more PSAPs to an existing regional PSAP or RECC, with an executed IMA;**
2. **Upgrade of existing regional PSAPs and RECCs;**
3. **Development of new regional PSAPs or RECCs with an executed IMA previously funded under this grant program;**
4. **Development of new regional PSAPs or RECCs with an executed IMA;**
5. **Development of new regional PSAPs and RECCs or new expansion of existing regional PSAPs or RECCs through the addition of one (1) or more PSAPs to an existing regional PSAP or RECC, with letters of attestation only; and**
6. **Development/expansion of regional secondary PSAPs.**

Within each category, the State 911 Department may give additional priority consideration if the applicant has entered into an IMA applicable to the project. Within each category set forth above, additional priority consideration may be given to applicants who have received funds to support the development, startup, or expansion of a regional PSAP, regional secondary PSAP, or RECC pursuant to the State 911 Department Regional PSAP and Regional Secondary PSAP and RECC Development Grant in prior fiscal years.

**The State 911 Department reserves the right to make grant awards based on the above priorities.**

The State 911 Department may choose to fund the full amount requested in an application or may make partial awards. For this reason, it is suggested that eligible applicants construct their application and budget using a phased approach, providing a cost for each phase along with the overall cost of the proposed project.

Applicants shall specifically identify the cost of each requested item and shall prioritize the requested items in the grant application. When prioritizing the requested items in the grant application, the applicant shall identify whether the requested item is a replacement of an existing item.

**The State 911 Department reserves the right to interview an applicant and/or it partners to discuss the application.**

**VIII. Funding Process**

Upon completion of the grant review process, the State 911 Department will enter into contracts with approved applicants. As of the effective date of the contract, the grantee can incur costs and seek reimbursement from the State 911 Department, provided that all award conditions and grant requirements have been satisfied.

Prior to receiving grant funds, an applicant seeking funds in the following categories: **Category D** Transition Expenses; **Category E** Architectural and Engineering Services; **Category F** Construction; **Category G** Equipment; **Category H** Purchase of a Building; **Category I** Lease of PSAP Facility; and **Category J** Ancillary Expenses shall, if the applicant has not already done so, submit an IMA, consistent with Massachusetts law, executed by at least two (2) municipalities (at least three (3) municipalities in the case of a regional secondary PSAP) that are participating in the development of the facility, and that binds such municipalities to participate in the development of the facility.

In addition:

* The State 911 Department will not reimburse for costs incurred prior to the effective date of the contract.
* The State 911 Department will not reimburse for ineligible costs under this grant program.
* Approval at the time of contract execution is considered conditional on the reasonableness of the request and adequacy of documentation at the time funds are to be disbursed.
* All funding is subject to the availability of funds.
* Grantees shall maintain and retain accounting and other records of program-related information as required by applicable state and local laws and regulations and are subject to examination, audit, and inspection by the State 911 Department and/or any other local, state, or federal agency that has appropriate jurisdictional authority. Grantees shall agree to allow immediate access to any and all officials who may appear at its regional PSAP or RECC for such purposes.
* Grantees shall provide detailed statements of work and/or quotes itemizing services to be rendered/commodities to be received, including the provision of updated statements of work and/or quotes as the projects move forward.
* Grantees shall ensure that all milestone payments tie to the value of the associated deliverable.
* Grantees shall provide its most recent audit report annually to the State 911 Department.
* Grantees shall timely notify the State 911 Department of all project meetings.
* Grantees shall file quarterly reports on or before the 15th of the month following the end of each quarter. Failure to file quarterly reports may result in suspension of funding under this grant program and/or any other grant program administered by the State 911 Department.
* The State 911 Department reserves the right to withhold future grant funding and/or disqualify grantee from participating in future grant awards if any grant funds received by grantee are not properly accounted for, if grantee fails to participate in State 911 Department review of projects, and/or if grantee fails to meet reporting requirements,

including without limitation, timely notification of all meetings (i.e. project, board), quarterly reporting, reporting and/or certification requirements set forth in regulations and/or standards established by the State 911 Department.

* Grantees are advised that the State 911 Department may escalate any and all non-compliance issues should the non-compliance not be immediately resolved upon notification and may suspend funding under this grant program and/or any other grant program administered by the State 911 Department.
* All goods and services shall be received on or before the contract end date, except that the State 911 Department may, in its sole discretion, for good cause grant an extension of the contract for receipt of goods and services on projects commenced, but not completed, during the initial contract period.
* The State 911 Department may grant requests for extensions. Such requests shall be submitted in writing to the State 911 Department at least ninety (90) days in advance of contract expiration. The State 911 Department reserves the right to continue to fund a project if a contract amendment is not executed following the granting of a request for an extension.
* The State 911 Department reserves the right to modify grant funding if the grantee fails to comply with the Commonwealth’s and/or the State 911 Department’s recommendations regarding design and/or square footage of the structure.
* Grantees shall participate in a post-award informational session.
* Grantees shall participate in quarterly meetings (or as otherwise scheduled) to discuss project status.
* Disposal of Equipment Purchased with Grant Funding: Grantees may replace and/or dispose of equipment purchased with funds under the State 911 Department grant programs only if such equipment has reached the end of its useful life, in accordance with the manufacturer’s warranty or industry expected useful life, whichever is longer. Disposal shall be in compliance with municipal guidelines, and equipment may be transferred to public entities for public municipal purposes only.
* Should a project terminate or one or more member communities withdraws from the project (through dissolution, termination or amendment of the IMA, or otherwise) or one or more member communities leave an existing regional PSAP or RECC to join another, the State 911 Department reserves its rights to seek reimbursement (including from non-Grantees) of any and all grant funding disbursed to the Grantee.
* Should a project be reduced in scale following the award of Grant funding, the State 911 Department reserves the right to take such reduction in scale into account.

Non-eligible Expenses

The following are examples of expenses that have been deemed not eligible for Grant funding in previous grant cycles. Please note that this list is not exhaustive or all-inclusive but represents a list of items that have been denied funding for illustrative purposes only. The State 911 Department reserves the right to determine whether any requested funding, including expenses deemed ineligible previously, is an eligible expense based on the specific circumstances of each application.

* Contingencies/Escalation Fees
* Legal Fees
* Operational costs, unless otherwise noted herein
* Monthly recurring fees, unless otherwise noted herein
* Maintenance/Warranty Costs/Annual Subscriptions/Service Plans, unless otherwise noted herein
* Community Notification System
* Personnel training costs for existing centers
* Microsoft Office Suite
* Law Enforcement Scanners/Bar Code Readers/Thermal Cameras
* Travel Expenses, Mileage Stipend for Directors
* Allowances (including Site Work Allowances)
* Owner’s indirect costs
* Payments not tied to deliverables (e.g., payment due at contract signing; progress billing) or the value of that deliverable
* Salary does not include contractual reimbursements prior to the contract effective date, lump sum payments (e.g., lump sum educational incentive payments, longevity payments, etc.), stipends, buy-outs and/or extended sick, extended vacation, extended personal leave, jury duty, active duty, or attendance at conferences/meeting/trainings.

A list of non-eligible expenses is maintained and available on the State 911 Department’s website at www.mass.gov/e911.

**Budget Modifications**

After contract execution, a grantee is permitted to reallocate not more than 25% of the total award amount between approved budget categories for approved items without requesting prior approval from the State 911 Department.

A grantee shall be permitted to reallocate funding through a budget modification when:

1) reallocation is between previously approved budget categories for approved items but exceeds 25% of the total contract award;

2) reallocation is for an item not previously approved that falls within a previously approved budget category; or

3) reallocation falls within a budget category not previously requested in the initial grant application but falls within the scope of the project for which funding has been awarded and has the purpose of moving the project forward.

Such budget modifications shall be subject to the prior written approval of the State 911 Department, and such approval shall be sought and obtained PRIOR to implementation of such reallocation or new budget items/expenses.

Budget modification forms can be found at [www.mass.gov/e911](http://www.mass.gov/e911). This form should be completed and submitted along with a brief narrative explaining the requested changes. Budget modifications along with requested narrative and quotes (if applicable) MUST be submitted to:

###### **State 911 Department**

**151 Campanelli Drive, Suite A**

**Middleborough, MA 02346**

**Attn: State 911 Department Development Grant Program**

**or**

[**911DeptGrants@mass.gov**](mailto:911DeptGrants@mass.gov)

Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department.

**Grantees are strongly encouraged to submit final budget modification requests at least sixty (60) days prior to the expiration date of the contract.**

**Reimbursement Process**

**Reimbursement requests should be submitted to the State 911 Department within thirty (30) days of the date on which the cost is incurred.**

Reimbursement requests shall include expenditure and activity reports as well as supporting documentation, including but not limited to, copies of contracts, deliverables, receipts, invoices, and proof of payment. In addition, reimbursement requests shall be for goods/services received/rendered only.

Reimbursement request for milestone payments shall be tied to the value of the deliverable. Reimbursements for milestone payments failing to meet this requirement may be returned and/or payment delayed until such time as the requirement has been met.

Proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor's name, and the amount of payment.  As an example, the supporting documentation may be a copy of the check, cancelled check, or check warrant report.  If the amount of the check is greater than the amount being requested, a breakdown of the payment should be provided to properly support the costs being requested.

All State 911 Department grant reimbursement forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911). Reimbursement forms, along with all required supporting documentation, shall be submitted to the State 911 Department by mail or hand-delivered. Failure to comply

with reporting requirements may result in non-reimbursement of funds or suspension of a grant award.

Awardees will receive an e-mail notification from the State 911 Department confirming receipt of the reimbursement request. It is incumbent upon the awardee to contact the State 911 Department if said receipt is not received within ten (10) business days from the date the reimbursement was mailed or three (3) business days from the date the reimbursement was hand delivered.

Please be sure to notify your Municipal Treasurer’s/Finance Office as all payments will be issued to that office.

**Release of Funding to Grantees for Anticipated Expenditures**

The State 911 Department recognizes that grantees may have budget limitations that do not permit them to make significant purchases or capital expenditures without adequate funds already in place. Therefore, the State 911 Department may disburse grant funds for anticipated expenditures as detailed below.

Upon request of the grantee, anticipated expenditures may qualify for a disbursement of grant funds when all award conditions have been satisfied and the commodity/service: (1) is an approved budget item; (2) complies with all applicable purchasing policy, procedures, and regulations; (3) goods and/or services have been received/rendered; (4) a valid detailed invoice from the vendor documenting receipt of the good/service is produced and (5) compliance with grant guidelines have been met. Documentation including, but not limited to, bid documents (where applicable), contracts, deliverables, product information, shipping documents and additional pertinent and available information will be required prior to release of funds. Additional documentation including, but not limited to, proof of payment and other pertinent and available documentation shall be submitted to the State 911 Department within fifteen (15) days of issuance of payment by the grantee to the vendor. The State 911 Department reserves the right to withhold future payments to a grantee who fails to comply with reporting or other requirements.

State Agencies: In compliance with Massachusetts finance law and regulations, funds may be disbursed upon execution of an intergovernmental service agreement (“ISA”) for state agencies. State agencies shall be required to submit the same level of documentation as detailed in Section VIII “Funding Process.” Failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days of receipt of notification of ineligible expenses.

The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review reimbursement requests and to take action within thirty (30) business days of receipt of the reimbursement request.

**All reimbursement requests must be submitted within one (1) month of the contract end date.**

**The State 911 Department is unable to guarantee funding for reimbursement requests received more than one (1) month after the expiration date of the contract.**

Any denial of a reimbursement request, in whole or in part, may be appealed to the Executive Director, or his designee, within ten (10) business days of the date of denial with supporting documentation. The Executive Director, or his designee, will use his/her best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for reimbursement requests under the State 911 Department Regional PSAP and Regional Secondary PSAP and RECC Development Grant are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

IX. Submission Requirements

Please submit one (1) original completed application to include:

* budget worksheet;
* prioritized List of Requested Items;
* detailed project narrative;
* detailed quotes/statements of work;
* ICIP for radio projects, if applicable;
* fully executed Commonwealth of Massachusetts Contractor Authorized Signatory Listing form;
* Commonwealth Standard Contract Form completing the highlighted areas of the form and signed by an authorized signatory for the grant;
* Regional & RECC: Intermunicipal Agreements/Governing document;
* proposed Regionals/RECCs: Intermunicipal Agreements/Governing document or Letters of Attestation; and
* most recent approved audit report if such report is required by the Applicant’s IMA or G.L. c. 6A, section 18T.

All applications shall be signed and submitted by an authorized signatory of the applicant.

Applications failing to provide all of the required documentation shall be considered incomplete and will not be reviewed until such time as the needed documentation is received. Failure to submit the required documentation may result in an application being ineligible for an award.

**For the FY 2026 Development Grant cycle, applications will be accepted by mail, hand delivery to the address below, or COMMBUYS (**[**www.Commbuys.com**](http://www.Commbuys.com)**). All applications must be received by the deadline of 5:00 PM on Thursday, March 6, 2025. It is the responsibility of the applicant to ensure its application is received, regardless of the manner of delivery, by the application deadline.**

**REMINDER: IF SUBMITTING YOUR GRANT APPLICATION VIA COMMBUYS, YOU MUST MAIL THE SIGNED APPLICATION, STANDARD CONTRACT FORM, AND AUTHORIZED SIGNATORY FORM TO THE STATE 911 DEPARTMENT.**

###### **State 911 Department**

**151 Campanelli Drive, Suite A**

**Middleborough, MA 02346**

**Attn: Regional PSAP and RECC Development Grant Program**

**XI. Assistance**

For assistance with completion of the application, please contact Cindy Reynolds, the State 911 Grants Management Specialist at 508-821-7299 or [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov). The State 911 Department is unable to provide assistance relative to the development or content of the grant application, as this is a competitive process.

**ATTESTATION LETTER FOR PARTNERING MUNICIPALITIES - APPENDIX A**

Official Agency Letterhead (required)

Date

Frank Pozniak

Executive Director

State 911 Department

151 Campanelli Drive, Suite A

Middleborough, MA 02346

Dear Executive Director Pozniak,

I am the (municipal manager) of the city/town of \_\_\_\_\_\_\_\_\_\_\_\_\_.

I am sending you this letter in my official capacity and in such capacity, I attest to the fact that (city/town) has agreed to participate with (applicant city/town department) as a partner in (studying the planning or forming) a (regional PSAP or regional secondary PSAP or regional emergency communication center) as set forth in the application for State 911 Department Development Grant funding submitted by (applicant city/town department). I further attest to the fact that I have full authority to commit the participation of my (city/town) in this regional project and that I have communicated to the (police chief or fire chief) of (city/town) that I am sending this letter attesting that (city/town) is participating in this regional project.

If you have any questions or concerns, please feel free to contact me at (phone #, e-mail).

Sincerely,

Signature (original copy required)