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 2020**

**Charles D. Baker**

**Governor**

**Thomas A. Turco, III**

**Secretary, Executive Office of Public Safety and Security**

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[**www.mass.gov/e911**](http://www.mass.gov/e911)

**All applications shall be mailed or hand-delivered.**

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

**All applications must be received by 5:00 PM on Friday, March 1, 2019.**

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##### WHAT’S NEW for the Fiscal Year 2020 State 911 Department

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

* The State 911 Department has allocated a minimum of $8 million and up to $15 million for the Development Grant for the funding cycle (p. 8).
* Application deadline is Friday, March 1, 2019 (pp. 1, 15, 22).
* Development Grant Workshop scheduled for January 23, 2019 (p. 3).
* Wireless direct requirement has been updated. (p. 7)
* Use of funding clarified to address debt service obligations. (p. 8)
* Updated Transition expenses, PSAP Director. (p. 11)
* Updated Transition expenses, Transition Award. (p. 12)
* Clarified language regarding documentation under the application process. (p.15)
* Non-Competitive vs. Competitive funding updated. (p.16)
* Funding priorities amended to reflect the priority of continued development of regional PSAPs and RECCs and continued expansion of existing regional PSAPs or RECCs through the addition of one (1) or more PSAPs to an existing regional PSAP or RECC. (p. 17).
* Number of copies required with submission increased to eight (8). (p. 22)

**DEVELOPMENT GRANT WORKSHOP**

The State 911 Department will be hosting a **two-hour workshop** for all parties interested in applying for funding under the FY 2020 Regional Public Safety Answering Point and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant. The workshop will be hosted at the State 911 Department’s office located at **151 Campanelli Drive, Suite A, Middleborough, MA** on **January 23, 2019** beginning at **10:30 a.m**. The workshop will review the Grant Guidelines, the application process and documentation, as well as answer any general questions regarding the Grant.

**I. Introduction**

Governor Charles D. Baker, Secretary of the Executive Office of Public Safety and Security Thomas A. Turco, III, and Executive Director of the State 911 Department Frank Pozniak are pleased to announce the availability of funding for the Fiscal Year 2020 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 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 2020 Grant and funding cycle.

**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 2020 Grant will run through June 30, 2020 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 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, 2020.**

**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.

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.), buy-outs and/or extended sick, extended vacation, or extended personal leave.

**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, regional secondary PSAPs, or regional emergency communication centers are also eligible to participate in this Program as long as documentation is submitted to show proof of intent of all entities involved. Specific documentation requirements are set forth below in Section VII 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 is to support the development and startup of regional PSAPs and regional secondary PSAPs and regional emergency communication centers, including the expansion or upgrade of existing regional PSAPs and regional secondary PSAPs, 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. 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).

**The State 911 Department has allocated a total of a minimum of $8 million and up to $15 million for the Fiscal Year 2020 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).

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. Funding will not be disbursed for obligations made without receipt of goods/services. 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.

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 include 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, and/or governance matters, 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.
* Staffing (including for ancillary duties) analysis and review of personnel structures 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.

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.

**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
* Pricing structure/cost table.

**D. Transition Expenses**

1. **Personnel Costs of PSAP 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: salary of a PSAP 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 was hired through an open hiring process and that the PSAP Director has a demonstrated PSAP, public safety, or call center background, or the equivalent, as well as administrative and managerial experience.

Proposed Centers:

Proposed regional PSAPs, RECCs, and regional secondary PSAPs are eligible to apply for salary of a PSAP 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 for one (1) twelve (12) month period. (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).

Existing Centers:

Existing regional PSAPs, RECCs, and regional PSAPs that add a community(ies) to the facility after May 15, 2017 (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 May 15, 2017), are eligible to apply for the salary of a PSAP 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 salary of a PSAP Director for one (1) twelve (12) month period. (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).

Existing regional PSAPs, RECCs, and regional PSAPs that convert to a Regional 911 Emergency Communications District, pursuant to Chapter 500 of the Acts of 2014, shall be eligible to apply for the salary of the District Director for one (1) twelve (12) month period following the date on which the facility operates as a District.

**2. 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 January 1, 2016 and becomes operational as a participant in such regional PSAP or RECC, in an amount that represents the following: the *lesser 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 twice to be applied for in two (2) different grant cycles. Documentation that such credit has been granted in the form of a written acknowledgment from the decommissioned PSAP shall be required prior to reimbursement.

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.

**4. 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.

No funding is allowed for the construction of a new building, except if: 1) funding for the building was awarded under the State 911 Department Regional PSAP and Regional Secondary PSAP and RECC Development Grant in prior fiscal years; or 2) the applicant demonstrates that is 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. The applicant’s demonstration shall be subject to the review and approval of the State 911 Department. In such 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 and/or regional secondary PSAPs.

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; and
* Consultant services in support of equipment.

All radio 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: <http://www.mass.gov/eopss/docs/ogr/homesec/sd-siec-specialconditionsradiofrequenciesdec09.pdf>. Questions relating to the SIEC special conditions should be directed to the SWIC.

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

If detailed quotes for any equipment item are not provided at the time of application, detailed quotes shall be submitted for review and approval prior to ordering equipment.

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.

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;and **Category G** Equipmentshall, 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 GRANT APPLICATIONS MUST BE RECEIVED BY THE STATE 911 DEPARTMENT NO LATER THAN 5:00 P.M. ON FRIDAY, MARCH 1, 2019.**

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, as well as signatory authorization pages, including notary page(s) and the highlighted areas of the Commonwealth’s standard contract form, which must be signed by the authorized signatory for the grant. 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 section to explain, in detail, the basis for your computation in each category and shall 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
* Project narrative shall include a prioritization of commodities/services for which funding is requested.

**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 this grant application package and other factors will be considered upon review of every application. These factors include:

* + A reasonable, properly completed budget and application; 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**.

The number of grants awarded under the Fiscal Year 2020 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 and RECCs or proposed regional PSAPs and RECCs with an executed IMA in the geographic region of the applicant is such that the interests of efficiency would not be served by an additional regional PSAP or RECC 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. **Continued development of regional PSAPs and RECCs and continued expansion of existing regional PSAPs or RECCs through the addition of one (1) or more PSAPs to an existing regional PSAP or RECC;**
2. **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 an executed IMA;**
3. **Upgrade of existing regional PSAPs and RECCs;**
4. **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**
5. **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 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; **and Category G** Equipmentshall, 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.
* 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 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.
* 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 the grantee fails to participate in State 911 Department review of projects, and/or if grantee fails to meet reporting requirements, including without limitation, reporting and/or certification requirements set forth in regulations and/or standards established 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 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.
* 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 grant of a request for an extension.
* 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), the State 911 Department reserves it 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 are not eligible for Grant funding. (Please note that this list is not exhaustive or all inclusive, but represents a list of items that are frequently denied funding for illustrative purposes only. The State 911 Department reserves the right to determine whether requested funding is an eligible expense):

* Contingencies/Escalation Fees
* Legal Fees
* Operational costs
* Monthly recurring fees
* Maintenance/Warranty Costs
* Community Notification System
* Personnel training costs
* Voicemail
* Microsoft Office Suite
* Law Enforcement Scanners
* Payment/Performance Bonds or Insurance of Contractors
* Travel Expenses, Mileage Stipend for Directors
* General Conditions and Overhead
* Allowances (including Site Work Allowances)
* Owner’s indirect costs
* Payments not tied to deliverables (e.g., payment due at contract signing; progress billing)

**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, signed by an authorized signatory and mailed along with a brief narrative explaining the requested changes. Budget modifications along with requested narrative and quotes (if applicable) MUST be mailed to:

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

**151 Campanelli Drive, Suite A**

**Middleborough, MA 02346**

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

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**

**All reimbursement requests should be submitted within two (2) months of the contract end date.**

**The State 911 Department is unable to guarantee funding for reimbursement requests received more than two (2) months after the expiration date of the contract.**

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

Proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor name, and the amount of payment.  As an example, the supporting documentation may be a copy of the check, cancelled check, check warrant report or a general ledger 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 shall be signed by authorized signatory and submitted to the Department by mail. Electronic signatures or fax copies of these forms will not be accepted. Original signatures are required. Failure to comply with reporting requirements may result in non-reimbursement of funds or suspension of a grant award.

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 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 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; and (4) a valid detailed invoice from the vendor documenting receipt of the good/service is produced. Documentation including, but not limited to, bid documents (where applicable), contracts, 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 disbursements 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. In addition to the application process referenced above, state agencies shall submit, as part of the application, a semi-annual breakdown of expenses. The State 911 Department will execute semi-annual ISAs with state agencies to ensure compliance with the Comptroller’s directives. In some circumstances, the State 911 Department may, in its sole discretion, allow for an annual breakdown of expenses and the execution of an annual ISA with state agencies. State agencies shall submit all required documentation within thirty (30) days of the end of each period. 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.

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 will use his 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 and eight (8) copies of the completed application, including budget worksheet, detailed project narrative and supporting documentation, a fully executed Commonwealth of Massachusetts Contractor Authorized Signatory Listing form, including notary page(s), and completion of the highlighted areas of the Commonwealth’s Standard Contract Form signed by an authorized signatory for the grant.

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

**All applications shall be mailed or hand-delivered to the address below. No applications will be accepted via fax or email. Original signatures are required. All applications must be received by 5:00 PM on Friday, March 1, 2019.**

###### **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)

Frank Pozniak

Executive Director

State 911 Department

151 Campanelli Drive, Suite A

Middleborough, MA 02346

Date

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)