Text to 9-1-1 Services Fund- FAQ

Arizona Department of Administration (ADOA), Office of Grants and Federal Resources (GFR),
9-1-1 Program Office
Updated 8/28/2018

Funding Agreement

1. Is the PSAP funding agreement a requirement to submit the Text to 9-1-1 PSAP grant application?

No, it is not required in order to submit the application. The funding agreement will be completed after award of funds.

The steps of the grant process are:

a. **Application**- submit only what is required in the grant application. Refer to the Notice of Funding Availability section titled "what an application should include".

b. **Review and Approval**: Grant applications will be reviewed and approved by GFR. This may necessitate a member of GFR requesting additional information from the PSAP and each applicant will be notified as necessary.

c. **Funding Agreement Completion:** GFR staff will send a completed funding agreement to each PSAP upon award. The PSAP is then responsible for executing the funding agreement by obtaining the necessary signatures. Should the PSAP have specific questions regarding the provisions of the agreement, please contact GFR.

d. **Service Deployment:** After the funding agreement is executed by both parties, GFR will send an electronic copy to the PSAP through eCivis. The PSAP may then request their Service Provider to deploy the Text to 9-1-1 service.
*Services are not to be deployed before obtaining the final executed agreement from GFR.

2. Where does the OGFR number come from in the funding agreement?

The OGFR number, referenced on page 1 of the funding agreement, is an internal number utilized by the Office of Grants and Federal Resources to track contract (grant) agreements with stakeholders. The number will be issued when the award is made and the contract is completed.

3. The template funding agreement, provision 6a states:

"Expenditure reporting: The 9-1-1 System Administrator, on behalf of the PSAP, must submit an expenditure report (including invoices for supporting documentation) through eCivis within fourteen (14) days of the Certificate of Acceptance with the Service Provider".

Who is the "Service Provider" and what is a "Certificate of Acceptance?"

1. Service Provider, as defined by the National Emergency Number Association (NENA) is an entity providing one or more of the following 9-1-1 elements:

network, CPE, or database service. As it pertains to this agreement, the service is Text-to-911 Service.

2. Certificate of Acceptance is a form, provided by the Service Provider and completed by the PSAP to confirm the service is working properly and the PSAP has accepted the service as complete by the Service Provider.

Project Specific

4. Would you recommend an Over-the-op solution pending an IP based solution?
The most efficient method of deployment is to utilize an IP-based solution on a county-wide deployment. A PSAP may submit their request for funding and the GFR Office will evaluate applications as they are received. Please note submission of an application does not guarantee funding.

5. When should we expect to see funding for the Text-to-911 grant arrive? i.e. When can we expect the project to be launched?
Project launch is contingent upon project timeline completed by the 9-1-1 Program Office and Service Provider. The PSAP may only deploy the project after the funding agreement is executed by both parties. The PSAP may submit the request for payment to the 9-1-1 Program Office, through eCivis. The PSAP must include the Certificate of Acceptance and the invoice with the request for payment.

6. What is the difference between a County-wide vs County-oriented Deployment?
County-Wide Deployment
The most efficient deployment of Text-to-911 services statewide is for all PSAPs within a county (a.k.a. 9-1-1 System) to adopt Text-to-911 services. Whether a PSAP is a primary (can receive primary call routing from a 9-1-1 Service Provider) or a secondary (can receive only secondary call routing in the form of transfers from a primary PSAP), Text-to-911 service is necessary to support a call. If a PSAP does not deploy the service, the primary Text-to-911 PSAP will be unable to transfer a caller to a non-text enabled PSAP.

County-Oriented Deployment
There may be circumstances that prevent all PSAPs within a county (a.k.a. 9-1-1 System) to adopt Text-to-911 services. In such cases, the PSAPs requesting the service will be required to accept text messaging for all 9-1-1 cell towers and sectors routing currently to PSAPs within their 9-1-1 System. This is to ensure that gaps in coverage do not exist.

Application/eCivis Related:
7. Which budget category do we put our request for funding?
The amount should be entered in the "contractual requests" section.

8. Would you prefer a group application (1 entry covers all PSAPs as a group) or multiple entries within the application (each PSAP has their own entry)?
There is no preference for method of application. A system may submit an application on behalf of the PSAPs in that system. The applicant should attach a document that reflects the cost of each participating PSAP. Funding agreements will be made with each individual PSAP.

9. **When should we start submitting our applications?**
Applications should be submitted when the PSAP has all the necessary materials to complete the application. The application period opened August 3, 2018 and applications will be accepted until July 3, 2021 contingent upon the availability of funds.

10. What is needed in the Letter of Coordination with System Administrator?
The Letter of Coordination is to ensure the applying PSAP is coordinating services with their respective region and System Administrator. Each Text-to-911 deployment will require resources to be allocated by multiple project partners such as the 9-1-1 System Administrator, 9-1-1 Wireless Administrator, 9-1-1 Program Office, 9-1-1 Service Provider, Text Service Provider, and the Wireless Service Providers. Examples of coordination may be results of a meeting or teleconference with participating PSAPs within a system. Coordination helps to ensure the best use of resources to provide Text-to-911 services.

11. What if I am the System Administrator and the PSAP Manager?
Submit a letter stating you are the system administrator and the PSAP manager and detail your coordination with PSAPs within your system.