

# 911 Grant Programs

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## 1. Purpose

Each county, group of counties or region applying for E911 State Grant, to be further known as 911 State Grant, to assist counties with the replacement or upgrade of 911 Systems; for counties to develop and maintain statewide 911 routing using Emergency Services Internet Protocol (IP) networks (ESInet), Geographic Information Systems (GIS) and services, and Management Information Systems (MIS); and develop and maintain Next Generation 911 (NG911) systems and services.

The State 911 Grant Programs distributes funds collected pursuant to section 365.172-173, Florida Statutes.

## 2. Eligibility

Any county in the State of Florida is eligible to apply for these grant programs.

## 3. Definitions

- 3.1. **Alternate Contract Source (ACS)** – A competitively procured contract led by a federal, state, or local government. The ACS contract is cost-effective, contains language contemplating its use for cooperative purchasing, and the best interest of the county to use for purchases, provided the county's purchase is not over expansive in size and scope.
- 3.2. **E911 System:** The Public Safety Answering Point equipment, in accordance with the State E911 Plan, including 911 call routing, processing, mapping, and call answering communications equipment.
- 3.3. **Enhanced 911 (E911):** An enhanced 911 system or enhanced 911 service that is an emergency telephone system or service that provides a subscriber with 911 service and also directs 911 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated, or as otherwise provided in the state plan under section 365.171, Florida Statutes, and that provides for automatic number identification and automatic location-identification features
- 3.4. **GIS Maintenance:** Ongoing GIS maintenance of a county's GIS data that consists of road centerline, site/structure address points, primary PSAP boundaries, MSAG and ALI maintenance services and address assignment services.
- 3.5. **Government Accounting Standards Board (GASB):** The independent organization that establishes and improves standards of accounting and financial reporting for U.S. state and local governments.
- 3.6. **Grantee:** The county, group of counties, or region awarded a grant.

- 3.7. **Hosted Services:** Technology services using the vendor's servers for a fee.
- 3.8. **Maintenance Contract:** a business agreement between a contractor and customer covering the maintenance of equipment over a specified period..
- 3.9. **Memorandum of Understanding:** A signed agreement between a group of counties outlined in a formal document. It signals the willingness of the parties to move forward together. The MOU can be seen as the starting point, as it defines the scope and purpose.
- 3.10. **Next Generation 911 (NG911):** The designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service. NG911 also directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the call/signal originated, or as otherwise provided in the State E911 Plan and that provides for automatic number.
- 3.11. **Next Generation 911 Core Services (NGCS):** The base set of services needed to process a 911 call/signal on an ESInet. Includes the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Border Control Function (BCF), Bridge, Policy Store, Logging services, and typical IP services such as Domain Name System (DNS) and Dynamic Host Configuration Protocol (DHCP). The term NG911 Core Services encompasses the services but does not include the network on which they operate.
- 3.12. **NG911 Equipment:** Hardware equipment and peripherals needed to implement and maintain NG911 services.
- 3.13. **Public Safety Answering Point (PSAP):** The public safety agency that receives incoming 911 requests for assistance and dispatches appropriate public safety agencies to respond to the requests in accordance with the State E911 plan.
- 3.14. **Region:** Refers to counties grouped by the Florida 911 Regional Map.
- 3.15. **Regional Next Generation 911 project:** A project in support of the NG911 interoperability with at least two-thirds of the counties in a region with the intention of achieving a NG911 statewide call routing capability in accordance with Section 365.177, F.S.
- 3.16. **Service contract:** A written contract to perform, over a fixed period or for a specific duration, duties relating to informal and technical services.
- 3.17. **Warranty Contract:** A written guarantee given to the purchaser of a new item by the manufacturer or dealer, usually specifying that the manufacturer will make any repairs or replace defective parts free of charge for a stated period.

#### 4. 911 Grant Programs Calendar

The E911 Board will accept applications as noticed in the Florida Administrative Register.

<b>Action</b>	
Eligible entity submits application	Submission date(s) as published in the Florida Administrative Register
E911 Board members evaluate applications	Within two months of the submission date
E911 Board votes on applications to fund at regularly scheduled meeting	Within three months of the submission date
E911 Board sends notification letter of awards approved or denied for funding to the counties	Within four months of the submission date

<b>Performance Period</b>	
County, group of counties or regional implementation/ installation period -Two Year Award	Two years from receipt of award notification
Regional NG911 Project – Five Year Award	If at least 2/3 of the counties in a region participate, maximum of five years
County grant conversion to a regional project (5-yr grant)	Up to three years from the original grant expiration date
Initial database synchronization (such as ALI, MSAG, and Centerline)	Two years from receipt of award notification
Database maintenance (such as ALI, MSAG, Centerline....)	Approved only with Regional Projects

## 5. General Conditions

Applications must be delivered to the following address:

**State of Florida E911 Board  
ATTN: E911 Board Administrative Staff  
4030 Esplanade Way, Suite 135  
Tallahassee, FL 32399-0950**

Or electronically to [E911BoardElectronicGrantReports@dms.fl.gov](mailto:E911BoardElectronicGrantReports@dms.fl.gov)

### **Electronic receipt of the grant application and all attachments is preferred.**

- 5.1. The applicant shall provide Application Form items 1 through 14 and the applicable procurement documents. The grant application package must be postmarked or delivered on or before the submission date specified in the E911 Board notification of an E911 Grant Programs published in the Florida Administrative Register. Failure to timely provide these documents will result in a rejection of the grant application.
- 5.2. Pursuant to sections 365.172(6), 365.172(10), and 365.173(2) Florida Statutes, grant funds must only be used for the following items/services: to upgrade or replace 911 systems; to develop and maintain statewide or regional 911 routing; geographic information and management information systems (GIS and MIS); to develop and maintain Next-Generation 911 (NG911) services and equipment, and remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 or NG911 services. Warranty costs shall be calculated to account for only the first-year warranty.
- 5.3. GIS grant funding will be limited once the county, group or region has achieved the minimum 98% accuracy rate as identified in the NENA GIS Data Model. Additional funding limitations for annual GIS database maintenance will be limited as stated in Addendum 1.
- 5.4. Although a Next Generation 911 Regional Project can be awarded for up to five years, the cost shall be accounted for on a yearly basis.
- 5.5. The Board recommends for any Next Generation 911 (NG911) grant projects, counties must certify in writing that the proposed systems are interoperable with existing or proposed bordering counties', regions', and/or adjacent state NG911 systems. Certification must also affirm compliance with current NENA NG911 standards or NG911 certification programs established by federal programs. all vendors for next generation 911 projects vendors certify in writing that their systems are interoperable with bordering counties, regions, and adjacent state lines, if applicable, consistent with current NENA NG911 standards.

- 5.6. Only the percentage of service and equipment directly attributable to provisioning of 911 services is eligible.
- 5.7. All maintenance requests, within a single priority, for eligible services and equipment shall be combined into a single application, including the breakdown of line-item costs. See funding limitations in sections 6.2.1
- 5.8. All grant applications shall be accompanied by at least one complete quote for equipment or services.
  - 5.8.1. Grant applications totaling \$35,000.00 or more must be accompanied by at least two written substantiated quotes from different vendors. Complete quote submittals shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs, including equipment, service tasks, and deliverables. Any county that has made a good faith effort to obtain at least two quotes in accordance with the competitive procurement process in 287.057(1), Florida Statutes, and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of posting of the request with documentation of the limited responses subject to the following exceptions:
    - a) When purchasing from a DMS State Term Contract or DMS authorized Alternate Contract Source, the county shall follow the DMS State Purchasing ordering instructions and their county procurement rules and policies. Counties shall provide vendor contract number with the grant application. Should the DMS State Purchasing ordering instructions and their county procurement rules and policies conflict, the county procurement rules and policies shall prevail.
    - b) When purchasing from an Alternate Contract Source that has not been approved by DMS State Purchasing, the county shall follow their county procurement rules and policies, with provision of a letter from the county's purchasing department.
    - c) Services or commodities provided by governmental entities do not require more than one quote.
    - d) The county, group of counties, or region can initiate a request for approval to procure from a single-source vendor. These will be considered on a case-by-case basis. Justification for single-source procurement shall be provided with the application, which shall include a costs analysis that reviews the allowability, necessity and reasonableness of all cost elements. The single-source procurement will be considered if provided in accordance with chapter 287, Florida Statutes. A letter from the applicable county's purchasing department(s) that the project is a single-source procurement based

on section 287.057(3)(c), Florida Statutes, shall be provided with this grant application.

- 5.9.** Applicants requesting items from different funding priorities should complete a separate Budget Report (Rule 60FF1-5.0035(1), F.A.C) for each priority. See Addendum 2 - Funding Priorities for the 911 Grant Programs, for a listing of funding priorities. Items from the same funding priorities should be combined in the same Budget Report and shall comply with General Conditions, item 5.9.
- 5.10.** An individual county application must include:
- 5.10.1.** A detailed description of line item and cost. This would include the item, model, or version. Additional information requests shall be made for more clarification, as needed.
  - 5.10.2.** If possible, software service/maintenance dates.
  - 5.10.3.** Budget Report.
  - 5.10.4.** Most current Form 6A in Rule 60FF1-5.006(2), F.A.C The form can be submitted during the annual collection of county fiscal data for the annual report or with the grant application.
- 5.11.** Should a region or a group of counties apply for a grant, the following additional information needs to be provided:
- 5.11.1.** A summary of the costs for the entire region or group of counties detailing the following:
    - a)** Total amount of funds being requested.
    - b)** The scope of work (SOW) that clearly establishes the tasks and deliverables being performed for the successful completion of the project. All deliverables must be directly related to the SOW and include information on how the region will be interoperable.
    - c)** Single source documentation if applicable.
    - d)** All individual county application(s), see requirements in 5.11.
- 5.12.** A memorandum of understanding (MOU) or an inter-local agreement from all counties involved must be completed within 3 months of E911 Board award.
- 5.13.** Funding application requests must include a scope of work that establishes the tasks and deliverables to be performed. The applications shall include all tasks that are required for the successful completion of the project. The project shall be divided into quantifiable units of deliverables that shall be received and accepted in writing by the county, group of counties, or region before payment. Each deliverable must be directly related to the scope of work and must specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.



- 5.14. Funding application requests must include all necessary costs required for full implementation of the proposed solution including that of any third party. Should the county, group of counties or region grant application request or grant award be less than the projected cost of the equipment or service, the county, group of counties or region should provide verification of the ability to fund the difference. Pricing submitted cannot be contingent upon "yet to be" determined fees for products and services by the proposer or any other third party required for implementation.
- 5.15. The county shall provide information on the county's preceding year E911 fee revenue amount and the preceding year's carryforward amount. Use Form 6A in Rule 60FF1-5.006(2), F.A.C. for this purpose. The form can be submitted during the annual collection of county fiscal data for the annual report or with the grant application.
- 5.16. A state grant award may be limited by the carry forward balance.
- 5.17. Detailed information is required for any grant application requesting funding for systems that require immediate system replacement for provisioning of enhanced 911 in the county, group of counties, or region. Include detailed justification and explanation for any 911 system with an expected remaining life of less than one year.
- 5.18. Funding application requests contingent upon "beta testing" or products and services not in general production and installation will not be funded.

## 6. Guidelines for 911 Grant Expenses

- 6.1. The following expenses will not be funded through grant award:
  - 6.1.1. Salaries and associated expenses for 911 coordinators, call takers, or other 911 personnel
  - 6.1.2. Wireline database costs
  - 6.1.3. Vehicle expenses
- 6.2. Funding limitations are specified on the following items:
  - 6.2.1. Hosted 911 answering point call-taking equipment and network services, recurring network and circuit costs, equipment maintenance and warranty costs will not be funded for more than the first-year implementation period.
    - 6.2.1.1 Service contracts for Next Generation 911 Regional Projects may can be approved for up to 5 years on a case-by-case basis. Ongoing cybersecurity maintenance may be approved on an annual basis.
  - 6.2.2. Grant funding shall be limited (per grant cycle) to eligible expenditures for one PSAP per county, either one primary or one secondary PSAP. Counties with only one PSAP with no other primary or secondary

PSAPs, may be eligible for grant funding for one backup PSAP. Geo-diverse systems may be considered one PSAP for the purpose of grant funding.

- 6.2.3. Except for NGCS, selective router equipment costs are limited to a primary PSAP system.
- 6.2.4. Training cost funding is limited to the new system and equipment training.
- 6.2.5. The allowable grant funding for travel expenses is limited to the authorized amounts established in Section 112.061, Florida Statutes, and the Department of Financial Services Guidelines for State Expenditures.

## **7. Approval and Award**

- 7.1. The E911 Board will review each application for compliance with the requirements of terms and conditions.
- 7.2. DMS grant agreements shall be signed by an authorized signatory authority for the county after the grant is approved.
- 7.3. Grant awards will be withheld for any county, group of counties, or region that has a grant with a past-due quarterly report or past-due final documentation and closeout of previous E911 Board grant awards. Grant awards are eligible to be withheld if the county, group of counties, or region is not in compliance with Board reporting requirements.
- 7.4. Applications will be awarded based upon the priorities set by the E911 Board as listed in Addendum I - Funding Priorities for the 911 Grant Programs.
- 7.5. The E911 Board will adjust the amount awarded to a county, group of counties, or region based upon the availability of funds, the reasonableness of the cost of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in section 365.173(2)(g)1.,2., and 3., Florida Statutes, E911 State Plan, or documented factors provided in the grant application submission. NG911 network systems should include a comparative presentation of network alternatives, including applicable LEC, CLEC, County, group of counties or region, and State alternatives. All stepped pricing should be thoroughly explained, including the corresponding benefits for the county, group of counties or region, and the E911 Board.

## **8. Financial and Administrative Requirements**

- 8.1. Grant funds are provided on a cost-reimbursement basis.
- 8.2. Each grantee shall submit reimbursement claims to the E911 Board as needed; however, each county is limited to only a single claim request per grant, per

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W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

month. Receipt of reimbursement funds from the E911 Board is contingent on the timely and accurate submittal of funding requests. Requests for reimbursement of expenditures must be submitted on the approved Financial Reimbursement of Expenditures Form in Rule 60FF1-5.0035(4), F.A.C. Incomplete claim forms or claims not submitted on the correct form cannot be processed and will be returned for corrections. Submit only for the amounts in each budget category in which you have incurred expenditures. Incomplete reimbursement requests will be returned after 14 days if no updates are received from the county.

- 8.3. Upon written request and with documentation justifying the need, a progress disbursement shall be considered with a completed Financial Reimbursement of Expenditures Form in Rule 60FF1-5.0035(4), F.A.C., itemized purchase order, and vendor itemized invoice. All items must comply with the Florida Department of Financial Services (DFS) Reference Guide for State Expenditures. Within 45 days of receipt of funding, the grantee shall submit verification of vendor payment. Abuse of this policy will lead to denial of future payment.
- 8.4. Reimbursement claims shall include only expenditures related to the specific grant and include purchase orders, itemized invoices, and proof of successful payment to the vendor. The reimbursement request must match the scope of work and budget proposed in the grant applications to include the quote provided with the application. Grants that include costs defined by a set number of work hours dedicated to a project must include additional documents as requested by DMS staff. All items must comply with the DFS Reference Guide for State Expenditures.
- 8.5. **To assure prompt processing, complete reimbursement claims should be e-mailed to: [E911BoardElectronicGrantReports@dms.fl.gov](mailto:E911BoardElectronicGrantReports@dms.fl.gov)**
- 8.6. Grant funds can only be expended between the beginning and end dates of the grant term, unless the E911 Board authorizes an extension. Request for reimbursements may be submitted up to 120 days after the end of the grant term.
- 8.7. It is the county responsibility to maintain the property, equipment, or services in accordance with the scope of work. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned to the E911 Board on a pro-rata basis. If the equipment costs over \$5,000, a county, group of counties, or region must maintain it on an inventory for five years unless the item becomes obsolete.
- 8.8. If a grantee terminates a contract for prepaid services, the unused portion must be returned to the E911 Board on a pro-rata basis.
- 8.9. The grantee agrees that any improvement, expansion, or other effect brought about in whole or part by grant funds will be maintained until the system or equipment becomes obsolete (on average five years).

- 8.10.** If a grantee materially fails to comply with any term of an award, the Board shall take one or more of the following actions, as appropriate in the circumstances:
- Withhold grant payments pending grantee correction of the deficiency.
  - Disapprove all or part of the cost of the activity or action not in compliance.
  - Suspend or terminate the current award for the grantee's project.
  - Suspend or deny future grant awards.
- 8.11.** The Board will provide the grantee an opportunity for a hearing, appeal, or other administrative proceeding to which the grantee is entitled under Florida Statutes.
- 8.12.** When a grantee wants to terminate a grant award or portion thereof, the grantee shall provide written notification to the E911 Board, detailing the reasons for such termination, the effective date, and the release of allocated funds. The Board will then consider the request.
- 8.13.** Proof of payment and deliverables, met in accordance with the DFS Reference Guide for State Expenditures, shall be provided by the grantee. When the information is unclear, additional documentation to confirm the information provided will be requested by Board staff.

## **9. Grant Reporting Procedures**

### **9.1. Grantees will be required to submit:**

- 9.1.1.** Quarterly Status Report in Rule 60FF1-5.0035(2), F.A.C.
- 9.1.2.** Reporting will begin at the conclusion of the first full quarter after the award. The report periods will end on March 31, June 30, September 30, and December 31 of each year. Reports are due within 30 days of the ending report period.
- 9.1.3.** The Quarterly Status Report shall inform the E911 Board of significant impacts on grant-supported activities and provide a summary of completed tasks/deliverables. Significant impacts include project status developments affecting time schedules and objectives, anticipated lower costs, or producing beneficial results in addition to those originally planned. Additionally, problems, delays, or adverse conditions that will materially impair the ability to meet the timely completion of the award must be reported. The disclosure must include a statement of the action taken or contemplated and any assistance needed to resolve the situation.

### **9.2. Final Reporting:**

- 9.2.1.** Upon receipt of final reimbursement from DFS, a final Quarterly Status Report, in Rule 60FF1-5.0035(2), F.A.C, shall be submitted based on the same reporting requirements described in grant reporting item 9.1.

- 9.2.2. Final reporting shall be submitted within 90 days of project completion. The “Final Report” box on the Quarterly Status Report, shall be marked and include your project completion date. Grants that were for equipment installation should include date of final acceptance and start of warranty period. Service grants should include the date service was started.
  - 9.2.3. Final document submission and closeout of a grant does not affect the E911 Board’s right to disallow costs and recover funds based on an audit or financial review. The county shall remain obligated to return any funds expended that do not comply with the terms and conditions of the grant award.
  - 9.2.4. The counties must provide DMS with a copy of the Comprehensive Annual Financial Report (CAFR), consistent with section 218.32 Florida Statutes, no later than August 1.
- 9.3. All reports, associated information, and final reporting documents should be e-mailed to:

[E911BoardElectronicGrantReports@dms.fl.gov](mailto:E911BoardElectronicGrantReports@dms.fl.gov)

## 10. Change Requests

- 10.1. Change requests shall be submitted prior to deviation from any awarded grant application. No changes or departures from the original request are authorized unless approved in writing by the E911 Board. Such requests shall be submitted using the Change Request Form in Rule 60FF1-5.0035(3), FA.C.
- 10.2. Prior to a county signing a contract with a different vendor from the original vendor stated in the grant application, the county, group of counties, or region must request a grant change on the Change Request Form in Rule 60FF1-5.0035(3), F.A.C, and include an itemized quote and a copy of the new contract.
- 10.3. Time extension requests will not be granted unless the county has executed a contract for the grant equipment and services or demonstrates good cause for failure to execute a contract within one year of the award. Good cause documentation shall include a new project timeline schedule.
- 10.4. Time extensions shall be limited to a maximum of one additional year if approved by the E911 Board.
- 10.5. Conversion from a two-year grant to a five-year grant will add three additional years from the grant’s original expiration date.

- 10.6.** Change requests must be submitted 10 business days prior to a Board meeting to be reviewed. Late submissions will be reviewed at the next month's E911 Board meeting.
- 10.7.** The Change Request Form and associated information should be e-mailed to **E911BoardElectronicGrantReports@dms.fl.gov**.

**Application**

County INDIAN RIVER

Total Amount Requested: \$126,500.00

Project Title: RAPIDSOS PREMIUM/UNITE MAP

**1. Chair, Board of County Commissioners:** Chairman Joseph E. Fletcher

Mailing Address: 1801 27<sup>th</sup> Street

City: Vero Beach

State: Florida Zip: 32960 -

Phone: ( 772 ) 226-2493 Fax: \_\_\_\_\_

Email Address: Jflescher@indianriver.gov

**2. County, 911 Coordinator:** Karen Rackard

Mailing Address: 4225 43<sup>rd</sup> Avenue

City: Vero Beach

State: Florida Zip: 32967 -

Phone: ( 772 ) 226-3943 Fax: \_\_\_\_\_

Email Address: Krackard@indianriver.gov

**3. Federal Tax ID Number:** 59-6000674

**4. County information**

Number of PSAPs	4
Number of Call-taking Positions per PSAP	IRCSO 9, Vero Beach PD 3, Seb. PD 3 EOC 8
PSAP(s) in which grant funding will apply.	ALL

**5. Financial Information**

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W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

- a. What are the current annual costs for your 911 system (e.g., circuits, customer records, hardware and software, etc.) not including maintenance?  
\$705,082.98
- b. What are the current annual costs for maintenance of items included in 5a?  
\$233,398.50
- c. Total amount of 911 fee revenue received in the preceding year. This does not include any special disbursement, Rural County supplements or training disbursements.  
\$895,217.59
- d. Total amount of county carry-forward funding retained in the preceding fiscal year.  
\$190,134.61
- e. Total-amount of county carry forward funding your county currently has accrued.?  
\$190,134.61
- f. Two-year maximum calculated amount for applied carry forward funding. (2 times the amount calculated on your Form 6A, item 9, in rule 60FF1-5.006)  
\$537,130.56
- g. Subtract the amount in 5f from the amount in 5e.  
\$-346,995.95
- h. If the amount in 5g is greater than zero, insert that number in the Budget Report as “carry forward funds applied.” 0.00



- 6. Describe your county’s existing 911 system. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed. Please include the PSAP(s) that the grant will be implemented at to include the type of PSAP(s), primary system, and number of position seats. Please state if this is a part of a group or regional project and how you will be interoperable.**

Indian River County operates a Type 4 Enhanced 911 System that is Wireless Phase ii compliant. There are four PSAPs in Indian River County operating Solacom CPE with GeoComm Dispatch Map. The Solacom is a geo-diverse system with Side A in the EOC and Side B in the Sheriff’s Office. The Solacom system was installed in 2018.

The Indian River County Sheriff’s Office has a Primary PSAP in Vero Beach which direct dispatches law enforcement calls throughout the unincorporated area. This PSAP also directs dispatches fire rescue calls throughout the county including the Cities of Vero Beach and Sebastian. However, the cities of Sebastian and Vero Beach each have a primary PSAP for their respective Police Departments. The Indian River County Emergency Operations Center serves as the County Back up.

- 7. Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable. For any scope of work that includes milestones, please describe in detail what deliverables are expected to be provided in each milestone.**

**Project 1 Scope of Work: RapidSOS UNITE for Communicator Module**

Project Goal: Enhance voice, text, and video intelligence into the PSAP communication methods. Specific features include voice transcription, text-to-911 and from-911, caller video, call summarization, and real-time translation to save telecommunicators time and provide life-saving data and context when needed most.

**Project Objective:**

- Configure PSAP-specific SMS, Audio, and Video infrastructure
- Configure PSAP-designated 10 DLC numbers for SMS ingestion
- Map PSAP-preconfigured messages and flows
- Deploy PSAP Communicator Module - Voice, Text and Video Intelligence

**Key Milestones with Deliverables:**

Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines
- Define required users and access
- Develop a detailed project plan

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W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

## **Environment Mapping**

- Map PSAP's existing 10 DLC footprint
- Define PSAP-preconfigured messages

## **Infrastructure Configuration**

- Configure base SMS and WebRTC infrastructure
- Configure PSAP 10 DLCs to route SMS

## **System Implementation**

- Configure PSAP Communicator Module - Voice, Text and Video Intelligence account
- Deploy PSAP Communicator Module - Voice, Text and Video Intelligence account

## **Testing**

- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

## **Training**

- Provide training sessions/resources for end-users and administrators

## **Go-Live**

- Transition to live operations

## **Deliverables:**

- Integrated messaging capabilities with translation
  - Integrated live video capabilities with transcription and translation
  - Integrated call audio capabilities with transcription and translation
- Training and enablement materials

Successful deployment and configuration of RapidSOS Communicator Module - Voice, Text and Video Intelligence

- No critical issues post go-live for a period of 2 weeks

## **Project 2 Scope of Work: RapidSOS Unite Intelligent Analyst Module**

Project Goal: Take Indian River County beyond call handling and reporting into incident analytics, enabling decision-makers to see the true scope of the agency's workload. The Intelligent Analyst module leverages traditional public safety data sources in combination with Next Generation 911 data sources to bring powerful insights to emergency response as incidents move beyond traditional call-based methods.

**Project Objective:**

- Integrate with subscribers call detail recorded (CDR) output system
- Map subscribers CDR data to RapidSOS Intelligent Analyst data infrastructure
- Develop subscribers CDR data pipelines for Intelligent Analyst
- Deploy subscribers designated Intelligent Analyst

**Key Milestones with Deliverables:****Planning and Kickoff**

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines
- Define required users and access
- Develop a detailed project plan

**Data ingestion**

- Coordinate with local IT resources on required stakeholders required for CDR integration
- Engage any required vendors
- Configure required hardware/software to enable CDR integration
- Install required hardware

**Data Configuration**

- Initiated CDR data ingestion into RapidSOS environment
- Perform data analysis to ensure required components are available
- \*If applicable - perform updates to CDR spill to ensure required data is available

**System Implementation**

- Develop CDR logic implementation
- Implement CDR models into the specific Intelligent Analyst system
- Configured desired users
- Deploy subscribers to the Intelligent Analyst

**Testing**

- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

**Training**

- Provide training sessions/resources for end-users and administrators

**Go-Live**

- Transition to live operations

**Deliverables:**

- Project plan and schedule

- CDR Integration into RapidSOS platform
- Normalized and configured CDR data
- Intelligent Analyst Platform with CDR based metrics
- Training sessions and materials
- User manuals and documentation
- Post-implementation support

**Successful deployment and configuration of RapidSOS Intelligent Analyst**

- CDR data accurately migrated and displayed within RapidSOS Intelligent Analyst
- No critical issues post go-live for a period of [2] weeks

**Project 3 Scope of Work: RapidSOS Unite GIS Incident Mapping Module - RapidSOS Hosted**

Project Goal: Incorporate locally authoritative GIS data to streamline mapping workflows for staff, improve the accuracy of displayed information, and enhance resilience during outages.

**Project Objective:**

- Implement Subscriber’s locally authoritative GIS data into RapidSOS Unite
  - Securely store and analyze GIS data in customer designated GIS data hub
  - Build agency dedicated GIS hosted services
  - Integrate GIS hosted services into RapidSOS application
- Train personnel on the usage and maintenance of the GIS system
  - Test created GIS hosted services
  - Train designated agency group on GIS functionality

**Key Milestones with Deliverables:**

Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines
- Develop a detailed project plan

**Data scoping and aggregation:**

- Map agency GIS data to specific data requirements
- Aggregate GIS data mapped in previous step in preparation for data upload
- Upload single GIS geodatabase to agency GIS data hub

**Design and Configuration**

- Data field mapping
- Configure GIS Map Services
- Implemented GIS design to Map Services

Application and instructions for 911 Grant Programs, revised May 2023  
 W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

- Configuration of data integration points

#### **Data Migration**

- Implementation of GIS hosted services into RapidSOS UNITE
- Verification and validation of data accuracy and styling

#### **System Implementation**

- Deployment of Subscriber’s locally authoritative GIS data within RapidSOS UNITE into production

#### **Testing**

- Conduct comprehensive testing of the system
- Resolve any identified issues

#### **Training**

- Provide training sessions/resources for end-users and administrators

#### **Go-Live**

- Transition to live operations

### **1.0 Deliverables**

- Project plan and schedule
- Hosted GIS services for use within RapidSOS UNITE
- Hosted and validated GIS data
- Testing and QA reports
- Training sessions and materials
- User manuals and documentation
- Post-implementation support

#### **Successful deployment and configuration of RapidSOS GIS**

- Data accurately migrated and integrated
- No critical issues post go-live for a period of [2] weeks

**8. Justification of the need for the proposed project. Provide detailed information on the existing systems/components that need replacement. Document the condition with details to justify any system with an expected lifespan of less than one year. Each component on the system, (e.g. memory, hardware, size of drives), updates of software and/or replacement versions needed, standalone equipment, and additional upgrades (include UPS) must be listed in the requests.**

An outdated 911 system can’t deliver the data first responders need to save lives. RapidSOS is solving the 911 challenge through its two-sided platform. Maps provide

accurate and immediate location information, first responders can pinpoint the location of an emergency quickly, leading to faster response times. Rapid Sos Unite Manage calls from one view, not ten.

**9. Describe why your county, group of counties or region will not be able to complete this project without this grant funding.**

Indian River doesn't have funding available for this project, without the grant.

**10. Describe the required steps with an anticipated time schedule which includes procurement and payment milestones and a total project completion date.**

**Project 1 Timeline:**

Phase	Timeline
Project Planning & Kickoff	Week 1
Environment Mapping	Week 1-3
Infrastructure Configuration	Week 4
System Implementation	Week 5
Testing & Training	Week 5-6
Go-Live	Week 6-7

**Project 2 Timeline:**

Phase	Timeline
Project Planning & Kickoff	Week 1
Data ingestion	Week 1-4
Data Configuration	Week 5-8
System Implementation	Week 9-12
Testing & Training	Week 13
Go-Live	Week 15

**Project 3 Timeline:**

Phase	Timeline
Project Planning & Kickoff	Week 1
Design and Configuration	Week 1-4
Data Migration	Week 5-7
System Implementation	Week 7-8
Testing & Training	Week 9
Go-Live	Week 10

**11. Single or sole source justification, if applicable**

N/A

**12. If applicable, sole source justification must meet the state procurement guidelines and chapter 287.057 (3)I, F.S.**

N/A

**13. If applicable, please include your previous service dates for any maintenance or support services.**

N/A

**14. Please submit the Budget Report**

**15. Assurances**

ACCEPTANCE OF TERMS AND CONDITIONS: The grantee accepts all grant terms and conditions. Grantee understands that grants are contingent upon the availability of funds.

DISCLAIMER: The grantee certifies that the facts and information contained in this application and any attached documents are true and correct. If this requirement is violated, the grantee is subject to revocation of the grant and return of all grant funds and interest accrued (if any), pursuant to the E911 Board authority and any other remedy provided by law.

NOTIFICATION OF AWARDS: The grantee understands and accepts that the notice of award will be advertised on the Florida E911 website.

MAINTENANCE OF IMPROVEMENT AND EXPANSION: The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained. No substantial changes or departures from the original proposal shall be permitted unless the E911 Board gives prior written authorization. Any unauthorized

change will necessitate the return of grant funds, and accrued interest (if any) to the E911 Board.

The county certifies that all applicable state procurement rules/procedures have been met.

Failure to use grant funds as represented jeopardizes the grantee's eligibility to be considered for future funding.

**16. Authority**

I hereby affirm my authority and responsibility for the use of funds requested.

\_\_\_\_\_  
SIGNATURE – CHAIR, BOARD OF COUNTY COMMISSIONERS                      DATE  
OR COUNTY MANAGER/ADMINISTRATOR

John A. Titkanich, Jr.  
Printed Name

County Administrator  
Position

Regional Signatures if Applicable (add additional lines if needed)



## **911 Grant Program**

### **Appendix I: Authorized Expenditures of E911 Fee, Chapter 365.172, F.S.**

**NO requests for funding will be acknowledged for any items not specified in Section 365.172, Florida Statutes, Emergency communication number “E911”; paragraph (10) (shown below).**

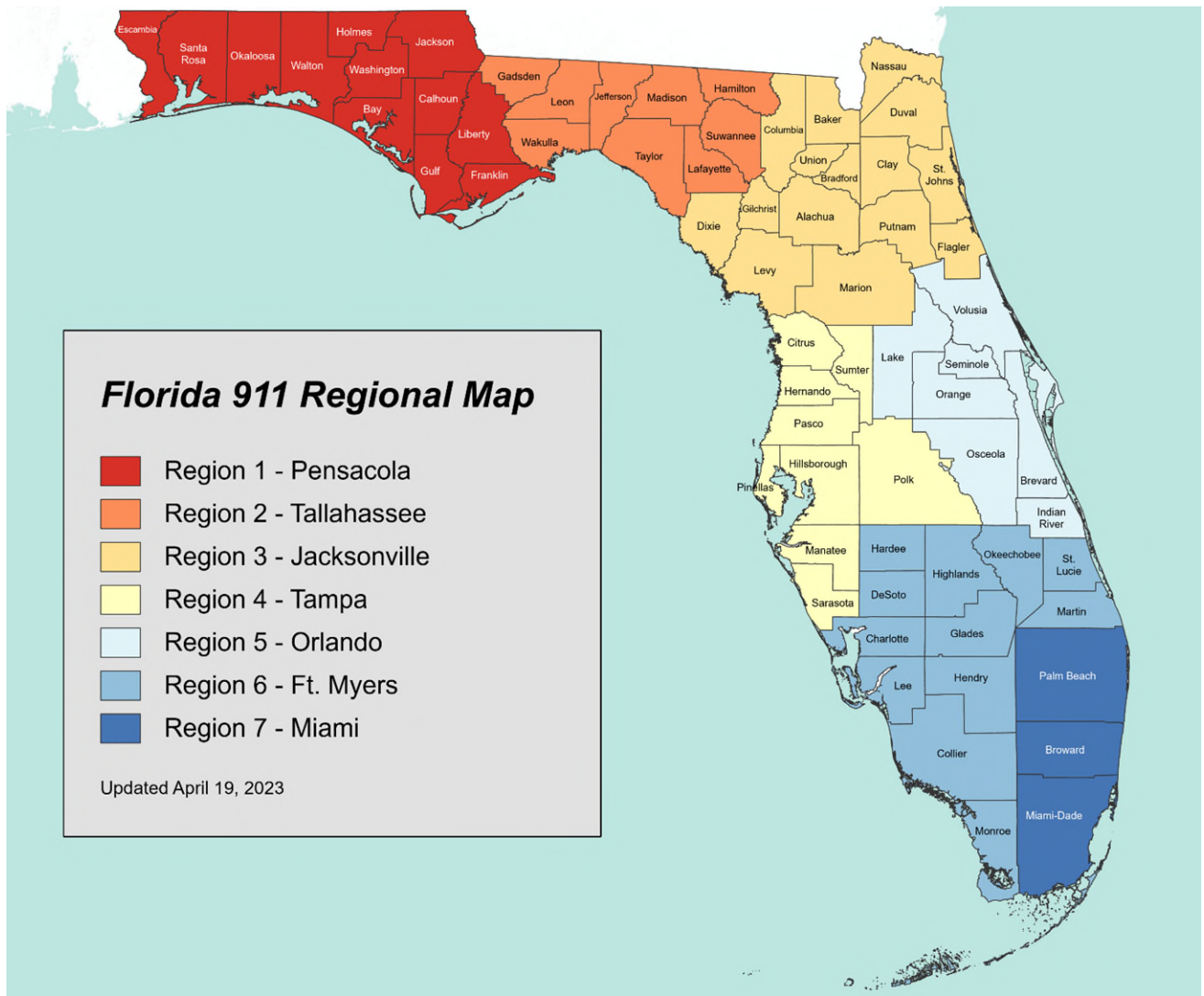
Section 365.172 (10), Florida Statutes: AUTHORIZED EXPENDITURES OF E911 FEE. —

(a) For purposes of this section, E911 service includes the functions of database management, call taking, location verification, and call transfer. Department of Health certification, recertification, and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services.

(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by subsections (8) and (9). These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the providers' published schedules or the acquisition, installation, and maintenance of other E911 equipment, including circuits; call answering equipment; call transfer equipment; ANI or ALI controllers; ANI or ALI displays; station instruments; E911 telecommunications systems; visual call information and storage devices; recording equipment; telephone devices and other equipment for the hearing impaired used in the E911 system; PSAP backup power systems; consoles; automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems; integrated CAD systems for that portion of the systems used for E911 call taking; GIS system and software equipment and information displays; network clocks; salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary, and associated expenses for a county, group of counties or region to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position, and technical system maintenance, database, and administration personnel for the portion of their time spent administrating the E911 system; emergency medical, fire, and law enforcement prearrival instruction software; charts and training costs; training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety Telecommunicator's as required under s. [401.465](#); and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing system(c) The moneys should not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses. Even any which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

# 911 Grant Program

## Appendix II: Florida 911 Regional Map



## **E911 Grant Program**

### **Addendum 2 : Funding Priorities**

The criteria for determining acceptability for disbursement of funds from the state of Florida 911 Grant Programs will be made on a PRIORITY basis. Regional 911 system project requests related to systems and equipment will be considered the highest priority within each priority category. If you do not see your specific 911 project listed, you are still eligible to receive funding and can apply.

## **2.0 Prepaid and Wireless Funding Priorities**

**PRIORITY 1:** Primary and Secondary PSAP systems that require immediate system replacement to provision enhanced 911 status or when the expected remaining life of the system is less than one year.

**PRIORITY 2:** Development and maintenance of 911 routing statewide, geographic, and management information systems.

- A)** Statewide routing system
- B)** Regional, as an incremental step towards systems statewide
  - 1. GIS Repository
  - 2. NGCS
  - 3. Map Display and Services
  - 4. Management information systems and services
- C)** GIS Services required for the delivery of a call
  - 1. GIS Data support-assisting counties in meeting the 98% NENA GIS Data minimum standards
  - 2. Creation of the required layers of the NENA GIS Data model<sup>i</sup>
  - 3. GIS Maintenance Tools- this includes software or software as a service
- D)** Management Information System and services
- E)** Cybersecurity
  - 1. Cybersecurity assessments
  - 2. Cybersecurity hardware and software
  - 3. Ongoing cybersecurity maintenance

**PRIORITY 3:** Implement and maintain next generation 911 services and equipment.

**PRIORITY 4:** Mapping system and services necessary for provisioning Geographic Information Systems (GIS). This includes the following, listed in order of funding priority:

- A) Map System Equipment - map generation hardware and software licensing are limited to components for two stations.
- B) GIS Centerline point generation and map accuracy systems
- C) Synchronization of GIS data and databases that support location repositories to meet a minimum 98% data accuracy for Geospatial call routing.
- D) Map display and services

**PRIORITY 5:** Develop and maintain Next Generation 911 services and equipment.

- A) Next Generation 911 Equipment and Emergency Services IP based network
- B) Next Generation Core Services

**PRIORITY 6:** Systems that require new or replacement of critical or necessary hardware or software. This includes the following back-up PSAP's system equipment, listed in order of funding priority A-H:

- A) Hardware and software for communications or terminal equipment located at a PSAP for 911 call processing, ANI and ALI display, and call answering.
- B) Map Display Equipment
- C) Logging Equipment
- D) Lightning Protection Equipment
- E) Uninterruptible Power Supply system and or Generator Equipment
- F) County, group of counties or region Standalone ALI Database Equipment
- G) 911 Call Taker Position Equipment
- H) Net clock

**PRIORITY 7:** GIS sub-addressing projects

**PRIORITY 8:** Aerial Photography, Overhead (Nadir) / Imaging

**PRIORITY 9:** Infrastructure cabling and building entrance buildout cost.

**PRIORITY 10:** 911 Call taker workstation console/furniture (the portion related to 911 operation)

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<sup>i</sup> Provide the following layers: Road Centerlines, Site/Structure Address Points, PSAP Boundary, Emergency Service Boundary (This MUST include Law, Fire, and Emergency Service (EMS) as separate layers) and the Provisioning Boundary