

**Ministry of the Solicitor General**



# **Application Guidelines and Instructions**

**NG9-1-1 Program:**

Next Generation 9-1-1 (NG9-1-1)

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## INTRODUCTION

The Next Generation 9-1-1 support funding for the 2022-2023 fiscal year is now open for application submissions.

The existing 9-1-1 system has been in place for more than 30 years and has reached its end of life. The Canadian Radio-television and Telecommunications Commission (CRTC) mandated that emergency telecommunications networks must transition to a new digital 9-1-1 platform, referred to as Next Generation 9-1-1 (NG9-1-1), by March 4<sup>th</sup>, 2025.

The Government of Ontario is providing funding over three years to support Public Safety Answering Points (PSAPs) in Ontario with their transition to the new NG9-1-1 emergency services communications system. **All applicants must apply through this call for proposals to be eligible for funding in any of the three years.**

This funding is intended to support PSAPs in acquiring critical NG9-1-1 technology while considering the need for flexibility in addressing local operational needs. A flexible model acknowledges that initial technology and related infrastructure requirements, as well as project, change management, and training costs may be incurred.

The NG9-1-1 support funding will be available to all municipal and private PSAPs in Ontario.

**This guideline outlines the process and contains important information on the eligibility criteria, funding, and application process.**

## ELIGIBILITY CRITERIA

### **Who is eligible?**

Municipalities who currently operate Public Safety Answering Points (PSAPs) and privately managed PSAP operators in Ontario are eligible to apply for NG9-1-1 funding.

### **Readiness Assessment**

In order to access any of the transfer payment funding from 2022-23 through 2024-25, municipalities must complete the Readiness Assessment.

### **What is eligible?**

New NG9-1-1 technology and associated costs in the 2022-23 fiscal year (i.e., April 1, 2022, to March 31, 2023). This could include:

- Hardware, software, licensing costs
- Project management
- Project resourcing including consultant fees
- Additional training and change management

### **What is NOT eligible?**

- Technology purchased and/or costs incurred prior to the 2022-23 fiscal year (i.e., before April 1, 2022)
- Other technology investments (ex. Computer Aided Dispatching, Records Management Systems, radio and broadband communications systems)
- Existing overhead costs of operating a PSAP
- Physical security systems
- Facility upgrades
- Geographic information system/mapping and civic addressing
- Maintenance or ongoing costs

## **PROCUREMENT**

All PSAPs are encouraged to assess their technical NG9-1-1 requirements and research available NG9-1-1 solutions. PSAPs are responsible for their NG9-1-1 system and infrastructure procurements. If assistance is required in identifying available NG9-1-1 vendors in Ontario, please contact [ESTD.NG9-1-1@ontario.ca](mailto:ESTD.NG9-1-1@ontario.ca)

## **FUNDING**

Funding under the NG9-1-1 program will initially be available for year one during the 2022-2023 fiscal year with the remaining funding available for application shortly after, by mid-calendar 2023. Eligible municipal and private PSAP operators in Ontario must formally request funding through this application process **including the completion of the PSAP Readiness Assessment.**

- Funding must be used to purchase NG9-1-1 technology for the Public Safety Answering Point (PSAP) they manage (municipal and private PSAPs in Ontario are eligible to apply)
- Total funding requested cannot exceed the allocation
- Funding must be spent in the fiscal year specified
- Unspent allocations may not be carried into the next fiscal year

Final allocations will be confirmed by the Ministry of the Solicitor General (“the ministry”) via execution of a Transfer Payment Agreement (TPA).

## **APPLICATION REVIEW**

All applications that qualify under the eligibility criteria and are submitted by the deadline will be reviewed by the ministry. The ministry will determine if applications meet the eligibility criteria and verify that the NG9-1-1 technology and associated costs requested fall within the funding parameters of the program. The ministry will then make recommendations for funding to the Solicitor General.

## **CONTRACTUAL AGREEMENT**

In accordance with the terms of funding, a Transfer Payment Agreement (TPA) must be executed between the ministry and the respective PSAP municipality or private PSAP provider that has been approved for funding under the NG9-1-1 program.

Funds will be reimbursed to the municipal or private PSAP providers based on the payment schedule outlined in the TPA once all the necessary requirements of the contract are satisfied.

The project funds must be used for the purposes described in the application and according to the terms of the TPA.

Standard government procedures (as outlined in the [Treasury Board Transfer Payment Accountability Directive](#)) will be followed. The TPA will outline the:

- Purpose for which the funding will be used
- Commitments to be undertaken or specific activities to support the application
- Reporting dates and requirements; and
- Funding disbursement schedule

## APPLICATION SUBMISSION

Applications for the NG9-1-1 support funding must be submitted electronically through Transfer Payment Ontario (TPON) at [TPON \(gov.on.ca\)](https://tpon.gov.on.ca). In order to apply, applicants must have a TPON account.

Please provide the following documentation where available to support your application request (supporting documentation can be attached with your electronic submission):

- Project plan with milestone timelines
- Training, communication, change management plans
- Supporting financial documents for application request
- Any additional supporting documentation

## APPLICATION DEADLINE

Your completed application must be received by the ministry by **5:00p.m EST** on **January 10, 2023**. Submissions that are late or incomplete may not be considered for funding.

## MINISTRY CONTACT AND APPLICATION SUPPORT

For general questions about the NG9-1-1 funding, please contact [ESTD.NG9-1-1@ontario.ca](mailto:ESTD.NG9-1-1@ontario.ca)

For support relating to the application process, including assistance with the PSAP readiness assessment, please contact [ESTD.NG9-1-1@ontario.ca](mailto:ESTD.NG9-1-1@ontario.ca)

## TPON INSTRUCTIONS FOR APPLICATION SUBMISSION

Applications for the NG9-1-1 funding must be submitted electronically through Transfer Payment Ontario (TPON) at [TPON \(gov.on.ca\)](https://tpon.gov.on.ca). In order to apply, applicants must have a TPON account.

For assistance with creating an account, accessing Transfer Payment Ontario, or submitting your application, please navigate to [Get funding from the Ontario government | ontario.ca](https://tpon.gov.on.ca) using a Google Chrome web browser.