



NM911 Program

Capital Upgrade Process Guidance

Statutory Reference: [N. M. S. A. 1978, § 63-9D-4](#)

Rule: [NMAC 10.6.2.11.E. Funding, eligible costs](#)

Rule: [NMAC 10.6.2.12 REVIEW AND APPROVAL PROCESS](#)

The E-911 Statute requires a PSAP to have an Enhanced 911 system. The E-911 fund covers the purchase or lease, installation and maintenance of Enhanced 911 equipment necessary to provide E-911 service. The State has completed a procurement of NG-911 Systems and Related Hardware, Software, and Services and PSAP Logging Recorders. As the State transitions to Next Generation 911 (NG-911), the priority use of capital funding will be for NG911-ready call processing equipment.

PSAPs are encouraged to work with vendors on awarded contracts to meet the needs of their PSAP

[00-00000-19-00027 NG-911 Systems and Related Hardware, Software, and Services](#)

Awarded Vendors: CenturyLink, ConvergeOne, Motorola, Voice Products

[00-00000-20-00105 PSAP Logging Recorders 2020](#)

Awarded Vendors: Commercial Electronics, Goserco, Stancil, Revco, Voice Products

The NM911 Program conducts site visits to determine the need and funding eligibility of requested capital equipment and its conformance with advancing short or long-term policy to consolidate PSAPs and aligned with national E-911 and NG-911 standards. The site visits allow NM911 Program Managers the opportunity to conduct a needs analysis, validate capital requests, and prioritize funding decisions. This requirement is outlined in 10.6.2.12 NMAC. The NM911 Program maintains an Asset Management Inventory of all E-911 and NG911-ready capital equipment to serve as a guide in developing an Equipment Replacement Cycle that addresses critical needs and transitions the State to Next Generation 911 (NG-911).

The NM911 Program will solicit capital upgrade requests from PSAPs that are listed as high and medium priority on the Equipment Replacement Cycle for SBOF approval.

Capital upgrade SBOF Approval Process Guidance

Deadline: Friday, April 16th

1. Submit a PSAP Equipment Request Letter with the required elements
 - a. Attach vendor quote.
 - i. Quote should be in compliance with Statewide Price Agreement.
2. Request will be evaluated using the following factors of consideration:
 - a. Criticality of request.
 - b. Manufacturer / vendor supportability and expected remaining useful life of current equipment.
 - c. Priority level on the PSAP Equipment Replacement List.
 - d. Availability of E-911 Program funds.
 - e. Strength of PSAP Equipment Request Letter.
 - f. PSAP vendor quote compliance with the State Pricing Agreement (SPA) or State Procurement Code.
 - g. PSAP compliance with established requirements for minimum training standards (NMAC 10.6.2.16) and minimum GIS / MSAG accuracy standards (NMAC 10.6.2.10).
3. Approved requests will be forwarded to SBOF to be placed on their meeting agenda for budget approval.
 - a. SBOF typically requires all documentation be submitted one month prior to Meeting.
4. Capital upgrades approved by SBOF will be proceed to grant execution and project implementation.

For more information contact: Nicholas.Losito@state.nm.us



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NMAC 10.6.2.12 REVIEW AND APPROVAL PROCESS:

A. After requesting enhanced 911 service from a telecommunications company or CMRS, a local governing body, acting as the fiscal agent for a PSAP, may by ordinance or resolution, recover from the fund an amount necessary to recover the approved costs of providing the enhanced 911 system in its designated 911 service area.

B. The PSAP and its fiscal agent make a formal written request to the E911 program manager at the division for funding assistance in upgrading their current equipment or adding new equipment to meet new PSAP responsibilities or other eligible costs.

C. If applicable, a project manager from the division will make a site visit to the PSAP to determine the need and funding eligibility for the requested equipment and its conformance with advancing short or long-term policy to consolidate PSAPs.

D. If after discussions with the PSAP manager and his/her clients, the division believes the request has merit, is eligible for funding, and is consistent with PSAP consolidation policy, the PSAP in conjunction with the division will request price proposals from appropriate state price agreement vendors. The division promotes the consolidation of PSAPs and discussions will be held with all participants to determine the feasibility of consolidation. Discussion items will consist of the following:

- (1) age and useful life remaining of existing equipment;
- (2) estimated maintenance costs of continued use of existing equipment;
- (3) equipment manufacturer's commitment to continued maintenance support of the existing equipment;
- (4) continued use of analog technology vs. updating to digital technology;
- (5) potential impact of wireless E911 implementation on PSAP and its continued use of existing equipment;
- (6) PSAP vendors and telephone companies' readiness to install equipment;
- (7) desire of PSAPs and their clients to consolidate all PSAP / dispatch functions at that time; and,
- (8) the municipal and county governments' ability to fund supporting infrastructure for a consolidated PSAP.

E. If the division determines the request does not have merit or there is inadequate funding available for the request, it will be returned to the PSAP as "not approved by the division".

F. Validated PSAP requests that have passed the above process, will be forwarded in writing by the PSAP and the PSAP's fiscal agent to the division director for approval to place the request(s) on the board of finance meeting agenda.

G. Any item(s) that the division director determines are inappropriate will not be approved for inclusion in the board's meeting agenda. Rejected requests will be returned to the PSAP as "not approved by the division".

H. The division will present the E911 funding project list to the board for approval.

I. Fully executed grant agreement(s) and subcontract(s) shall be provided to the division for the official file. If necessary, subcontracts shall be procured in accordance with the New Mexico Procurement Code and applicable regulations.