



NG911 CAD-to-CAD Cloud-Based Subscription Service

CAD-to-CAD cloud-based subscription service (such as the Unify hub), including initial purchase and annual maintenance, shall be paid for primary PSAPs as a Next Generation expense pursuant to G.S. 143B-1407(e). PSAPs must provide formal agreements to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs and may include approved secondary PSAPs. As with all Next Generation expenditures, secondary PSAPs are not eligible to receive this funding and must use the cost-per-call funding to pay for their portion of a CAD-to-CAD expense. (Approved by the Board to become effective September 1, 2023)

Purchase and Reimbursement Process:

To seek approval and reimbursement for expenses for initial purchase and recurring costs through the NG911 Fund, the primary PSAP shall:

✓ **Step 1 - Intent of Initial Purchase or Intent of Payment of Recurring Costs**

- Each PSAP participating in the project must prepare a *Letter of Intent* on PSAP or jurisdiction letterhead that must include:
 - Signatures of the PSAP Manager, County/City Manager, and Finance Director.
 - Overview of the CAD-to-CAD project or statement of recurring costs for previously implemented project.
 - Product and the vendor.
 - Implementation timeline or recurring cost period of service.
 - List all PSAPs sharing data with the PSAP submitting for reimbursement.
 - Executed agreements substantiating the formal operational agreements for the receipt and dispatch of 911 calls with each PSAP identified in the project outline.
 - Itemized vendor quote(s) for initial purchase or recurring costs.
- Letter and supporting documentation shall be submitted no later than December 16 for the upcoming fiscal year 2026 beginning on July 1, 2025, when initial purchase or payment for recurring costs is to be made. (For budgetary purposes, anticipated expenditures are needed by this date for the upcoming fiscal year budget preparation.)
- Letter and supporting documentation shall be submitted as a single PDF file to the following email address – C2CProposal@nc.gov. The Regional Coordinator is to be copied on the email. Letter and supporting documentation are only accepted through this email address in PDF format as a single document.
- Approval for initial purchase or payment of recurring costs will be provided to the PSAP manager by the Financial Analyst, Marsha Tapler within three (3) weeks of submission via email response. If the PSAP manager has not received approval after three (3) weeks of submission, it is the PSAP manager's responsibility to follow up with the Regional Coordinator to confirm receipt of the intent of purchase/payment. Approval must be received for subsequent reimbursement to be processed.

✓ **Step 2 –Reimbursement of Initial Purchase or Reimbursement of Payment of Recurring Costs**

- Prepare an *Itemized Invoice for Reimbursement* that must include:
 - Addressed to the attention of:
NC DIT/NC911 Board
Attn: Accounts Payable
PO Box 17209
Raleigh, NC 27619-7209
 - Itemized costs clearly delineated and defined.
 - Proof of payment as validated by the finance department responsible for expenditures of the PSAP submitting for reimbursement.

- Itemized invoice and supporting documentation shall be submitted no later than May 1 of the fiscal year when approved initial purchase or approved payment for recurring costs is made. (Invoices must be received by this date to ensure payment by the close of fiscal year.)

- Itemized invoice and supporting documentation shall be submitted as a single PDF file to the following email address – C2CProposal@nc.gov. The Regional Coordinator is to be copied on the email. Itemized invoice and supporting documentation are only accepted through this email address in PDF format as a single document.

- Reimbursement of initial purchase or recurring costs will be transmitted in the same manner the PSAP receives the monthly 911 distribution either via electronic payment or check. If the PSAP has not received payment within six (6) weeks of invoice submission, the PSAP manager should follow up with their Regional Coordinator to confirm receipt of the reimbursement request.

✓ ***For Assistance - Your Regional Coordinator (RC), Financial Review Specialist (FRS), or the Board's Financial Analyst are available to assist with any questions you may have regarding purchase or reimbursement.***