PSAP Cybersecurity Remediation Initiative (CRI) Proposal

In an effort to assist PSAPs across the State to identify and mitigate potential cyber threats and vulnerabilities that could result in severely negative consequences to the 911 call taking process, subsequent and ancillary call processing functions, and the State NG911 ecosystem as a whole, the NC 911 Board has earmarked NG911 funding for PSAP Cybersecurity Remediation Initiatives (CRI). Because each PSAP in the State has its own unique and locality design-specific network and complement of equipment comprising the 911 system, this funding is intended to provide financial assistance to address areas of risk that the individual PSAP may have in order to improve its cybersecurity posture. In 2020/2021 and 2026/2027, the Board provided PSAPs cybersecurity assessments, after which the PSAPs received a confidential report from the vendor that identified key vulnerabilities. This funding initiative is the next step in correcting vulnerabilities to eliminate potential consequences. The Board invites proposals from PSAPs outlining the expressed need for financial support to mitigate those vulnerabilities cited in the cybersecurity assessment and to implement measures to address other known areas of concern. This funding is only available for remediation efforts directly related to the primary PSAP. Expenditures for jurisdiction-wide initiatives cannot be awarded 911 funding. As with all Next General expenditures, secondary PSAPs are not eligible to receive funding and must use the cost-per-call funding for CRI projects.

To seek approval and reimbursement for expenses for Cybersecurity Remediation Initiatives through the NG911 Fund, the primary PSAP shall:

✓ ***Step 1 – Proposal for Cybersecurity Remediation Initiative (CRI) Funding***

- Prepare a *Proposal for Cybersecurity Remediation Initiative (CRI) Funding* that must include:
  - Signatures of the PSAP Manager, County/City Manager, and Finance Director.
  - Project overview that describes the issue(s) to be mitigated and a clearly defined scope of work to accomplish this, references the identified vulnerabilities of the PSAP assessment to be mitigated through this initiative, provides reason for any vulnerability identified in the assessment not having been addressed previously, and provides a project timeline.
  - PSAP demographics such as location, population, tier designation, facility description, 911 call volume, type of 911 responders dispatched, call handling equipment, mapping, CAD, radio system, call recorder, locality network design, PSAP network design, etc.
  - Project oversight defining the procurement process, vendor or equipment selection process, project management for duration of initiative, and methodology to measure desired outcome of project.
  - Project costs provided by vendor itemized quote(s).
    (Only costs that are ineligible for the use of 911 funds can be awarded NG911 funds. Therefore, it is necessary to denote the CRI funds requested, ETSF funds to be utilized for eligible items, and any general funds to be expended for the entire project.)
- For the FY2027-28, beginning July 1, 2027, the Board is offering two opportunities for PSAPs to apply for the initiative. The first application cycle due date is March 1, 2027. The second application cycle due date is August 31, 2027. Note, any submissions will only be reviewed for upcoming expenses in FY27-28, and any expenses already incurred by the PSAP will not

be eligible for CRI funding. Proposal and documentation shall be submitted as a single PDF file to the following email address – CRIProposal@nc.gov. The Regional Coordinator must be copied on the email. Proposal and supporting documentation will only be accepted when sent to this email address in PDF format as a single document.

- Receipt acknowledgment of the proposal and supporting documentation will be provided by David Newberry, Regional Coordinator, within two (2) weeks of submission. If the PSAP manager has not received acknowledgment of receipt within that time period, it is the responsibility of the PSAP manager to follow up with the PSAP's assigned Regional Coordinator to confirm status.

- After initial review of the proposal by staff, should additional information or clarification be needed, the PSAP manager will be contacted to provide requested information.

- Once staff review has been completed, a review of the proposal will be scheduled during a closed session of the 911 Board's Technology Committee. The PSAP manager will be advised of the date and time. PSAP manager attendance is required. The PSAP manager may include other jurisdictional staff relevant to the project. Third-party vendors may attend, but only in the capacity to share information if requested during the review, and not as a participant on behalf of the PSAP. (Because of the potential for sensitive information being contained in a proposal, the Committee will convene in closed session. Due to the timing of proposal submissions and the meeting schedule of the Committee, it may take six (6) to eight (8) weeks for the proposal to be presented to Committee. Staff will expedite review as quickly as possible based on scheduling limitations.)

- Determination of funding of the CRI proposal will be provided to the PSAP manager by David Newberry, Regional Coordinator, within three (3) weeks of presentation to the Committee. If the PSAP manager has not received notification within that time period, it is the responsibility of the PSAP manager to follow up with the PSAP's assigned Regional Coordinator to confirm status. Funding approval must be received for subsequent reimbursement to be processed.

- By submission of a proposal, the PSAP manager agrees to and understands the scope of work may not be altered or changed in any manner unless approved by the Board's Executive Director. Such changes to the proposal will be documented by a signed amendment to the original proposal.

- By submission of a proposal, the PSAP manager agrees to and understands the Board and staff reserve the right to consult with an SME in the field of cybersecurity to make an informed recommendation/determination about any proposal.

✓ ***Step 2 – Reimbursement of Cybersecurity Remediation Initiative (CRI) Funding***

- Prepare an *Itemized Invoice for Cybersecurity Remediation Initiative Funding 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 28 of the fiscal year when approved cyber remediation initiative expenditures are made. (Invoice must be received by this date to ensure payment by the close of the fiscal year.)

- Itemized invoice and supporting documentation shall be submitted as a single PDF file to the following email address – CRIProposal@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 Cybersecurity Remediation Initiative expenditures 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 its 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.***

NC DIT
911 Board
NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

NATHANIEL S. DENNY
SECRETARY & STATE CHIEF INFORMATION OFFICER
NC 911 BOARD CHAIRMAN

MELANIE A. JONES
NC 911 BOARD VICE CHAIR

L. V. POKEY HARRIS
NC 911 BOARD EXECUTIVE DIRECTOR

NC 911 Board Check List – Cybersecurity Remediation Initiative

Step 1 - Intent of Initial Purchase or Intent of Payment of Recurring Costs
Prepare a *Letter of Intent* on PSAP or jurisdiction letterhead that must include:

- Signatures of the PSAP Manager, County/City Manager, and Finance Director
  - ☐ Provided
  - ☐ Not Provided

- Overview of the Cybersecurity Remediation project that describes the issue (s) to be mitigated and a clearly defined scope of work to accomplish.
  - ☐ Provided
  - ☐ Not Provided

- PSAP demographics such as location, population, tier designation, facility description, 911 call volume, type of 911 responders dispatched, call handling equipment, mapping, CAD, radio system, call recorder, locality network design, PSAP network design, etc.
  - ☐ Provided
  - ☐ Not Provided

- Project oversite defining the procurement process, vendor or equipment selection process, project management for the duration of the initiative, and methodology to measure desired outcome of project.
  - ☐ Provided
  - ☐ Not Provided

- Project costs provided by vendor itemized quote (s).
  - ☐ Provided
  - ☐ Not Provided

Proposal and documentation must be submitted as a single PDF file to the CRIProposal@nc.gov email address, cc'ing your Regional Coordinator.

If you have any additional questions, please feel free to to contact me or your Regional Coordinator.