



## 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 cyber security posture. In 2020 and 2021, the Board provided the opportunity for PSAPs to have a cyber security assessment performed and receive a confidential report that identified key vulnerabilities. This funding initiative is the next step in correcting vulnerabilities to eliminate potential consequences. Much like the FCC and its determination of a broad definition for the use of 911 funds for cybersecurity, the Board is taking a similar approach with this NG911 effort. As such, the Board is inviting 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 jurisdictional 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 PASP 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.)
- Proposal and supporting documentation shall be submitted no later than December 15 for the upcoming fiscal year beginning in July when initial purchase or payment for recurring costs will be made. (For budgetary purposes, anticipated expenditures are needed by this date for the upcoming fiscal year budget preparation.)

- Proposal and 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. Proposal and supporting documentation are only accepted through this email address in PDF format as a single document.
- Receipt acknowledgment of the proposal and supporting documentation will be provided by Marsha Tapler, Financial Analyst, 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 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. (Due to the potential for sensitive information being contained in a proposal, the Committee will be convened in closed session. Due to the timing of proposal submissions and the meeting schedule of the Committee, it could take up to six (6) to eight (8) weeks for the proposal to be presented to Committee. Staff will expedite as quickly as possible based on scheduling limitations.)
- Determination of funding of the CRI proposal will be provided to the PSAP manager by Marsha Tapler, Financial Analyst, 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 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 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 cyber security 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 1 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 the 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.***

***Notation:***

***Due to the timing of this announcement of the CRI NG911 funding, a PSAP that wishes to proceed with purchase and implementation in FY2024 (before June 30, 2024), a Proposal for CRI Funding (containing all items required under Step 1) must be submitted no later than December 15, 2023. Itemized Invoice for Reimbursement must be received no later than May 1, 2024. See above steps for purchase and reimbursement process.***