



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

COMMITTEE MEETING DATE: *January 16, 2020*

DATE: Friday, January 03, 2020

TO: 911 Emergency Response Advisory Committee

FROM: Quinn Korbolic, IT Manager, Washoe County Technology Services
775-328-2348, qkorbolic@washoecounty.us

THROUGH: Craig Betts, Washoe County Chief Information Officer

SUBJECT: Recommendation to approve the Change Order for Services between Washoe County and Intrado Inc., for the upgrade of the current Verint Recording Solution to Verint's v15.2 Recording Solution for the three Public Safety Answering Points ("PSAPs"), Reno, Sparks and Washoe County; not to exceed [\$633,600]; [\$10,560 per month for 60 months]; total expenditures to be funded within the adopted operating budget of the E911 Fund.

SUMMARY

Staff recommends that the 911 Emergency Response Advisory Committee recommend that the Board of County Commissioners approve the Change Order for Services, on behalf of the 911 Emergency Response Advisory Committee, between Washoe County and Intrado Inc., for the upgrade of the current Verint Recording Solution to Verint's v15.2 Recording Solution for the three Public Safety Answering Points ("PSAPs"), Reno, Sparks and Washoe County; not to exceed \$633,600; \$10,560 per month for 60 months; total expenditures to be funded within the adopted operating budget of the E911 Fund.

This request is being made because the current Verint recording system is at "end-of-life" and needs to be replaced; and to increase the number of dispatch positions being recorded from 24 to 30. Verint's v15.2 recording system will provide enhanced functionality and options to add additional recording features at a later date.

Of the funding amount requested - \$10,560/month - \$8,448 is part of the current monthly fee for the existing recording solution and will cover the upgrade to the new system; and \$2,112 will cover an additional six dispatch positions for recording. The total increase in the monthly charge from Intrado Inc. as a result of this Change Order, therefore, is \$2,112/month.

PREVIOUS ACTION

On December 9, 2014 the Board of County Commissioners approved the Agreement for Services between Washoe County, on behalf of the 911 Emergency Response Advisory Committee and Intrado Inc., for the purchase of the Intrado Recording Solution for three

Public Safety Answering Points ("PSAPs"), Reno, Sparks and Washoe County, not to exceed \$506,800; \$8,448 per month for 60 months.

On November 20, 2014, the 911 Emergency Response Advisory Committee voted to recommend that the Board of County Commissioners approve a contract with Intrado, Inc. for the recording and retention of 911 emergency communications for the Reno, Sparks, and Washoe County PSAPs in an amount not to exceed \$506,800.00 [\$8,448.00 per month for a maximum of 60 months].

BACKGROUND

NRS 244A.7645 provides that 911 surcharge funds may be used to pay for costs associated with maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

Currently Washoe County, Sparks, and Reno are using Verint recording systems which have reached their end of life cycle and are in need of upgrade. This upgrade would increase the number of positions recorded, upgrade the equipment and software used for recording and provide options for additional future enhancements of 911 recording capabilities.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system. Funds currently exist within the E911 Fund in the amount of [\$10,560.00] per month for 60 months, from Cost Center 800801 Enhanced 911 Fund GL710200 Service Contract not to exceed \$633,600.00.

RECOMMENDATION

Staff recommends that the 911 Emergency Response Advisory Committee recommend that the Board of County Commissioners approve the Change Order for Services, on behalf of the 911 Emergency Response Advisory Committee, between Washoe County and Intrado Inc., for the upgrade of the current Verint Recording Solution to Verint's v15.2 Recording Solution for the three Public Safety Answering Points ("PSAPs"), Reno, Sparks and Washoe County; not to exceed \$633,600; \$10,560 per month for 60 months; with total expenditures to be funded within the adopted operating budget of the E911 Fund.

POSSIBLE MOTION

Should the Committee agree with Staff's recommendation, a possible motion would be: "Move to recommend that the Board of County Commissioners approve the Change Order for Services, on behalf of the 911 Emergency Response Advisory Committee, between Washoe County and Intrado Inc., for the upgrade of the current Verint Recording Solution to Verint's v15.2 Recording Solution for the three Public Safety Answering Points ("PSAPs"), Reno, Sparks and Washoe County; not to exceed \$633,600; \$10,560 per month for 60 months; with total expenditures to be funded within the adopted operating budget of the E911 Fund."