



# WASHOE COUNTY

*Integrity Communication Service*

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## STAFF REPORT

COMMITTEE MEETING DATE: September 17, 2020

**DATE:** Thursday, September 10, 2020

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Quinn Korbolic, Acting Chief Information Officer, Washoe County Technology Services, 775-328-2348, [qkorbolic@washoecounty.us](mailto:qkorbolic@washoecounty.us)

**THROUGH:** Christine Vuletich, Assistant County Manager

**SUBJECT:** Recommendation to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of [\$95,339, or \$1,144,068 annually] and a term of one-hundred-forty-four [144] months from the order effective date; and recommend that the Board of County Commissioners approve the Service Order. For Possible Action.

### SUMMARY

Intrado Incorporated currently hosts Next Generation 911 Services for 24 dispatch positions at three Public Safety Answering Points (PSAP) in Washoe County operated by the City of Reno, City of Sparks and the Washoe County Sheriff's Office. Regional PSAP operators have been utilizing Intrado technologies since 2010. In response to COVID-19 and the potential need to evacuate PSAP locations, this Service Order adds mobile dispatch positions for Washoe County, Reno and Sparks at a one-time fee of [\$142,718] but does not increase monthly recurring fees – Intrado has offered to waive monthly fees for the mobile dispatch positions - resulting in a savings of [\$1,810,513.13] over the contract term.

### PREVIOUS ACTION

On May 29, 2013 the Board of County Commissioners approved the Intrado, Incorporated "Change Order – Great Migration", which extended the e911 contract, and added services and features, replacing in its entirety the Advanced 9-1-1 Statement of Work dated May 27, 2010, and commencing on order effective date and ending 108 months thereafter with an estimated annual cost of [\$84,549] per month, [\$1,014,588] per year.

On May 25, 2010 the Board of County Commissioners acknowledged a presentation by the Galena Group Inc. with regard to request to award Washoe County Request for Proposal No. 2712-10, Washoe County E911 Advisory Board: NG911 Upgrade, on behalf of Technology Services; awarded Washoe County Request For Proposal No. 2712-10, and authorized the Purchasing and Contacts Manager to execute an agreement for

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same to Intrado Inc., Longmont Colorado, to purchase a hosted Next Generation Emergency 911 system that will provide citizens with the ability to report emergencies to, and improve redundancy to the Public Safety Answering Points through voice or data transfer and bridge capabilities between Public Safety Answering Points as recommended by the 911 Emergency Response Advisory Committee on April 30, 2010, [monthly cost \$84,905 - plus one time installation cost of \$74,555 - totaling a first year annual cost of \$1,093,4151].

### **BACKGROUND**

NRS 244A.7645 authorizes the utilization of 911 surcharge funds to enhance the telephone system for reporting an emergency and for purchasing and maintaining portable event recording devices.

Washoe County and the Cities of Reno and Sparks have been utilizing Intrado, Incorporated Services for the Next Generation 911 (NG911) system since 2010. Intrado's services, software, and equipment enhance the telephone system for reporting emergencies (the 911 System). The 911 system provided by Intrado is a key component of regional emergency response communications and is the system by which citizens experiencing an emergency can request help from regional first responders. Intrado's services include 911 location data management, 911 Routing, Text to 911, and VIPER call-handling. Service guides for each service are attached to this report.

### **FISCAL IMPACT**

The Washoe County Enhanced 911 Fund (208), Enhanced 911 Admin (800801) has sufficient budget authority in FY21 for the one-time payment [\$142,718] to Intrado, Incorporated for mobile dispatch positions and for the monthly service payments of [\$95,339] totaling [\$1,144,068].

### **RECOMMENDATION**

Recommendation to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of [\$95,339, or \$1,144,068 annually] and a term of one-hundred-forty-four [144] months from the order effective date; and recommend that the Board of County Commissioners approve the Service Order.

### **POSSIBLE MOTION**

If the Committee agrees with Staff's recommendation, a possible motion would be: "Move to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of [\$95,339, or \$1,144,068 annually] and a term of one-hundred-forty-four [144] months from the order effective date; and recommend that the Board of County Commissioners approve the Service Order."