

DATE: May 01, 2021
TO: 911 Emergency Response Advisory Committee
FROM: Jenn Felter, Communications Supervisor, Washoe County 775/333-7017, jfelter@washoecounty.us
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office
SUBJECT: REGIONAL PSAP FUNDING REQUEST – by WASHOE COUNTY TO MODIFY CURRENT INTRADO CONTRACT TO INCLUDE geoMSAG REPLACEMENT SERVICE AND TRANSITIONAL DATA MANAGEMENT SERVICE (TDMS) TO ASSIST THE CURRENT MSAG WITH SOFTWARE FOR THE REGION TO MEET i3 REQUIREMENTS WHILE LEVERAGING LOCATION VALIDATION. IN ADDITION, TDMS WILL PROVIDE SERVICE AND TOOLS WHICH WOULD ENABLE LOCALLY SOURCED GIS DATA THAT WILL SERVE AS THE AUTHORITATIVE SOURCE FOR 911 ADDRESS VALIDATION. A review, discussion and possible action to approve, deny or otherwise modify our contract with Intrado for a one-time fee in the amount NOT TO EXCEED: **\$30,554.47 (which includes geoMSAG/TDMS, and annual fee)**, and modify WC contract for an **annual** fee NOT TO EXCEED: **\$22,915.87**

SUMMARY

PUBLIC SAFETY EQUIPMENT/LICENSING FOR PRIMARY PSAP's (Public Safety Answering Point) REGIONAL PSAP FUNDING REQUEST:

Washoe County to modify current Intrado contract to include geoMSAG replacement service and transitional data management service (TDMS) to assist the current MSAG with software for the region to meet i3 requirements while leveraging location validation. in addition, tdms will provide service and tools which would enable locally sourced GIS data that will serve as the authoritative source for 911 address validation. A review, discussion and possible action to approve, deny or otherwise modify our contract with Intrado for a **one-time** fee in the amount NOT TO EXCEED: **\$30,554.47 (which includes geoMSAG/TDMS, and annual fee)**, and modify WC contract for an **annual** fee NOT TO EXCEED: **\$22,915.87**.

NRS APPLICABLE: NRS 244A.7645

Provides approval of costs associated with purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made , upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the area primary Public Safety Answering Points (PSAP) – Washoe County Sheriff’s Office Communications, City of Sparks Emergency Communications and City of Reno Public Safety Dispatch, and each PSAP’s contracted Agencies.

PREVIOUS ACTION BACKGROUND

None taken.

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.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Board approve the request presented by Washoe County to modify current Intrado contract to include geoMSAG replacement service and transitional data management service (TDMS) to assist the current MSAG with software for the region to meet i3 requirements while leveraging location validation. in addition, tdms will provide service and tools which would enable locally sourced GIS data that will serve as the authoritative source for 911 address validation. A review, discussion and possible action to approve, deny or otherwise modify our contract with Intrado for a **one-time** fee in the amount NOT TO EXCEED: **\$30,554.47 (which includes geoMSAG/TDMS, and annual fee)**, and modify WC contract for an **annual** fee NOT TO EXCEED: **\$22,915.87**

POSSIBLE MOTION

Move to approve that the 911 Emergency Response Advisory Board approve the modification of the current Intrado contract to include geoMSAG replacement service and transitional data management service (TDMS) to assist the current MSAG with software for the region to meet i3 requirements while leveraging location validation. in addition, tdms will provide service and tools which would enable locally sourced GIS data that will serve as the authoritative source for 911 address validation. A review, discussion and possible action to approve, deny or otherwise modify our contract with Intrado for a **one-time** fee in the amount NOT TO EXCEED: **\$30,554.47 (which includes geoMSAG/TDMS, and annual fee)**, and modify WC contract for an **annual** fee NOT TO EXCEED: **\$22,915.87**



geoMSAG Replacement Services and Transitional Data Management Services

Prepared for

Washoe County, Nevada

Intrado Life & Safety, Inc.

Quote Number 66088 Ver. 2

March 16, 2021



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Non-Disclosure

The information contained in this document and provided to the Customer by Intrado Life & Safety is Intrado Life & Safety Corporate Confidential in its entirety. This designation restricts the disclosure to a third party of any information herein and other terms and conditions under the terms of a Non-Disclosure Agreement between Intrado Life & Safety and the Customer, if applicable.

Open Records Act Request

Customer will immediately advise Intrado Life & Safety in writing of any Open Records Act requests as it may relate to this proposal or any information contained herein.

Evaluation Purposes Only

Intrado Life & Safety's evaluation herein is based on its 9-1-1 knowledge and expertise, but is dependent upon information provided to Intrado Life & Safety on behalf of the Customer. As such, the information contained herein is intended for Customer evaluation purposes only.



March 16, 2021

Ms. Jenn Felter
AIC Manager Communications
Washoe County, Nevada

Dear Ms. Felter,

For the past 25 years, Intrado Life & Safety, Inc. (“Intrado”) has provided a broad range of Geographic Information Systems (GIS) data management products and services to more than 1,000 GIS departments and public safety agencies across the U.S. and we are pleased to present the enclosed quote for Transitional Data Management Services.

Intrado is committed to the success of each and every one of our clients and we strive to exceed your expectations. We offer a comprehensive suite of GIS data management solutions specifically developed to prepare and manage GIS data used in Next Generation 9-1-1 systems.

We stand ready to help your organization meet the challenges of i3 location validation, routing, service identification, and emergency map display. Intrado delivers state of the art GIS solutions that integrate customer-focused experience with advanced products and services designed to manage every aspect of NG9-1-1 GIS including data management, call routing, and the transitional services necessary to synchronize MSAG and ALI and keep GIS data current.

We would be pleased to provide a list of outstanding references and encourage you to contact past and current customers about their experience with our products and services. Please contact me if you have any questions about this quote or would like to learn more about how Intrado’s state-of-the-art GIS solutions can benefit your agency.

Sincerely,



Jason Jackson
Director of Sales
334.398.0639 | Jason.jackson@intrado.com



DESCRIPTION OF QUOTED PRODUCTS AND SERVICES

geoMSAG Replacement Services

An important consideration during NG9-1-1 adoption is how to meet NENA i3 requirements while simultaneously leveraging legacy location validation mechanisms. NENA has suggested creating a means to keep the MSAG in synchronization with a 9-1-1 Authority's authoritative GIS data. The process of initial and ongoing synchronization of the GIS data and the MSAG can be very time consuming and prone to inconsistencies.

Intrado's geoMSAG replacement enables the 9-1-1 Authority or their GIS authoritative source to replace the existing MSAG with a GIS based MSAG that is derived from the GIS road centerline data. Intrado refers to this as a 'geoMSAG'. Once data integrity is validated and tested to confirm no degradation in Wireline 9-1-1 service will occur, the existing MSAG will be replaced with the geoMSAG in conformance with the 9-1-1 Authority's ALI Data Management contract.

Intrado's geoMSAG replacement offloads a considerable amount of the work for 9-1-1 Authorities that make frequent edits to their road centerline data use traditional means to keep the MSAG synchronized with the corresponding GIS data as well as take advantage of the higher level of accuracy that can be achieved within GIS data.

One-Time geoMSAG Replacement Services

The quoted geoMSAG replacement services include the following:

- Creation of a GIS-based MSAG load file from the 9-1-1 Authority's GIS road centerline data (geoMSAG) once a 98% or above Telephone Number (ALI) Simulation success rate is achieved
- Telephone Number (ALI) Simulation Testing against the geoMSAG to confirm no degradation in Wireline 9-1-1 service (up to 2 TN Simulations performed)
- Replacement of the tabular MSAG with a GIS-derived MSAG (geoMSAG)

If the County GIS authority purchases this service prior to implementation of Intrado's GIS data management system, Intrado will provide additional training on how to perform road centerline (RCL) validations and corrections using Spatial Manager and implement the geoMSAG, saving the County significant time and money versus deploying concurrently with or after ESInet deployment.

TRANSITIONAL DATA MANAGEMENT SERVICES (TDMS)

When Intrado is contracted as the ALI database provider, Transitional Data Management Services (TDMS) provides services and tools which enable locally sourced GIS data to serve as the authoritative source for 9-1-1 address validation by supporting legacy Originating Service Provider ("OSP") subscriber provisioning and Automatic Location Information ("ALI") database management.

TDMS significantly reduces the amount of work performed by 9-1-1 coordinators and GIS Authorities that make frequent edits to its GIS data by automatically updating the Master Street Address Guide (MSAG) using County-provided GIS data as the source. TDMS enables Washoe County GIS to upload GIS Road Centerline (RCL) GIS datasets into a web portal and changes within the RCL data are identified automatically and applicable updates to the MSAG are made.



TDMS includes an initial replacement of the County's MSAG with a GIS-based MSAG ("geoMSAG"), ongoing MSAG synchronization and maintenance as changes to the GIS data are made and received from Washoe County GIS, and NG9-1-1 GIS Managed Services essential to successfully onboarding and managing GIS data within the NG9-1-1 environment before and after deployment.

This quote includes TDMS for a period of one (1) year.

TDMS delivers the following benefits:

Operational Efficiency

TDMS provides 9-1-1 address management using GIS road centerline (RCL) data instead of traditional MSAG data, eliminating the need to synchronize and maintain synchronization between disparate GIS and MSAG databases

Improved Data Accuracy

TDMS utilizes GIS data which typically is more precise than the traditional MSAG and provides continuous GIS to MSAG and ALI synchronization

No Changes Required for OSPs (Carriers)

TDMS supports legacy OSP provisioning and ALI database management and is fully transparent to OSPs

Improved i3 Readiness

TDMS helps facilitate the transition to NG9-1-1 by keeping the GIS data synchronized with the MSAG and ALI until fully transitioned to NG9-1-1 and the MSAG / ALI are replaced by the geoMSAG

Support for i3 Interim Routing

TDMS significantly streamlines deployment to Intrado's or a partner / reseller's i3 core routing services



Ongoing TDMS

Ongoing TDMS provides the County with purpose-built tools and portals to upload and validate RCL data and to identify and report GIS data discrepancies for error resolution.

Ongoing TDMS enables 9-1-1 address validation and management to be performed against the County's geoMSAG, which can be updated as often as changes are made to the underlying RCL data. Following the completion of the one-time geoMSAG replacement, the RCL data becomes the master data set and tabular MSAGs are derived from the RCL data, going forward.

Following the successful replacement of the MSAG with the new geoMSAG, ongoing GIS to MSAG synchronization will be performed using EGDMS. The GIS data is used exclusively to drive the tabular MSAG and 911Net (if applicable) is no longer required or used.

Ongoing TDMS includes ongoing GIS validation services and ongoing geoMSAG processing services. Once TDMS is implemented, the County will no longer use MSAG CRs for making MSAG updates and, instead, will perform updates to the geoMSAG by submitting RCL updates using Intrado's EGDMS. Ongoing TDMS includes Intrado's EGDMS and ongoing GIS support services, described in greater detail in this section below.

Ongoing TDMS is provided to GIS Authorities responsible for managing the jurisdiction's GIS data after the solution has been deployed.

Ongoing GIS data management using TDMS follows the steps outlined below.

1. The County submits GIS data to EGDMS
2. EGDMS performs validations on the County-submitted GIS data
3. EGDMS delivers critical error reports and GIS data representing errors; the County corrects critical errors in GIS data file and resubmits to EGDMS
4. RCL changes are submitted for the geoMSAG and ALI validation performed in Step 6
5. geoMSAG and ALI validations are performed to identify errors within the geoMSAG or the OSP TN information
6. geoMSAG referrals are communicated to the County
7. The County reviews the geoMSAG referrals and either corrects the RCL data and resubmits it through EGDMS indicates a TN issue needs to be resolved by the OSP
8. geoMSAG GIS changes that pass validations are applied to the production geoMSAG 9-1-1 database



PRICING

Transitional Data Management Services (TDMS)

One Year

Part Number	Description	Qty	List Price	Sale Price	Subtotal
GIS-SER	geoMSAG Creation	1	\$9,430.38	\$7,638.60	\$7,638.60
GIS-SER	TDMS Monthly Fee – billed on a monthly basis at \$1,909.65	12	\$28,291.20	\$22,915.87	\$22,915.87
Total					\$30,554.47

Notes

TDMS billing is based on the population to be serviced by the GIS Authority. At the time of this quote, pricing is based on a population of 471,519 as reported by World Population Review. Price is based on current population and will not increase throughout the term.

10% discount (sale price) for co-termination with existing Contract (expiration 10/13/32)



TERMS AND CONDITIONS

The terms and conditions available at <https://www.west.com/legal-privacy/terms/#call-handling> will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement.

The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply.

This document contains confidential and proprietary information owned by Intrado or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

Acceptance

The following acceptance terms will supersede the acceptance terms referred to in the above-mentioned Terms and Conditions. Acceptance of the Software or Service, as applicable, will occur on the earliest of the following events:

- (1) Washoe County provides written notice of acceptance of the Software or Service
- (2) The Software or Service are used or capable of being used by Washoe County
- (3) Ten business days pass after Intrado's notice of completion of Services without receipt of a Washoe County notice of material defect in Software or Services

Pricing

All prices are in U.S. Funds.

Taxes, if applicable, are extra unless specified in the quote.

Shipping charges, if applicable, are extra unless specified within this quote.

Payment	Net 30 days
Delivery	To be determined
Validity	This quote is valid for 180 days from the issue date on the cover page

