



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

COMMITTEE MEETING DATE: November 17, 2022

**DATE:** Monday, November 14, 2022

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Quinn Korbolic, IT Manager, Washoe County  
Technology Services, 775-328-2348, [qkorbolic@washoecounty.gov](mailto:qkorbolic@washoecounty.gov)

**SUBJECT:** Recommendation to accept a Change Order to the Intrado Service Order effective November 13, 2020, to include a total of eighty-four SIP lines at regional dispatch centers for a total annual cost not to exceed [\$60,480] and a one-time fee of [\$2,000] in fiscal year 2022/2023; and to recommend that Board of County Commissioners approve the Change Order. For Possible Action.

### SUMMARY

Intrado Incorporated currently hosts Next Generation 911 Services for 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. This Change Order impacts the Intrado Service Order, effective November 13, 2020 and adds eighty-four Session Initiation Protocol (SIP) lines to be used at the PSAPs for a one-time fee of [\$2,000] and an annual cost of [\$60,480].

### PREVIOUS ACTION

September 17, 2020, the Emergency Response Advisory Committee accepted the Intrado, Incorporated Service Order amending and replacing all existing 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 recommended that the Board of County Commissioners approve the Service Order.

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

AGENDA ITEM # \_\_\_\_\_

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 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 FY23 for the one-time payment [\$2,000] to Intrado, Incorporated for the SIP lines and for the annual service payments of [\$60,480].

### **RECOMMENDATION**

Recommendation to accept a Change Order to the Intrado Service Order effective November 13, 2020, to include a total of eighty-four SIP lines at regional dispatch centers for a total annual cost not to exceed [\$60,480] and a one-time fee of [\$2,000] in fiscal year 2022/2023; and to recommend that Board of County Commissioners approve the Change Order.

### **POSSIBLE MOTION**

If the Committee agrees with Staff's recommendation, a possible motion would be: "Move to accept a Change Order to the Intrado Service Order effective November 13, 2020, to include a total of eighty-four SIP lines at regional dispatch centers for a total annual cost not to exceed [\$60,480] and a one-time fee of [\$2,000] in fiscal year 2022/2023; and to recommend that Board of County Commissioners approve the Change Order."

## Intrado Change Order

### 1. Information

<b>Customer Name</b>	Washoe County Nevada on behalf of the 911 Emergency Response Advisory Committee
<b>Change Order Effective Date</b>	Latest date signed below.
<b>Underlying Service Order or Statement of Work (“Order”)</b>	Intrado Service Order effective November 13, 2020.

### 2. Change to Services

Intrado Life & Safety, Inc. (“Intrado”) will provide the following change to the current services (“Services”) under the Order.

Intrado will move the Reno Public Safety Dispatch Office, Washoe County Sheriff’s Office, and Sparks Police Departments’ VIPER systems to SIP delivery system via the Intrado network.

### 3. Pricing

The following fees will apply:

<b>Element Description</b>	<b>OTF</b>	<b>MRF</b>
One-time fee – SIP provisioning	\$2,000.00	N/A
Monthly Recurring Fee – 30 SIP lines (Reno) @\$60/line	N/A	\$1,800.00
Monthly Recurring Fee – 24 SIP lines (Sparks) @ \$60/line	N/A	\$1,440.00
Monthly Recurring Fee – 30 SIP lines (Washoe) @ \$60/line	N/A	\$1,800.00

As applicable, one-time fees will be invoiced, and recurring fees will commence invoicing, upon:

Change Order Effective Date; or

Acceptance. Acceptance will occur on the earliest of the following events: (1) Customer provides written notice of acceptance; (2) the Services are used, or are capable of being used, by Customer in a live environment, or (3) three calendar days pass after Intrado’s notice of Services availability without receipt of a Customer notice of material defect. Capable of being used means that Intrado has completed its obligations herein and any delay to the system going live is due to events of third parties or events otherwise outside of Intrado’s control.

#### 4. Entire Agreement

Except as stated herein, the Order continues in full force and effect. This Change Order amends the Order as stated herein, constitutes the parties' entire agreement, and supersedes any prior written or oral agreements related to its subject matter. This document may be executed in counterparts, by facsimile or electronically, and is not enforceable unless signed by both parties. This Change Order constitutes a binding order for the Products and Services described herein; no further purchase order is required.

**WASHOE COUNTY NEVADA ON BEHALF OF THE 911  
EMERGENCY RESPONSE ADVISORY COMMITTEE**

**INTRADO LIFE & SAFETY, INC.**

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Authorized Signature

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Authorized Signature

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