

DATE: June 28, 2024

TO: 911 Emergency Response Advisory Committee

FROM: Jessica Adams-Lopes, Washoe County Emergency Management, 775-624-4084,
JAdamsLopes@washoecounty.gov

THROUGH: Cadence Matijevich, Government Affairs Liaison, Office of the County Manager, Washoe County

SUBJECT: EMERGENCY ALERTING SOFTWARE SWITCH FROM CODERED TO RAVE ALERT for [For possible action] – A review, discussion, and possible action to approve, deny or otherwise modify a request to fund the costs associated with switching the Washoe County regional Emergency Alerting Software from CodeRed to Rave Alert, in an amount not to exceed \$76,800 annually for a five-year contract period and a one-time setup and integration fee of \$2,500 to be paid in the first year of the contract (FY25).

SUMMARY

EMERGENCY ALERTING SOFTWARE SWITCH FROM CODERED TO RAVE ALERT [For possible action] – A review, discussion, and possible action to approve, deny or otherwise modify a request to fund the costs associated with switching Washoe region’s Emergency Alerting Software from CodeRed to Rave Alert, for an amount not to exceed \$76,800 annually for a five-year contract period and a one-time setup and integration fee of \$2,500 to be paid in the first year of the contract (FY25) .

NRS APPLICABLE

NRS 244A. 7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is primary Public Safety Answering Points (PSAPs): Washoe County, City of Reno, and City of Sparks.

PREVIOUS ACTION

The 911 Emergency Response Advisory Committee has approved the expense of \$10,000 to \$15,000 annually since 2012 for CodeRed.

BACKGROUND

The Washoe County region retired the stand-alone “reverse 911” dialing systems located in the dispatch centers operated by the City of Sparks and the City of Reno in 2006. The systems were replaced by a “service provider, reverse 911” system in 2006 to ensure the region continued to have the ability to alert and warn citizens of emergencies. The system chosen by the emergency managers at that time was City Watch. The system was funded each year in the amount of \$10,000 by the E-911 Committee and provided

20,000 minutes of “reverse-911” calls. The system is accessed by first responders and public safety officials through the three Dispatch PSAPs. It is administered by the Washoe County Emergency Management and Homeland Security Program. In 2012, City Watch was acquired by OnSolve (CodeRED).

After reviewing challenges associated with the use and functionality of CodeRed in January 2024, Washoe County Emergency Management and Homeland Security Program (WCEMHS) began exploring other alerting software’s that could better meet our region’s needs. WCEMHS determined that Rave Alert is the leading mass notification alerting system and is a lower cost than their competitors. Rave Alert allows alert originators, such as WCEMHS, to send emergency alerts faster, easier, and with more precision.

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. Sufficient budget authority exists in the proposed FY25 budget for the Enhanced 911 Fund (208) in Enhanced 911 Admin (800801), Software Maintenance (710210). The annual cost for Rave Alert is \$76,800, a difference of \$61,800 annually from the \$15,000 amount currently budgeted for CodeRed. The annual cost is based upon a five-year contract period, with the total cost of \$386,500, including a one-time setup and integration fee of \$2,500 to be paid in the first year of the contract (FY25).

RECOMMENDATION

It is recommended that the 911 Emergency Response Advisory Committee approve the request to fund the costs associated with switching Washoe region’s Emergency Alerting Software from CodeRed to Rave Alert, for an amount not to exceed \$76,800 annually for a five-year contract period and a one-time setup and integration fee of \$2,500 to be paid in the first year of the contract (FY25).

POSSIBLE MOTION

Move to approve the recommendation to fund the costs associated with switching Washoe region’s Emergency Alerting Software from CodeRed to Rave Alert, for an amount not to exceed \$76,800 annually for a five-year contract period and a one-time setup and integration fee of \$2,500 to be paid in the first year of the contract (FY25).



Customer Acceptance Form

Order #: Q-42747
Date: June 28, 2024
Expires On: September 1, 2024

492 Old Connecticut Path
 Framingham, Massachusetts 01701
 Phone: (508) 532-8953

Ship To

Washoe County, NV ("Customer")
 PO Box 1900
 Reno, Nevada,
 89505 United States

Bill To

Washoe County, NV
 PO Box 1900
 Reno, Nevada
 89505 United States

SALESPERSON	EMAIL	PAYMENT METHOD
Chris Short	chris.short@motorolasolutions.com	Net 30

INITIAL LICENSE TERM:	60.0 month term beginning on the Effective Date
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Annual License Fees

Product Description	Unit Price	QTY	Annual Fee
Rave Alert External Bundle	\$0.15	500,000.00	\$75,000.00
IPAWS Integration	\$1,800.00	1.00	\$1,800.00
Annual License Fees TOTAL:			\$76,800.00

Setup Fees

One-Time Service Description	One-Time Fee
Critical Communications Set-Up Fee	\$2,500.00
One-Time Professional Service Fees TOTAL:	\$2,500.00

TOTAL FEES:

	# of Months	Cost Per Year	Total Contract
Annual Fees:	60.0	\$76,800.00	\$384,000.00
One-Time Fees (Set Up & Integration):			\$2,500.00
Total Fees:			\$386,500.00
Fees Payable Net 30:			\$79,300.00

ACCEPTANCE

Please sign and date this Customer Acceptance Form to indicate your acceptance of this proposal as an authorized representative of Customer. Payment will be due Net 30 from the date Customer signs this Customer Acceptance Form. If Customer's internal procedures require that a purchase order be issued as a condition to payment of any Fees due to Rave, Customer will timely issue such purchase order to Rave. This Customer Acceptance Form is governed by the Master License and Services Agreement found at <https://www.getrave.com/terms-of-service/current.pdf>. Any requested changes to the terms by Customer will impact price proposal above. The effective date will be the date Customer signs this Customer Acceptance Form ("Effective Date").

RAVE ALERT

No additional fees shall be payable to Rave for Rave Alert messages manually sent for immediate delivery by a Management Console user via the Emergency SMS Profile. The Rave Alert annual license fee also includes unlimited messaging via Email, Social Media, App Push, RSS, or Outbound CAP delivery modes. The delivery of Voice, SMS via 10DLC, or SMS via Web Service messages initiated via the Rave API Toolkit, the Inbound CAP API, or scheduled for future delivery from within the Management Console, may be subject to additional fees. Unless specifically addressed in this or another Customer Acceptance Form, additional per message fees (\$0.03 per SMPP or Web Service SMS message, \$0.08 per Voice Message) are billed quarterly in arrears for message quantities greater than 10,000 messages per month or 1 message per registered user per month, whichever is greater. Rave's Voice messaging fees apply to voice calls made within and to the contiguous continental United States. International and long-distance rates apply for other calls. Rave reserves the right to audit Customer's usage for compliance with message quantities purchased and used.

SPECIAL CONDITIONS

NONE

Rave Wireless, Inc.

Signature: _____

Date: _____

Name (Print): _____

Title: _____

Washoe County, NV

Signature: _____

Date: _____

Name (Print): _____

Title: _____

Billing Contact Information

First Name: _____

Last Name: _____

Email: _____

Phone: _____

Please sign and email to Chris Short at chris.short@motorolasolutions.com

THANK YOU FOR YOUR BUSINESS!