

DATE: April 29, 2025
TO: 911 Emergency Response Advisory Committee
FROM: Jenn Felter, Communications Center Manager, 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 SHERIFF'S OFFICE COMMUNICATIONS CENTER TO ENTER INTO CONTRACT FOR AN ANNUAL OR 60-MONTH TERM WITH RAPID SOS [A NG-911 SOLUTION & MORE] FOR WASHOE COUNTY, CITY OF RENO, CITY OF SPARKS COMMUNICATIONS CENTERS TO CONTINUE AND ENHANCE CALLER TECHNOLOGY AND LOCATE ABILITIES WITH CALLERS CALLING WITH EMERGENCIES and NON-EMERGENCIES THROUGH PSAP INITIATED TEXT, VIDEO, AI TECH, TRANSCRIPTION, ETC. - A review, discussion and possible action to approve, deny or otherwise modify a request to enter into contract with RAPID SOS [NG-911 Solution and More] for an Annual amount NOT TO EXCEED: **\$225,040.00 (annually)**, or 60-month term in an amount NOT TO EXCEED: **\$1,125,200.00 (60-month term)**

SUMMARY

PUBLIC SAFETY EQUIPMENT/LICENSING FOR PRIMARY PSAPs (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS, CITY of RENO, CITY of SPARKS:

RAPID SOS is an NG-911 solution that is used nationwide as a tool to enhance call taking abilities with callers calling into PSAPs for emergency and non-emergency problems. This technology is designed to simplify operations in PSAPs and not complicate them. In addition, many state of Nevada PSAPs are already currently using Rapid SOS which will allow other users the interoperability between Centers to hand off a caller through passing jurisdiction leaving the callers breadcrumbs. Projections for RapidSOS in 2025 Q4 also will allow the ability for Center to chat through their system similar to a CAD-to-CAD feature.

Many components of RapidSOS 'UNITE' such as Alarm Call Automation, Intelligent Analyst, Communicator, Single Sign On, and GIS which are add-ons to the RapidSOS Solution provide enhancements that allow for or provide for management of calls.

RapidSOS will receive the calls before the call even hits our system plotting on the maps and calls for services may be entered quicker.

The RapidSOS quote has been provided at total contract value for the 60-month term with 21 concurrent licenses between the three PSAPs. The following PSAPs will receive the licenses split as such, City of Reno 10, City of Sparks 3, and Washoe County 8.

We request review, discussion and possible action to approve, deny or otherwise modify a request to enter into contract with RapidSOS [NG-911 Solution & More] for an annual amount NOT TO EXCEED: **\$225,040.00 (annually)**, OR 60-month term in an amount NOT TO EXCEED: **\$1,125,200.00 (60-month term)**

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

E911 Emergency Response Advisory Board approved the contract term of 60-months paid annually in January 2021 for a similar software technology "Carbyne." Which is currently used by Washoe County Communications Center.

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 Sheriff's Office Communications Center, for the Regional PSAPs to enter into contract with RapidSOS for the enhancement solutions indicated in above summary for NG-911 technologies to enhance communications with callers and other statewide PSAPs during critical and non-critical events, in an annual amount NOT TO EXCEED: **\$225,040.00 (annually)**, OR 60-month term in an amount NOT TO EXCEED: **\$1,125,200.00 (60-month term)**

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Board approve the request presented by Washoe County Sheriff's Office Communications Center, for the Regional PSAPs to enter into contract with RapidSOS for the enhancement solutions indicated in above summary for

NG-911 technologies to enhance communications with callers and other statewide PSAPs during critical and non-critical events, in an annual amount NOT TO EXCEED: **\$225,040.00 (annually)**, OR 60-month term in an amount NOT TO EXCEED: **\$1,125,200.00 (60-month term)**

RapidSOS Paid Modules Budgetary Quote

RapidSOS Contact Information 3 Park Ave Floor 22 New York, NY 100 16 Regional Manager Name: Brooke Pashman Regional Manager Title: Enterprise Account Executive, Partnerships Regional Manager Email: bpashman@rapidsos.com Regional Manager Phone: 3104248687	Customer Contact Information Agency Name: Washoe County Sheriffs Office Agency Address: 5195 Spectrum Boulevard, Reno, Nevada 89512, United States Agency Contact 1: Jennifer Felter Manager, Communications Center jfelter@washoecounty.gov +1775-333-7017
Quote Reference Number: Q-02201 Quote Created: April 29, 2025 Quote Expires: May 29, 2025	

Product	Annual License Price	License Count	Term	% Discount	Total Cost
GIS - RapidSOS hosted	\$75,600.00	21	Year 1 (12 months)	20	\$60,480.00
GIS - RapidSOS hosted	\$75,600.00	21	Year 2 (12 months)	20	\$60,480.00
GIS - RapidSOS hosted	\$75,600.00	21	Year 3 (12 months)	20	\$60,480.00
GIS - RapidSOS hosted	\$75,600.00	21	Year 4 (12 months)	20	\$60,480.00
GIS - RapidSOS hosted	\$75,600.00	21	Year 5 (12 months)	20	\$60,480.00

The GIS module incorporates locally authoritative GIS data into RapidSOS UNITE, streamlining workflows and enhancing resilience during outages. Includes: - Agency-specific basemap based on locally authoritative GIS data - Creation and integration of geocoder based on local GIS data - Secure, highly available cloud-based GIS services from GeoComm - Ability to integrate with NENA EPRC or locally flown aerial imagery					
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Product	Annual License Price	License Count	Term	% Discount	Total Cost
Intelligent Analyst	\$84,000.00	21	Year 1 (12 months)	20	\$67,200.00

Intelligent Analyst	\$84,000.00	21	Year 2 (12 months)	20	\$67,200.00
Intelligent Analyst	\$84,000.00	21	Year 3 (12 months)	20	\$67,200.00
Intelligent Analyst	\$84,000.00	21	Year 4 (12 months)	20	\$67,200.00
Intelligent Analyst	\$84,000.00	21	Year 5 (12 months)	20	\$67,200.00

The Intelligent Analyst module leverages RapidSOS UNITE data to provide a holistic view of calls, texts and sensor-based alerts.

Includes:

- Reporting on 911 call metrics from an agency's CDR data
- Additional analytics for texts and admin calls included in CDR data and Digital Alerts
- Implementation and configuration for agency's CDR data

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Non-Emergency Automation - Alarm Call Automation	\$37,800.00	21	Year 1 (12 months)	20	\$30,240.00
Non-Emergency Automation - Alarm Call Automation	\$37,800.00	21	Year 2 (12 months)	20	\$30,240.00
Non-Emergency Automation - Alarm Call Automation	\$37,800.00	21	Year 3 (12 months)	20	\$30,240.00
Non-Emergency Automation - Alarm Call Automation	\$37,800.00	21	Year 4 (12 months)	20	\$30,240.00
Non-Emergency Automation - Alarm Call Automation	\$37,800.00	21	Year 5 (12 months)	20	\$30,240.00

The Non-Emergency Automation module uses AI to answer & process non-emergency requests as Digital Alerts within RapidSOS UNITE. The Alarm Call Automation portion handles traditional 10-digit alarm calls.

Includes:

- New 10-digit phone line powered by RapidSOS HARMONY
- Agency-specific configuration to gather data for ECC alarm protocols
- Built-in transfer mechanism to escalate calls to telecommunicators as needed

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Communicator - Voice, Text and Video Intelligence	\$81,900.00	21	Year 1 (12 months)	20	\$65,520.00
Communicator - Voice, Text and Video Intelligence	\$81,900.00	21	Year 2 (12 months)	20	\$65,520.00
Communicator - Voice, Text and Video Intelligence	\$81,900.00	21	Year 3 (12 months)	20	\$65,520.00

Communicator - Voice, Text and Video Intelligence	\$81,900.00	21	Year 4 (12 months)	20	\$65,520.00
Communicator - Voice, Text and Video Intelligence	\$81,900.00	21	Year 5 (12 months)	20	\$65,520.00
<p>The Communicator module adds intelligence to enhance the voice, text and video channels within RapidSOS UNITE. Includes:</p> <ul style="list-style-type: none"> -Language translation for text and chat -Video on-screen transcription with audio translation -Voice call language transcription and translation -Voice call AI summarization and keyword alerting -Text, Voice, Video and Multimedia storage 					

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Single Sign On (SSO)	\$2,500.00	1	Year 1 (12 months)	100	\$0.00
Single Sign On (SSO)	\$2,500.00	1	Year 2 (12 months)	100	\$0.00
Single Sign On (SSO)	\$2,500.00	1	Year 3 (12 months)	100	\$0.00
Single Sign On (SSO)	\$2,500.00	1	Year 4 (12 months)	100	\$0.00
Single Sign On (SSO)	\$2,500.00	1	Year 5 (12 months)	100	\$0.00
<p>The Single Sign-On (SSO) module allows Agency and Agency Permitted Users to access RapidSOS UNITE with one login</p> <p><i>SSO may be offered via third-party services. RapidSOS and its SSO Providers may share and manage account information. By using SSO, Agency and Agency Permitted Users: 1) grant RapidSOS and its SSO Providers the rights to use, copy, store, and modify any user-submitted content, 2) agree to keep their login credentials confidential and notify RapidSOS of any security breaches, 3) can only access SSO through their employing agency and must have authority to create accounts on the agency's behalf</i></p>					

One-time Services	Per-unit Price	Quantity	% Discount	Total Cost
Communicator set-up fee	\$1,500.00	1	0	\$1,500.00
GIS set-up fee	\$2,500.00	1	0	\$2,500.00
Intelligent Analyst set-up fee	\$2,500.00	1	0	\$2,500.00
Non-Emergency Automation - Alarm Call Automation set-up fee	\$1,500.00	1	0	\$1,500.00

Total Contract Value:	\$1,125,200.00
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Comments:

Terms and Conditions

The purchase of RapidSOS Paid Modules may be subject to separate order forms or Terms and Conditions, which will be provided as required following acceptance of this Quote.