



WASHOE COUNTY

TECHNOLOGY SERVICES

1001 E. Ninth St
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(775) 328-2351

Request for Quote: 911 Emergency Response Five-Year Master Plan update

Overview

On Behalf of the 911 Emergency Response Committee, Washoe County Technology Services is requesting quotes for the update of the 911 Emergency Response Five-Year Master Plan. The Master Plan was last updated in 2018 and again in 2021 to reflect changes to NRS enacted by the 2017 and 2019 Nevada Legislature(s), including costs associated with portable event recording devices; prioritization of spending; and changes to eligible expenses. The Master Plan approved by the Washoe County Board of County Commissioners in 2018 resulted in the approval of an increase in the 911 surcharge from \$0.25 to \$0.85 for individual land and mobile telephone lines and from \$2.50 to \$8.50 for trunk lines. In 2023, the Washoe County Board of County Commissioners again increased the 911 surcharge from \$0.85 to \$1.00 for individual land and mobile telephone lines and from \$8.50 to \$10.00 for trunk lines in anticipation of increased expenses related to upgrade to the regional Computer Aided Dispatch (CAD) system and increasing costs for portable event recording devices.

Nevada Revised Statutes (NRS) requires the Board of County Commissioners to annually review and, if necessary, update the Five-Year Master Plan. Specifically, NRS 244A.7643 states:

A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county or for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable. The master plan must include an estimate of the cost of the enhancement of the telephone system or of the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable, and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.

The current 911 Master Plan, updated in 2021, is nearing the end of its planning period and must be updated. On [date], the Washoe County 911 Emergency Response Advisory Committee recommended to the Board of County Commissioners that the plan be updated. Subsequently, on [date], the Board of County Commissioners directed staff to update the 911 Emergency Response Five-Year Master Plan to include, but not be limited to, continued upgrade, expansion, and modernization of Public Safety Answering Points (PSAP) and associated back-up sites, adoption of the new Computer Aided Dispatch System, implementation of a regional Emergency Services Internet (ESInet) to include adjacent county 911 systems, identification of legislative opportunities to enhance eligible surcharge expenses, and assessment of NG911 systems and processes.



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Scope of Work

911 Emergency Response Five Year Master Plan update:

Master Plan Requirements as stated in NRS 244A.7643:

- Update the existing Five-Year Master Plan for enhancement of the telephone system for reporting emergencies and for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices.
- Update Cost estimates for enhancement of the telephone system for reporting emergencies in the county and for purchasing and maintaining portable event recording devices and vehicular event recording devices.
- All proposed sources of money for funding those costs, including the 911 surcharge as specified in NRS 244A.7643. This review should include 911 surcharge funds and funds committed by participating agencies in support of their respective PSAPs and portable event recording device programs.

The Five-Year Master Plan shall:

- Include a plan for Public Safety Answering Point back-up sites to include existing PSAP site location analysis and, if necessary, recommendations for additional sites to host a back-up PSAP.
- Recommend and prioritize projects to enhance the regional 911 systems to include but not be limited to: Regional ESInet, Regional Dispatch Center upgrade, expansion, and NG911 modernization. Any additional projects included in this plan should be determined through stakeholder interviews.
- Address and analysis of changes to NRS 244A.7641-7648 during the 2025 Nevada Legislature.
- Address and analysis of changes to FCC guidance, recommendations, or Code of Federal Regulations (CFR) that impact utilization of 911 funds.
- An analysis of recent federal legislation (OBBBA) that may impact utilization of 911 Funds or funding for PSAPs.
- Include a five-year historical analysis of Revenue and expenditures including a five-year 911 fund balance projection to include master plan-recommended project expenditures.
- Include a review of previous two master plan recommendations, projects, and associated statuses.
- Include a NG911 roadmap that indicates the progress made towards NG911, what needs to be done in the future, including prioritization and cost estimates; and including any issues or roadblocks that need to be resolved with options for resolution.
- Provide recommendations to the 911 Emergency Response Advisory Committee of actions that may be taken over the five-year plan period that would enhance the provision of Emergency 911 Services to the citizens of Washoe County that can include but not be limited to training plans, hardware refresh plans, and data collection that may lead to better call handling, call transfers and improvement of response times and outcomes.
- Be focused on the period between July 1, 2026, to June 30, 2031.
- Serve as a guidebook for 911 Emergency Response Advisory Committee members and the public on the utilization of public funds (the 911 surcharge) to enhance 911 emergency response services



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by providing legislative analysis, background, and past actions or accomplishments of the 911 Emergency Response Advisory Committee and the Nevada Legislature.

Phase II: Five-Year Master Plan Implementation and Administrative Services:

- As part of the Master Plan update, the proposer should include services estimated to support implementation of the Master Plan. Any recommendation made in the master plan shall include estimates for ongoing support services to include, but not be limited to, project management, data collection and reporting, and fund administration. Any recommended large project implementation may require a separate estimate and statement of work.

Timeline:

July 2025	Release Request for Bids
August 2025	Regional Partners (Reno, Sparks, Washoe County) review bids
September 2025	911 Committee recommendation to select consultant and Board of County Commissioners approval of consultant contract
November 2025	Consultant: plan update kick-off
April 2026	Consultant: Submit plan for 911 Committee approval
June 2026	Consultant: Submit statement of work and cost proposal for Master Plan implementation and Administrative Services
August 2026	Submit updated plan to Board of County Commissioners for approval
August 2026	Consultant: Begin Master Plan Implementation Services

Consultant Requirements:

It is expected that any consultant undertaking the 911 Emergency Response Five-Year Master Plan update have substantial and demonstrated experience in long-range planning activities related to 911 telephone systems, CAD and RMS, Portable Event Recording Devices, and PSAP operations. In the process of updating the plan, the consultant is expected to initiate and maintain extensive interaction with regional stakeholders including but not limited to regional PSAP managers, Washoe County staff



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who administer the 911 fund, and the law enforcement agencies administering portable event recording device programs.

Please Provide a Quote for the update of the 911 Emergency Response Five-Year Master Plan including:

- A Fixed cost quote for services
- Statement of work
- Consultant information including:
 - Company and staff profiles
 - Experience with long-range planning related to E911, CAD and portable event recording devices.

Please provide your Proposal and related materials by **August, xx 2025**

For questions, please contact:

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