

DATE: September 4, 2025
TO: 911 Emergency Response Advisory Committee
FROM: Joanna Aitken, Management Assistant, Reno Public Safety Dispatch
aitkenj@reno.gov

SUBJECT:

CITY OF RENO PUBLIC SAFETY DISPATCH request to reimburse the costs associated with purchasing Dell Monitors, \$219.99 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48. A review, discussion, and possible action to approve, deny, or otherwise modify a request for reimbursement for the costs associated with purchasing Dell Monitors, \$217.79 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48.

SUMMARY:

RENO PUBLIC SAFETY DISPATCH request to reimburse the costs associated with purchasing Dell Monitors, \$217.79 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48.

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:

Stakeholders are the area Primary Public Safety Answer Points (PSAP)- City of Reno Public Safety Dispatch, City of Sparks Emergency Communications, and Washoe County Sherriff's Office Communications.

PREVIOUS ACTION & BACKGROUND:

On April 30, 2025 the 9-1-1 Emergency Response Advisory Committee approved reimbursement for the City of Reno Public Safety Dispatch for the costs associated with purchasing Dispatch equipment and accessories, not to exceed \$1,080.25.

FISCAL IMPACT:

The Enhanced 9-1-1 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 Washoe County Emergency Response Advisory Committee approve the request to reimburse the costs associated with purchasing Dell Monitors, \$217.79 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48. A review, discussion, and possible action to approve, deny, or otherwise modify a request to reimburse the costs associated with the costs associated with purchasing Dell Monitors, \$217.79 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48.

POSSIBLE MOTION:

Move to approve the recommendation to reimburse the costs associated with the purchase Dell Monitors, \$217.79 each; quantity three (3), HW540 EncorePro Convertible Headsets, \$72.35 each, quantity six (6), not to exceed \$1,087.48.



Final Details for Order #113-0016318-7374675

Order Placed: July 16, 2025

Amazon.com order number: 113-0016318-7374675

Order Total: \$702.96

Shipped on July 16, 2025	
Items Ordered	Price
1 of: Amazon Basics DisplayPort to HDMI Display Cable, Uni-Directional, 1920x1200, 1080p, Gold-Plated Plugs, 25 Foot, Black Sold by: Amazon (seller profile) Condition: New	\$16.79
6 of: Verbatim Wired USB Computer Mouse - Corded USB Mouse for Laptops and PCs - Right or Left Hand Use, Black 98106, Glossy Black Pack, 1.2" x 2.3" x 3.8" Sold by: Amazon.com Condition: New	\$5.55
Shipping Address: Joanna Aitken SECOND FLOOR 5195 SPECTRUM BLVD RENO, NV 89512-3904 United States	Item(s) Subtotal: \$50.09 Shipping & Handling: \$0.00 Amazon Day discount: -\$0.51 ----- Total before tax: \$49.58 Sales Tax: \$0.00 ----- Total for This Shipment: \$49.58 -----
Shipping Speed: Amazon Day Delivery	

Shipped on July 19, 2025	
Items Ordered	Price
2 of: Dell 24 Monitor - P2422H - Full HD 1080p, IPS Technology, ComfortView Plus Technology Sold by: Worldwide Direct 2U (seller profile) Condition: New	\$219.99
Shipping Address: Joanna Aitken SECOND FLOOR 5195 SPECTRUM BLVD RENO, NV 89512-3904 United States	Item(s) Subtotal: \$439.98 Shipping & Handling: \$0.00 Amazon Day discount: -\$4.39 ----- Total before tax: \$435.59 Sales Tax: \$0.00 ----- Total for This Shipment: \$435.59 -----
Shipping Speed: Amazon Day Delivery	

Shipped on July 19, 2025	

Items Ordered		Price
1 of: Dell 24 Monitor - P2422H - Full HD 1080p, IPS Technology, ComfortView Plus Technology		\$219.99
Sold by: Worldwide Direct 2U (seller profile)		
Condition: New		
Shipping Address:		Item(s) Subtotal: \$219.99
Joanna Aitken		Shipping & Handling: \$0.00
SECOND FLOOR 5195 SPECTRUM BLVD		Amazon Day discount: -\$2.20
RENO, NV 89512-3904		-----
United States		Total before tax: \$217.79
Shipping Speed:		Sales Tax: \$0.00
Amazon Day Delivery		-----
Total for This Shipment:		\$217.79

Payment information	
Payment Method:	Item(s) Subtotal: \$710.06
MasterCard Last digits: 5436	Shipping & Handling: \$0.00
Billing address	Promotion applied: -\$7.10
Joanna Aitken	-----
SECOND FLOOR 5195 SPECTRUM BLVD	Total before tax: \$702.96
RENO, NV 89512-3904	Estimated Tax: \$0.00
United States	-----
	Grand Total: \$702.96
Credit Card transactions	MasterCard ending in 5436: July 19, 2025: \$702.96

To view the status of your order, return to [Order Summary](#).



PUBLIC SECTOR SOLUTIONS

GovConnection, Inc.
2275 Research Blvd
Suite 360
Rockville MD 20855

Date 7/16/25 September 18, 2025 E911 Committee Meeting
Vendor # 585
Account #00100-1700-1710-
Account # 00100-0880-0880-7300-0000
Approved by [Signature] 7/17/25
Commodity Code 276.01 PLEASE ENCLOSE ATTACHED REMITTANCE
RECEIPT WITH YOUR PAYMENT

REMIT TO ADDRESS

GOVCONNECTION, INC.
DBA CONNECTION
PO BOX 536477
PITTSBURGH PA 15253-5906

Federal ID No.	Invoice No.	Invoice Date
52-1837891	76661426	07/16/2025

Company retains a purchase money security interest in
Equipment until payment is made in full.

Sold To:

CITY OF RENO
PO BOX 1900
RENO NV 89505

Shipped To:

DISPATCH/SPECTRUM
JOANNA AITKEN
5195 SPECTRUM BLVD
RENO NV 89512

CORP. SALES (800)800-0019

CREDIT DEPT (888)294-0268

CUSTOMER SERV (800)800-0019

Date of Order	Order No.	Customer Purchase Order No.	Account No.	Terms	Date Shipped	Shipped Via
07/16/2025	63510138	DispatchAit071025	8933731	Net 30	07/16/2025	UPS - GROUND COMMERCIAL
Quantity			Item No.	Description	Unit Price	Extension
Ordered	Back Ordered	Shipped				
6		6	41716682	HW540 ENCOREPRO CONVERTIBLE	72.3500	434.10
			SER. #	33ULX2 MFG# 783P0AA#ABA		
			SER. #	33UM20 MFG# 783P0AA#ABA		
			SER. #	33YMKU MFG# 783P0AA#ABA		
			SER. #	33UMEA MFG# 783P0AA#ABA		
			SER. #	33UN59 MFG# 783P0AA#ABA		
			SER. #	33UMC6 MFG# 783P0AA#ABA		

***** PLEASE NOTE EFT INSTRUCTIONS *****

For electronic funds transfer, please remit to Citizens Bank:

ACH Payments: ABA # 2110-70175, Account # 1310873272

WIRE Payments: ABA #0115-00120, Account # 1310873272

Please include invoice number(s) in the transmitted information.

PLEASE SEND remit information to REMIT@CONNECTION.COM

"We provide more timely and accurate information to the business community by sharing our accounts receivable information with credit bureaus"
For your security, do not change remittance details without valid written and verbal authorization from our company.

Merchandise	Sales Tax	Shipping/Packaging
434.10		

Backordered items will be shipped and
Invoiced to you as soon as they are available.

Page # 1

Invoice Total
434.10

HOLLAND, PATRICIA

Ordered By

Joanna Aitken

Order No.
63510138

Company	Account No.	Invoice No.	Invoice Total
00005	8933731	76661426	434.10

GOVCONNECTION, INC.
DBA CONNECTION
PO BOX 536477
PITTSBURGH PA 15253-5906

PLEASE ENCLOSE THIS REMITTANCE
RECEIPT WITH YOUR PAYMENT

00005 8933731 766614260000043410