

DATE: December 22, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Craig Franden, City of Reno Department of IT, Director frandenc@reno.gov

THROUGH: Cody Shadle, City of Reno Public Safety Dispatch, Director shadlec@reno.gov

SUBJECT: REQUEST FOR REIMBURSEMENT FOR CITY OF RENO FOR PUBLIC SAFETY SERVER MAINTENANCE AND SUBSCRIPTION LICENSING [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with the purchase of extended server maintenance and VMware licensing subscriptions required to host and support the Tiburon CAD system and database, for a total amount not to exceed \$45,226.19.

SUMMARY

REQUEST FOR REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY SERVER AND SUBSCRIPTION LICENSING [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with the purchase of extended server maintenance and VMWare licensing subscriptions required to host and support the Tiburon CAD system and database, for a total amount not to exceed \$45,226.19.

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)

Stakeholders are primary Public Safety Answering Points (PSAPs) – City of Reno Public Safety Dispatch, Sparks Police Department, Washoe County Sheriff’s Office Emergency Communications, as well as Reno Fire Department, Reno Police Department, Sparks Fire Department, Sparks Police Department and Washoe County Sheriff’s Office.

PREVIOUS ACTION & BACKGROUND

June 18, 2025, the 911 Emergency Response Advisory Committee approved reimbursement for the support and maintenance agreement of Central Square Total Command CAD (Tiburon) for six (6) months.

September 19, 2024, the 911 Emergency Response Advisory Committee approved funding for change order one (1) for upgrade of the regional Computer Aided Dispatch (Hexagon OnCall Dispatch CAD).

On January 12th, 2024, the 911 Emergency Response Advisory Committee approved the fiscal year 2024/2025 E911 Budget which included funds appropriated for the unified regional Computer Aided Dispatch system.

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 Committee approve the request to reimburse the costs associated with the purchase of extended server maintenance and VMWare licensing subscriptions required to host and support the Tiburon CAD system and database, for a total amount not to exceed \$45,226.19.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to reimburse the costs associated with the purchase of extended server maintenance and VMWare licensing subscriptions required to host and support the Tiburon CAD system and database, for a total amount not to exceed \$45,226.19.

Ship To

P.O. Box 1900
1 East First Street
Fifth Floor
RENO, NV 89501

Bill To

P.O. Box 1900
1 East First Street
12th Floor
RENO, NV 89505

Purchase Order
No. 2026-00000492

DATE 11/17/2025

VENDOR NO. 14565

Vendor

ARCTIQ
ACH PAYMENT
RENO, NV 89501



PURCHASE ORDER NUMBER MUST APPEAR ON
ALL INVOICES, SHIPPERS, BILL OF LADING AND
CORRESPONDENCE

DELIVER BY
SHIP VIA
FREIGHT TERMS
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ORIGINATOR: Warriner, Tracey

REFERENCE #

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1.0000	Each	SERVICES - MAINTENANCE - VXRAIL HW/SW TIBURON MAINTENANCE RENEWAL QUOTE: 023996 V3 CYNTHIA HARA 10/27/25-5/31/26 00100-1700-1780-7400-2000 - Outside services-other 45,226.19	45,226.1900	\$45,226.19
TOTAL DUE				\$45,226.19


Craig Franden, Director of Information Technology
APPROVED BY/TITLE


RECEIVED BY

Special Instructions

TIBURON SERVER COVERAGE THROUGH 5/31/26 ANGELA PHELPS