

DATE: September 23, 2026
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, Director, City of Reno Public Safety Dispatch, shadlec@reno.gov
Connie Shepperd, City of Sparks Police Department, Police Services Manager, cshepperd@sparksnv.gov
SUBJECT: REQUEST TO APPROVE FUNDING FOR VERINT (911 RECORDING) API INTEGRATION WITH GOVWORX COMMS COACH (911 TRAINING & QA SOFTWARE): [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to directly fund the costs associated with developing, implementing and maintaining the required software interface between Verint (911 audio recording software) and GovWorx CommsCoach (911 training & QA software) for a total first year cost not to exceed \$12,087.79.

SUMMARY

A review, discussion and possible action to approve, deny or otherwise modify a request to directly fund the costs associated with developing, implementing and maintaining the required software interface between Verint (911 audio recording software) and GovWorx Comms Coach (911 Training and QA software) for a total first year cost not to exceed \$12,087.79.

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for “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;” and “Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.”

The local Public Safety Answering Points (PSAPs) connect to and utilize Verint audio recording software solution to record and maintain all 911 audio recordings. The Verint recording solution is currently provided to the local PSAPs and managed through the Great Migration contract with Intrado Safety Solutions. GovWorx Comms Coach QA Train and SIMS software provides an automated and integrated solution for conducting consistent Quality Assurance reviews on all 9-1-1 calls, as well as providing real-life 9-1-1 simulation-based training for 9-1-1 personnel. This integration would provide for audio and meta-data to be accessible directly from Verint’s 9-1-1 recording database straight to the GovWorx Comms Coach software and complete implementation and integration of GovWorx Comms Coach solution.

The referenced interface in the attached quote will provide service for the City of Reno Public Safety Dispatch, City of Sparks Police Department Dispatch, and Washoe County Sheriff’s Office Communications, including all user agencies supported by the referenced PSAPs.

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 primary Public Safety Answering Points (PSAPs) & User Agencies of those PSAPs – City of Reno Public Safety Dispatch, City of Sparks Police Department Dispatch, and Washoe County Sheriff’s Office Communications, Reno Police Department, Reno Fire Department, Sparks Police Department, Sparks Fire Department.

PREVIOUS ACTION&BACKGROUND

May 19, 2026, the E911 Emergency Response Advisory Committee approved the reimbursement of costs associated with the purchase and implementation of GovWorx Comms Coach QA Train and SIMS for City of Reno Public Safety Dispatch and City of Sparks Police Department Dispatch.

November 20, 2025, the E911 Emergency Response Advisory Committee approved the reimbursement of costs associated with the purchase and implementation of the interface between Verint (911 audio recording software) and Hexagon OnCall Dispatch (CAD).

April 17, 2025, the E911 Emergency Response Advisory Committee approved funding for the interface between Purvis Fire Station Alerting System software and Hexagon OnCall Dispatch.

January 03,2020 the E911 Emergency Response Advisory Committee approved the Change Order for Services between Washoe County and Intrado Inc. for the upgrade of the current Verint Recording Solution in an amount not to exceed \$633,600.

FISCAL IMPACT

The quote describes a single interface supporting all agencies (Reno, Sparks and Washoe) utilizing the Verint product through Intrado’s Great Migration contract. The quote lists an annual maintenance cost of \$1,368.43 and a one-time licensing cost of \$10,719.36 for a total first year cost of \$12,087.79. If approved these costs would be invoiced along with the current Intrado billing to Washoe County.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to directly fund the costs associated with developing, implementing and maintaining the required

software interface between Verint (911 audio recording software) and GovWorx Comms Coach (911 Training and QA software) for a total first year cost not to exceed \$12,087.79.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to directly fund the costs associated with developing, implementing and maintaining the required software interface between Verint (911 audio recording software) and GovWorx Comms Coach (911 Training and QA software) for a total first year cost not to exceed \$12,087.79.



Company Name: Intrado Life & Safety, Inc.

SDK Govworks API

for

Washoe County/Reno, NV

(Direct)

Quote Number: 81444

Version: 1

July 10, 2026

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms-conditions> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

Summary - Washoe County/Reno
Setup Fees

Third Party Solution	\$12,087.79
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Site: Washoe County/Reno

Item#	Description	Qty	List Price	Selling Price	Total
Third Party Solution					
QD02465	MAINTENANCE - Verint - Public Safety v15.2, Tier 2 Only, Annual Maintenance - Washoe County, RENO, NV	1	\$0.00	\$1,368.43	\$1,368.43
QD02464	SERVICE - Verint - License, Public Safety v15.2 Software, SDK - Washoe County, RENO, NV	1	\$0.00	\$10,719.36	\$10,719.36
				Subtotal	\$12,087.79
				Total	\$12,087.79

Notes

1 This quote provides pricing for SDK Govworks API services at Washoe County/Reno, NV.

Terms

VENDOR NAME	Intrado Life & Safety, Inc. Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	erd-ordermanagementteam@intrado.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2023
INVOICING	If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms: • 30% on acceptance of Customer's Order • 30% on shipment • 30% on System Cutover • 10% on Final Acceptance
DELIVERY VALIDITY	TBD Quote expires on December 31, 2026. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety, Inc. and is offered solely for the purpose of evaluation.

Optional Signature Page

Customer can purchase the products and services in this Quote by:

- Issuing a purchase order for the Total Amount of the quote

OR

- By signing below

Intrado Quote Number: 81444 Version: 1 Date Issued: July 10, 2026

Total Purchase Amount (Not including Optional Products or Services): \$12,087.79

Please check one: Bill the Total Amount Upfront: _____ Bill Annually: _____

ACCEPTED AND AGREED:

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: Washoe County/Reno, NV

Signature: _____

Printed Name: _____

Title: _____

Date Signed: _____

By signing above, Customer acknowledges and agrees with the terms of the box checked below:

_____ A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

X A customer purchase order is NOT required to pay any invoice relating to this quote. The signature above authorizes Intrado to ship, provide services, and invoice customer.

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms-conditions> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.