

DATE: August 24, 2026
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, Director, Reno Public Safety Dispatch
SUBJECT: REQUEST FOR REIMBURSEMENT OF EXTENDED SUPPORT & MAINTENANCE AGREEMENTS OF CENTRAL SQUARE TOTAL COMMAND CAD FOR ONE (1) SIX (6) MONTH EXTENSION AND ONE (1) 12 MONTH EXTENSION FOR A TOTAL OF 18 MONTHS: [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request reimbursement of the costs associated with extending support and maintenance agreements of Central Square Total Command CAD for one (1) six (6) month extension and one (1) 12 month extension for a total of 18 months and for a total amount not to exceed \$206,351.99.

SUMMARY

A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement of the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD for one (1) six (6) month extension and one (1) 12 month extension for a total of 18 months, beginning March 1, 2026 and ending August 31, 2027, for a total amount not to exceed \$206,351.99.

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.”

Each of the local Public Safety Answering Points (PSAPs), in collaboration with local law enforcement and fire agencies are engaged in the replacement and implementation of Octave’s OnCall Dispatch CAD software platform. The Enhanced 911 Emergency Response Advisory Board has previously approved the funding for implementation and on-going support and maintenance for Octave’s OnCall Dispatch CAD. Due to the length of implementation and scheduling adjustments to the project’s projected go-live date, the partnering agencies must extend the support and maintenance agreement with the current CAD product provided by vendor Central Square. The requested extension will ensure accessibility, operational capacity and continued support through the remainder of project implementation.

The attached quotes provide for the maintenance and support of systems supporting the Reno, Washoe and Sparks 911 centers for CAD related items, as follows:

Extension 1: \$73,697.14 (03/01/26 – 08/31/26)

Extension 2: \$132,654.85 (09/01/26 – 08/31/27)

Total: \$206,351.99

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

January 15, 2026, the 911 Emergency Response Advisory Committee approved reimbursement for extended server maintenance and VMWare licensing subscriptions that host the Central Square Tiburon Command CAD system.

June 18, 2025, the 911 Emergency Response Advisory Committee approved funding to extend support and maintenance for Central Square Total Command CAD 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, deny or otherwise modify a request to reimburse the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD one (1) six (6) month extension and one (1) 12 month extension for a total of 18 months, and a total amount not to exceed \$206,351.99.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve, deny or otherwise modify a request to reimburse the costs associated with extending the support and maintenance agreement of Central Square Total Command CAD one (1) six (6) month extension and one (1) 12 month extension for a total of 18 months, and a total amount not to exceed \$206,351.99.

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. 2026-00000720

DATE 02/13/2026

VENDOR NO. 12249

Vendor

TRITECH SOFTWARE SYSTEMS
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
PAGE 1 of 1

ORIGINATOR: Warriner, Tracey

REFERENCE #

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1.0000	Each	COMPUTERS, MAINTENANCE CONTRACTS - 6 MO EXT CONTRACT FOR TIBURON Quote Q-240286 3/1/26-8/31/26 Steve Castle 00100-1700-1740-7400-2000 - Outside services-other 250,000.00	250,000.0000	\$250,000.00
TOTAL DUE				\$250,000.00


APPROVED BY/TITLE

Craig Franden, Director of Information Technology


RECEIVED BY

Special Instructions

CRAIG FRANDEN CODY SHADEL SEND PO INVOICES TO E911 QUINN



Invoice

Invoice No
457575

Date
2/17/2026

Page
1 of 1

Tritech Software Systems, a CentralSquare Company
1000 Business Center Drive
Lake Mary, FL 32746

Billing Inquiries: Accounts.Receivable@centralsquare.com

Bill To
Reno, NV
Renewals for Reno Police
P.O. Box 1900
Reno NV 89505
United States

Ship To
Reno, NV
Renewals for Reno Police
P.O. Box 1900
Reno NV 89505
United States

Customer No	Customer Name	Customer PO #	Currency	Due Date
14716	Reno, NV	2026-00000720	USD	3/19/2026

Invoice Sequence Number 1 of 1

Quote No. Q-240286

Order No. 00120642

	Description	Units	Rate	Extended
1	CAD Annual Maintenance Fee - Annual Maintenance Fee CAD Annual Maintenance Fee Maintenance: Start:3/1/2026, End: 8/31/2026	1	72,015.29	72,015.29
2	CAD Annual Maintenance Fee - Annual Maintenance Fee CAD Annual Maintenance Fee Maintenance: Start:3/1/2026, End: 8/31/2026	1	1,681.85	1,681.85
3	RMS Annual Maintenance Fee - Annual Maintenance Fee RMS Annual Maintenance Fee Maintenance: Start:3/1/2026, End: 8/31/2026	1	176,302.86	176,302.86

Please include invoice number(s) on your remittance advice.

Subtotal 250,000.00

ACH:

Routing Number 121000358

Account Number 1416612641

E-mail payment details to: Accounts.Receivable@CentralSquare.com

Tax 0.00

Invoice Total 250,000.00

Check:

12709 Collection Center Drive

Chicago, IL 60693

Payments Applied 0.00

Balance Due **USD 250,000.00**

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. 2027-00000158

DATE 08/07/2026

VENDOR NO. 12249

Vendor

TRITECH SOFTWARE SYSTEMS
ACH PAYMENT
RENO, NV 89501

REFERENCE #



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

DELIVER BY
SHIP VIA
FREIGHT TERMS
PAGE 1 of 1

ORIGINATOR: Warriner, Tracey

APPROVED

By Marcie Wood at 2:56 pm, Aug 10, 2026

QUANTITY	UNIT	DESCRIPTION	UNIT COST	TOTAL COST
1.0000	Each	COMPUTERS, MAINTENANCE CONTRACTS - CAD ANNUAL MAINT CENTRAL SQUARE QUOTE Q261326 STEVE CASTLE 00100-1403-9000 - Prepaid, other 22,109.14	132,654.8500	\$132,654.85
1.0000	Each	00100-1700-1740-7400-2000 - Outside services-other 110,545.71 COMPUTERS, MAINTENANCE CONTRACTS - RMS ANNUAL MAINTENANCE 00100-1403-9000 - Prepaid, other 52,890.88 00100-1700-1740-7400-2000 - Outside services-other 264,454.27	317,345.1500	\$317,345.15
TOTAL DUE				\$450,000.00

COMPLETE

APPROVED BY/TITLE

RECEIVED BY

Special Instructions

HEXAGON IS STILL NOT PERFORMING - WE MUST EXTEND AND ADDITIONAL YEAR (2 TOTAL NOW). 911 HAD AGREED TO PAY FOR CAD. WAITING TO HEAR FROM CODY SHADLE HOW REMAINDER IS BEING PAID FOR (REDUCTION FROM HEXAGON?)



Invoice

Invoice No

469904

Date

8/10/2026

Page

1 of 1

Tritech Software Systems, a CentralSquare Company
1000 Business Center Drive
Lake Mary, FL 32746

Billing Inquiries: Accounts.Receivable@centralsquare.com

Bill To

Reno, NV
Renewals for Reno Police
P.O. Box 1900
Reno NV 89505
United States

Ship To

Reno, NV
Renewals for Reno Police
P.O. Box 1900
Reno NV 89505
United States

Customer No	Customer Name	Customer PO #	Currency	Due Date
14716	Reno, NV	2027-00000158	USD	9/9/2026

Invoice Sequence Number 1 of 1

Quote No. Q-261326

Order No. 00127934

	Description	Units	Rate	Extended
1	CAD Annual Maintenance Fee - Annual Maintenance Fee CAD Annual Maintenance Fee Maintenance: Start:9/1/2026, End: 8/31/2027	1	129,627.52	129,627.52
2	CAD Annual Maintenance Fee - Annual Maintenance Fee CAD Annual Maintenance Fee Maintenance: Start:9/1/2026, End: 8/31/2027	1	3,027.33	3,027.33
3	RMS Annual Maintenance Fee - Annual Maintenance Fee RMS Annual Maintenance Fee Maintenance: Start:9/1/2026, End: 8/31/2027	1	317,345.15	317,345.15

Please include invoice number(s) on your remittance advice.

Subtotal 450,000.00

ACH:

Routing Number 121000358

Account Number 1416612641

E-mail payment details to: Accounts.Receivable@CentralSquare.com

Tax 0.00

Invoice Total 450,000.00

Check:

12709 Collection Center Drive

Chicago, IL 60693

Payments Applied 0.00

Balance Due USD 450,000.00