



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

**BOARD MEETING DATE:** October 16, 2026

**DATE:** October 6, 2026

**TO:** Hexagon Managers Board

**FROM:** Erick Willrich, Technology Coordinator, Client Engagement and Experience, Technology Services Department  
775-328-2312, [ewillrich@washoecounty.gov](mailto:ewillrich@washoecounty.gov)

**THROUGH:** Behzad Zamanian, Chief Information Officer

**SUBJECT:** Approval of Change Order No. 4 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to memorialize the revised cutover date for the Washoe County Public Safety Dispatch System project. (All Agencies.) FOR POSSIBLE ACTION

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### **SUMMARY**

Washoe County entered into an agreement with Intergraph Corporation (Hexagon) for the implementation of a unified computer-aided dispatch and records management system, under Contract No. 2023-54479. The original contract included a specified cutover (go-live) date for the new system. Due to project developments and mutual agreement between the County and Hexagon, the cutover date has been revised multiple times.

### **PREVIOUS ACTION**

On July 22, 2022, in a concurrent meeting of the City of Reno Council, City of Sparks Council, and Washoe County Board of County Commissioners, the councils and Board accepted the principles guiding the intent and desired outcome of the regional collaboration opportunities for fire, emergency medical services (EMS), and dispatch services including but not limited to enhanced protocols for the dispatch of emergency services using the 911 system based on factors such as deployment of nearest resources to emergency calls and other collaborative opportunities to save resources and improve outcomes.

On May 17, 2022, the Board approved the County Manager's Capital Improvement Plan for Fiscal Years 2023-2027, a capital improvement fund plan for a regional Computer Aided Dispatch and Records Management System.

On December 14, 2021, the Board adopted the Washoe County Regional 911 Master Plan update prepared by Federal Engineering, Inc., as recommended by the 911 Committee on

September 28, 2021. The master plan included cost estimates, projections, and recommendations for a regional Computer-Aided Dispatch system.

### **BACKGROUND**

Washoe County entered into an agreement with Intergraph Corporation (Hexagon) for the implementation of a unified computer-aided dispatch and records management system, under Contract No. 2023-54479. The original contract included a specified cutover (go-live) date for the new system. Due to project developments and mutual agreement between the County and Hexagon, the cutover date has been revised multiple times:

- The original cutover date was September 9, 2025.
- By oral agreement, the date was first changed to September 29, 2025.
- Subsequently, the parties agreed to further modify the cutover date to February 23, 2026.
- This Change Order (No. 4) formally documents the most recent agreed-upon cutover date of February 23, 2026, as required by the contract terms, which stipulate that schedule changes must be memorialized in writing and signed by both parties.

### **FISCAL IMPACT**

The contract value remains unchanged at \$7,785,324.11 (includes extended warranty, excludes taxes). No items are added or removed from the contract, and there are no changes to the contract's financial terms, deliverables, warranty, or liability provisions. This is a \$0 change order.

### **RECOMMENDATION**

Staff recommends that the Board approve Change Order No. 4 to Contract 2023-54479 with Intergraph Corporation (Hexagon) to memorialize the revised cutover date of February 23, 2026, with no change to the contract value or other terms.

### **POSSIBLE MOTION**

Should the Board agree with the staff's recommendation, a possible motion would be:

"I move to approve Change Order No. 4 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division), memorializing the revised cutover date of February 23, 2026, with no change to the contract value or other terms, and authorize the Chair to execute the change order on behalf of Washoe County."