



WASHOE COUNTY

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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
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: The staff is requesting that the Managers' Board approve the Recommendation to the Hexagon contract, change order #5, accepting the terms in contract adjustment. This report provides a concise overview of the proposed contract change order, which reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation. The purpose of this report is to facilitate Board consideration and approval of the change order, which includes modifications to project milestones, payment schedules, and maintenance pricing, as outlined in the contract documents. This action supports the County's commitment to responsible contract management and fiscal stewardship and addresses anticipated questions regarding the rationale for the change order, the impact on project delivery, and the alignment with strategic priorities. (All Agencies.) **FOR POSSIBLE ACTION**

SUMMARY

The staff is requesting that the Managers Board approve the contract change order #5, accepting the terms in contract adjustment. This report provides a concise overview of the proposed contract change order, which reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation. The purpose of this report is to facilitate Board consideration and approval of the change order, which includes modifications to project milestones, payment schedules, and maintenance pricing, as outlined in the contract documents. The requested action is necessary to ensure continued compliance with contractual obligations and to maintain project momentum in alignment with County objectives. This action supports the County's commitment to responsible contract management and fiscal stewardship and addresses anticipated questions regarding the rationale for the change order, the impact on project delivery, and the alignment with strategic priorities.

PREVIOUS ACTION

On October 16, 2025, the Manager's Board considered 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.

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

The contractual adjustment under consideration is part of a broader framework of contract management and project delivery within Washoe County. The County routinely utilizes change orders to address evolving project requirements, unforeseen conditions, and negotiated adjustments that arise during the execution of complex service and technology contracts. Change orders serve as a formal mechanism to document and implement modifications to existing agreements, ensuring that all parties remain in compliance with legal, fiscal, and operational standards established by the County and relevant state law.

Historical Summary

Washoe County's authority to enter into, amend, and manage contracts is derived from Nevada Revised Statutes (NRS) and Washoe County Code, which collectively establish the legal and procedural framework for public contracting. Change orders, such as the one currently under review, are a standard tool for managing adjustments to contract scope, schedule, and pricing. These adjustments may be necessitated by a variety of factors, including project scope refinement, regulatory changes, or the need to address unanticipated project conditions. The County's contract management practices emphasize transparency, fiscal responsibility, and alignment with strategic objectives, as reflected in the County's adopted policies and procedures.

Over time, Washoe County has developed internal controls and approval thresholds to ensure that contract amendments and change orders are subject to appropriate oversight. For example, changes that exceed certain monetary or percentage thresholds require approval by the Board of County Commissioners, in accordance with County policy and applicable state law. This process is designed to safeguard public funds, maintain project accountability, and ensure that all contractual modifications are justified and properly documented.

Legal and Regulatory References

The authority for Washoe County to enter into and amend contracts is established by NRS 244.265, which empowers boards of county commissioners to contract for the acquisition of goods and services necessary for county operations. Additionally, NRS 332.215 and NRS 338.143 set forth requirements for public works and purchasing, including the use of change orders to address modifications in contract scope or price. Change orders must be executed in writing and approved in accordance with established thresholds.

Washoe County Code and the County's Purchasing Manual further define the procedures for contract amendments, including requirements for Board approval, documentation, and fiscal impact analysis. All contracts change orders are subject to review by the County's legal and fiscal staff to ensure compliance with applicable statutes and policies.

Notice of proposed contract actions, including significant change orders, is provided in accordance with Nevada's open meeting laws (NRS Chapter 241), ensuring that the public and interested stakeholders are informed of pending actions. Notices are typically published in the Reno Gazette Journal and posted on the County's official website, as required by law.

Master Plans and Strategic References

Contract management and change order processes are aligned with Washoe County's strategic planning documents, including the Washoe County Strategic Plan and relevant departmental master plans. These plans emphasize stewardship of public resources, transparency, and the delivery of high-quality services to the community. The current contract adjustment supports the County's objectives by ensuring that project delivery remains responsive to operational needs and fiscal constraints.

The County's approach to contract amendments is also informed by best practices in public administration, including risk management, stakeholder engagement, and continuous improvement. By maintaining robust procedures for change order approval and documentation, Washoe County seeks to uphold public trust and deliver value to its residents.

FISCAL IMPACT

The fiscal implications of contract change order #5 are governed by the requirements set forth in Nevada Revised Statutes (NRS) and Washoe County Code, which mandate that all contract amendments with a fiscal impact be subject to Board approval and appropriate fiscal review. The funding for this contract adjustment is sourced from the existing project budget allocations established in accordance with the County's adopted financial plan and is managed within the parameters of the approved departmental budget for the relevant fiscal year.

This change order makes the following revisions to this contract:

- \$100,000 project reduction is applied to Milestone #11 - Upon Completion of Task 65: Cutover to Production Use.
- The following Milestone Payments will not occur before July 1, 2026:

- Milestones #12 - Upon Completion of Task 69: OnCall Dispatch Subsystem 90 Day Calendar Day Reliability Period
- Milestone #13 - Upon Completion of Task 70: OnCall Records Subsystem 90 Day Calendar Day Reliability Period
- Applies a 5% reduction to Maintenance Pricing for Years 2 through 5 for the Covered Products for OnCall Dispatch and OnCall Records at the time of Cutover.

Milestone payments because of this change order are revised as follows:

- Milestone #11 Upon Completion of Task 65: Cutover to Production Use - \$100,000 project reduction will be applied.
- Milestone #12 Upon Completion of Task 69: OnCall Dispatch Subsystem 90 Day Calendar Day Reliability Period will not be invoiced before July 1, 2026
- Milestone #13 Upon Completion of Task 70: OnCall Records Subsystem 90 Day Calendar Day Reliability Period will not be invoiced before July 1, 2026.

The change order's financial adjustments, including the application of customer credits and revised payment schedules, are integrated into the County's broader contract management and financial oversight processes to ensure continued alignment with budgetary authority and fiscal policy. This approach supports the County's commitment to maintaining budgetary discipline and transparency in the administration of public contracts, as required by NRS 244.265, NRS 332.215, and related County policies. The fiscal impact of this action is therefore contained within the existing appropriations and does not require additional funding or budget augmentation beyond what has already been authorized by the Board

RECOMMENDATION

The staff is requesting that the Managers Board approve the contract change order #5, accepting the terms in contract adjustment. This report provides a concise overview of the proposed contract change order, which reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation. The purpose of this report is to facilitate Board consideration and approval of the change order, which includes modifications to project milestones, payment schedules, and maintenance pricing, as outlined in the contract documents. The requested action is necessary to ensure continued compliance with contractual obligations and to maintain project momentum in alignment with County objectives. This action supports the County's commitment to responsible contract management and fiscal stewardship and addresses anticipated questions regarding the rationale for the change order, the impact on project delivery, and the alignment with strategic priorities.

POSSIBLE MOTION

Should the Board agree with the staff's recommendation, a possible motion would be: "Move to approve Change Order CO5 as presented, and authorize the Purchasing and Contracts Manager to execute the change order in accordance with the terms as stated in

change order #5, M#11 Project Reduction, Maintenance Reduction Years 2-5 and Change in Invoicing Date(s) for M#12 & M#13.”