



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: October 29, 2026

DATE: October 13, 2026

TO: Hexagon Manager's Board

FROM: Erick Willrich, Technology Coordinator, Client Engagement and Experience, Technology Services Department
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Review, discussion, and possible action to approve Change Order #7 to Contract 2023-54479 with Intergraph Corporation, an Octave Group Company ("Octave") (formerly Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment. Change Order #7 reflects negotiated adjustments to the existing agreement between Washoe County and Octave, as detailed in the supporting documentation, including: (1) modifications to milestone payments for a total reduction of \$600,000; (2) an additional week of on-site support with two engineers; (3) three man-weeks of major release upgrade support post go-live; (4) rescission of the current project schedule and agreement to develop and approve a new project schedule by December 31, 2026; and (5) acknowledgment of the name change from Intergraph Corporation to Octave. (All Agencies.) FOR POSSIBLE ACTION

SUMMARY

This item is for possible action to approve Change Order #7 to Contract 2023-54479 with Intergraph Corporation, an Octave Group Company ("Octave") (formerly Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment. Change Order #7 reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation, to include:

- (1) Modifications to milestone payments for a total reduction of \$600,000;
- (2) An additional week of on-site support with two engineers post go-live;
- (3) Three weeks of major release upgrade support post go-live and during the Extended Warranty period;
- (4) Rescission of the current project schedule and agreement by the parties to work together to develop and approve a new project schedule no later than December 31, 2026; and

AGENDA ITEM #B.1.

- (5) Acknowledgment of the name change from Intergraph Corporation to Octave.

PREVIOUS ACTION

On April 16, 2026, the Executive Board tabled requested approval of a previous draft of Change Order No. 7.

On November 20, 2025, the Manager's Board approved Change Order No. 5 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division), which modified milestone payment #11 for a reduction of \$100,000; modified maintenance pricing for years 2-5 in the amount of \$44,588.21 per year; and changed the invoicing dates for milestone payments #12 and #13.

On July 22, 2022, in a concurrent meeting of the Reno City Council, Sparks City Council, and Washoe County Board of County Commissioners, the Councils and Board accepted the principles guiding the intent and desired outcome of regional collaboration opportunities for fire, emergency medical services (EMS), and dispatch services, including 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 change order reflects negotiations to address some of the regional financial impacts and delays in the Hexagon project. Change orders are designed to formally document and implement modifications to existing agreements, ensuring all parties remain in compliance with contractual obligations and applicable legal, fiscal, and operational requirements.

The regional Computer-Aided Dispatch (CAD) and Records Management System (RMS) project is a multi-year, multi-agency initiative to modernize public safety technology infrastructure across Washoe County and its partner agencies. The impetus for this project originated from the recognition that the legacy CAD, RMS, and Jail Management System (JMS) platforms, previously owned and managed by the City of Reno, had reached end-of-life and no longer met the operational, technical, or interoperability requirements of a growing region and the evolving standards of Next Generation 911 systems.

In response, Washoe County, in collaboration with the Cities of Reno and Sparks and the Regional Emergency Medical Services Authority (REMSA), undertook a comprehensive

planning and procurement process beginning in 2021 that included a gap analysis, development of detailed functional requirements, and establishment of a regional governance framework for system selection and implementation.

The competitive procurement process ultimately selected Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) as the preferred vendor for the unified CAD and RMS solution. Contract negotiations began in late 2022 and addressed the complex needs of multiple partner agencies, including cost-sharing mechanisms, phased implementation, and provisions for ongoing maintenance and support.

The resulting agreement and subsequent change orders are designed to ensure that the new system supports seamless information sharing, improved resource deployment, and enhanced public safety outcomes across all participating jurisdictions. A formal interagency agreement governs the project and aligns with the Washoe County Regional 911 Master Plan, which provides the strategic vision for regional emergency communications and technology modernization.

FISCAL IMPACT

The funding for this contract adjustment is sourced from existing project budget allocations established in accordance with the County's adopted financial plan and is managed within the approved budget for the applicable fiscal year.

The overall impact on the contract is a reduction of \$600,000, one additional week of post-go-live on-site support with two engineers, three weeks of Major Release Upgrade Support, rescission of the current project schedule and associated timeline commitments, development of a new project schedule to be approved no later than December 31, 2026, and acknowledgment of the name change from Intergraph Corporation to Octave.

1. Updates to Milestone Payments

- Milestone Payment #9 – Functional Testing – Dispatch: Current \$557,935; No Change
- Milestone Payment #10 – Functional Testing – Records: Current \$557,935; Reduced by \$400,000 to \$157,935
- Milestone Payment #11 – Cutover to Production: Current \$676,693; No Change
- Milestone Payment #12 – 90-Day Reliability – Dispatch: Current \$182,298; Reduced by \$100,000 to \$82,298
- Milestone Payment #13 – 90-Day Reliability – Records: Current \$182,298; Reduced by \$100,000 to \$82,298

2. Additional On-Site Support

- Octave will provide one additional week of on-site support with two engineers, one supporting Dispatch and one supporting Records, following go-live.

3. Major Release Upgrade Support

- Octave will provide three man-weeks of support for a major release upgrade post go-live and during the Extended Warranty period. These services will be

conducted remotely. Octave requires 60 days' notice before upgrade support services can begin.

4. Project Schedule and Cutover Date

- The current project schedule and associated timeline commitments are rescinded and are no longer applicable project requirements. Through Change Order #7, the parties agree to work together diligently to develop a new project schedule that includes appropriate milestone deadlines and mutually agreed-upon cutover dates.
- The new project schedule shall be completed and approved by both parties no later than December 31, 2026. The schedule will establish cutover dates for CAD and RMS and a subsequent cutover date for MFR following completion of the CAD and RMS reliability periods.

5. Trade Name Change Acknowledgment

- The Customer acknowledges that Intergraph Corporation has changed its trade name to Octave. All references to Hexagon shall now mean Octave.

RECOMMENDATION

The Manager's Board accept the terms of Change Order #7 and approve Change Order #7 to Contract 2023-54479 with Octave to accept a contract adjustment.

POSSIBLE MOTION

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

"Move to approve Change Order #7 to Contract 2023-54479 as presented in accordance with the terms stated, which include: (1) modifications to milestone payments for a total reduction of \$600,000; (2) an additional week of on-site support with two engineers; (3) three man-weeks of major release upgrade support; (4) rescission of the current project schedule and agreement for the parties to develop and approve a new project schedule by December 31, 2026; and (5) acknowledgment of the name change from Intergraph Corporation to Octave."