



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

BOARD MEETING DATE: September 19, 2023

**DATE:** May 8, 2023

**TO:** Board of County Commissioners

**FROM:** Quinn Korbolic, IT Manager, Regional Services Division  
Technology Services Department  
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**THROUGH:** Behzad Zamanian, Chief Information Officer

**SUBJECT:** Recommendation to approve the contract, initiated through the State of Nevada Cooperative Cloud Solutions agreement (NASPO ValuePoint - Utah), between Washoe County and Hewlett Packard Enterprise for equipment and services to support the upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems in Washoe County for a cost not to exceed [\$62,493.84] in the first year with pricing based on an anticipated growth rate formula for subsequent years and a term of sixty months from the effective date; and, direct the Purchasing and Contracts Manager to execute the contract. (All Commission Districts.)

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### SUMMARY

Recommendation to approve the contract, initiated through the State of Nevada Cooperative Cloud Solutions agreement (NASPO ValuePoint - Utah), between Washoe County and Hewlett Packard Enterprise (HPE) for equipment and services to support the upgrade of the regional Computer Aided Dispatch (CAD) and Law Enforcement Records Management (RMS) systems in Washoe County for a cost not to exceed [\$62,493.84] in the first year and a term of sixty months from the effective date.

The HPE equipment and services supplied through this contract are intended to be used as the primary and backup technology infrastructure for the regional Unified CAD and law enforcement RMS project. Through this contract, HPE will provide servers and operating system software; server maintenance, repair, and upgrade services; and 24x7 system support for critical system incidents.

**Washoe County Strategic Objective supported by this item:** Fiscal Sustainability

### PREVIOUS ACTION

On September 19, 2023, the Board accepted and ratified the Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County.

AGENDA ITEM # \_\_\_\_\_

On May 16, 2023, the Board approved the County Manager's Capital Improvement Plan for Fiscal Years 2024-2028 which included capital improvement funds planned for a regional Computer Aided Dispatch and Records Management System.

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 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 update included cost estimates, projections, and recommendations for a regional Computer Aided Dispatch system.

### **BACKGROUND**

Washoe County, the cities of Reno and Sparks, and other regional agencies currently utilize a CAD, RMS, and Jail Management System (JMS) that is owned, funded, and managed by the City of Reno. The current system, while functional, is no longer supported by the vendor with system updates or upgrades and no longer meets the growing technological needs of a regional Next Generation 911 system.

Beginning in 2021, the cities of Reno and Sparks and Washoe County engaged with Federal Engineering, Inc. to develop a Request for Qualifications (RFQ) to replace the current CAD, RMS, and JMS. Development of the RFQ included a gap analysis study, development of detailed functional software requirements, a draft governance framework, and production of the RFQ document. The RFQ was released in August of 2021 and all proposals were received by September 24, 2021. Four vendors submitted proposals: Hexagon, Central Square, Tyler Technologies and Mark43. Proposals were thoroughly reviewed and objectively scored. Vendors were invited to provide software demonstrations, and, after shortlisting, staff from the partner agencies visited locations where the software of the respective shortlisted vendors' software is used. After final evaluation of the shortlisted vendors, Hexagon was selected as the top vendor.

Washoe County, the Cities of Reno and Sparks, and REMSA are actively engaged in designing a dispatch and regional 911 call process that serves the community by prioritizing the user experience and the appropriate deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance. A primary goal of this process is to solve the issue of multiple agencies using disparate dispatch systems that do not allow for adequate information sharing and resource deployment to properly respond based on the needs of the particular 911 call or emergency. An upgrade of the regional CAD system addresses the issues of multiple disparate dispatch systems and reduces barriers to data sharing while also providing current technology that will support a growing regional, Next Generation 911 dispatch system.

## **FISCAL IMPACT**

The Board approved transfers that were recommended by the 911 Committee for expenditures related to the Computer Aided Dispatch project from the Enhanced 911 fund. There is sufficient budget authority in Fiscal Year 2024 in the Capital Improvement Fund (402) in WCSO Records\_Detention\_CAD System (PW920413) and WCSO Records Management System (PW920430) for the contract amount of [\$62,493.84] for the first year.

The Hexagon Unified Computer Aided Dispatch and Records Management Suite HxGN OnCall Suite Governance Agreement between the City of Reno, City of Sparks, REMSA, and Washoe County (“CAD and RMS Governance Agreement”) establishes a cost-sharing mechanism, the funding formula, by which each Partner Agency pays a portion of the cost of implementing the new CAD and RMS systems and a portion of the cost of annual licenses, maintenance, and infrastructure based on each agency’s proportionate use of the system(s). The Hewlett Packard Enterprise agreement costs are included as a part of the funding formula.

Partner Agencies to the CAD and RMS Governance Agreement will be invoiced by Washoe County for their portion of the Hewlett Packard Enterprise agreement. Partner Agencies may also request reimbursements from the Enhanced 911 fund for allowable expenditures.

## **RECOMMENDATION**

It is recommended that the Board of County Commissioners approve the contract, initiated through the State of Nevada Cooperative Cloud Solutions agreement (NASPO ValuePoint - Utah), between Washoe County and Hewlett Packard Enterprise for equipment and services to support the upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems in Washoe County for a cost not to exceed [\$62,493.84] in the first year and a term of sixty months from the effective date; and, direct the Purchasing and Contract Manager to execute the contract.

## **POSSIBLE MOTION**

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

“Move to approve the contract, initiated through the State of Nevada Cooperative Cloud Solutions agreement (NASPO ValuePoint - Utah), between Washoe County and Hewlett Packard Enterprise for equipment and services to support the upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems in Washoe County for a cost not to exceed [\$62,493.84] in the first year and a term of sixty months from the effective date; and, direct the Purchasing and Contract Manager to execute the contract.”