



WASHOE COUNTY

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STAFF REPORT

BOARD MEETING DATE: October 10, 2023

DATE: August 23, 2023

TO: Board of County Commissioners

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

SUBJECT: Recommendation to approve the multi-year (FY24-FY26) service agreement between Washoe County and Federal Engineering, Inc. for project management and implementation support for the regional Unified Computer Aided Dispatch and law enforcement Records Management System, and Sheriff's Office Jail Management System project for an amount not to exceed [\$275,017]; and direct the Purchasing and Contracts Manager to execute the agreement. (All Commission Districts.)

SUMMARY

Recommendation to approve the multi-year (FY24-FY26) service agreement between Washoe County and Federal Engineering, Inc. (FE) for project management and implementation support for the regional Unified Computer Aided Dispatch, law enforcement Records Management System, and Sheriff's Office Jail Management System project for an amount not to exceed [\$275,017].

Washoe County, in partnership with the Cities of Reno and Sparks, and REMSA, seek to utilize the services of Federal Engineering, Inc. to provide regional project management, and technical and implementation support for the regional Unified Computer Aided Dispatch (CAD), law enforcement Records Management System (RMS), and Sheriff's Office Jail Management System (JMS) project.

During the regional Unified CAD, law enforcement RMS, and Sheriff's Office JMS project, Federal Engineering will serve as the single point of contact for the regional project and provide services that include coordination of regional teams, schedule management, cost and contract management, change management, development and execution (with vendor) of a regional training plan, among other duties. Federal Engineering will allocate and assign staff as necessary to meet the project schedule and budget constraints. Federal Engineering's project manager will effectively communicate and allocate resources to ensure the requirements of the regional Unified CAD, law enforcement RMS, and Sheriff's Office JMS project Scope of Work are completed.

Washoe County Strategic Objective supported by this item: Fiscal Sustainability

AGENDA ITEM # _____

PREVIOUS ACTION

On September 19, 2023, the Board approved to ratify 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.

On September 19, 2023, the Board approved the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure & Geospatial Division for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems in Washoe County for a cost not to exceed [7,291,924.39] and a term of sixty months from the effective date.

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: Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division ("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 designated as the top vendor. Contract negotiation was initiated with Hexagon in October 2022 and lasted multiple

months. On September 19, 2023, the Board approved the negotiated agreement between Washoe County and Hexagon for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records Management systems in Washoe County for a cost not to exceed [7,291,924.39] and a term of sixty months from the effective date.

In parallel to the effort to select a CAD, RMS and JMS vendor, Washoe County, the Cities of Reno and Sparks, and REMSA have been 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 needs of the 911 call or emergency. The 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 Emergency Response Advisory 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), WCSO Records Management System (PW920430), and WCSO Jail Management System (PW920431) for the contract amount of [\$275,017].

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 Federal Engineering, Inc. agreement costs are included as a part of the funding formula. Estimated costs for each Partner Agency are detailed in table 1.

Table 1 - Partner Agency costs

Partner Agency	Cost
REMSA	\$30,511.74
City of Reno	\$94,383.68
City of Sparks	\$44,342.53
Washoe County	\$105,779.06
Total	\$275,017.00

Partner agencies to the CAD and RMS Governance Agreement will be invoiced by Washoe County for their portion of the Federal Engineering, Inc. service 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 multi-year (FY24-FY26) service agreement between Washoe County and Federal Engineering, Inc. for project management and implementation support for the regional Unified Computer Aided Dispatch, law enforcement Records Management System, and Sheriff's Office Jail Management System project for an amount not to exceed [\$275,017]; and direct the Purchasing and Contracts Manager to execute the agreement.

POSSIBLE MOTION

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

"Move to approve the multi-year (FY24-FY26) service agreement between Washoe County and Federal Engineering, Inc. for project management and implementation support for the regional Unified Computer Aided Dispatch, law enforcement Records Management System, and Sheriff's Office Jail Management System project for an amount not to exceed [\$275,017]; and direct the Purchasing and Contracts Manager to execute the agreement."