



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: November 10, 2020

DATE: Thursday, November 05, 2020

TO: Board of County Commissioners

FROM: Quinn Korbolic, Acting Chief Information Officer, Washoe County Technology Services, 775-328-2348, qkorbolic@washoecounty.us
On behalf of the 911 Emergency Response Advisory Committee

THROUGH: Christine Vuletich, Assistant County Manager

SUBJECT: Recommendation to approve the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of not-to-exceed [\$145,000 or \$1,740,000 annually] and a term of one-hundred-forty-four [144] months from the order effective date; to approve utilization of 911 telephone surcharge funds for the Service Order; and direct the Purchasing and Contracts Manager to execute the Service Order. For Possible Action. (All Commission Districts)

SUMMARY

The 911 Emergency Response Advisory Committee recommends that the Board of County Commissioners approve use of 911 telephone surcharge funds for the Intrado, Incorporated Service Order, amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of not-to-exceed [\$145,000 or \$1,740,000 annually] and a term of one-hundred-forty-four [144] months from the order effective date.

Intrado Incorporated currently hosts Next Generation 911 Services for 26 dispatch positions at three Public Safety Answering Points (PSAP) in Washoe County operated by the City of Reno, City of Sparks and the Washoe County Sheriff's Office. Regional PSAP operators have been utilizing Intrado technologies since 2010. In response to COVID-19 and the potential need to evacuate PSAP locations, this Service Order adds mobile dispatch positions for Washoe County, Reno and Sparks at a one-time fee of [\$142,718] but does not increase monthly recurring fees – Intrado has offered to waive monthly fees for the mobile dispatch positions - resulting in a savings of [\$1,810,513.13] over the contract term.

On October 8th, 2020 the 911 Emergency Response Advisory Committee reviewed the Intrado, Incorporated Service Order and recommended the approval based on current monthly charges associated with existing PSAP positions as specified in the Service Order, [\$95,339]. This request includes a not-to-exceed amount of for the monthly

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recurring fee of [\$145,000] to account for future expansion of the regional PSAPs currently underway at Washoe County, the City of Reno, and the City of Sparks; and fluctuating costs based on system usage. The cost increases related to the PSAP expansion are defined in the Service Order. The recurring cost specified in the Intrado, Incorporated Service Order in question is the same as the current monthly recurring fee being paid now, [\$99,512.71], which includes two additional dispatch positions for Washoe County as defined in the Service Order. This Service Order does immediately not increase monthly recurring costs.

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities and Regional and Community Leadership

PREVIOUS ACTION

On October 8, 2020, the 911 Emergency Response Advisory Committee approved a recommendation to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of \$142,718, a monthly recurring cost of \$95,339, or \$1,144,069 annually and a term of one-hundred-forty-four (144) months from the order effective date, and recommend that the Board of County Commissioners approve the Service Order.

On May 29, 2013, the Board of County Commissioners approved the Intrado, Incorporated “Change Order – Great Migration”, which extended the e911 contract, and added services and features, replacing in its entirety the Advanced 9-1-1 Statement of Work dated May 27, 2010, and commencing on order effective date and ending 108 months thereafter with an estimated annual cost of [\$84,549] per month, [\$1,014,588] per year.

On May 25, 2010, the Board of County Commissioners acknowledged a presentation by the Galena Group Inc. with regard to request to award Washoe County Request for Proposal No. 2712-10, Washoe County E911 Advisory Board: NG911 Upgrade, on behalf of Technology Services; awarded Washoe County Request For Proposal No. 2712-10, and authorized the Purchasing and Contacts Manager to execute an agreement for same to Intrado Inc., Longmont Colorado, to purchase a hosted Next Generation Emergency 911 system that will provide citizens with the ability to report emergencies to, and improve redundancy to the Public Safety Answering Points through voice or data transfer and bridge capabilities between Public Safety Answering Points as recommended by the 911 Emergency Response Advisory Committee on April 30, 2010, [monthly cost \$84,905 - plus one time installation cost of \$74,555 - totaling a first year annual cost of \$1,093,4151].

On September 22, 2009, the Board of County Commissioners authorized the Purchasing Department to release a Request for Proposal for a Next Generation Emergency 911 system which will provide the future availability to report using text, video, images and data to the Public Safety Answering Points (PSAP's) for Reno, Sparks and Washoe County PSAP's as recommended by the 911 Emergency Response Advisory Committee [estimated cost \$800,000 to \$900,000].

On June 17, 2008, the Board of County Commissioners approved consulting engagement with Galena Group, Incorporated to assist in the development of a Request for Proposal for Washoe County's Enhanced 911 (E911) Emergency Response System maintenance; and authorized the Purchasing and Contracts Administrator to issue a purchase order not to exceed [\$10,500].

BACKGROUND

NRS 244A.7645 authorizes the utilization of 911 surcharge funds to enhance the telephone system for reporting an emergency and for purchasing and maintaining portable event recording devices.

Washoe County and the Cities of Reno and Sparks have been utilizing Intrado, Incorporated Services for the Next Generation 911 (NG911) system since 2010. Intrado's services, software, and equipment enhance the telephone system for reporting emergencies (the 911 System). The 911 system provided by Intrado is a key component of regional emergency response communications and is the system by which citizens experiencing an emergency can request help from regional first responders. Intrado's services include 911 location data management, 911 Routing, Text to 911, and VIPER call-handling. Service guides for each service are attached to this report.

FISCAL IMPACT

The Fiscal Year 2021 Budget has sufficient budget authority in the Enhanced 911 Fund (208), Enhanced 911 Admin (800801), Service Contract (710200) and LT Lease-Equipment (710620) for the one-time payment for mobile dispatch positions and for the monthly service payments.

RECOMMENDATION

Recommendation to approve the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of not-to-exceed [\$145,000 or \$1,740,000 annually] and a term of one-hundred-forty-four [144] months from the order effective date; to approve utilization of 911 telephone surcharge funds for the Service Order; and direct the Purchasing and Contracts Manager to execute the Service Order.

POSSIBLE MOTION

If the Board agrees with the 911 Emergency Response Advisory Committee's recommendation, a possible motion would be: "Move to approve the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of [\$142,718], a monthly recurring cost of not-to-exceed [\$145,000 or \$1,740,000 annually] and a term of one-hundred-forty-four [144] months from the order effective date; to approve utilization of 911 telephone surcharge funds for the Service Order; and direct the Purchasing and Contracts Manager to execute the Service Order.