



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

**BOARD MEETING DATE:** February 25, 2020

**DATE:** Thursday, February 20, 2020

**TO:** Board of County Commissioners

**FROM:** Quinn Korbolic, IT Manager  
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On behalf of the E911 Emergency Response Advisory Committee

**THROUGH:** Craig Betts, Chief Information Officer

**SUBJECT:** Recommendation to approve the Intrado Change Order dated December 12, 2019, to Service Order for Power LVR services signed December 22, 2014, between Washoe County and Intrado Life & Safety, Inc., for the upgrade of the current Verint voice recording solution to Verint's v15.2 voice recording solution for the three Public Safety Answering Points ("PSAPs") (Reno, Sparks and Washoe County) not to exceed [\$633,600 to be paid as 60 monthly payments of \$10,560]; total expenditures to be funded within the adopted operating budget of the E911 Fund.  
(All Commission Districts.)

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### **SUMMARY**

The 911 Emergency Response Advisory Committee was created with the intent to develop a plan for the enhancement of the County's 911 emergency response system and make recommendations to the County Commission concerning the expenditures of the money collected through the telephone line surcharge provided for in NRS 244A.7643.

The 911 Emergency Response Advisory Committee has recommended that the Board of County Commissioners approve the Intrado Change Order, on behalf of the 911 Emergency Response Advisory Committee, between Washoe County and Intrado Life & Safety, Inc. (Intrado), for the upgrade of the current Verint voice recording solution to Verint's v15.2 voice recording solution for the three Public Safety Answering Points ("PSAPs") (Reno, Sparks and Washoe County); not to exceed [\$633,600 to be paid as 60 monthly payments of \$10,560]; total expenditures to be funded within the adopted operating budget of the E911 Fund.

The 911 Emergency Response Advisory Committee recommendation was made because the current Verint recording system is at "end-of-life" and needs to be replaced; and further, to increase the number of dispatch positions being recorded from 24 to 30. Verint's v15.2 recording system will provide enhanced functionality and options to add additional recording features at a later date.

Of the funding amount requested of \$10,560 per month, \$8,448 is part of the current monthly fee for the existing recording solution and will cover the upgrade to the new system; and \$2,112 will

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

cover an additional six dispatch positions for voice recording. The total increase in the monthly charge from Intrado Life & Safety, Inc. as a result of this Change Order, therefore, is \$2,112 per month.

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

### **PREVIOUS ACTION**

On December 9, 2014, the Board of County Commissioners approved the Agreement for Services between Washoe County, on behalf of the 911 Emergency Response Advisory Committee and Intrado, Inc., for the purchase of the Intrado Recording Solution for three Public Safety Answering Points ("PSAPs") (Reno, Sparks and Washoe County), not to exceed \$506,800-- which is \$8,448 per month for 60 months.

### **BACKGROUND**

NRS 244A.7645(3)(b)(1)(IV) provides that 911 surcharge funds may be used to pay for costs associated with maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

Currently, Reno, Sparks and Washoe County are using Verint voice recording systems which have reached the end of their life cycle and are in need of an upgrade. This upgrade would increase the number of positions recorded, upgrade the equipment and software used for recording and provide options for additional future enhancements of 911 recording capabilities.

### **FISCAL IMPACT**

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the 911 emergency reporting system. FY20 has sufficient budget authority in the Enhanced 911 Fund (208), Enhanced 911 Admin (800801), Service Contract (710200) for this change order.

### **RECOMMENDATION**

The 911 Emergency Response Advisory Committee recommends that the Board approve the Intrado Change Order dated December 12, 2019, to Service Order for Power LVR services signed December 22, 2014, between Washoe County and Intrado Life & Safety, Inc., for the upgrade of the current Verint voice recording solution to Verint's v15.2 voice recording solution for the three Public Safety Answering Points ("PSAPs") (Reno, Sparks and Washoe County) not to exceed [\$633,600 to be paid as 60 monthly payments of \$10,560]; total expenditures to be funded within the adopted operating budget of the E911 Fund.

### **POSSIBLE MOTION**

Should the Board agree with the recommendation, a possible motion would be: "Move to approve the Intrado Change Order dated December 12, 2019, to Service Order for Power LVR services signed December 22, 2014, between Washoe County and Intrado Life & Safety, Inc., for the upgrade of the current Verint voice recording solution to Verint's v15.2 voice recording solution for the three Public Safety Answering Points ("PSAPs") (Reno, Sparks and Washoe County) not to exceed [\$633,600 to be paid as 60 monthly payments of \$10,560]; total expenditures to be funded within the adopted operating budget of the E911 Fund."