

**DATE:** January 16, 2020

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Lisa Rose-Brown, Sparks Police Department, Police Service Manager, 775-353-2304, [lrosebrown@cityofsparks.us](mailto:lrosebrown@cityofsparks.us)

**THROUGH:** Pete Krall, Chief of Police

**SUBJECT:** Request for funding to purchase of four (4) additional Power9-1-1 Workstations to be installed at Sparks PSAP. [For possible action] A review, discussion and possible action to approve, deny or otherwise modify a request for approval to purchase four (4) additional Power9-1-1 Workstations and increase the annual contract expenditures of the Washoe Great Migration Service Contract for technical support maintenance.

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### **SUMMARY**

[For possible action] - A review, discussion and possible action to approve, deny or otherwise modify a request for approval to purchase four (4) additional Power9-1-1 Workstations and increase the annual contract expenditures of the Washoe Great Migration Service Contract for technical support maintenance. Initial purchase of the four (4) Workstations cost not to Exceed \$3,656. The monthly recurring increase will be in an amount not to exceed \$8,360.

### **NRS APPLICABLE:**

NRS 244A.7645 Provides approval of costs associated with purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made , upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholder is Sparks Police Department Public Safety answering Point.

### **BACKGROUND**

In January 2018, Sparks PSAP experienced a critical outage that required Sparks to relocate operations to the Regional Emergency Communications Center (back-up site). During a review of this incident it was realized that Sparks would not be able to accommodate Washoe County or Reno's PSAP's if they suffered the same type of incident.

Sparks PSAP started planning an update/remodel and expansion in 2019. Part of the plan was to increase the number of dispatch workstations to accommodate the growing needs of the City of Sparks and make room to temporarily accommodate at least one of the PSAP's if needed.

The current update/remodel plans for Sparks PSAP includes the increase from six (6) dispatch workstations to ten (10) dispatch workstations. The request for funding to purchase four (4) additional Power9-1-1 Workstations is a vital component that will allow all ten (10) workstations to be fully functional.

**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 emergency reporting system.

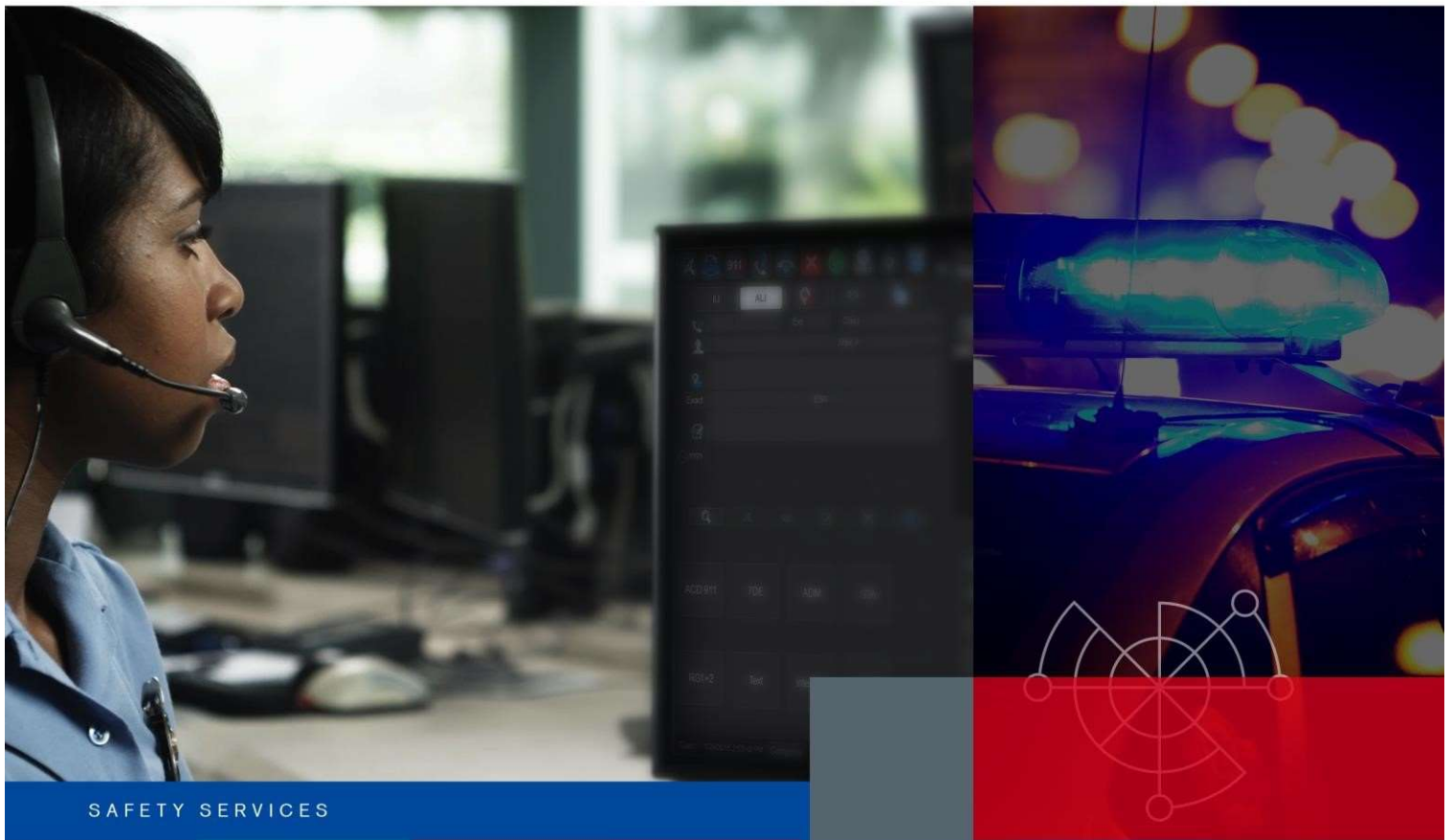
**RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding to purchase four (4) additional Power9-1-1 Workstations and increase the annual contract expenditures of the Washoe Great Migration Service Contract for technical support maintenance. Initial purchase of the four (4) Workstations is not to Exceed \$3,656. The monthly recurring increase will be in an amount not to exceed \$8,360.

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**POSSIBLE MOTION**

Move to approve the request from Sparks PSAP for funding to purchase four (4) additional Power9-1-1 Workstations, initial cost not to exceed \$3,565, and increase the contract expenditures, not to exceed \$8,360 monthly.



# Sparks Police Department Additional Power9-1-1 Workstations

Price Quote

Prepared Date: 11/11/2019  
Quote Valid Through: 04/11/2020

Quote #: WASHOE-GM-SPARKS PD-20191111

## Assumptions

### Washoe County – Sparks PSAP Additional Power911 Workstations

#### The following are assumptions to provide additional Call Handling positions at Reno Public Safety Dispatch:

Sparks PD has requested quote to provide four additional 9-1-1 call handling workstations. If the SO accepts this quote, the additional workstations will be installed during a separate event that will be planned with both parties.

Sparks PD is a member of the existing Washoe County Great Migration agreement with West Safety Services. As such, pricing provided in this quote is as provided in that agreement.

It is presumed that the current 9-1-1 network provides sufficient capacity to handle the traffic burden for the additional workstations. However, if greater capacity is required, West will provide a separate quote for any required network expansion. Upon acceptance of this quote, West will perform the necessary engineering study to determine if additional network capacity will be required.

The additional workstations will be located at the same physical address as the current production systems for Sparks PD.

West will be responsible for providing and arranging for onsite technician support as needed to complete installation of West provided equipment, as a component of the upcoming equipment refresh project. If any additional onsite technician support is required by the SO, the SO shall be responsible for providing and arranging that additional support.

The collective project teams will work cooperatively to establish a project schedule for installation of additional equipment such that interruption to Sparks PD PSAP operations is mitigated to the extent possible.

Sparks PD is currently utilizing all of the A911 network bandwidth coming into the site from the Intrado core. Intrado recommends that additional bandwidth be purchased to support additional positions. Pricing for the bandwidth will be in accordance with the Great Migration contract.

## Additional Services and Equipment

Onsite Professional Services		
Resource	Tasks	One-Time Fees

Onsite Planning & Installation Support	N/A. All technical support is included with the Great Migration service agreement.	N/A
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Hardware/Network & Recurring Service Charges	
Item	Description
P911 Call Handling Workstations	Four (4) additional Power9-1-1 workstations, including one monitor for each workstation at the monthly recurring price of \$1,590.00 per workstation. Additional monitors are available for a one-time fee of \$914.00. Monitors are not required to be purchased.

## Project Fees

Project Fees	One-Time Fee	Monthly Recurring Price
On-Site Professional Services		N/A
Four Call Handling Workstation		\$6,360.00
Additional Monitors	\$3,656	
Additional Bandwidth		\$2,000
<b>Total</b>	<b>\$3,656</b>	<b>\$8,360.00</b>

### Pricing Notes:

- All existing MRC for West provided services will remain unchanged from original contract.
- Additional workstation pricing is provided per the Washoe Great Migration Service Order, section 4.2, paragraph (e). All workstation software, including PowerMap (or its equivalent) is included in this price.
- Additional monitor pricing is provided in the Service Order, section 4.2, paragraph (f).

## Contract Term

For clarification, the additional equipment offered in this quote is subject to the provisions of the Washoe County Great Migration Service Order. As such, there is no change to the original contract termination date as stated in the master agreement.

## Acceptance

West will provide a notice of availability of each Service. Acceptance of each Service ("Acceptance") will occur on the earliest of the following events:

1. Customer provides written notice of acceptance,
2. The Service is used, or is capable of being used, by Customer in a live environment, or
3. Three calendar days pass after West's notice of Service availability without receipt of a Customer notice of material defect.

Capable of being used means that West has completed or attempted to complete in all good faith its obligations herein and any delay to the system going live is due to events of 3<sup>rd</sup> parties or events otherwise outside of West's control.