

**WASHOE COUNTY
SOLE SOURCE PURCHASE REQUEST FORM**

This form must accompany a purchase requisition when sole source approval is requested for equipment, supplies or services exceeding \$25,000.

DEPARTMENT **Technology Services** LOCATION **1001 E. Ninth Street**

REQUESTOR'S NAME: **Quinn Korbulic, IT Manager** TELEPHONE #: **775-328-2348**

REQUISITION NUMBER _____ DATE **August 7, 2025**

RECOMMENDED SOLE SOURCE SUPPLIER **RapidSOS**

DESCRIPTION OF GOOD OR SERVICE REQUESTED **RapidSOS provides Next Generation-911 (NG911) technology designed to deliver text, images, and live video directly to Washoe County Emergency 911 Communications, City of Reno Emergency Communications, and City of Sparks Emergency Communications through a licensed, trademarked application. In addition to these core services, RapidSOS offers several tools that enhance daily operations within the emergency communications environment. These tools support public safety and improve interoperability not only across the state of Nevada but also on a national scale.**

NG-911 technology was first conceptualized by NENA (National Emergency Number Association) in the early 2000s, with a formal future-path plan published in 2001. Now, as the region collectively moves forward with RapidSOS, the expansion into more advanced technologies will further enhance the safety of our citizens and the protection of our public safety personnel.

I have read and understand the Policies and Procedures of the Board of County Commissioners with regard to sole source procurements. I understand that competition is the preeminent consideration in the expenditure of County funds, and I acknowledge the County's commitment to the principle of fairness to any vendor who would like to do business with the County. After observing these principles and considerations, I hereby submit that the goods, services, and/or vendor specified in the accompanying requisition fit the County's sole source criteria for the following reasons: Please provide sufficient detail to clearly identify the reason(s) for this sole source procurement request. Attach additional information if necessary.

(X) 1. The product is unique in design and/or features that are required for a specific application. List the unique features and explain why they are needed for the application the product will be used for. RapidSOS (NG-911) technology enables precise location tracking through LAT/LON coordinates, allowing us to locate individuals within just a few feet. In addition to this advanced location accuracy, RapidSOS offers critical features such as the ability to initiate text-to-911 conversations, receive videos and images, and integrate various data sources into emergency response workflows.

Furthermore, RapidSOS is expanding its offerings to include Single Sign-On (SSO), AI-powered technology, translation services via Communicator, emergency call automation for alarm companies, and video intelligence capabilities through its Harmony platform. Currently, no single NG911 vendor can provide all these tools in one solution.

As a result, Washoe County Communications, City of Reno Emergency Communications, and City of Sparks Emergency Communications have collectively determined that onboarding RapidSOS's enhanced features is the most strategic choice to improve regional emergency response capabilities.

(X) 2. The product being purchased must be compatible with existing equipment. Identify the existing equipment.

This is an established program. This is a stand-alone licensed application, however RapidSOS created a path (Digi-device) that takes the inbound 911 call from Intrado (Phone System) and dumps the automatic number information (ANI) into a window within RapidSOS program for quicker access (if needed).

(X) 3. The product requested is one which the user has had specialized training for. Identify who the user of this product will be and provide a description of the previous training.

All Communications staff will have to be trained to include Law Enforcement personnel.

(X) 4. The product or service is available only from the manufacturer or their authorized representative. Identify the manufacturer or authorized representative and provide telephone number and address information.

RapidSOS, Inc. 3 Park Avenue, 22nd Floor, New York, NY 10016

(X) 5. Consultants/Subcontractors: The individual/company is the most suitable to provide the service requested and the selection process is based on the following:

(X) There is evidence that the assistance to be provided is essential and cannot be provided by persons receiving salary support within Washoe County.

Washoe County Tech Services does not have the technical capabilities to create a system that can interface with our 911 phone provider.

() A selection process was utilized to select the most qualified person.

() The consulting charges are appropriate considering the qualifications of the consultant or company based on past experience and the nature of the work to be performed.

(X) 6. Other. Please explain the specific circumstances and/or requirements that warrant the goods or services request to be procured from a sole source.

The RapidSOS platform is currently in use by the City of Reno Emergency Communications and the City of Sparks Emergency Communications Centers as their NG-911 solution. While Washoe County Emergency Communications Center continues to utilize Carbyne (another NG911 provider), plans are underway to transition to RapidSOS, aligning with the statewide standard.

To ensure a smooth transition, seamless training has already been coordinated with RapidSOS. The training will be designed to provide users with the same level of familiarity and ease of use as the current system, ensuring no disruption in service or efficiency.

(X) 7. The following provides justification as to reasonableness of price:

The total five-year contract cost of \$1,125,200.00 for the RapidSOS platform, distributed among three Public Safety Answering Points (PSAPs), reflects a comprehensive, enterprise-level solution that supports and enhances Next Generation 911 (NG-911) capabilities. This pricing is reasonable when evaluated against the following factors, Multi-Platform Integration and Scope of Services, Regional Standardization and Interoperability, and Public Safety Impact and Return on Investment.

The cost is not just for a single software product it represents an entire ecosystem of advanced NG-911 solutions purpose-built for modern emergency communications. The price is reasonable and justified given the platform's capabilities, scalability, impact on regional standardization, and the real, measurable benefit it will provide to both public safety personnel and the communities they serve.

I understand that I may be required to justify this sole source procurement before the appropriate authority, including the Board of County Commissioners, and that my signing this document knowing any of it to be false may subject me to administrative action.

Quinn Korbulic
Signature of Requestor

Quinn Korbulic
Print Name

B. Zamanian
Department Head Approval

I, _____, authorized Buyer, recommend the following:



Sole source justification is adequate and purchase is authorized without competitive bidding.

() Sole source justification is inadequate and requisition is returned to department for additional justification, instructions on whether to seek competitive bids for the goods or services requested, or to withdraw the order.

Buyer

Date

Purchasing & Contracts
Administrator

Date