

DATE: December 3, 2019
TO: 911 Emergency Response Advisory Committee
FROM: Jenn Felter, Communications Supervisor, Washoe County 775/333-7017,
jfelter@washoecounty.us
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office
SUBJECT: REQUEST FOR FUNDING FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request to fund two (2) additional Power911 Workstations through Intrado Services to be placed on new call taking positions for Washoe County Communications. Two (2) additional Power911 workstations, including one monitor for each workstation at the monthly recurring cost of \$1590.00 per workstation; for an additional monthly amount not to exceed: \$3180.00, in addition to the existing contract cost.

SUMMARY

PUBLIC SAFETY EQUIPMENT/LICENSING FOR PRIMARY PSAP (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS:

A review, discussion and possible action to approve, deny or otherwise modify a request to fund two (2) additional Power911 Workstations through Intrado Services to be placed on new call taking positions for Washoe County Communications. Two (2) additional Power911 workstations, including one monitor for each workstation at the monthly recurring price of \$1,590.00 per workstation. for an additional monthly amount not to exceed: \$3180.00, in addition to the existing contract cost..

NRS APPLICABLE: *NRS 244A.7645* Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications.

PREVIOUS ACTION BACKGROUND

The E911 Emergency Response Advisory board funds our 911 operational IP phone system through Intrado services.

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. Budget authority exists within the E911 Fund to the travel and training to the public safety training conferences for registrations, seminars and meetings.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to fund all costs associated with the purchase of two (2) additional Power911 workstations and associated cost in an additional monthly recurring amount not to exceed: \$3180.00, for Washoe County Communications PSAP.

POSSIBLE MOTION

Move to approve costs associated with additional Power911 workstations for Washoe County Communications in an additional monthly recurring amount not to exceed: \$3180.00.



Washoe Sheriffs Office Additional Power9-1-1 Workstations

Price Quote

Prepared Date: 12/04/2019
Quote Valid Through: 04/04/2020

Quote #: WASHOE-GM-WASHOE SO-20191204

Assumptions

Washoe County – Washoe SO PSAP Additional Power911 Workstations

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

Washoe SO 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.

Washoe SO 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 Washoe SO.

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 Washoe SO PSAP operations is mitigated to the extent possible.

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 |

| Hardware/Network & Recurring Service Charges | |
|--|--|
| Item | Description |
| P911 Call Handling Workstations | Two (2) 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; Washoe SO does not wish to purchase additional monitors at this time. |

Project Fees

| Project Fees | One-Time Fee | Monthly Recurring Price |
|---|--------------|-------------------------|
| On-Site Professional Services | | N/A |
| Two Call Handling Workstation | | \$3,180.00 |
| Additional Monitors | N/A | |
| Total | N/A | \$3,180.00 |
| Pricing Notes: <ul style="list-style-type: none"> 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 3rd parties or events otherwise outside of West's control.