



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: November 20, 2025

DATE: October 27, 2025

TO: Hexagon Manager's Board

FROM: Erick Willrich, Technology Coordinator, Client Engagement and Experience, Technology Services Department
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Review, Discussion, and possible action to approve Change Order #5 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment. CO5 reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation, including a modification to the milestone #11 price in the amount of (\$100,000), modifications to project milestones and payment schedules, and modifications to maintenance pricing for years 2-5 in the amounts of (\$44,588.21) per year. (For Possible Action)

SUMMARY

Review, Discussion, and possible action to approve Change Order #5 (CO5) to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment. CO5 reflects negotiated adjustments to the existing agreement between Washoe County and the contractor, as detailed in the supporting documentation, including a modification to milestone #11 price in the amount of (\$100,000), modifications to project milestones and payment schedules, and modifications to maintenance pricing for years 2-5 in the amounts of (\$44,588.21) per year.

PREVIOUS ACTION

On October 16, 2025, the Executive Board considered Change Order No. 5 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to M#11, project reduction, maintenance reduction years 2-5, and change in invoicing date(s) for M#12 & M#13. The Executive Board requested that the change order outline the specific recurring costs for support and maintenance.

On July 22, 2022, in a concurrent meeting of the City of Reno Council, City of Sparks Council, and Washoe County Board of County Commissioners, the councils and Board accepted the principles guiding the intent and desired outcome of the regional collaboration opportunities for fire, emergency medical services (EMS), and dispatch services including but not limited to enhanced protocols for the dispatch of emergency

services using the 911 system based on factors such as deployment of nearest resources to emergency calls and other collaborative opportunities to save resources and improve outcomes.

On May 17, 2022, the Board approved the County Manager's Capital Improvement Plan for Fiscal Years 2023-2027, a capital improvement fund plan for a regional Computer-Aided Dispatch and Records Management System.

On December 14, 2021, the Board adopted the Washoe County Regional 911 Master Plan update prepared by Federal Engineering, Inc., as recommended by the 911 Committee on September 28, 2021. The master plan included cost estimates, projections, and recommendations for a regional Computer-Aided Dispatch system.

BACKGROUND

The change order reflects an agreement with Hexagon to partially address increased regional financial impacts due to the delay in the Hexagon project. Change orders serve as a formal mechanism for documenting and implementing modifications to existing agreements, ensuring that all parties remain in compliance with the contract and the County's and relevant state laws' legal, fiscal, and operational standards.

The regional Computer Aided Dispatch (CAD) and Records Management System (RMS) project represents a multi-year, multi-agency initiative to modernize public safety technology infrastructure across Washoe County and its partner agencies. The impetus for this project originated from the recognition that the legacy CAD, RMS, and Jail Management System (JMS) platforms, previously owned and managed by the City of Reno, had reached end-of-life and no longer met the operational, technical, or interoperability requirements of our growing region and the evolving standards of Next Generation 911 systems. In response, Washoe County, in collaboration with the cities of Reno and Sparks and the Regional Emergency Medical Services Authority (REMSA), undertook a comprehensive planning and procurement process beginning in 2021, which included a gap analysis, the development of detailed functional requirements, and the establishment of a regional governance framework for system selection and implementation. The competitive Request for Qualifications (RFQ) process, administered by the City of Reno, resulted in the selection of Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) as the preferred vendor for the unified CAD and RMS solution, following extensive evaluation, demonstrations, and site visits to reference agencies.

Contract negotiations with Hexagon commenced in late 2022. They were structured to address the complex needs of multiple partner agencies, including cost-sharing mechanisms, phased implementation, and provisions for ongoing maintenance and support. The resulting agreement, and subsequent change orders, are designed to ensure that the new system supports seamless information sharing, improved resource deployment, and enhanced public safety outcomes across all participating jurisdictions. A formal interagency agreement governs the project. It aligns with the Washoe County Regional 911 Master Plan, which sets the strategic vision for regional emergency communications and technology modernization.

FISCAL IMPACT

The fiscal implications of contract change order #5 are governed by the requirements outlined in Nevada Revised Statutes (NRS) and Washoe County Code, which mandate

that all contract amendments with a fiscal impact be subject to Board approval and appropriate budgetary review. The funding for this contract adjustment is sourced from the existing project budget allocations established in accordance with the County's adopted financial plan. It is managed within the parameters of the approved departmental budget for the relevant fiscal year.

This change order makes the following revisions to this contract:

- \$100,000 project reduction is applied to Milestone #11 - Upon Completion of Task 65: Cutover to Production Use.
- The following Milestone Payments will not occur before July 1, 2026:
 - Milestones #12 - Upon Completion of Task 69: OnCall Dispatch Subsystem 90 Day Calendar Day Reliability Period
 - Milestone #13 - Upon Completion of Task 70: OnCall Records Subsystem 90 Day Calendar Day Reliability Period
- Applies a 5% reduction to Maintenance Pricing for Years 2 through 5 for the Covered Products for OnCall Dispatch and OnCall Records at the time of Cutover.

SUPPORT & MAINTENANCE - RECURRING COSTS	ORIGINAL CONTRACT MAINTENANCE VALUE	DISCOUNT	NEW DISCOUNTED CONTRACT MAINTENANCE VALUE
		5%	
Maintenance Year 2	\$891,764.11	\$44,588.21	\$847,175.90
Maintenance Year 3	\$891,764.11	\$44,588.21	\$847,175.90
Maintenance Year 4	\$891,764.11	\$44,588.21	\$847,175.90
Maintenance Year 5	\$891,764.11	\$44,588.21	\$847,175.90

RECOMMENDATION

The staff is requesting that the HxGN On Call Manager's Board approve Change Order #5 to Contract 2023-54479 with Intergraph Corporation (Hexagon Safety, Infrastructure & Geospatial Division) to accept a contract adjustment as presented. Staff believe the requested action is appropriate to ensure continued compliance with contractual obligations and to maintain project momentum in alignment with County objectives.

POSSIBLE MOTION

Should the Board agree with the staff's recommendation, a possible motion would be: "Move to recommend Change Order #5 (CO5) as presented, and authorize the Purchasing and Contracts Manager to execute the change order."