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**MEETING DATE:** April 28, 2026

**STAFF PERSON RESPONSIBLE:** Taylor Davis, DCSO Division Chief Support Services; Grace Reinis, DCSO Emergency Communications Manager

**DESCRIPTION:** The Douglas County Emergency Communication Authority Intends to Fund the Updated Carbyne APEX, a Cloud-Based, AI 5-Year Solution for the Douglas County Sheriff's Office Communication Center with a Total 5-Year Contract Value of \$2,630,467.35.

**SUMMARY:** The Douglas County Sheriff's Office, with approval from DCECA will transition the communication center phone system to C1-Carbyne APEX. "Carbyne APEX is more than just a solution-it's a new way of thinking about emergency response. With AI-based tools like translation, triage, and rich media such as video, location, and messaging working together in sync". Douglas County Dispatchers will have additional AI tools, through Carbyne, to prioritize and manage calls with greater efficiency.

The total 5-year contract value is \$2,630,467.35, structured as follows:

- Annual Payments: \$467,294.04 for C1-Carbyne APEX.
- One-Time Costs: \$293,997.15 for dispatch hardware, software, and professional services.

The above annual contract will be paid by DCECA. The transition from the current phone system to Carbyne will cost an additional \$14,234.04 per year.

**RECOMMENDED ACTION:** Request the Board to approve the restructuring of the DCSO ConvergeOne service agreement, with an annual payment of \$467,294.04, to be made by DCECA and sign the First Amendment to the Agreement for Professional Services through DocuSign.

**REVIEW:**

Darren Weekly	Approve	4/23/2026
Jeff Garcia	Approve	4/23/2026
Christie Guthrie	Approve	4/24/2026
Doug DeBord	Approve	4/24/2026

**ATTACHMENTS:**

First Amendment DCSO\_03272026 (PE)