



NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: April 14, 2026

TO: Board of Supervisors

FROM: **Alex Keeble-Toll – Director of Emergency Services**

SUBJECT: Resolution approving a contract between HQE Systems and the Nevada County Office of Emergency Services for Alert and Warning Systems in the amount of \$23,930 for use during the period April 14, 2026 through April 13, 2027 and authorizing the Director of Emergency Services to execute the contract.

RECOMMENDATION: Adopt the Resolution

FUNDING: Funding for the Alert and Warning Systems contract with HQE Systems will come from the Office of Emergency Services FY25/26 budget. A budget amendment will not be required at this time and there is no additional impact on the General Fund.

BACKGROUND: Working under the Emergency Preparedness Board Objective, the Office of Emergency Services (OES) continually develops and maintains a reliable and effective communications capability to alert and warn public officials and the public of an actual or impending emergency or disaster. OES collaborates and coordinates within the County organization, with the Cities, Town, and Special Districts of Nevada County, and with Cal OES to ensure that Communications and Warning is timely and effective in accordance with established guidance and best practices, including as this relates to provision of actionable information to those with Access and Functional Needs (AFN) and Spanish-speakers.

In 2014, Nevada County contracted with alert and warning service provider CodeRED to offer residents an “opt-in” solution for receiving timely messages related to emergencies. In addition to the opt-in functionality for residents, the platform supported coordination actions taken by the Sheriff’s Office, including notifying Search and Rescue (SAR) of evolving incidents.

On November 10, 2025 the CodeRED platform experienced a nationwide data breach which prompted the vendor to suspend the platform. In California, twelve counties and six cities were impacted. Locally this included Nevada, Yuba, Butte, and Plumas counties. County of Nevada acted swiftly to establish an MOU with the Town of Truckee for “alert on behalf,” allowing for redundant capability of cross-jurisdiction alerting. The MOU includes IPAWS-capable systems, such as Wireless Emergency Alerts (WEA), Emergency Alert System (EAS), and Non-Weather Emergency Messages (NWEM). The MOU ensured that Nevada County maintained the ability to notify residents in the event of an emergency.

Following the CodeRED data breach, County of Nevada was notified that the vendor had chosen to permanently decommission the CodeRED platform and transfer existing customers to a platform called Crisis24. Nevada County OES had been planning to release an RFP for Alert and Warning Services in 2026 as it is important to periodically test the market for advances and capabilities. The decommission of the CodeRED platform and forced migration to Crisis24 prompted OES to expedite this timeline.

On January 9, 2026 Nevada County Purchasing issued RFP #207857 for Alert and Warning Services. As part of this process 3,785 firms were notified, 36 firms accessed the RFP, and five proposals were received. An expert panel comprised of Nevada County OES, Nevada County Sheriff's Office, Nevada County GIS, Grass Valley Police Department, and Town of Truckee OES reviewed and scored the five proposals and advanced two firms for additional evaluation during product demonstrations.

The review panel developed a robust list of twenty-one questions to be addressed during product demonstrations to ensure that the selected platform would be able to meet the diverse needs of all users and jurisdictions. HQE Systems was chosen as the qualified firm.

To ensure community readiness in advance of wildfire season, OES has built out a robust bi-lingual (Spanish/English) engagement strategy to ensure that all residents are aware of the platform change and can opt in accordingly. This includes:

- Print and radio ads to be run for eight weeks in East and West County
- Multiple press releases
- County-wide Alert and Warning mailer
- Social media campaign
- How-To Film for signing up (to be featured on Ready Nevada County and at Sierra Cinemas)
- OES Virtual Office Hours
- Bookmark Partnership with the Library
- Sign-Up Workshop with the Wildfire Ready Coalition
- OES/SO representation at Community Events throughout the summer

In addition, OES, the Sheriff's Office, members of the Emergency Operation Center (EOC) team, and relevant multijurisdictional partners will be completing rigorous training under the direction of HQE staff to ensure proficiency and readiness for utilization of the new Alert and Warning platform.

This Resolution will approve the contract between the Nevada County Office of Emergency Services and HQE Systems for Alert and Warning Services for a one-year period. OES will evaluate performance and execute additional one-year contracts for this service on an annual basis.

Item Initiated and Approved by: Alex Keeble-Toll, Director of Emergency Services