

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.24  
(ID # 30245)**

**MEETING DATE:**  
Tuesday, April 28, 2026

**FROM :** SHERIFF-CORONER-PA

**SUBJECT:** SHERIFF-CORONER-PA: Ratify and Approve the First Amendment to the Genesis Software and Technical Support Service Agreement, awarded without seeking competitive bids, for the purchase, installation, and development of Genesis Hardware and Software, from GenCore Candeo, Ltd.; increasing the total aggregate compensation by \$332,330, from \$576,545 to \$908,875. All Districts [Total Cost: \$908,875; up to \$90,888 in Additional Compensation – 62% PSEC Budget – 38% Sheriff Budget.]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and Approve the First Amendment to the Genesis Software and Technical Support Service Agreement, awarded without seeking competitive bids, for the purchase, installation, and development of Genesis Hardware and Software, from GenCore Candeo, Ltd.; increasing the total aggregate compensation by \$332,330, from \$576,545 to \$908,875.; and authorize the Chair of the Board to sign the First Amendment on behalf of the County;
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments including modifications of the scope of services that stay within the intent of the Agreement; and (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total aggregate cost of the Agreement; and
3. Authorize the Purchasing Agent to issue Purchase Orders for the goods and services that do not exceed the approved amounts.

**ACTION:**

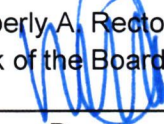
  
Zachary Hall, ASSISTANT SHERIFF 4/18/2026

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Perez, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez  
Nays: None  
Absent: None  
Date: April 28, 2026  
xc: Sheriff

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 333,634	\$ 0	\$ 908,875	\$ 0
<b>NET COUNTY COST</b>	\$ 333,634	\$ 0	\$ 908,875	\$ 0
<b>SOURCE OF FUNDS: 62% PSEC Budget – 38% Sheriff Budget</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 24/25-28/29</b>	

**C.E.O. RECOMMENDATION:** Approve

**BR: 26-095**

**Prev. Agn. Ref.: 7/23/19 3.54; 3/14/23 3.14; 6/24/24 3.70**

**BACKGROUND:**

**Summary**

The Sheriff's Office's Public Safety Enterprise Communication (PSEC) Division is requesting to purchase Genesis hardware and software installation for the GenCore Candeo Ltd. (GenCore) products utilized daily on the PSEC network. Genesis products are sole sourced, manufactured, distributed, and supported exclusively by GenCore.

The Genesis hardware that is being replaced houses multiple software applications offered by Genesis that are used in the PSEC network. Applications on this hardware include GenWatch, Locations Services, Genesis-Aided Dispatch Interface (GADI) and Operations Bridge Manager of Managers. GenWatch allows for a magnitude of reports on the PSEC system to include both the system and the subscriber activity. These reports allow for historical and forensic analysis of how the PSEC system is performing. Location Services allows for PSEC users to have a browser-based application that agencies can get location of the units. Operations Bridge Manager of Manager supports multiple interfaces to include the Motorola System, the Nokia Microwave system and Omni Matrix. The Manager of Manager brings all events and alarms from the 3 devices into 1 notification. GADI enhances the features on the MCC7500 and AXIS consoles. It improves resource management and streamlines workflow.

Replacing the aging hardware will provide modern components, enables support for current software and operating systems, and will reduce the chance of failed hardware and downtime. The GenCore Candeo, LTD solution adds a critical feature and functionalities that facilitate Public Safety operations. The solution adds extensive system management and troubleshooting functionality, enabling faster response times to system outages thereby maintaining operational availability. GenWatch Anywhere cloud access will allow for users to connect to the Genesis programs using the Genesis azure gov cloud. GenWatch Anywhere eliminates the need to VPN to access the Genesis system.

**Impact on Residents and Businesses**

Public safety agencies in Riverside County rely on the PSEC system to provide communications for first responders and emergency management teams who serve and protect the community. The PSEC system provides critical countywide communication for these agencies. Maintaining these products will facilitate a significant level of safety and support for the residents and visitors of Riverside County.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

**Additional Fiscal Information**

Below is the cost summary funded 62% by the PSEC budget and 38% by the Sheriff Budget.

<b>Description:</b>	<b>FY 24/25</b>	<b>FY 25/26</b>	<b>FY 26/27</b>	<b>FY 27/28</b>	<b>FY 28/29</b>	<b>Total</b>
<b>Ongoing Costs:</b>						
GenWatch 3 Air Traffic Information Access (GW3-ATIA)	\$34,487	\$34,487	\$34,487	\$34,487	\$34,487	\$172,435
Genesis Aided Dispatch Interface (GADI)	\$44,459	\$44,459	\$44,459	\$44,459	\$44,459	\$222,295
Operations Bridge	\$36,363	\$36,363	\$36,363	\$36,363	\$36,363	\$181,815
GenWatch Anywhere – Cloud Access	\$0	\$13,875		\$9,250	\$9,250	\$32,375
<b>One-time Costs</b>						
Genesis Ops Bridge Stand Alone Server SMALL System	\$0			\$ 64,135		\$64,135
GenWatch-ATIA Reader Server	\$0	\$ 9,636				\$9,636
GenWatch-ATIA (GG) Data Processor and Database Server	\$0	\$ 15,296				\$15,296
GenWatch-ATIA (GG) Data Warehouse	\$0	\$ 15,296				\$15,296
GenWatch-ATIA Client Workstation	\$0	\$ 2,700				\$2,700
SHIPPING	\$0	\$ 1,575		\$615		\$2,190
INSTALLATION and TRAINING	\$0	\$ 24,327		\$ 30,755		\$55,082
GADI-MCC Server	\$0	\$ 9,636				\$9,636
GADI-AXS- Emergency Display		\$2,630				\$2,630
GADI-AXS- Emergency Tone Management		\$875				\$875
GADI-AXS- Emergency Volume Management		\$875				\$875
GADI-AXS- Unattended Emergency		\$2,630				\$2,630
GADI-AXS- Patch		\$2,630				\$2,630
GADI-AXS- Multiselect		\$1,755				\$1,755
GADI-AXS- Radio Activity		\$2,630				\$2,630
GADI-AXS- Filtered Activity		\$2,630				\$2,630
GADI-AXS- Configurable Input Device		\$2,630				\$2,630
GADI-AXS- Active Patch		\$1,755				\$1,755
Installation and Training		\$24,944				\$24,944
Customization		\$80,000				\$80,000
<b>Total Costs</b>	<b>\$115,309</b>	<b>\$333,634</b>	<b>\$115,309</b>	<b>\$220,064</b>	<b>\$124,559</b>	<b>\$908,875</b>

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

**Contract History and Price Reasonableness**

On June 26, 2019, the Central Purchasing and Fleet Services Department approved Sole Source Justification (REQ#119046767) for a Genesis Software Maintenance and Support Service Agreement.

On July 23, 2019, the County of Riverside Board of Supervisors (Board) ratified and approved the Genesis Software Maintenance and Support Service Agreement (PSA#0001180), effective July 1, 2019, through June 30, 2024, under a maximum compensation amount of \$445,205.

On September 8, 2022, the Central Purchasing and Fleet Services Department approved Sole Source Justification No. 23-046 for a First Amendment to the Genesis Software Maintenance and Support Service Agreement to modify its scope of services and increase its maximum compensation.

On March 14, 2023, the Board ratified and approved the First Amendment to the Genesis Software Maintenance and Support Service Agreement, effective July 1, 2022 through June 30, 2024, increasing the maximum compensation of the Agreement from \$445,205 to \$809,645.

On June 5, 2024, the Central Purchasing and Fleet Services Department approved Sole Source Justification No. 24-269 for the renewal of the Genesis Software and Technical Support Service Agreement.

On June 25, 2024, the Board approved the Genesis Software and Technical Support Service Agreement (PEARC-92045-002-06/29) effective July 1, 2024 to June 30, 2029 under a maximum compensation of \$576,545.

The current proposed First Amendment to the Agreement will serve to purchase replacement hardware and software installation for the aging Genesis Servers as well as the development and purchase of Genesis-Aided Dispatch (GADI) software for 5 new AXS Consoles for the Riverside County Sheriff Dispatch center.

On February 26, 2026, Purchasing and Fleet Services Department approved Sole Source Amendment No. 1 #24-269a to purchase the requested replacement hardware and software.

GenCore has provided lower pricing than their current contract managed through SHI procurement. This would provide savings of about \$10,000 for PSEC.

**ATTACHMENTS:**

1. Sole Source Justification No.24-269a
2. First Amendment to the Genesis Software and Technical Support Service Agreement

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA

*Melissa Curtis*

Melissa Curtis, Deputy Director of Purchasing and Fleet

4/8/2026

*Rebecca S Cortez*

Rebecca S Cortez, Principal Management Analyst

4/20/2026

*Kristine Bell-Valdez*

Kristine Bell-Valdez, Supervising Deputy County Counsel

4/8/2026

*Aaron Gettis*

Aaron Gettis, Chief Deputy County Counsel

4/14/2026

COUNTY OF RIVERSIDE  
AMENDMENT NO. 1 TO THE AGREEMENT  
WITH  
Genecore Candero LP

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Original Contract Term:	July 1, 2024 through June 30, 2029
Contract Term Extended To:	not applicable
Effective Date of Amendment:	March 3, 2026
Original Annual Maximum Contract Amount:	\$115,309
Amended Aggregate Contract Amount:	\$908,875
Contract ID:	PEARC-92045-002-06/29

This Amendment No. 1 to the Genesis Software and Technical Support Service Agreement (“Amendment No. 1”) between the County of Riverside, a political subdivision of the State of California (COUNTY), and Gencore Candero, LP (CONTRACTOR), is entered into by and between COUNTY and CONTRACTOR, effective March 3, 2026 (“Effective Date”), is amended as follows:

**RECITALS**

WHEREAS, on July 1, 2024, the COUNTY and CONTRACTOR entered into a Genesis Software and Technical Support Service Agreement between County of Riverside and Contractor (“Agreement”) for a maximum annual contract compensation amount of One Hundred Fifteen Thousand Three Hundred nine Dollars (\$115,309) dollars; and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to modify the Compensation and the payment provisions and the scope of work

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties hereto mutually agree amend the Agreement as follows:

1. The recitals set forth above are true and correct and incorporated herein by this reference.
2. Section 3.1 (Compensation) second sentence is deleted and replaced with the following:  
“Maximum payments by COUNTY to CONTRACTOR shall not exceed nine hundred eight thousand eight hundred seventy five dollars (\$908,875), including all expenses.”
3. Exhibit A (Scope of Service) to be modified to add to include Exhibit A-1 at the end of the exhibit. Exhibit A-1 is attached hereto and incorporated herein.
4. Exhibit B (Payment Provisions) to be modified to delete the table in Section B-1 in its entirety and replace it the table provided in Exhibit B-1, attached hereto and incorporated herein.

COUNTY OF RIVERSIDE  
AMENDMENT NO. 1 TO THE AGREEMENT  
WITH  
Genecore Candero LP

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5. All other terms and conditions of the Agreement not modified in the Amendment No. 1 herein shall remain unchanged and in full force and effect.

**IN WITNESS WHEREOF**, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

**COUNTY OF RIVERSIDE**, a political subdivision of the State of California

**Genecore Candero LP**, a Texas limited liability company

By: Karen S. Spiegel  
Karen Spiegel  
Chair Board of Supervisors  
Dated: APR 28 2026

By: Paul W. Miller  
Paul Miller  
Chief Operating Officer  
Dated: 04/01/26

APPROVED AS TO FORM:  
Minh C. Tran  
County Counsel

By: Kristine Bell-Valdez  
Kristine Bell-Valdez  
Deputy County Counsel

**ATTEST:**  
**KIMBERLY A. RECTOR, Clerk**

By [Signature]  
**DEPUTY**

COUNTY OF RIVERSIDE  
AMENDMENT NO. 1 TO THE AGREEMENT  
WITH  
Genecore Candero LP

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**EXHIBIT A-1**  
**SCOPE OF SERVICES**

E. Included in the 2025/2026 Hardware refresh

- Gen Watch Anywhere Annual Access
- Database/ DataProc Server (1)
- Data Warehouse Server (1)
- Reader Server (2)
- Desktop Client (1)
- GADI- MCC Server (2) no monitors, no desktop pc and no Xkey  
Keyboards included.

F. Included in the 2027/2028 Hardware Refresh

- Gen Watch Anywhere Anywhere Annual Access Fee
- Ops Bridge Server (1) no monitor or KVM included

COUNTY OF RIVERSIDE  
AMENDMENT NO. 1 TO THE AGREEMENT  
WITH  
Genecore Candero LP

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**EXHIBIT B-1**  
**PAYMENT PROVISIONS**

B.1 Payment Schedule – MAXIMUM AMOUNTS – ANNUAL AND AGGREGATE TOTALS

The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
July 1, 2024 through June 30, 2025	\$115,309
July 1, 2025, through June 30, 2026.	\$333,634
July 1, 2026, through June 30, 2027.	\$115,309
July 1, 2027, through June 30, 2028.	\$220,064
July 1, 2028, through June 30, 2029.	\$124,559
Total	\$908,875





# FIRST AMENDMENT TO THE AGREEMENT

Final Audit Report

2026-04-01

Created:	2026-04-01
By:	SAMUEL COX (SLCOX@RIVCO.ORG)
Status:	Signed
Transaction ID:	CBJCHBCAABAAmxq56AjRDvzUXXIwcdFIkj0woLhmSpNJ

## "FIRST AMENDMENT TO THE AGREEMENT" History

-  Document created by SAMUEL COX (SLCOX@RIVCO.ORG)  
2026-04-01 - 2:10:07 PM GMT
-  Document emailed to Paul Miller (paul.miller@genesisworld.com) for signature  
2026-04-01 - 2:10:12 PM GMT
-  Email viewed by Paul Miller (paul.miller@genesisworld.com)  
2026-04-01 - 2:49:32 PM GMT
-  Document e-signed by Paul Miller (paul.miller@genesisworld.com)  
Signature Date: 2026-04-01 - 6:29:25 PM GMT - Time Source: server
-  Agreement completed.  
2026-04-01 - 6:29:25 PM GMT



# Riverside County Sheriff's Office

*Chad Bianco, Sheriff-Coroner*

4095 Lemon Street • Riverside • California • 92501  
www.riversidesheriff.org

SSJ No.: 24-269

Amendment No.: 1

Date: Monday, January 26, 2026

From: Amanda Bennett, Deputy Director, Sheriff's Administration

To: Board of Supervisors

Via: Trish Byrd, Radio Communications Technology Manager, 951-955-1086

Subject: Request for Genesis hardware and software installation for aging Genesis Servers and to develop and purchase Genesis-Aided Dispatch (GADI) software for 5 new AXS Consoles for Dispatch.

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote       Supplier Sole Source Letter       Final draft agreement  
 Final draft Form 11       H-11 approved by RCIT/TSOC       Grant Agreement  
 Other: \_\_\_\_\_ (i.e. CA  
Secretary of State Business Entity Information, Dept. of Justice Registration  
Conformation for non-profits, etc.)

1. Supplier Name: GenCore Candeo, Ltd      Supplier ID: 114835
2. Reason or Justification for the Amendment: To purchase replacement hardware and software installation for the aging Genesis Servers. PSEC currently has an agreement with GenCore to provide maintenance and support for existing hardware and software applications such as GenWatch, Location Services, Genesis-Aided Dispatch (GADI) and Operations Bridge Manager of Managers. This amendment will allow PSEC to replace the aging hardware that houses these software applications, helping to reduce the chance of failed hardware and downtime. This amendment will allow for the purchase of GenWatch Anywhere



# Riverside County Sheriff's Office

*Chad Bianco, Sheriff-Coroner*

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cloud access which allows users to connect to the Genesis programs using the Genesis azure gov cloud, eliminating the need to VPN to access the Genesis system. This amendment will also allow for developing and the purchase of GADI software for 5 new AXS Consoles for the Riverside County Sheriff Dispatch center.

3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	Total
Ongoing Costs:						
Genwatch 3-Air Traffic Information Access (GW3-ATIA)	\$34,487	\$34,487	\$34,487	\$34,487	\$34,487	\$172,435
Genesis Aided Dispatch Interface (GADI)	\$44,459	\$44,459	\$44,459	\$44,459	\$44,459	\$222,295
Operations Bridge	\$36,363	\$36,363	\$36,363	\$36,363	\$36,363	\$181,815
Contingency						\$57,655
Total Costs	\$115,309	\$115,309	\$115,309	\$115,309	\$115,309	\$576,545

- a. Amended goods and/or services costs must be identified below (If applicable):



# Riverside County Sheriff's Office

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Description:	FY <u>24/25</u>	FY <u>25/26</u>	FY <u>26/27</u>	FY <u>27/28</u>	FY <u>28/29</u>	Total
<b>Ongoing Costs:</b>						
GenWatch Anywhere – Cloud Access	\$0	\$13,875		\$9,250	\$9,250	\$32,375
<b>One-time Costs</b>						
Genesis Ops Bridge Stand Alone Server SMALL System	\$0			\$ 64,135		\$64,135
GenWatch-ATIA Reader Server	\$0	\$ 9,636				\$9,636
GenWatch-ATIA (GG) Data Processor and Database Server	\$0	\$ 15,296				\$15,296
GenWatch-ATIA (GG) Data Warehouse	\$0	\$ 15,296				\$15,296
GenWatch-ATIA Client Workstation	\$0	\$ 2,700				\$2,700
SHIPPING	\$0	\$ 1,575		\$615		\$2,190
INSTALLATION and TRAINING	\$0	\$ 24,327		\$ 30,755		\$55,082
GADI-MCC Server	\$0	\$ 9,636				\$9,636
GADI-AXS- Emergency Display		\$2,630				\$2,630
GADI-AXS- Emergency Tone Management		\$875				\$875
GADI-AXS- Emergency Volume Management		\$875				\$875
GADI-AXS- Unattended Emergency		\$2,630				\$2,630
GADI-AXS- Patch		\$2,630				\$2,630
GADI-AXS- Multiselect		\$1,755				\$1,755
GADI-AXS- Radio Activity		\$2,630				\$2,630
GADI-AXS- Filtered Activity		\$2,630				\$2,630
GADI-AXS- Configurable Input Device		\$2,630				\$2,630
GADI-AXS- Active Patch		\$1,755				\$1,755
Installation and Training		\$24,944				\$24,944
Customization		\$80,000				\$80,000
Contingency						\$90,888
<b>Total Costs</b>	<b>\$0</b>	<b>\$218,325</b>	<b>\$0</b>	<b>\$104,755</b>	<b>\$9,250</b>	<b>\$332,330</b>

Total Amended Costs                      \$115,309    \$333,634    \$115,309    \$220,064    \$124,559    \$908,875



**Riverside County Sheriff's Office**  
*Chad Bianco, Sheriff-Coroner*

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4. Period of Performance: FY24/25 – FY28/29

Ratify Start Date (if applicable): \_\_\_\_\_

Initial Term Start Date: 07/01/2024 End Date: 06/30/2029

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): \_\_\_\_\_

Aggregate Term/ End Date: 06/30/2029

5. Projected Board of Supervisor Date (if applicable): TBD

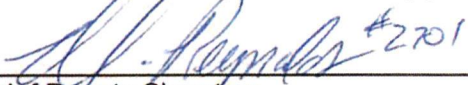


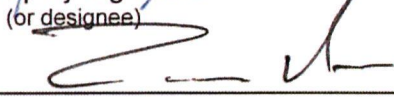
# Riverside County Sheriff's Office

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By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.

	MISTY REYNOLDOS	1/29/26
Chief Deputy Signature (or designee)	Print Name	Date

	Zach [unclear]	1/29/26
Assistant Sheriff Signature (or designee)	Print Name	Date

Claudia Preciado-Arroyo		1/27/2026
Print Name	Department Head Signature (Executive Level Designee)	Date

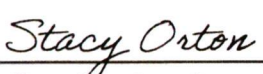
PCS Reviewed:

Samuel Cox	SAMUEL COX	1/26/2026
Print Name	Signature	Date

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to [psources@rivco.org](mailto:psources@rivco.org), and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Review and Comments: \_\_\_\_\_

	2/26/2026	24-269a
Purchasing Agent Signature	Date	Tracking Number (Reference on Purchasing Documents)