



# Agenda Item

## City Council

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**Item #:** 3.7.

8/12/2025

**File #:** 25-0449

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**TO:** Honorable Mayor and Members of the City Council

**THRU:** Jarad Hildenbrand, City Manager

**FROM:** Adam Jevenc, Chief of Police

### 1. SUBJECT

Agreement with CentralSquare Technologies, LLC for maintenance of the Police Department's Computer Aided Dispatch and Records Management System.

### 2. SUMMARY

Maintenance support for the continuation of the Orange Police Department's Computer Aided Dispatch and Records Management System in the amount of \$56,332.37. This maintenance will ensure continued operational stability during the planning and implementation phase of the transition to a cloud-based solution.

### 3. RECOMMENDED ACTION

Approve the agreement with CentralSquare Technologies, LLC in the amount of \$56,332.37 for maintenance; and authorize the Mayor and City Clerk to execute on behalf of the City.

### 4. FISCAL IMPACT

The expense for this agreement is \$56,332.37 and will be funded through General Fund (100):  
100-4011-55000 Contractual Services

### 5. STRATEGIC PLAN GOALS

Goal 1: Maintain Strong Emergency and Safety Services

### 6. DISCUSSION AND BACKGROUND

CentralSquare Technologies, LLC (CentralSquare) is the current vendor of the Police Department's Computer Aided Dispatch and Records Management System (CAD/RMS) used for basic operations, including dispatching and 9-1-1 services, data collection, workflow, and real-time reporting.

The Orange Police Department currently operates the CAD/RMS product on locally hosted, on-premise servers. In April 2025, the City Council approved an upgrade of the CAD/RMS product with CentralSquare to transition to a cloud-based solution. However, to ensure continuity of operations and avoid service disruptions during the migration period, critical short-term maintenance of the existing on-premise infrastructure is required. The Cloud solution is scheduled to start in December 2025 at which point the on-premise maintenance will end. In the interim, an agreement with CentralSquare is needed to continue on-premise maintenance services from July through November 2025 in the amount of \$56,332.37.

The renewal schedule is listed below.

- On-premise servers 7/1/25 - 11/28/25
- Cloud 11/29/25 - 11/28/26, must be billed for a full year
- Cloud prorated renewal 11/29/26 - 6/30/27
- Each year after that, billed per fiscal year

Based on the complexity of the CAD/RMS software system, the department is requesting the continuation of on-premise maintenance services with CentralSquare for a total amount of \$56,332.37.

## **7. ATTACHMENT**

- Agreement with CentralSquare Technologies, LLC