



Agenda Item

City Council

Item #: 3.4.

4/8/2025

File #: 25-0075

TO: Honorable Mayor and Members of the City Council

THRU: Tom Kisela, City Manager

FROM: Adam Jevic, Chief of Police

1. SUBJECT

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

2. SUMMARY

Software upgrade of the Orange Police Department's Computer Aided Dispatch and Records Management System in the amount of \$465,414.50. The total amount of \$465,414.50 includes a software upgrade cost of \$423,104.50, plus a 10% contingency of \$42,310.

3. RECOMMENDED ACTION

Approve the agreement with CentralSquare Technologies, LLC in the amount of \$465,414.50, representing a software upgrade cost of \$423,104.50, plus a 10% contingency of \$42,310; and authorize the Mayor and City Clerk to execute on behalf of the City.

4. FISCAL IMPACT

The expense for this contract is \$465,414.50 and will be funded through Reimbursable Capital Projects (550) and Computer Replacement (790) respectively:

550.4011.56032.30261	Equipment Replacement - TEP Grant FY24	\$423,104.50
790.4011.56032.30196	CIP - Police Enterprise System	<u>\$ 42,310.00</u>
	Total	\$465,414.50

5. STRATEGIC PLAN GOALS

Goal 1: Maintain Strong Emergency and Safety Services
Objective 1.2: Increase technology to reduce crime

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.

In 2022, the Orange Police Department proposed to replace the CAD/RMS system with an all-inclusive enterprise solution to help manage police hardware and software. The proposed project was identified in Capital Improvement Project (CIP) No. 30196 and was awarded to Axon Enterprise,

Inc. (Axon) in June 2022. Implementation of the Axon product spanned over 12 to 24 months with the Records portion scheduled to be completed in 12 months and Dispatch scheduled to be completed within 24 months. Since early 2023, staff has been working diligently with the Axon conversion team to convert the Records system. However, during the Records conversion, staff encountered many configuration issues that would have required additional customization from Axon to improve the workflow and quality of reports. At this time, Axon recognized their inability to further customize the Records product and simultaneously acknowledged they would be unable to fulfill Dispatch software obligations. As a result, a First Amendment to Professional Services Agreement No. 7383 was completed to decrease the 10-year agreement amount of \$7,551,275 to \$5,887,716 a reduction of \$1,663,559 to remove Records and Dispatch milestone payments and Dispatch licensing fees.

Axon Payment Schedule

Fiscal Year	Original Contract Cost	First Amendment	Final Contract Cost
22-23	650,155.37	(42,536.49)	607,618.88
23-24	629,328.10	(44,414.52)	584,913.58
24-25	629,328.10	(44,414.53)	584,913.57
25-26	1,172,066.34	(567,741.93)	604,324.41
26-27	745,066.34	(160,741.93)	584,324.41
27-28	745,066.34	(160,741.93)	584,324.41
28-29	745,066.34	(160,677.64)	584,388.70
29-30	745,066.34	(160,806.22)	584,260.12
30-31	745,066.34	(160,741.93)	584,324.41
31-32	745,066.34	(160,741.97)	584,324.37
	<u>\$7,551,275.95</u>	<u>(\$1,663,559.09)</u>	<u>\$5,887,716.86</u>

The Police Department's vision of adopting a network solution that allows all systems to connect and integrate with one another remains the same. However, obtaining a vendor that can provide a single network solution of CAD/RMS and other systems to manage police operations is not obtainable at this time. To continue basic police operations the department will continue services with Axon to maintain hardware and software of existing Tasers, body worn, fleet, and interview cameras, along with Axon Standards, Air (drones), and the evidence.com portal. Additionally, staff proposes to contract with CentralSquare for an upgrade of the CAD/RMS product. An upgrade of the CAD/RMS product is necessary to secure technical support, upgrade outdated CAD/RMS systems, obtain CJIS compliance, California Incident-Based Reporting System (CIBRS) and National Incident-Based Reporting System (NIBRS) certification, provide product updates, hot-fixes, and provide a migration of CAD/RMS data to a cloud-based solution. Lastly, integration of the CAD/RMS product through a single vendor is critical and will provide interoperability between both systems.

CentralSquare provided staff with an option to upgrade both the CAD and RMS products. The solution provided includes a complete migration of CAD/RMS to a cloud-based solution and includes all trainings, data conversions, and other associated costs. A contingency is being included for undetermined interface costs for Crossroads Software (Crossroads) and the LexisNexis Desk Officer Reporting System (DORS). The contingency will be funded through Computer Replacement fund (790). A complete migration to a cloud-based solution will provide the following:

- CAD Enterprise
- Mobile Enterprise
- Records Enterprise
- Cloud-based solution
- Resolution of outstanding issues
- Full CJIS compliance
- CIBRS and NIBRS certification
- Maintenance, upgrades, and troubleshooting managed by CentralSquare
- Relieves City of Orange IT staff

Implementation of the CAD/RMS product will span over six months. Under the new contract, initial costs include a one-time services fee of \$94,288 and an Annual Software Maintenance Fee of \$328,816.50 for a total cost of \$423,104.50. The one-time services fee of \$94,288 is due at contract signing while the maintenance fee of \$328,816.50 is due six months from the delivery date. Currently, the annual maintenance cost of the CAD/RMS product is \$130,839. The Annual Software Maintenance Fee of \$328,816.50 is an increase of approximately \$197,978 or 151.31%. The recurring Annual Software Maintenance Fee of \$328,816.50 will also be subject to an annual increase beginning in Fiscal Year 2026-2027.

In March 2025, the City Council accepted an award from the U.S. Department of Justice (DOJ) for the COPS Technology and Equipment Program (TEP) in the amount of \$825,000. With DOJ approval, the Orange Police Department will upgrade the CAD/RMS product in the amount of \$423,104.50, funded through Reimbursable Capital Projects (550). Future appropriations will be included in CIP No. 30196 beginning in Fiscal Year 2026-2027 and funded through Computer Replacement (790).

The projected CentralSquare, annual software maintenance fees are listed below and coincide with the Axon schedule which ends in Fiscal Year 2031-2032.

CentralSquare Projection

Fiscal Year	Increase	Projected Cost
26-27	3%	354,646.00
27-28	3%	365,285.37
28-29	3%	376,243.94
29-30	5%	395,056.13
30-31	5%	414,808.94
31-32	5%	435,549.39
		\$2,341,589.76

CentralSquare's projected cost of \$2,341,589 will be offset by the Axon savings amount of \$1,663,559 and an outstanding credit of \$140,207, totaling \$1,803,766. The procurement of the CAD/RMS product through CentralSquare resulted in an increase of approximately \$537,823 in

comparison to Axon.

Based on the complexity of the CAD/RMS software system, staff proposes an upgrade of the CAD/RMS product with CentralSquare in the amount of \$465,414.50, representing a software upgrade cost of \$423,104.50, plus a contingency of \$42,310.

7. ATTACHMENTS

- Agreement with CentralSquare