



Staff Report

TO: City Council
FROM: Sean Thuilliez, Chief of Police
DATE: September 19, 2023
SUBJECT: Approve a Five-Year Software and Services Agreement with Sun Ridge Systems, Inc. for the Replacement of the Police Department's CAD/RMS System for a Total of \$968,596

Description Request to approve the purchase of a replacement Computer Aided Dispatch and Records Management System (CAD/RMS) for the Police Department.

Background and Analysis:

In June 2019, the Beaumont Police Department contracted with Mark43 for Computer Aided Dispatching (CAD) and Records Management Software (RMS). At the time, Mark43 was a new CAD/RMS service in California that showed potential in its promised capabilities. Since transitioning to Mark43, the service has failed to meet the needs of the Beaumont Police Department. There have been extensive and ongoing efforts by the Department to work with Mark43 to correct deficiencies, but their system continues to underperform. The five-year contract with Mark43 expires June 30, 2024.

The Beaumont Police Department desires to replace an underperforming system with an updated system that better meets the needs of the Beaumont community in terms of access, reporting, and analysis and more effectively enables the Department to comply with new and emerging data collection and reporting requirements.

The CAD/RMS system is one of the most critical software systems used by any law enforcement agency. Accurate records and data retrieval are essential for effective police duties and management. Reporting accurate crime data is a fundamental expectation of the community, and the Beaumont Police Department wants to continue meeting that expectation with the most effective available technology.

The Department is seeking an integrated CAD/RMS solution that offers the capability to comply with existing and upcoming mandates, capture ongoing statistical data, accurately measure performance, better equip first responders with relevant information, reduce report writing time, and thus free up resources, enhance internal

cross-training, and be technologically progressive. A key to this procurement is obtaining one fully integrated solution from a single vendor.

Sun Ridge Systems is a California-based company that has been providing CAD/RMS service to law enforcement agencies throughout the state for over 38 years under the product name RIMS. RIMS has a proven track record for being an efficient and effective system, and every agency contacted that uses RIMS provided positive reviews. The Beaumont Police Department has evaluated RIMS and has determined that its product meets all current and future needs of the Department. Unlike Mark43, which provides a subscription service, RIMS is licensed software that will be owned by the City.

Sun Ridge Systems has presented a contract that breaks down the purchase into five annual payments of \$127,243 for a total purchase cost of \$636,215. The annual support costs will be \$66,450. The annual cost will be \$193,824 for year one and \$193,693 for years two through five, then \$66,450 for all remaining years.

The City of Emeryville has conducted an extensive evaluation and competitive bid process in determining Sun Ridge Systems RIMS was the best option for CAD/RMS services. The implementation of a new CAD/RMS system is expected to take nine to eleven months, and the current contract with Mark43 expires on June 30, 2024. Using Emeryville's formal bid process report, Beaumont Municipal Code 3.01.110 authorizes the City to determine that the competitive bidding requirements have been completed.

Currently, the department budgets \$93,000 annually for the current CAD/RMS system support.

Fiscal Impact:

The total cost of the software, equipment, accessories, programming, and training is \$636,215 (five annual payments of \$127,243), with an additional Annual support payment of \$66,450 for a total five-year cost of \$968,596.00.

During the five-year purchase payment plan, all expenses in excess of the pre-budgeted \$93,000 will be paid using the Supplemental Law Enforcement Services Account (SLESA) funds. The final CADS/RMS payment has been paid in the FY24 budget, and a future budget amendment will be brought back to Council for the \$93,000 General Fund cost of the new contract and the remaining \$100,693 of the SLESA cost.

The estimated cost to prepare this report is \$1,000.

Recommended Action:

Approve the five-year Software and Services Agreement with Sun Ridge Systems, Inc. for the purchase of a replacement CAD/RMS system in the total amount of \$968,596.

Attachments:

- A. Sun Ridge Systems quote and contract
- B. City of Emeryville CAD/RMS Procurement report