

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: March 23, 2026

FROM: Dale Lane, Police Chief

SUBJECT: Amendment to the Agreement with CentralSquare Technologies for Public Safety Software

INTRODUCTION:

This item is to consider approval of a contract amendment with CentralSquare Technologies to migrate the Town's public safety software from on-premises servers located in the Town of Collierville to a cloud-based hosting environment.

BACKGROUND:

The Collierville Police Department has utilized CentralSquare Technologies since 2013 for its Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail management software. These systems are currently hosted on on-premises servers located at the Town's primary dispatch center. The CAD system is supported by a live backup server located at the Police Department's secondary dispatch center, which allows for immediate redirection of operations in the event of a system failure.

While CAD has a live backup environment, the RMS and Jail systems do not have the same level of redundancy. These systems are backed up through the Town's Information Technology Department; however, they do not have a live backup server. In the event of a system failure, the Town would be dependent on IT personnel working with CentralSquare to reinstall the services and restore backup data before normal operations could resume.

The Town currently maintains a maintenance agreement with CentralSquare Technologies for system service and support. This agreement provides 24-hour support for CAD operations and standard business hour support (8:00 a.m. to 5:00 p.m., Monday through Friday) for the RMS and Jail systems.

DISCUSSION:

In 2019, the Town experienced a ransomware attack that impacted the Police Department's systems. As a result of backup issues associated with that incident, RMS and CAD data from 2017 through 2019 was lost. This event highlighted the importance of ensuring reliable data protection, redundancy, and system resiliency for critical public safety software systems.

The proposed contract amendment with CentralSquare Technologies would transition the Town's CAD, RMS, and Jail systems to a cloud-hosted environment that provides live server operations with geographically redundant backup locations. In the event of a failure at the primary hosting location, system operations would automatically switch to a secondary location, allowing dispatch and other operations to continue with minimal disruption.

The Town currently pays approximately \$185,000 annually for maintenance and support of the CentralSquare systems. Under the proposed amendment, the cost for years one and two would increase

to \$340,560.76 annually. The cost for year three would be \$350,777.58, year four would be \$361,300.91, and year five would be \$372,139.94. As part of the agreement, the first payment under the amended contract would not be due until eight months after the contract is executed, providing a delayed payment period before the new costs take effect.

The agreement also includes additional benefits for the Police Department. CentralSquare will provide administrator training for personnel at no additional cost. This training will allow the department to develop additional internal administrators as current personnel with those responsibilities approach retirement. The agreement also includes CrimeView Analytics at no cost for the first 60 months. CrimeView Analytics will provide the department with enhanced analytical capabilities to assist with crime analysis and COMSTAT-style reporting for the Town of Collierville.

Gary Vanderheyden, Director of the Town's IT Department, has reviewed the proposed contract amendment and supports the transition to cloud-hosted services. Due to the sensitive nature of the information contained within these systems and the security requirements associated with them, it is his recommendation that these services be hosted in a secure cloud environment. The Town's Purchasing Department has also reviewed the proposed contract amendment and approved the contractual language.

It should also be noted the Town currently incurs additional infrastructure costs to support the on-premises hosting environment for these systems. These costs include server hardware, operating system licensing, backup software, and recurring infrastructure subscriptions necessary to maintain the servers supporting CAD, RMS, and Jail operations. When these infrastructure costs are combined with the current CentralSquare maintenance agreement, the total cost to maintain the system in an on-premises environment is comparable to, and in some years may exceed, the cost of the proposed cloud-hosted solution. The cloud-hosted model eliminates future hardware refresh requirements while providing improved system resiliency, redundancy, cybersecurity protections, and continuity of operations for critical public safety systems.

BUDGET IMPACT:

The Town currently pays approximately \$185,000 annually for maintenance (with annual increases) of the CentralSquare CAD, RMS, and Jail systems. Under the proposed amendment, the annual cost will increase to \$340,560.76 for years one and two, with incremental increases through year five as outlined in the agreement. The contract includes a delayed payment provision, with the first payment not due until eight months after the contract execution date of March 2026. As a result, the first payment will occur during FY27 budget, and the cost associated with this agreement was included in the FY27 budget proposal.

ATTACHMENTS:

[Upgrade Cloud Migration Amendment - wSoS - 3-5-26.pdf](#)
[CST Proactive Proposal for Collierville Police - 1-26-26.pdf](#)
[Cloud Benefits.pdf](#)
[Estimated On-Premise CAD Cost.pdf](#)

PROPOSED MOTION:

To approve the amendment to the agreement with CentralSquare Technologies

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						