Agenda Item No: 1.o

PLACENTIA CITY COUNCIL AGENDA REPORT

Meeting Date: June 16, 2026

Submitted by: David Radomski

From: Police Department

Subject:
APPROVAL OF AGREEMENT EXTENSION WITH MARK43, INC. FOR COMPUTER AIDED DISPATCH (CAD)/ RECORD MANAGEMENT SYSTEM (RMS)/ PROPERTY & EVIDENCE SOFTWARE

Financial Impact:
Expense: $1,077,602.00 Total Purchase Price of Services
Budget: $ 209,667.00 Year 1 Payment(101-206076660) General Fund FY 26-27

Summary:
This action will approve a five-year renewal agreement with Mark43, Inc. for continued CAD, RMS, Property & Evidence, CLETS connectivity, and related public safety software services, including Fire CAD, Fire Tablet Command integration, native CLETS connectivity, and Universal Search.

Recommended Action:
It is recommended that the City Council:

1. Approve the extension with Mark43, Inc. for its public safety software beginning in Fiscal Year 2026-2027 and ending in Fiscal Year 2030-2031 with a five-year total cost of $1,077,602; and
2. Authorize the City Administrator or her designee to execute all necessary documents, in a form approved by the City Attorney, to effectuate these actions.

Strategic Plan Statement:
This item is consistent with Goal No. 2: Public Safety and Goal No. 5: Organizational Excellence by supporting modern public safety technology, emergency communications, operational effectiveness, accountability, and service delivery.

Discussion:
In 2017, the Police Department selected Mark43 following a comprehensive evaluation of public safety software providers. Since implementation in 2018, Mark43 has served as the Department's primary CAD and RMS platform and has become an integral component of daily public safety operations. This software is critical to the Police, Fire, EMS, and Communications divisions.

The proposed agreement renews existing services and adds a bi-directional Tablet Command

interface, native California Law Enforcement Telecommunications System (CLETS) connectivity, and new Universal Search capabilities.

Tablet Command is a mobile incident management system used by fire personnel to coordinate emergency incidents, track resources, maintain accountability, and support command operations in the field. The proposed integration allows incident information to be shared automatically between the City's Fire CAD system and Tablet Command, improving operational efficiency and reducing duplicate data entry and leverages regional asset support.

CLETS is California's secure law enforcement communications network that allows law agencies to access state and national criminal justice information, including driver's license records, vehicle registrations, warrants, protective orders, and stolen property information. The proposed enhancement allows the City's public safety software to connect directly to that network.

Universal Search enables authorized users to conduct a single search across Mark43 records and connected external data sources, reducing the need to query multiple systems separately. Combined with native CLETS connectivity, the feature can improve operational efficiency by providing access to relevant public safety information through a unified interface, subject to applicable security and access controls.

The Police Department has been highly satisfied with Mark43's performance, reliability, responsiveness, and partnership. The system has consistently met operational requirements while continuing to evolve through new functionality and enhancements.

The Police Department originally procured the Mark43 CAD and RMS platform through a competitive evaluation and selection process completed in 2017. Following implementation in 2018, Mark43 became the Department's primary public safety technology platform and now serves as the repository for operational records, workflows, system configurations, interfaces, and historical data.

The proposed agreement is a renewal of the City's existing Mark43 environment rather than the procurement of a new CAD/RMS system. Mark43 is the proprietary owner and sole authorized provider of the software, licensing, maintenance, hosted services, updates, support, and associated enhancements required to operate the City's existing platform. No other vendor can provide these services for the City's current Mark43 system without replacement of the platform.

Accordingly, staff determined that this procurement qualifies for the sole-source exception contained in Placentia Municipal Code Section 3.08.070(6), which authorizes the waiver of competitive bidding when a commodity or service is obtainable from only one vendor.

This renewal represents the first pricing increase to the Department's Mark43 services since the original implementation in 2018. Staff conducted market research and determined that Mark43 remains competitively priced and continues to provide substantial value for agencies of comparable size and operational complexity.

Staff evaluated the feasibility of replacing the Department's CAD and RMS environment and determined that doing so would not be in the City's best interest. Transitioning to a different vendor would require an estimated 18- to 24-month implementation effort involving

procurement, software configuration, testing, training, business process redesign, interface redevelopment, and extensive data migration activities.

Additionally, the Department's operational records, historical data, workflows, and integrations currently reside within the proprietary Mark43 ecosystem. Migrating this information to another platform would require significant expense, create operational risk, and disrupt mission-critical public safety services. Based upon market research, implementation costs, migration complexity, and operational impacts, staff determined that renewing the existing Mark43 agreement is the most cost-effective and operationally sound solution.

Approval of this agreement will ensure the continued operation of mission-critical public safety technology systems while advancing the City's commitment to providing a safe, family-friendly environment through proactive policing, efficient emergency response, and modern technology solutions that enhance transparency, accountability, and organizational effectiveness.

Financial Summary:
Funding for the first year of the agreement is included in the Fiscal Year 2026-2027 budget and is available in General Fund Account No. 101-206076660 (Software and Subscriptions). Future annual subscription costs will be incorporated into subsequent budget cycles and appropriated through the annual budget process.

The total five-year agreement amount is $1,077,602.

Attachments
2026 Direct Order Form - CA - Placentia Police Department Q-02178.2_Q-02389.1.pdf