



**Approval to Negotiate and Execute an Agreement with Mark43, Inc. for the Purchase of a Records Management System**

Item #5.R, Consent  
RTC 20-126

April 28, 2020

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**City of Santa Clara**  
The Center of What's Possible

## Project History

- June, 2016 – Council approved FY 16/17 Capital Improvement Budget for new CAD / RMS
- September, 2016 – Hired DeltaWRX as a consultant on the project
- October, 2017 – Selected Hexagon Safety & Infrastructure
- November, 2018 – CAD went live
- November, 2019 – Council approved amendment to descope RMS from the Hexagon agreement
- July, 2019 – An RFP was released for RMS
- February, 2020 – Notice of Intended Award to Mark43

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## What is RMS?

- Agency-wide system that provides the storage, retrieval, archiving and viewing of information, records, documents or files pertaining to law enforcement operations, including but not limited to:
  - Incident reports
  - Arrest reports
  - Case files
  - Booking reports
  - Incarceration records
  - Criminal histories
  - Probation/parole reports

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## Mark43 Records Management System

- Interoperable with Hexagon CAD
- Streamlined collection, validation and submission of data
- Automatic Uniform Crime Report / NIBRS Code Mapping
- Security and stability in the Cloud; SaaS delivery platform

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# Police Department Project

Computer Automated  
Dispatch (CAD) and  
Records Management  
System (RMS) Replacement  
2016-17: \$3.0 M

Available balance: \$1.4 M



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One-time implementation fee  
\$339,920

Contingency  
\$250,000

**Total**  
**\$589,920**

On-going subscription for  
support and maintenance  
(5 years = \$802,575)  
to be paid from operating budget



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