




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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