



Administrative Report

H.4., File # 25-0894

Meeting Date: 10/14/2025

To: MAYOR AND CITY COUNCIL
From: JOE HOFFMAN, CHIEF OF POLICE

TITLE

APPROVE THE FIFTH AMENDMENT TO THE AGREEMENT WITH MARK43, INC. TO ADD TERMS AND CONDITIONS RELATED TO SUBSCRIBER DATA PROTECTION, CYBERSECURITY, AND CONFIDENTIAL INFORMATION AND TO INCLUDE THE MARK 43, INC. ON-SCENE SOFTWARE MODULE FOR THE FIRE DEPARTMENT AND INTEGRATE THE KARPEL COMPUTERS SYSTEMS INC. SOFTWARE FOR THE CITY PROSECUTOR'S OFFICE, FOR AN ADDITIONAL AMOUNT OF \$9,800, AND THE EXISTING TERM THROUGH JUNE 30, 2026

EXECUTIVE SUMMARY

In 2017, the City of Redondo Beach entered into an agreement with Mark43, Inc. (Mark43) to provide a Computer Aided Dispatch (CAD) and a Police Records Management System (RMS) platform. Since that time, the City has executed several amendments to incorporate various Application Programming Interfaces (APIs) and integrate the Mark43 CAD/RMS with existing City software systems to improve workflows, data transmission, and overall functionality. The proposed fifth amendment includes the purchase of two additional APIs, the On-Scene module for the Fire Department, and the Karpel Computer Systems Inc., E-Courts system for the City Attorney's Office, and provides clarification to the terms and conditions pertaining to the protection of City data, cybersecurity, and confidential information stored in the Mark43 platform.

BACKGROUND

On December 19, 2017, the City Council approved an agreement with Mark43 to provide the City with a modernized RMS system to replace Hi-Tech RMS, which had become outdated. Four amendments to the agreement have been approved since that time to add CAD services, a RMS application for the Fire Department, reset the payment schedule based on a revised activation date, and to integrate with the City's Laserfiche system and Datalake statistical analysis software. Most recently, the Council approved an amendment to reflect the Fire Department's use of FirstDue for its RMS, as well as to add the Datalake statistical function for fire services. The proposed fifth amendment would accommodate two additional software interfaces: On-Scene for the Fire Department; and Karpel for the City Prosecutor's Office.

Mark43's On-Scene application would be installed on Fire Department iPads to allow a direct connection with the Dispatch Center's CAD system, providing enhanced functionality for Fire Department operations, including Global Positioning System (GPS) tracking for each vehicle logged into the system to enhance deployment of Department resources. The On-Scene application also offers a range of features specifically designed to support field operations by providing enhanced situational awareness and streamlined documentation, which would allow Fire personnel to perform their duties more efficiently.

The integration would allow Fire department personnel to remove the iPad from the vehicle mount

and carry it directly to the incident scene, enabling them to complete critical tasks, such as incident documentation, patient care reporting, or navigation, while remaining fully integrated with the CAD system.

The City Attorney's Office utilizes the PROSECUTOR by Karpel (PBK) case management system, which can be integrated with the Mark43 system. The proposed amendment would directly integrate the PBK portal to Mark43 using an API to access case information and streamline the workflow for tracking evidence and managing cases. The purchase of this API was requested by and for the City Prosecutor's Office.

Lastly, as part of the proposed amendment, the City Attorney's Office has incorporated language related to subscriber data protection, cybersecurity, and confidential information. The language clarifies that Mark43 is not permitted to use City data for marketing, advertising, or promotion purposes and further defines confidential Criminal Justice Information (CJI). The proposed language would expand Mark43's obligation to protect CJI, whether in electronic or hard copy formats, in accordance with the current version of the FBI's Criminal Justice Information Services (CJIS) Security Policy.

COORDINATION

The Police Department coordinated the software selection with the Fire Department and City Attorney's Office. The Information Technology Department confirmed compatibility of the new applications with the City's existing systems.

The City Attorney's Office prepared the proposed amendment. The Information Technology Department assisted in confirming the cybersecurity and confidential information terms in the agreement to ensure they are in compliance with applicable standards.

FISCAL IMPACT

The cost of the On-Scene application for the Fire Department is \$4,800, and the cost of the Karpel application for the City Attorney's Office is \$5,000, for a total amendment expenditure of \$9,800 through the existing term of the agreement, which is set to expire on June 30, 2026. Funding for the amendment is available in the annual operating budgets for the Fire Department and the City Attorney's Office.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Fifth Amendment to the Agreement with Mark 43, Inc.
- Insurance - Mark 43, Inc.
- Agmt - Fourth Amendment Mark 43, Inc., March 5, 2024
- Agmt - Third Amendment Mark 43, Inc., September 6, 2022
- Agmt - Second Amendment Mark 43, Inc., July 6, 2021
- Agmt - First Amendment Mark 43, Inc., July 2, 2019
- Agmt - Original Agreement Mark 43, Inc., December 19, 2017