



Administrative Report

H.6., File # 26-0307

Meeting Date: 6/16/2026

To: MAYOR AND CITY COUNCIL
From: STEPHEN SPRENGEL, CHIEF OF POLICE

TITLE

APPROVE A SIXTH AMENDMENT TO THE AGREEMENT WITH MARK43, INC FOR THE CITY'S COMPUTER AIDED DISPATCH (CAD) AND POLICE RECORDS MANAGEMENT SYSTEM (RMS) TO EXTEND THE TERM FOR A YEAR THROUGH JUNE 30, 2027 FOR AN AMOUNT NOT TO EXCEED \$237,447

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, replacing the prior system. Full integration and implementation took several years, and the City has executed five previous amendments to incorporate various Application Programming Interfaces (APIs) and to integrate the Mark43 CAD/RMS with existing City software systems to improve workflows, data transmission, and overall functionality. The annual cost of the current Agreement is \$218,340.

The existing Agreement is set to expire on June 30, 2026. The proposed sixth amendment would extend the term for one additional year, through June 30, 2027, for an increased annual cost of \$19,107.

BACKGROUND

In 2017, after review and discussion of a report prepared by outside consultant Cit Com, the firm retained to evaluate the City's police records management systems, the City Council approved an agreement with Mark43 to provide the City with a modernized RMS system to replace HiTech/Pulsiam RMS, which had been in place for over 23 years.

Five amendments to the Agreement have been approved since that time, to add CAD services, an RMS application for the Fire Department, reset the payment schedule based on a revised activation date, integrate the City's Laserfiche system and Datalake statistical analysis software, integrate FirstDue for the Fire Department's RMS, add the Datalake statistical function for fire services, and create interfaces with two other applications, on-Scene for the Fire Department, and Karpel for the City Attorney's Office.

The proposed sixth amendment would extend the term of the Agreement for one-year, through June 30, 2027, at a cost of \$237,447 to maintain the existing software and integrations with Mark43. The one-year period will allow City staff to review and develop an updated and longer-term software

license agreement for future RMS services.

COORDINATION

The amendment has been reviewed by the City Attorney's Office.

FISCAL IMPACT

Funding for the sixth amendment to the Mark43 Agreement is included in the Police Department's annual operating budget.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Sixth Amendment Mark 43, Inc.
- Agmt - Fifth Amendment Mark 43, Inc., October 14, 2025
- 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 13, 2021
- Agmt - First Amendment Mark 43, Inc., July 2, 2019
- Agmt - Original Agreement Mark 43, Inc., December 19, 2017
- Insurance - Mark 43, Inc.