



New CAD/RMS Request

AURORA POLICE DEPARTMENT

AURORA FIRE DEPARTMENT

AURORA INFORMATION TECHNOLOGY
DEPARTMENT

CAD & RMS

CAD - Computer Aided Dispatch

- Aurora 911 Telecommunication Center uses system to dispatch and track calls for service for the Aurora Police and Fire Departments, the North Aurora Police Department, and the Fox Valley Park District Police Department
- Police officers and firefighters receive dispatched calls for service on the mobile version.

RMS - Records Management System

- Aurora Police Department uses system to maintain electronic records on numerous items including but not limited to people, locations, vehicles, evidence, and arrests. Officers also use the system to write police reports.

Hexagon is our current CAD and RMS vendor and has been since 2015.

Why a New System?

The initial contract with Hexagon was signed in 2015 for almost \$5 million.

- The city has paid additional hundreds of thousands of dollars to develop new software integrations with various other systems and to comply with state mandates.
- Many of the features promised in the original contract were never provided or did not function as promised.
- The team currently working to address system issues were not involved in the purchase of this product.

The current systems are at their end of life. Hexagon plans to end all support for the current systems within the next one to two years.

Why a New System? Staff feedback.

A survey of police department employees conducted reference their satisfaction with RMS produced the following results:

- **78%** of respondents were either very or somewhat dissatisfied with the current RMS
- **86%** of respondents wanted the department to explore obtaining a new RMS.
- **31%** of respondents could not identify one thing they liked about the current system.

Gap Analysis & Needs Assessment

Conducted by Crowe in Autumn of 2023 to identify the city's CAD and RMS needs, gaps in the current systems, and recommendations for the future.

- Met with representatives from various units within the police department, the fire department, and IT.
- Reviewed documentation about current system
- Conducted market research involving peer public safety agencies, public sector technology trends, and vendor system options.
- Offered recommendations on selection and implementation of a new system.

RFP

The city used Marketplace.city to issue a request for proposal in the Spring of 2024 for a new CAD & RMS.

The city received 10 responses. Hexagon did not submit a response.

- Axon
- Central Square
- Emeres
- GeoConex
- Mark43
- Omnigo
- ProPhoenix
- Pulsiam
- True North
- Tyler Technologies

Initial Demos

The 10 vendors were invited to demo their systems for the city in the Summer of 2024.

These demos were viewed by representatives from various ranks and units within the police department, along with representatives from the fire department, IT department, and finance department.

Following these demos and after reviewing the RFP responses, the team agreed to continue evaluating the following solutions:

CAD

- GeoConex
- Mark43
- Tyler
- ProPhoenix

RMS

- Axon
- Mark43
- Tyler

In-Depth Demos

The remaining finalists provided in-person demos in Autumn of 2024. Each remaining vendor was provided 8 hours to demo their CAD or RMS solution to the same group of city representatives.

Following these demos, the team agreed to move forward with two options:



Option 1
Tyler CAD &
Axon RMS

Option 2
Mark 43
CAD & RMS



Updated RFP

An updated RFP was issued by Marketplace.city in December 2024 to the remaining vendors to request a more detailed pricing breakdown for the two options.

Prices were provided for a 5-year contract to include software and maintenance licenses, implementation, data migration, and software integration.

Option 1
Tyler CAD +
Axon RMS
\$5.3 million

Option 2
Mark 43
CAD & RMS
\$3.5 million

These are approximate prices that may change as the contract and statement of work are finalized.

On-Site Labs & Site Visits

Each remaining vendor was given the opportunity in Jan./Feb. 2025 to set up hands on 30-minute guided demos at the police department for 12 hours a day over three days.

Police department and fire department employees were given the opportunity to participate in order to get feedback from the people who will be using these systems the most.

Throughout the first quarter of 2025, police, fire, and IT personnel conducted site visits and inquiries at public safety agencies in-state and across the country who used these systems.

Feedback from both the on-site labs and site visits showed a clear preference for the Mark43 systems.

Final Decision



Leadership from the police department, fire department, and IT reviewed the entire selection process and unanimously chose Mark43 as the CAD and RMS solution to pursue for the following key reasons:

- Seamless integration between CAD & RMS allows for data to flow bilaterally between the systems.
- One vendor should provide a simpler implementation and maintenance process.
- Modern, user-friendly design should increase users' efficiency.
- Lower price, with any future updates included in the cost.

Priority on Public Safety



20%

of Mark43's employees are former first responders and veterans



34%

of Mark43's customer-facing services teams formerly worked in public safety



150+

years of combined public safety experience in our Advisory Board



300+

trusted by agencies worldwide — federal, state, and local

Trusted Across the US



Major Cities



**Seattle Police
Department, WA**
1,300 Sworn - **RMS**
(Previously Versaterm RMS)



**San Antonio
Police Department, TX**
2,054 Sworn - **RMS**
(Previously CentralSquare)



**Metropolitan Police
Department, DC**
3,846 Sworn - **RMS**
(Previously Hexagon/Intergraph RMS)



**Chicago Police
Department – CPIC, IL**
80 Sworn - **CAD/RMS**
(Previously homegrown)



**Berwyn Police
Department, IL**
115 Sworn - **CAD/RMS**
(Previously CAPERS)



**Albuquerque Police
Department, NM**
857 Sworn - **RMS**
(Previously CentralSquare RMS)



**Louisville Metro Police
Department, KY**
1,200 Sworn - **RMS**
(Previously Hexagon RMS)



**Boston Police
Department, MA**
2,200 Sworn - **RMS**
(Previously Hexagon RMS)



**Melrose Park Police
Department, IL***
70 Sworn - **CAD/RMS**
(Previously CIS)



**Fox Valley Park Police
Department, IL**
17 Sworn - **RMS**
(Previously Tyler Technologies)

Interfaces

In addition to the amount of software and services directly contracted for under the agreement with Mark43, additional costs may be incurred when developing interfaces between the new CAD and RMS systems and other existing public safety systems. These numbers cannot be fully identified until post-contract signing and additional detailed design meetings are held with Mark43. In consideration, a 10% contingency was added to the original purchase quote of \$3,654,789.64 to cover the cost of these interfaces.

RMS

- LexisNexis crash reports and online citizen reports
- Quicket electronic citations
- Axon digital evidence
- LiveScan fingerprinting
- NCIC detainee phone system

CAD

- Viper E911 ANI/ALI information
- Axon BWC auto-tagging
- RapidSOS geolocating
- SoundThinking ShotSpotter
- Purvis Fire Station Alerting
- Axon Fusus

Funding

This project is fully funded. No additional funds are needed at this time.

The IT Department has budgeted funds through 2028 for this project under account 340-1280-419.38-12. Additional funds beyond those shall come from the police department's asset forfeiture funds (accounts 256-3536-421.38-12 and 257-3536-421-38.12) and the ETSB 911 surcharge fund (account 211-3536-421.38-12) as broken down below.

	Total	IT Budget	911 Surcharge Fund (ETSB)	256 Asset Forfeiture	257 Asset Forfeiture
Year 1	\$1,280,660.64	\$600,000.00	\$340,330.32	\$170,165.16	\$170,165.16
Year 2	\$593,532.25	\$593,532.25	\$0.00	\$0.00	\$0.00
Year 3	\$593,532.25	\$593,532.25	\$0.00	\$0.00	\$0.00
Year 4	\$593,532.25	\$593,532.25	\$0.00	\$0.00	\$0.00
Year 5	\$593,532.25	\$0.00	\$296,766.13	\$148,383.06	\$148,383.06
10% Contingency	\$365,478.00	\$0.00	\$182,739.00	\$91,369.50	\$91,369.50
Total	\$4,020,267.64	\$2,380,596.75	\$819,835.45	\$409,917.72	\$409,917.72

Questions?

