

**Computer-Aided Dispatch &  
Records Management System Procurement**  
Final Briefing Packet

**Marketplace.city**



# Project Background



The City of Aurora, Illinois, and its public safety departments, seek a partner to provide and support a modern Computer-Aided Dispatch (CAD) & Records Management System (RMS). These distinct systems reside at the core of public safety operations. Since they jointly process essential operations data, they are deeply intertwined (often referred to by the joint acronym CAD/RMS).

The Aurora Police Department has utilized Hexagon's CAD & RMS systems since 2018. Key frustrations from public safety stakeholders include a complex user experience, frequent duplication of records, a cumbersome system update process that has resulted in lower functionality over time, poor communication between the CAD & RMS systems despite both being Hexagon products (requiring manual workarounds), and delayed/underwhelming customer support from the vendor. Further detail can be found in the [Gap Analysis Report](#) produced by Crowe LLP for the City of Aurora in November 2023.

The Marketplace.city procurement process began in January 2024. A comprehensive team of stakeholders from the Aurora Police Department and the Aurora Fire Department, along with IT and Purchasing, have been involved in every step of this project. The desired solution will unify dispatching for the Aurora Fire & Police Departments and the neighboring North Aurora & Fox Valley Park District Police Departments. The desired records management system will solely support the City of Aurora Police Department.

## Initial Process Overview:

- In **January 2024**, Marketplace.city created a Market Landscape with 20+ companies for discussion with project leadership.
- In collaboration & consultation with Aurora Public Safety stakeholders, we drafted the [Solicitation](#) for vendors to complete in order to be included in the reporting and selection process.
  - It was publicly posted on 3/18/24 and closed 4/26/24.
- There were 10 responses completed by the deadline – [Raw Data File Here](#). High level summaries of the 10 responses are included on the following slides. The full Vendor Response Analysis is [Available Here](#).



# Initial Submission Summaries 1



Company Name	System Name	Solution				Business	Pricing	Technical, Security, and Service Questions		Implementation
		1-page Solution Narrative	Does your proposal covers all components: [CAD, RMS, & Mobile]	CAD User Interface Examples	RMS User Interface Examples	Provided References	5-Year Estimate for all Systems & Implementation	Where is your solution hosted?	Does your software solution require specific hardware/equipment for use?	Extracted Implementation Timeline
Axon Enterprise, Inc.	Axon Records	<a href="#">Solution Narrative</a>	Records Management System (RMS),  Mobile Functionality for both above systems  <b>Computer-Aided Dispatch System (CAD)</b>	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Manassas Park Police Department, VA Virginia Beach Police Department, VA Baltimore Police Department, MD Oklahoma City Police Department, OK Boulder Police Department, CO	<b>5-Year RMS-Only Total: \$1,555,696.80</b>	Cloud	No	<b>3 - 6 Months (RMS Only)</b>
CentralSquare Technologies	CentralSquare Enterprise	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Saratoga County Sheriff, NY Murrieta Police, CA Parker Police, CO Allen Police, TX Arapahoe County Sheriff, CO	<b>\$3,479,455</b>	Local	No	<b>18 - 24 Months</b>
EMERES, Inc.	Cirrus (CAD) CivicEye (RMS)	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	New Jersey State Police, NJ Stanislaus County, CA Woodford County, IL Pearl River County, MS Chester County, TN	<b>\$6,431,317</b>	Cloud	No	<b>9-12 Months</b>

# Initial Submission Summaries 2



Company Name	System Name	Solution				Business	Pricing	Technical, Security, and Service Questions		Implementation
		1-page Solution Narrative	Does your proposal covers all components: [CAD, RMS, & Mobile]	CAD User Interface Examples	RMS User Interface Examples	Provided References	5-Year Estimate for all Systems & Implementation	Where is your solution hosted?	Does your software solution require specific hardware/equipment for use?	Extracted Implementation Timeline
GeoConex	GeoConex (CAD) CivicEye (RMS)	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Woodford County, IL Clark County, IL Pearl River County, MS Chester County, TN Anderson, SC	\$4,826,268	Hybrid	Yes	6-9 Months
Mark43, Inc.	Mark43	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Camden County Police Department Fort Myers, FL Police Department Placentia Police Department Montclair Police Department Berwyn Police Department	\$4,756,380	Cloud	Yes	9-12 Months
Omnigo Software	Omnigo	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	O'Fallon IL Public Safety Belleville IL Police Dept Lake St. Louis PD Franklin Co. Mo Sheriff's Dept Decatur GA Police Dept	\$4,233,149	Cloud	Yes	60 - 90 Days

# Initial Submission Summaries 3



Company Name	System Name	Solution				References	Pricing	Technical, Security, and Service Questions		Implementation
		1-page Solution Narrative	Does your proposal covers all components: [CAD, RMS, & Mobile]	CAD User Interface Examples	RMS User Interface Examples	Provided References	5-Year Estimate for all Systems & Implementation	Where is your solution hosted?	Does your software solution require specific hardware/equipment for use?	Extracted Implementation Timeline
ProPhoenix Corporation	ProPhoenix	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Gloucester Co. Emergency SVCS (NJ) Milwaukee Co. Sheriff's Office (WI) Washington Co. Sheriff's Office (WI) Walworth Co. Sheriff's Office (WI) Chisago Co. Sheriff's Dept. (MN)	<b>\$1,732,762</b>	Hybrid	No	<b>~12 Months</b>
Pulsiam	SafetyNet One	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	City of Albany Police Department, NY Washington County, TN E9-1-1 Hamblen County Emergency Communications District Colonie Police Department Claremont Police Department	<b>Pricing Not Provided</b>	Hybrid	Yes	<b>1 Year</b>
True North Software LLC	True North	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	Hillside, IL Proviso Central Communications DesPlaines Valley ETSB Clovis, NM Moapa, NV	<b>\$4,450,000</b>	Hybrid	No	<b>12-18 Months</b>
Tyler Technologies, Inc	Tyler Public Safety Platform	<a href="#">Solution Narrative</a>	[ALL]	<a href="#">CAD User Interface</a>	<a href="#">RMS User Interface</a>	METCAD 911/Champaign County, Illinois City of Orlando, Florida Hays County, Texas KenCom Public Safety Dispatch, Illinois City Of Elgin, Illinois	<b>\$5,585,221</b>	Cloud	Yes	<b>12-18 Months</b>

# Continued Evaluation



## Process Overview:

- **Summer 2024:** After comparative review of the 10 potential options, public safety leadership identified 8 vendors for further review based on the strength of their initial submissions. Vendors were invited to conduct virtual demonstrations of the general functionality of their products for the project team.
- Based on live review of those systems, the project team identified 5 vendors of highest qualification:
  - Axon (RMS Only), ProPhoenix (CAD Only), GeoConex (CAD Only), Mark43 (CAD & RMS), and Tyler (CAD & RMS).
- **Fall 2024:** Representatives of each of the above vendors were invited to conduct in-person demonstrations in the APD Community Room. Each vendor was given an entire day for each system to provide an in-depth walkthrough of all relevant modules.
  - Where Aurora stakeholders were interested in both CAD & RMS modules from a given vendor, they were given two days, with each day focused on a single system.
  - Axon only provides an RMS system at this time, and after the summer's virtual demonstrations, stakeholders were only interested in the CAD systems from ProPhoenix & GeoConex. Project leaders recognized that several potential paths involved a CAD system from one vendor, and an RMS from another, conditioned on the strength of the integration.
  - Full Agendas & Pre-Submitted Vendor Responses for the Fall 2024 Demonstration Days can be [Found Here](#).
- After these extensive systems demonstrations, public safety leadership identified two paths: a **unified Mark43 CAD & RMS system**, or a **Tyler CAD system integrated with an Axon RMS**.
- These three finalists received their invitations to provide a final proposal, with Axon and Tyler receiving slightly modified versions to account for the joint system under consideration. The final proposals covered final pricing and a small set of outstanding technical questions.
  - Finalists had between 12/2/24 – 12/20/24 to submit their responses. The full Final Proposal Analysis is [Available Here](#).

# Final Pricing



Company Name	Please complete the Attached Final Pricing Template.	Extracted 5-Year Cumulative Software Pricing	Mobile	Extracted Cumulative Implementation Pricing	Additional 5-Year Cumulative Pricing Items <i>See Template for Further Detail</i>	5-Year Holistic Systems Summary
Mark43, Inc.	<a href="#">Final Pricing Template</a>	CAD & RMS Pricing: <b>\$2,892,103.20</b>	Included	<b>\$381,160</b>	CAD Data Integrations: <b>\$125,000</b> RMS Data Integrations: <b>\$10,000</b> Hexagon RMS Data Migration: <b>\$100,000</b> <b>Sum: \$235,000</b>	CAD & RMS: \$2,892,103.20 Mobile: Included Implementation: \$381,160 Sum of Additional Items: \$235,000 <b>5-Year Total: \$3,508,263.20</b>
Axon Enterprise, Inc.	<a href="#">Final Pricing Template</a>	RMS Pricing: <b>\$234,000</b>	Included	<b>\$868,925</b>	Customer Support Fees: <b>\$75,000</b> Tyler Integration: <b>\$48,000</b> RMS Data Integrations: <b>\$240,000</b> CommSys (ConnectCIC): <b>\$25,375</b> Hexagon RMS Data Migration: <b>\$75,000</b> <b>Sum: \$463,375</b>	Axon RMS: \$234,000 Tyler CAD: \$2,136,010 Mobile CAD: \$1,098,415 Joint Implementation: \$1,257,130 Sum of Axon Additional Items: \$463,375 Sum of Tyler Additional Items: \$129,100 <b>5-Year Total: \$5,318,030</b>
Tyler Technologies, Inc	<a href="#">Final Pricing Template</a>	CAD Pricing: <b>\$2,136,010</b>	<b>\$1,098,415</b>	<b>\$388,205</b>	Hardware: <b>\$6,500</b> Axon Integration: Included CAD Data Integrations: <b>\$73,600</b> Hexagon CAD Data Migration: <b>\$49,000</b> <b>Sum: \$129,100</b>	



# 2025 Final Evaluation



## Process Overview:

- **On-Site Labs:** Representatives of the three finalists were invited to return to the APD Community Room in early 2025 to conduct 3-day hands-on labs so that a wide variety of teams had direct exposure to the potential systems. Vendors brought their own computers pre-loaded with their systems and sample data, ran through typical workflows (i.e. writing a police report in RMS, dispatching for a traffic stop in CAD), and answered questions.
  - Tyler Technologies was on-site between 1/15 – 1/17/25, Mark43 1/29 – 1/31/25, and Axon between 2/11 - 2/13/25.
  - While vendors were on-site, members of the IT Department conducted hour-long conversations covering system support and implementation processes.
  - Compiled Feedback from the On-Site Labs can be [Found Here](#).
- **Site Visits:** Project leadership also sought out departments throughout the country that had implemented either of the two paths they were now considering.
  - Mark43: Several police departments in southern Florida use Mark43 CAD & RMS systems. Utilizing reference information provided in the procurement process, stakeholders visited the Fort Myers Police Department, the Boynton Beach Police Department, and members of the Fire Department also visited the Coral Gables Police Department to see an additional instance of Fire dispatching. [Compiled Notes from the Florida Visit are Available Here](#).
  - Tyler-Axon: Tyler and Axon public safety tools are broadly used throughout the country, however, to make a relevant comparison, we needed to identify a department that was integrating Tyler's CAD system with Axon's RMS system. The Rochester, MN Police Department (Approx. ~150 Sworn) had been using Tyler for decades, but was switching to Axon Records in early 2025. The project team visited on March 5<sup>th</sup>, 2025, approximately a month after their go-live with Axon. [Compiled Notes from the Rochester, MN Visit are Available Here](#).
- After reviewing the Final Proposals, the results of the On-Site Labs, and perspectives from the Site Visits, project leadership was ready to make a final decision.
  - The 11 individual Scoring Templates were compiled into a single Departmental Score. The following slide contains the scores from the Police Department, the Fire Department, and the IT Department.
  - Each of the 11 individual scores, along with written commentary, can be found in the [Final Compiled Scoring Chart](#).



# Final Scoring by Department

[Full Compiled Scoring Available Here](#)



## Aurora Police Department

Scoring Criteria	Weight	Axon RMS & Tyler CAD	Mark43 CAD & RMS
Capabilities / Solution	25%	4.40	8.20
Experience and Qualifications	20%	6.20	7.20
Approach, Services, Implementation Methodology	20%	4.40	8.20
Pricing and Contract Model	20%	5.80	8.40
Additional Services / Innovation	15%	5.40	7.80
Weighted Scoring		5.19	7.98

## Aurora Fire Department

Scoring Criteria	Weight	Axon RMS & Tyler CAD	Mark43 CAD & RMS
Capabilities / Solution	25%	7.40	7.80
Experience and Qualifications	20%	7.60	7.80
Approach, Services, Implementation Methodology	20%	5.80	8.20
Pricing and Contract Model	20%	5.60	8.00
Additional Services / Innovation	15%	6.20	7.40
Weighted Scoring		6.58	7.86

## Aurora IT Department

Scoring Criteria	Weight	Axon RMS & Tyler CAD	Mark43 CAD & RMS
Capabilities / Solution	25%	6.50	8.00
Experience and Qualifications	20%	7.00	8.00
Approach, Services, Implementation Methodology	20%	1.00	8.00
Pricing and Contract Model	20%	3.00	8.00
Additional Services / Innovation	15%	5.00	8.00
Weighted Scoring		4.58	8.00



# Recommendation – Mark43

Leadership from Aurora’s Police and Fire Departments, along with other City stakeholders, unanimously recommend Mark43 as their choice to provide CAD & RMS public safety systems. Over a year of documented solicitation responses, hands-on experience, and field visits to operational departments provides strong confidence in this recommendation.

## DECISION FACTORS

**Unified, Bi-Directional System:** Synchronized dispatching and records systems put public teams a critical step ahead. Examples include pre-populating police reports with dispatching data (CAD → RMS), or automatic dispatching notifications regarding address histories (RMS → CAD). Mark43 will provide a unified experience for Aurora public safety departments with a bi-directional flow of information.

**User Experience:** After receiving hands-on systems exposure, a near-unanimous comment from participants was the ease of using the Mark43 system. Responsive mapping and streamlined workflows all simplify and speed the work of first responders.

**Ongoing Support:** By selecting a cloud-native platform, users will avoid unpredictable systems updates with haphazard functionality defects, something that has frustrated administrators of the current CAD/RMS system.

**Competitive Pricing:** Over the course of the project, stakeholders were exposed to the pricing models of many leading public safety companies. Given the size, complexity, and criticality of these systems, Mark43 provides competitive pricing with a clear structure will reasonably scale with additional officers / users.

## CONTRACT DETAILS

<b>PRICING MODEL &amp; LICENSE QUANTITIES</b>	<b>Solution as a Service</b>  <b>CAD: 40 Dispatch users, 400 First Responder users, 270 Fire Dept Users</b>  <b>RMS: 336 Total Sworn users</b>
<b>CONTRACT DURATION</b>	<b>5 Years</b>
<b>ESTIMATED TOTAL COST</b>	Year 1: <b>\$1,280,660.64</b> 5-Year Cumulative: <b>\$3,654,789.64</b>
<b>DOCUMENTS</b>	<a href="#">6.25.25 Finalized License &amp; Services Agreement</a>  <a href="#">Final Quote</a>