

Memorandum



CITY OF DALLAS

DATE December 8, 2025

Honorable Members of the Public Safety Committee

TO Cara Mendelsohn (Chair), Jesse Moreno (Vice Chair), Laura Cadena, Maxie Johnson, Jaime Resendez, William Roth, Kathy Stewart

SUBJECT

December 10, 2025, City Council Agenda Item #25-2789A: Computer Aided Dispatching and Records Management System for the Dallas Police Department, Dallas Fire-Rescue Department, and the Department of Municipal Court and Detention Services with Freeit Data Solutions, Inc.

The following agenda item is scheduled to go before Council on December 10, 2025.

AGENDA ITEM #25-2789A

Authorize a five-year cooperative purchasing agreement in the amount of \$22,575,728.67, with one five-year renewal option in the amount of \$24,614,697.56, for a vendor-hosted Computer Aided Dispatching and Records Management System for the Dallas Police Department, Dallas Fire-Rescue Department, and the Department of Municipal Court and Detention Services with Freeit Data Solutions, Inc. through the Texas Department of Information Resources cooperative agreement - Total not to exceed \$47,190,426.23 - Financing: 911 System Operations Fund (\$20,848,160.~~4039~~), Data Services Fund (\$25,407,265.~~8384~~) and FY23 COPS Technology and Equipment Program Grant Fund (\$935,000.00) (subject to annual appropriations) (see Fiscal Information)

BACKGROUND

This action does not encumber funds; the purpose of a cooperative purchasing agreement is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This cooperative purchasing agreement will provide a vendor-hosted Computer Aided Dispatch (CAD) and Records Management System (RMS). This solution offers a comprehensive system that addresses both CAD and RMS needs, enhancing efficiency and effectiveness for the Dallas Police Department (DPD), Dallas Fire-Rescue Department (DFD), and the Department of Municipal Court and Detention Services (CTS). Moreover, this combined system will add functionality for the departments using it, thereby minimizing the need to access multiple platforms for data entry and retrieval. This increased functionality will also eliminate approximately six current stand-alone applications immediately upon the system implementation, with the potential to eliminate

DATE December 8, 2025

SUBJECT **December 10, 2025, City Council Agenda Item #25-2789A: Computer Aided Dispatching and Records Management System for the Dallas Police Department, Dallas Fire-Rescue Department, and the Department of Municipal Court and Detention Services with Freeit Data Solutions, Inc.**

PAGE **2 of 2**

another twenty-two applications in the future. reduce the number of stand-alone applications the City must maintain in order to perform day-to-day tasks.

The proposed solution is a cloud-based system that will replace on-premises servers, which are currently undergoing upgrades to remain supported by Microsoft. Microsoft will discontinue support for the upgraded servers in January 2029. If support were to end, the current system would not comply with Criminal Justice Information System (CJIS) standards. Being out of CJIS compliance could lead to enforcement actions against the City, including the potential shutdown of the system by the Texas Department of Public Safety. Additionally, operating on unsupported systems poses significant cybersecurity risks, increasing vulnerability to ransomware and other cyberattacks. Given that the implementation of the new system is projected to take 24 months, the need to approve the contract is imperative in order to avoid the potential loss of support on the current on-premises servers.

As part of the selection process, DPD collaborated with subject matter experts from the Department of Information Technology Services (DSV), DFD, and the CTS to develop a list of requirements. This list was reviewed by a technology consultant contracted with Information and Technology Services and DPD to ensure it would secure the best solution for the City. The requirements were then distributed to leading suppliers of CAD and RMS platforms. Proposals were received from six providers, and their responses were assessed by members of DPD, DFD, DSV, and the CTS. Through this evaluation, the recommended vendor emerged as the most advantageous solution for the City. The proposal from the top proposer was subsequently sent to the technology consultant for further review and validation, ensuring that it met industry standards and the City's requirements.

The Texas Department of Information Resources cooperative agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

DATE December 8, 2025

SUBJECT **December 10, 2025, City Council Agenda Item #25-2789A: Computer Aided Dispatching and Records Management System for the Dallas Police Department, Dallas Fire-Rescue Department, and the Department of Municipal Court and Detention Services with Freeit Data Solutions, Inc.**

PAGE **2 of 2**

FISCAL INFORMATION

Fund	FY 2026	FY 2027	Future Years
911 Systems Operations Fund	\$1,822,561.18	\$2,186,513.76	\$16,839,085.46
Data Services Fund	\$1,166,368.52	\$2,745,152.44	\$21,495,744.87
FY23 COPS Technology and Equipment Program Grant Fund	\$ 935,000.00	\$ 0.00	\$ 0.00
Total	\$3,923,929.70	\$4,931,666.20	\$38,334,830.33

Service First, Now!



Dominique Artis
Chief of Public Safety

c: Kimberly Bizar Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors