



Office of the City Manager

CONSENT CALENDAR
July 7, 2026

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 114159-1 Amendment: Tyler Technologies, Inc. for Computer Aided Dispatch (CAD) Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 114159-1 with Tyler Technologies, Inc. for the continued maintenance and support of the Computer Aided Dispatch (CAD) software and associated public safety systems, increasing the contract amount \$750,000 for a revised total contract value not-to-exceed of \$ 3,684,123, and extending the term of the contract for two additional years through June 30, 2028.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the extension of CAD licenses and maintenance is included in the Fiscal Year (FY) 2027 and FY 2028 General Fund (Fund 011) IT software maintenance budget. Spending in future years remains subject to City Council’s approval of the citywide budget and annual appropriation ordinances.

FY 2027	\$375,000	Account No. 011-35-362-377-0000-000-412-613130-
FY 2028	\$375,000	Account No. 011-35-362-377-0000-000-412-613130-
	\$750,000	Total FY 2027-FY 2028

CURRENT SITUATION AND ITS EFFECTS

The City utilizes Tyler Technologies’ New World Public Safety System as the core platform supporting Police operations, Fire response, and all 911 emergency communications. This system serves as the operational backbone for public safety, enabling dispatchers and first responders to receive, process, and respond to emergency calls in real time.

The software suite integrates multiple critical functions, including Computer Aided Dispatch (CAD), Law Enforcement Records Management (LERMS), Jail Management, Mobile Field Reporting, and Mobile Data Terminals (MDTs) deployed across police and fire vehicles. Together, these systems provide a unified environment for managing emergency incidents, coordinating field response, and maintaining accurate records.

Because every 911 call placed within the City of Berkeley is processed through this system, its reliability and availability are essential to maintaining effective emergency response. Any disruption, whether due to system failure, lack of vendor support, or outdated software, would directly impact response times, coordination among first responders, and overall situational awareness during critical incidents.

Maintaining an active maintenance and support agreement ensures continuous system availability, timely security updates, regulatory compliance, and immediate access to vendor expertise in the event of system issues.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

BACKGROUND

In 2006, City Council authorized the execution of a contract with New World Systems, Inc. for the acquisition and implementation of public safety hardware and software following a competitive Request for Proposal process. After extensive configuration, testing, and integration, the initial modules Computer Aided Dispatch and Mobile Data Terminals went live in April 2009.

Subsequent modules, including Records Management, Jail Management, and Mobile Field Reporting, were implemented between 2010 and 2011, significantly expanding system capabilities and enabling the transition from paper-based processes to a modern, electronic environment.

In 2015, Tyler Technologies acquired New World Systems, and the City's contract was transitioned accordingly. Additional enhancements have since been implemented, including Mobile Ticketing, Fire field reporting modules, and system upgrades to support compliance with State and Federal requirements such as the Warren 911 Emergency Assistance Act and California Assembly Bill 1168.

In January 2024, the City completed a comprehensive upgrade of all New World system modules to the latest supported version, ensuring continued access to vendor support, enhanced functionality, and compliance with evolving regulatory requirements.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The Tyler New World system supports the City's transition away from paper-based processes by enabling electronic records management and digital workflows across Police and Fire operations. This reduces paper consumption and improves operational efficiency.

In addition, integration with GIS mapping systems enhances the accuracy of dispatch locations, reducing unnecessary travel and improving response efficiency. These improvements contribute to a more environmentally sustainable and operationally effective public safety infrastructure.

RATIONALE FOR RECOMMENDATION

The Tyler New World system is a mission-critical public safety platform that directly supports the City's ability to respond to emergencies, coordinate field operations, and maintain compliance with regulatory requirements. The Computer Aided Dispatch system, in particular, is central to all 911 communications and serves as a critical component of the City's Emergency Operations Center and disaster response framework.

Maintaining this system under an active support agreement ensures continued access to software updates, security patches, and vendor technical support. These services are essential for maintaining system reliability, protecting against cybersecurity threats, and ensuring uninterrupted emergency response capabilities.

If the City were to forgo this maintenance agreement, it would lose access to vendor support and updates, resulting in increased vulnerability to system failures, security risks, and potential non-compliance with State and Federal mandates. Over time, this would significantly degrade the City's ability to provide timely and effective emergency services.

Given the system's direct impact on life safety and emergency response, continued investment in maintenance and support is operationally necessary and aligns with the City's strategic goal to create a resilient, safe, connected and prepared City.

ALTERNATIVE ACTIONS CONSIDERED

The alternative of not approving this amendment would result in the termination of vendor maintenance and support services. This would eliminate access to software updates, technical assistance, and security patches, increasing the likelihood of system failures and prolonged outages.

Without vendor support, the City would be required to rely on ad hoc or third-party solutions, which would likely result in higher costs, longer resolution times, and increased operational risk. Most importantly, this would negatively impact the City's ability to deliver timely emergency response services to the community.

CONTACT PERSON

Kevin Fong, Director Information Technology, 510-981-6525

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 114159-1 AMENDMENT: TYLER TECHNOLOGIES, INC. FOR PROFESSIONAL SERVICES AND COMPUTER AIDED DISPATCH (CAD) SOFTWARE

WHEREAS, the City of Berkeley utilizes the Tyler Technologies New World Public Safety System as the primary platform supporting Police, Fire, and 911 emergency communications; and

WHEREAS, this system is a mission-critical component of the City's public safety infrastructure, enabling real-time emergency response and coordination of Police and Fire services; and

WHEREAS, with Council approval, the City has previously entered into and amended Contract No. 114159-1 with Tyler Technologies, Inc. for the provision of software licensing, maintenance, and support services; and

WHEREAS, the continued operation, maintenance, and vendor support of this system are essential to ensuring life safety services, regulatory compliance, and disaster response readiness; and

WHEREAS, funding for this contract amendment in the amount of \$750,000 is available in the Fiscal Year 2027 and 2028 General Fund IT software maintenance budget. Spending in future years remains subject to City Council's approval of the Citywide budget and annual appropriation ordinances; and

WHEREAS, this contract is exempt from the noticing requirements set forth in Government Code Section 3504.1.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 114159-1 with Tyler Technologies, Inc. to extend the term of the contract for two additional years through June 30, 2028, and to increase the contract amount by \$750,000, for a revised total contract value not-to-exceed of \$3,684,123.