



Office of the City Manager

CONSENT CALENDAR
December 2, 2025

To: Honorable Mayor and Members of the City Council
 From: Paul Buddenhagen, City Manager
 Submitted by: David Sprague, Fire Chief
 Subject: Contract: CentralSquare Technologies, LLC for Dispatch Center software and services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or their designee to enter into a contract with Central Square Technologies, LLC for Dispatch Center software and services using Sourcewell Contract No. 030425. The four-year contract base period will begin on December 1, 2025, and end November 30, 2029, and will not exceed \$103,635. There will be two optional one-year extensions, from December 1, 2029, to November 30, 2031. The total six-year contract amount will not exceed \$212,602 which includes a \$20,000 contingency.

FISCAL IMPACTS OF RECOMMENDATION

The total not-to-exceed cost for the full six-year term, including optional extensions, and the contingency is \$212,600 and will be supported by Measure FF (Fire and Emergency Services), UC Settlement funds, or State Homeland Security Grant Program (SHSGP) grant funds while Alameda County Regional Emergency Communications Center (ACRECC) will cover its costs.

CURRENT SITUATION AND ITS EFFECTS

Dispatchers in the City's Emergency Communications Center (ECC) currently transfer Emergency Medical Service (EMS) calls to ACRECC so that state mandated Emergency Medical Dispatch (EMD) pre-arrival instructions can be delivered to 911 callers. This transfer currently occurs manually via a phone call made by a city dispatcher to ACRECC. This process is cumbersome, slowing the call transfer which extends the time it takes emergency instructions to be provided to callers.

Additionally, there is no redundant ECC that can seamlessly provide Fire and EMS dispatch services in the event of a failure within the city's ECC.

This project will create a digital connection between the city CAD and ACRECC, creating a real time exchange of information between ECCs and drastically reducing the number of phone calls. This will fulfill a key recommendation made by Mission Critical

Partners (MCP) in their Communications Needs Assessment and Validation study, published in 2024.

This project supports the City's ongoing effort to modernize emergency communications infrastructure, reduce dispatcher workload, and improve coordination for time-sensitive multi-jurisdictional incidents.

BACKGROUND

At present, CentralSquare Technologies offers a cloud-based CAD integration and is the only vendor offering a platform, capable of real-time exchange between multiple agencies. The platform, known as CentralSquare Unify (Unify), allows agencies to share incident data instantly, reducing manual call transfers, and streamlining communication between dispatchers during every day and multi-jurisdictional emergencies. It has been successfully deployed across several regional and state systems, improving dispatcher efficiency and operational coordination.

Unify acts as a hub and spoke system, with the hub positioned to allow any other agency in the region to connect and share information that it chooses with the other partners connected to the hub. This provides the real opportunity for the other 19+ ECCs across Alameda and Contra Costa counties to connect to the hub and more seamlessly share information between ECCs in real time. Unify will also provide a redundant ECC to the City, an unmet national standard which was also a recommendation made by MCP in their Communications Needs Assessment.

Sourcewell conducted a competitive procurement process which included the following milestones:

- Public Notice of RFP Published: January 14, 2025
- Pre-Proposal Conference: February 11, 2025
- Question Submission Deadline: February 24, 2025
- Proposal Due Date: March 4, 2025
- Proposal Opening: March 4, 2025
- Sourcewell Board of Directors Approval: August 19, 2025

CentralSquare's Unify was selected by the City based on demonstrated deployments across the Country, compatibility with both the City and ACRECC's CAD vendors, scalability across the region, and favorable cost structure.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental or climate impacts related to this item.

RATIONALE FOR RECOMMENDATION

CentralSquare's Unify provides a tested, reliable solution to regional coordination between ECCs.

This will fulfill a key recommendation made by Mission Critical Partners (MCP) in their Communications Needs Assessment published in 2024.

Implementing Unify will provide a redundant ECC to the City, provides seamless multi-jurisdictional coordination, capitalize on modern cloud architecture, and reduce the redundant, manual efforts of dispatchers so they can focus on more critical task day-to-day and during larger, regional incidents.

ALTERNATIVE ACTIONS CONSIDERED

The City considered doing a separate solicitation but it is more efficient and likely more cost effective to use the Sourcewell solicitation.

CONTACT PERSON

David Sprague, Fire Chief, (510) 981-3473

Attachments:

1: Resolution

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

CONTRACT: CENTRALSQUARE TECHNOLOGIES, LLC FOR DISPATCH CENTER
SOFTWARE AND SERVICES

WHEREAS, dispatchers in the City's Emergency Communications Center (ECC) currently transfer Emergency Medical Service (EMS) calls to Alameda County Regional Emergency Communications Center (ACRECC) so, state mandated Emergency Medical Dispatch (EMD) pre-arrival instructions can be delivered to 911 callers, and

WHEREAS, this transfer currently occurs manually via a phone call made by a city dispatcher to ACRECC. This process is cumbersome, slowing the call transfer which extends the time it takes emergency instructions to be provided to callers, and

WHEREAS, there is also currently no redundant ECC that can seamlessly step in and provide Fire and EMS dispatch services in the event of a failure within the city's ECC, and

WHEREAS, this project will create a digital connection between the city CAD and ACRECC, creating a real time exchange of information between ECCs and drastically reducing the number of phone calls, and

WHEREAS, this will fulfill a key recommendation made by Mission Critical Partners (MCP) in their Communications Needs Assessment, published in 2024, and

WHEREAS, this project supports the City's ongoing effort to modernize emergency communications infrastructure, reduce the every-day dispatcher workload, and improve coordination for time-sensitive multi-jurisdictional incidents.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or their designee is authorized to execute a four-year contract with Central Square Technologies, LLC for Dispatch Center software and services using Sourcewell Contract No. 030425 for the period from December 1, 2025 through November 30, 2029, for an amount not to exceed \$103,635; and up to two optional one-year extensions of the contract, from December 1, 2029 to November 30, 2031, for a total six-year contract amount not to exceed \$212,602, which includes a \$20,000 contingency.