

FILE NUMBER: 2024-406

DATE: Tuesday, February 11, 2025

SUBJECT: Five-year agreement with Mark43, Inc. for the Purchase and Implementation of Computer-Aided Dispatch and Police Mobile Software.

DESCRIPTION: Resolution Authorizing Single Source, Five-year Agreement with Mark43, Inc., Not-to-Exceed \$1,079,055, for Computer-Aided Dispatch and Police Mobile Software as a Service, Solution Implementation and Subscription.

EXECUTIVE SUMMARY:

The San Diego Unified Port District (District) Harbor Police Department (HPD) currently utilizes a Computer-Aided Dispatch (CAD) system from Logistic Systems (Logisys) that was installed over 24 years ago (in 2000). Logisys is going out of business on December 31, 2024, and their parent company will provide only limited product support, with no product updates. The goal is to replace Logisys with a more secure, agile, and technologically advanced CAD system, to provide exceptional system resilience and meet the needs of today's and future CAD system growth.

RECOMMENDATION:

Adopt a Resolution authorizing a single source, five-year agreement with Mark43, Inc., not to exceed \$1,079,055, for computer-aided dispatch and police mobile software as a service, solution implementation and subscription with a five-year total cost of ownership of \$1,079,055.

FISCAL IMPACT:

There is no fiscal impact caused by approval of this action.

Funds for the first year of the expenditure for cloud-hosted Software as a Service solution implementation and subscription are budgeted in the FY 2025 Technology Management Program's capital project budget for the CAD Replacement Project. Funds required for future services will be requested per policy, and for maintenance and support in future fiscal years will be budgeted for in the appropriate fiscal year and cost account subject to Board approval upon adoption of each fiscal year's budget.

Mark43, Inc. CAD and police mobile Software as a Service solution is subject to a five-year total cost of ownership (TCO) forecast, per Board Policy No. 110, Section II.U. The table below forecasts both professional services for solution implementation and the Software as a Service annual subscription costs. All projected and estimated costs, as depicted, are subject to Board approval upon adoption of each fiscal year's budget.

Five Year TCO Forecast	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29
Software as a Service	\$ 179,362	179,362	179,362	179,362	179,362
Services – Professional & Other	\$ 182,245				
Total by Fiscal Year	\$ 361,607	179,362	179,362	179,362	179,362
	\$ 1,079,055	Total Cost of Ownership			

COMPASS STRATEGIC GOALS:

This agenda item supports the following Strategic Goal(s).

- A Port that the public understands and trusts.
- A Port with a healthy and sustainable bay and its environment.
- A Port that is a safe place to visit, work and play.
- A Port with an innovative and motivated workforce

DISCUSSION:

At its meeting on September 12, 2017, the Board authorized an agreement to purchase and to implement a Computer-Aided Dispatch (CAD) system to replace the District's aging CAD system. At the time, the selected solution was based on a five-year total cost of ownership of \$2,332,851. The implementation process began upon the Board's approval.

However, in September 2018, the project was halted due to an enterprise-wide security incident (cyber-attack) that significantly delayed the progress. During this period, the vendor announced a strategic shift, moving from supporting on-premises solutions to a cloud-hosted offering. The shift introduced additional costs and altered the scope of the project. As a result, the decision was made to discontinue the project with the selected vendor.

In December 2019, the Board approved a new cloud-based vendor, SOMA Global LLC, to continue the CAD system implementation. Unfortunately, the vendor was unable to meet all of the District's requirements during the implementation phase. SOMA Global LLC faced similar challenges while implementing systems in other California agencies across the county which led to a widespread project discontinuation.

Recognizing the importance of cloud-based platforms and the limited number of vendors capable of delivering a robust cloud-based CAD system, the San Diego County Sheriff Department issued an RFP in 2023-2024, mandating a fully cloud-native CAD solution. In response, the county received three submissions, and two vendors were shortlisted, Mark43 Inc. and TBL Systems Inc. These vendors were invited to participate in a 28-day, hands-on test – a key requirement of the RFP.

Since the San Diego County Sheriff Department and our organization have similar needs and CAD requirements, the District conducted a 3-day on-site proof of concept evaluation with both shortlisted vendors, Mark43 Inc., and TBL Systems, Inc., using District scenarios. Based on the results, Mark43, Inc.'s CAD solution met our functional and

technical requirements. The solution builds on a cloud-native platform, offers competitive pricing, and meets our long-term strategic goals. In addition, several southern California agencies are currently exploring Mark43, Inc to replace their existing CAD systems. The Port of Authority (NY/NJ) is currently implementing Mark43's CAD system.

On September 30, the San Diego County Sheriff Department announced the successful completion of their CAD RFP, awarding the contract to Mark43, Inc.

Based on the evaluation and alignment with our requirements, staff recommends that the Board authorize a single source agreement with Mark43, Inc. for a cloud-hosted CAD and police mobile solution, including implementation services and Software as a Service (SaaS) subscription.

General Counsel's Comments:

The General Counsel's Office has reviewed this agenda and attachments, as presented to it, and approves the same as to form and legality.

Environmental Review:

The proposed Board action, including without limitation a Resolution authorizing a single source agreement with Mark43, Inc. in an amount not-to-exceed \$1,079,055 for Computer-Aided Dispatch and Police Mobile Software as a Service, Solution Implementation and Subscription, does not constitute a project under the definition set forth in California Environmental Quality Act (CEQA) Guidelines Section 15378 because there is not a potential to result in a direct or indirect physical change in the environment. Therefore, the proposed Board action is not subject to CEQA and no further action under CEQA is required.

The proposed Board action complies with Section 21 and 35 of the Port Act which allow for the Board to pass resolutions and to do all acts necessary and convenient for the exercise of its powers. The Port Act was enacted by the California Legislature and is consistent with the Public Trust Doctrine. Consequently, the proposed Board action is consistent with the Public Trust Doctrine.

The proposed Board action does not allow for development, as defined in Section 30106 of the California Coastal Act, or new development, pursuant to Section 1.a. of the District's Coastal Development Permit Regulations. Therefore, issuance of a Coastal Development Permit or an exclusion finding is not required.

Diversity, Equity, and Inclusion Program:

This agenda sheet has no direct DEI impact on District workforce or contract reporting at this time.

PREPARED BY:

Helen Shek
IT Project Manager, Information Technology

Attachment(s):

Attachment A: Agreement 114-2024SN with Mark43, Inc.