



Agenda Report

June 8, 2026

TO: Honorable Mayor and City Council

FROM: Police Department

SUBJECT: AUTHORIZE THE CITY MANAGER TO ENTER INTO A FIVE-YEAR CONTRACT WITH VERSATERM PUBLIC SAFETY US INC. FOR AN AMOUNT NOT TO EXCEED \$3,120,158 TO RENEW SERVICES FOR A POLICE COMPUTER AIDED DISPATCH (CAD) AND RECORDS MANAGEMENT (RMS) SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b)(3), the "Common Sense" Exemption that CEQA only applies to projects that may have an effect on the environment;
2. Authorize the City Manager to enter into a contract, without competitive bidding pursuant to City Charter Section 1002 (F), contracts for professional or unique services, with Versaterm Public Safety US Inc. for a police computer aided dispatch and records management system for five years in an amount not to exceed \$3,120,158 which includes the base contract amount of \$2,836,507 and a contingency of \$283,651; and
3. Grant the recommended contract an exemption from the Competitive Selection process pursuant to Pasadena Municipal Code section 4.08.049(b) contracts for which the City's best interests are served.

BACKGROUND:

The Pasadena Police Department (PPD) is requesting City Council authorization to renew its maintenance and support agreement with Versaterm Public Safety US Inc. (Versaterm) for the continued operation of the Department's mission-critical Computer Aided Dispatch (CAD) and Records Management System (RMS). These systems form the core of the City's public safety technology infrastructure and support virtually every aspect of emergency response and police operations.

PPD employs approximately 239 sworn officers and 126 non-sworn personnel and provides a wide range of services, including 9-1-1 communications, crime prevention and analysis, event management, crime scene investigation, detention operations, and records management. The CAD and RMS platforms are essential to coordinating these services, ensuring accurate and timely call processing, supporting officer safety, and maintaining legally compliant police records.

In late 2019, West Covina Services Group (WCSG), the City's previous CAD/RMS vendor, announced it would end product enhancements and discontinue all support by the end of 2021. In response, PPD and the Department of Information Technology (DoIT) initiated a comprehensive procurement process to identify a replacement system. The process included participation from approximately 30 end-users and technical staff and resulted in the collection of more than 1,700 technical and functional requirements reflecting operational needs, regulatory obligations, and industry best practices.

A Request for Proposals (RFP) for a new CAD and RMS system was released on April 30, 2020. By the submission deadline, six responsive proposals were received. A joint evaluation panel from DoIT and PPD reviewed the proposals in accordance with RFP criteria and recommended Versaterm as the vendor best able to meet the City's current and future operational needs. On November 23, 2020, City Council approved a five-year contract award to Versaterm to furnish and deliver a Police CAD and RMS system.

PPD has confidently relied on Versaterm's CAD, RMS and Mobile Data System (MDS) for the past five years, during which these systems have consistently supported our operational needs and delivered dependable performance. These systems are used extensively in daily operations, from dispatching emergency responders and managing field resources to generating, storing, and maintaining official police records. They also support jail booking and prisoner management, property and evidence tracking, investigative workflows, and crime analysis. The reliability and integration of these systems ensure real-time situational awareness and are essential to maintaining effective law enforcement services.

PPD and DoIT personnel are fully trained and experienced in the operation, administration, and support of Versaterm's platform. Replacing the current software platform would be costly, time-consuming, and operationally disruptive. The most recent transition took approximately three years to complete, comprising four distinct phases, discovery and planning, procurement, implementation and stabilization.

In total, the City invested five years from initiation through stabilization before the platform was considered fully operational. Repeating this process would demand substantial staff time, dedicated funding, and a prolonged period of operational disruption — resources that are not practical to commit at this time.

For these reasons, renewing the current platform represents the most cost-effective and operationally sound path forward. Renewing the agreement preserves institutional knowledge, reduces onboarding costs, and maintains user proficiency. The renewal cost

reflects a four percent increase from the previous contract and includes comparable annual increases for each subsequent year.

The proposed five-year renewal includes all licensing, system updates, maintenance services, and a 10 percent contingency allowance to ensure operational continuity and compliance with evolving state and federal reporting requirements.

In the interest of full transparency, staff research identified that Versaterm holds several historical and current contracts with the United States Department of Homeland Security (DHS), including with U.S. Immigration and Customs Enforcement (ICE), U.S. Customs and Border Protection (CBP), and the U.S. Secret Service.

Specifically, in 2010 DHS–ICE and the Secret Service procured forensic laboratory information management software and associated maintenance services for JusticeTrax LIMS-Plus. Versaterm later acquired JusticeTrax in August 2021. In addition, DHS–CBP purchased a data-redaction tool from Versaterm in September 2025.

It is important to emphasize that Versaterm’s CAD/RMS platform and JusticeTrax’s forensic laboratory information systems are completely separate products. They operate on independent architectures, have no integration points, and do not possess any technical capability for data sharing or cross-system access.

Furthermore, the City’s agreement with Versaterm includes strict data-protection provisions that prohibit any use of City data beyond what is necessary to deliver contracted services. As a result, neither Versaterm nor JusticeTrax has the ability or the right to access, transmit, or share City data with one another—or with any external entity—unless expressly authorized in writing by the City.

Approval of this renewal will ensure uninterrupted operation of the Department’s primary public safety systems, preserve system stability, and maintain compliance with legal and operational requirements while avoiding the far higher cost of system replacement or emergency migration.

COUNCIL POLICY CONSIDERATION:

This proposed contract with Versaterm supports the City’s strategic goals of ensuring public safety by safeguarding continued delivery of high-quality policing services and maintaining fiscal responsibility by preserving the City’s existing investment and avoiding the significantly higher costs associated with system reintegration.

ENVIRONMENTAL ANALYSIS:

The proposed action has been determined to be exempt from the California Environmental Quality Act (CEQA) pursuant to State CEQA Guidelines Section 15061 (b)(3), the “Common Sense” Exemption that CEQA applies only to projects which have the potential for causing a significant effect on the environment. Such is the case with the proposed contract authorization with Versaterm Public Safety US, Inc., for software support.

FISCAL IMPACT:

The cost of this action will be \$3,120,158 over five years and includes a contingency of \$283,651.

FY27 Projected Cost	FY28 Projected Cost (4% increase)	FY29 Projected Cost (4% increase)	FY30 Projected Cost (4% increase)	FY31 Projected Cost (4% increase)
\$ 523,696	\$ 544,644	\$ 566,430	\$ 589,087	\$ 612,650

Funding will be addressed by the utilization of existing and future budgeted appropriations in the Police Department's operating budget in the General Fund (101). There are no additional indirect and support costs associated with this contract.

Respectfully submitted,



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