
City Council Regular Meeting

DEPARTMENT: Information Technology

FROM: James Grommersch, Chief Technology Officer

MEETING: June 16, 2025

SUBJECT:

Consider and take possible action on a five-year contract with CentralSquare Technologies for OSSI Cloud to upgrade our Computer Aided Dispatch software from on-prem to a cloud hosted solution through a cooperative purchasing agreement with The Interlocal Purchasing System (TIPS) in the amount of \$1,993,980.08. (*Staff Contact: James Grommersch, Chief Technology Officer*)

SUMMARY:

Overview

In 2023, the City of Burleson was informed that CentralSquare would no longer support the OSSI CAD platform. In response, the City initiated a Request for Proposals (RFP) to identify a long-term replacement. CentralSquare's Enterprise CAD platform was selected based on its roadmap, feature set, and vendor direction at the time.

Change in Vendor Direction

During implementation, CentralSquare reversed its position and announced a renewed investment of over \$1 million into OSSI, positioning it as the flagship CAD product for medium-sized agencies. This shift realigned the vendor's long-term public safety strategy and prompted BTX-IT to reassess the best path forward for the City.

Solution Review and Strategic Alignment

BTX-IT facilitated a demonstration of the new OSSI Cloud platform with key stakeholders from Police, Fire, and Dispatch. The group reviewed the solution's capabilities, including high availability, built-in disaster recovery, and 24/7 SOC monitoring, and confirmed that it aligns with the City's strategic goals. The cloud platform maintains familiar workflows, enhances security, and offers operational scalability, all while reducing the complexity and burden of transitioning to an entirely new system.

Benefits of OSSI Cloud

The OSSI Cloud solution offers significant improvements over both our current on-prem environment and the Enterprise CAD platform, including:

- High Availability Infrastructure

- 24/7 Security Operations Center (SOC) Monitoring
- Integrated Disaster Recovery
- Lower implementation overhead and improved operational continuity

These features strengthen the City's cybersecurity posture while delivering uninterrupted access to mission-critical public safety systems.

Council Action and Financial Impact

On May 27, 2025, BTX-IT presented a recommendation to cancel the Enterprise CAD agreement and proceed with OSSI Cloud. The revised pricing for OSSI Cloud, offset by credits from canceling Enterprise, brings the annual reoccurring cost in line with the original project. This shift allows the City to avoid \$1,263,754.71 in implementation costs associated with Enterprise while retaining a platform that staff are already trained on and confident using.

Strategic Benefits

- **Operational Continuity:** Preserves stability and avoids disruption to police, fire, and dispatch workflows.
- **Staff Efficiency:** Eliminates the burden of transitioning to a new CAD system, allowing staff to focus on core duties.
- **Resource Optimization:** Frees up internal IT resources to focus on other key initiatives.

Next Steps

Once the contract is approved by Council, BTX-IT will officially kick off the project by coordinating with CentralSquare to finalize the transition to OSSI Cloud and begin the cloud migration planning phase, with the project expected to be completed by October.

RECOMMENDATION:

Approval of the Contract.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

May 27th, 2025 – Cancellation of Central Square CAD Enterprise Agreement

REFERENCE:

FISCAL IMPACT:

Proposed Expenditure: \$1,993,980.08

Account Number(s): 6108001-63506

Fund: 610

Account Description: Computer Software M & R

Central Square Cloud Contract Details / Variable % Locked Rate Increase				
	Year	CoB Payment Requirements	Cloud 5 Yr Total With Credit Applied	Difference
Cloud 5 Year Contract Total	F26/Yr 1 + Execution	\$ 371,850.28	\$ 371,850.28	\$ -
	F27/Yr 2	374,410.21	374,410.21	-
	F28/Yr 3	416,824.09	416,824.09	-
	F29/Yr 4	426,251.19	426,251.19	-
	F30/Yr 5	456,088.77	404,644.31	(51,444.46)
	Total:	\$ 2,045,424.54	\$ 1,993,980.08	\$ (51,444.46)
	Products	Costs	CS Credit	Notes
Year 1 Summary	Services	\$ 83,217.06	\$ (225,000.00)	Due at Execution
	Software	389,513.74		Due 10/1/2025
	Existing Maintenance (Custom Forms/Audit Proof)	10,314.19		Due 10/1/2025
		-		
	10/1/25 Total:	\$ 483,044.99	\$ (225,000.00)	
	Products	Costs	CS Credit	Notes
Contract Execution	Services	\$ 83,217.06	\$ (225,000.00)	Due at Execution
	Applied Credit:	(83,217.06)	(141,782.94)	
	Execution Total Due:	\$ -		
F26/Yr 1	Software Subscription (Includes Freedom/Unify)	\$ 389,513.74		
	Existing Maintenance (Custom Forms/Audit Proof)	10,314.19		
	Credit Applied	(27,977.65)	(113,805.29)	Increase from Previous Year
	F26 (10/1/25) Payment:	\$ 371,850.28		N/A
F27/Yr 2	Software Subscription (Includes Freedom/Unify)	\$ 401,199.15		
	Existing Maintenance (Custom Forms/Audit Proof)	10,623.62		
	Credit Applied	(37,412.56)	(76,392.73)	
	F27 (10/1/26) Payment:	\$ 374,410.21		\$ 2,559.93
F28/Yr 3	Software Subscription (Includes Freedom/Unify)	\$ 413,235.13		
	Existing Maintenance (Custom Forms/Audit Proof)	10,942.32		
	Credit Applied	(7,353.36)	(69,039.37)	
	F28 (10/1/27) Payment:	\$ 416,824.09		\$ 42,413.88
F29/Yr 4	Software Subscription (Includes Freedom/Unify)	\$ 429,764.53		
	Existing Maintenance (Custom Forms/Audit Proof)	11,380.02		
	Credit Applied	(14,893.36)	(54,146.01)	
	F29 (10/1/28) Payment:	\$ 426,251.19		\$ 9,427.10
F30/Yr 5	Software Subscription (Includes Freedom/Unify)	\$ 446,955.11		
	Existing Maintenance (Custom Forms/Audit Proof)	11,835.22		
	Credit Applied	(54,146.01)	-	
	F30 (10/1/29) Payment:	\$ 404,644.31		\$ (21,606.88)
Central Square OneSolution Cloud Project 5-Year Cost				
	Products	Cost		
	Software Subscription	\$ 2,080,667.66		
	Services	83,217.06		
	Existing Maintenance (Custom Forms/Audit Proof)	55,095.36		
	Sub Total:	\$ 2,218,980.08		
	Minus Credit:	(225,000.00)		
	Total:	\$ 1,993,980.08		

STAFF CONTACT:

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