



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 08/18/2026

ITEM NO: 07

DATE: August 6, 2026
TO: Mayor and Town Council
FROM: Chris Constantin, Town Manager
SUBJECT: Authorize the Town Manager to Execute a Second Amendment to the Agreement with Sun Ridge Systems, Inc. to Extend Software Support Services, Add the Collaborate Data Sharing Module, and Establish Compensation for Amended Services in an Amount Not to Exceed \$330,000

RECOMMENDATION: Authorize the Town Manager to execute a Second Amendment to the agreement with Sun Ridge Systems, Inc. to extend software support services, add the Collaborate Data Sharing module, and establish compensation for amended services in an amount not to exceed \$330,000.

FISCAL IMPACT:

The Fiscal Year 2026–27 cost of the proposed Second Amendment is \$69,634, consisting of \$57,234 for one year of RIMS software support and \$12,400 for the Collaborate Data Sharing module. The \$12,400 Collaborate cost consists of a \$10,000 software license, \$900 for installation, and \$1,500 for first year support and updates. The \$57,234 software support cost is budgeted in Police Department Operating Budget account 4201 63332, and the \$12,400 Collaborate cost will be absorbed within the same account. No additional appropriation is requested. Future support costs will be addressed through the applicable budget and contract authorization process.

STRATEGIC PRIORITY:

This item will further the Town’s emergency preparedness, resiliency, and response capabilities and highlights the core goal of public safety by ensuring that this critical infrastructure system is maintained and operational.

PREPARED BY: Greg Borromeo
Bureau of Support Services Captain

Reviewed by: Town Manager, Town Attorney, and Administrative Services Director

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BACKGROUND:

In 2019, the Police Department entered into a five-year agreement with Sun Ridge Systems, Inc. for a Computer-Aided Dispatch and Records Management System. The Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) are considered critical infrastructure to any law enforcement agency. This CAD/RMS structure serves as the core systems by which staff documents calls for service and self-initiated activity; write police reports; process and prepare police reports for prosecution; maintain warrants; manage investigations; track chain of custody for evidence; and manage resources during emergency and non-emergency responses.

In 2024, the Department amended the agreement with Sun Ridge Systems, Inc. The proposed action is a Second Amendment to extend software support services and add the Collaborate Data Sharing module.

DISCUSSION:

The Police Department currently uses Sun Ridge Systems, Inc for its Computer-Aided Dispatch (CAD) and Records Management System (RMS) and needs to continue its ongoing maintenance and support services. Sun Ridge Systems Inc. offers a secure network platform with controlled access to enable approved law enforcement agencies to review and share records.

Additionally, the Department identified law enforcement agencies throughout Santa Clara County that also deploy Sun Ridge Systems Inc. as their CAD/RMS system. Because Sun Ridge Systems, Inc. is used by most Santa Clara County law enforcement agencies, the Collaborate Data Sharing module is a commonly used service option. Collaborate integrates into the current CAD/RMS system to strengthen interoperability capabilities to ensure the effective management and recording of resources during emergency and non-emergency responses and assist in investigations with Santa Clara County law enforcement partnerships.

The Department requests an amendment to the existing Sun Ridge Systems, Inc. agreement to include an additional year of software support for \$57,234 and to add the Collaborate Data Sharing Software module to the current CAD/RMS interface system, with a one-time setup fee and one year of service support in the amount of \$12,400.

CONCLUSION:

Staff recommends that the Town Council authorize the Town Manager to execute a Second Amendment to the agreement with Sun Ridge Systems, Inc. to extend software support

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services, add the Collaborate Data Sharing module, and establish compensation for amended services in an amount not to exceed \$330,000.

ALTERNATIVES:

The Department could amend the agreement to include only the software support for an additional year without the added integration module of Collaborate. Staff does not recommend this alternative in order to strengthen interoperability with local law enforcement jurisdictions.

COORDINATION:

This report was prepared in coordination with the Town Attorney's Office and Finance Department.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

Attachments:

1. Sun Ridge Systems, Inc. Agreement No. 19.169 and First Amendment
2. Second Amendment to Sun Ridge Systems, Inc. Software and Services Agreement, including Exhibit 1, RIMS Annual Support and Updates for 2026–2027, and Exhibit 2, Collaborate Integration Quote