



City of Austin

Recommendation for Action

File #: 25-1971, **Agenda Item #:** 10.

10/9/2025

Posting Language

Authorize an amendment to a contract for continued licensing, maintenance, and support of computer aided dispatch software and interface system for Austin Technology Services with CentralSquare Technologies, LLC dba Superion, LLC or TriTech Software Systems, to increase the amount by \$3,700,000, for a revised total contract amount not to exceed \$13,480,000. Funding: \$2,500,000 is available in the Operating Budget of Austin Technology Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Austin Financial Services.

Client Department(s)

Austin Technology Services.

Fiscal Note

Funding in the amount of \$2,500,000 is available in the Fiscal Year 2025-2026 Operating Budget of Austin Technology Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Contract Amendment.

MBE/WBE:

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

Prior Council Action:

November 15, 2022 - Council approved a contract for licensing, maintenance, and support of computer aided dispatch software and interface system with CentralSquare Technologies, LLC dba Superion, LLC or TriTech Software Systems.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

The contract will continue to provide licensing, maintenance, and support for the CentralSquare Technologies Computer Aided Dispatch (CAD) software systems under their public safety suite. The CAD software helps staff manage a large amount of information such as unit locations, unit status, pending and active calls and other critical data, while serving as a voice of reassurance to callers and provides vital information to police

officers, firefighters, and paramedics. The CAD software captures, manages, and prioritizes mission-critical data to enable rapid decisions in situations. It also provides flexibility to define and manage response plans to match the individual needs of each agency it serves. The amendment is required due to increase of departmental required licenses, additional applications, maintenance, and support.

CentralSquare Technologies, LLC is the sole authorized distributor, manufacturer and servicer of CAD software systems. The software is sold only as a direct transaction between CentralSquare Technologies, LLC, and end clients.

Contract Details:				
Contract Term	Length of Term	Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	3 years	\$9,780,000		\$9,780,000
Contract Amendment		\$148,000		\$148,000
Proposed Amendment			\$3,700,000	\$3,700,000
Optional Extension 1	1 year			
Optional Extension 2	1 year			
Total	13 years	\$9,928,000	\$3,700,000	\$13,628,000