



CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 10/7/2025

ALL

Item Creation Date: 9/19/2025

SR1690944792 - IT Consulting Services for CAD and RMS Implementation (Mission Critical Partners, LLC) - Motion

Agenda Item#: 11.

Summary:

APPROVE spending authority in an amount not to exceed \$3,750,000.00 for Purchase of Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) Implementation Consulting Services through the General Services Administration Cooperative Purchasing Program for Houston Information Technology Services, awarded to **MISSION CRITICAL PARTNERS, LLC** - General and Other Funds

Background:

Approve spending authority in an amount not to exceed \$3,750,000.00 for the purchase of Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) implementation consulting services from Mission Critical Partners, LLC through the General Services Administration Cooperative Purchasing Program, contract number GSA GS-35F-0410X, for Houston Information Technology Service (HITS).

Specific Explanation:

The Chief Information Officer and Chief Procurement Officer recommend that City Council approve spending authority in an amount not to exceed \$3,750,000.00 for the purchase of Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) implementation consulting services from **Mission Critical Partners, LLC** through the General Services Administration Cooperative Purchasing Program, contract number GSA GS-35F-0410X, for Houston Information Technology Services (HITS). The requested spending authority is expected to sustain the City for the initial three (3) year term with two (2) one-year optional renewal terms for a total potential of a five (5) year term. Currently, only FY26 CIP funds have been appropriated, and HITS will return to Council to appropriate the out years of CIP funding, as needed.

This request will allow the City to purchase professional consulting services for the implementation and transition of the City's legacy Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) to modern platforms. The modern RMS will strengthen data quality and governance, provide consolidated incident views through version control, and streamline case management workflows to improve tracking, reporting, and overall efficiency. In addition, the upgraded CAD system will increase operational reliability, integrate seamlessly with RMS and other technologies, and support both real-time and historical data access for improved situational awareness. It also enhances security through continuous patching, encryption, and strict access controls, while ensuring compliance with Police and Fire certification requirements. Together, these upgrades deliver improved efficiency, interoperability, and data-driven decision-making, while modernizing legacy systems to support future growth, reduce unplanned costs, and provide secure, reliable, and scalable public safety operations.

This recommendation is made pursuant to subsection 271.102(c) of the Texas Local Government Code, which provides that "a local government that purchases goods or services [from a cooperative purchasing program or organization] satisfies any state law requiring the local government to seek competitive bids for the purchase of the goods or services."

M/WBE Participation:

M/WBE Zero Percentage Goal document approved by the Office of Business Opportunity.

Fiscal Note:

No significant Fiscal Operating impact is anticipated as a result of this project.

DocuSigned by:

Jedediah Greenfield, Chief Procurement Officer
Finance/ Strategic Procurement Division

DocuSigned by:

Lisa Kent, Chief Information Officer
Houston Information Technology Services

DS

Estimated Spending Authority:

Department	FY 2026	Out Years	Total
Houston Police Department	\$2,750,000.00	\$0	\$2,750,000.00
Houston Information Technology Services	\$1,000,000.00	\$3,100,000.00	\$4,100,000.00
Total:	\$3,750,000.00	\$3,100,000.00	\$6,850,000.00

Prior Council Action:

Ordinance No. 2025-671; approved by City Council on August 13, 2025.

Amount and Source of Funding:

\$2,750,000.00 - General Fund (1000)

\$1,000,000.00 - Equipment Acquisition Consolidated Fund (1800) (Previously Appropriated)

\$3,750,000.00 - Total

Contact Information:

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ATTACHMENTS:

Description	Type
Clear Tax Report	Backup Material
CooP Justification Form	Backup Material
OBO Goal Waiver	Backup Material
Certification of Funds	Financial Information
CIQ Form	Backup Material
Form 1295	Backup Material
Ordinance 2025 0671	Ordinance/Resolution/Motion
PO Addendum	Backup Material
Signed coversheet	Signed Cover sheet
Funding Verification - HPD	Financial Information