

Computer-Aided Dispatch (CAD) Contract

Denver 9-1-1 and Technology Services
February 4, 2026

Agenda

- Background: Computer-Aided Dispatch (CAD) System
- Replacement Process
- Anticipated Benefits
- Process & Timeline

26-0023 Request approval of a contract with Motorola, Inc.

- **Cost:** \$24,346,206.00
- **Term:** 12/15/2025 – 12/15/2038 (13 Years)
- **Purpose:** CAD system software

26-0024 Request amendment of contract with Mission Critical Partners, LLC (MCP)

- **New Cost:** \$660,000.26 (current cost: \$281,093.26 + amendment of \$378,907.00)
- **New Term:** 01/01/2022 – 12/31/2029 (24 months extension)
- **Purpose:** Project Management support during implementation

CAD: What is it?

- Primary piece of Public Safety Technology
- Database for all calls for service performed by DPD, DFD, EMS, and STAR
- Additional response documentation for Park Rangers, Denver Sheriff, and Denver Animal Protection
- Documentation of all 9-1-1 calls, field responder movements, dispatch and arrival times, dispositions, and clearances
- *Central hub that interfaces with over 25 different public safety platforms*



CAD System Data

City of Denver

~1.5M unique CAD incidents
created in 2025

Denver International Airport

~60K unique CAD incidents
created in 2025

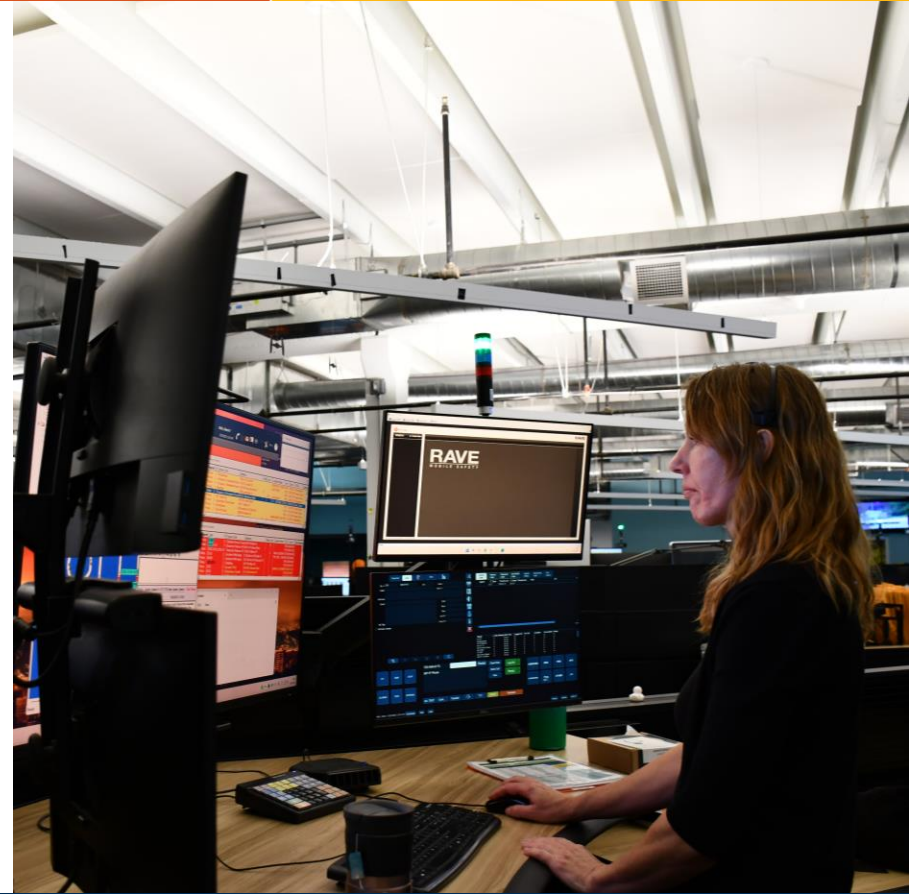


Current System

Why We are Seeking a New Vendor:

- Replacing 23-year-old platform that no longer meets Denver Public Safety needs
- Denver 9-1-1 and DEN on separate systems that require an expensive and unreliable over-the-top solution to allow us to collaborate in real time during emergencies
- Current CAD architecture designed to dispatch Fire, EMS, and Police only. Denver 9-1-1 supports dispatch of these plus STAR, Animal Control, DSD, and Park Rangers – we need more flexibility in system architecture

- **2021:** Current vendor conducted multi-day, in person operational assessment
- Evaluated how does Denver use the CAD system, what does Denver need to improve its CAD system
- **Conclusion:** Vendor determined their software is not designed to do what Denver needs it to do and cannot be modified enough to meet Denver's needs



Procurement Timeline



Needs Assessment

12/2022 Start
Mission Critical
Partners
Facilitation

Determine Needs,
Available
Technology



Procurement Process

03/2024: RFP
Released

07 - 11/2024:
Evaluations,
Demos, Site Visits

12/2024: Vendor
Selection



Scope Development

01/2025: Intent to
Award Letter

02 - 10/2025:
Statement Of Work
Development

11/2025: Contract
Finalized



Approval Process

01/2026: Council
Process Begins

01/2026:
Briefings, Action
Item

02/2026: Council
Approval

03/2026:
Implementation
Begins

Selected Vendor / System

Motorola PremierOne CAD

- Enterprise platform with modern features and capabilities
- Cloud-native architecture for failover, and the option to move 100% to the cloud in future at no additional cost
- Customers include Colorado State Patrol, Nashville, New Orleans, and the LAPD
- Denver contract includes additional tools such as Rave Alert (311), AppArmor for mobile non-emergency reporting, and Smart911 for proactive information sharing between callers and D911



Benefits of New System

- Cloud functionality for greater redundancy and disaster recovery
- Native radio integration
- Improved functionality including automations that will speed up a dispatcher's job, reducing time-on-call
- Unified system between Denver 9-1-1 and DEN allowing for better collaboration and response for Denver residents and visitors
- Additional built-in possibilities for online, non-emergency reporting will further reduce call volume and speed of answer



PROTOTYPE

Data Protections

- The Motorola Vendor Risk Assessment was completed and approved in April 2025.
- The Motorola CAD system meets CCD requirements for Privacy, Security, Architecture, Records Management, and Colorado ADA compliance.
- Motorola is an active participant in the Colorado Bureau of Investigations (CBI) Vendor Management Program.
- Motorola has provided documentation confirming ongoing Criminal Justice Information Systems (CJIS) compliance for its organization and employees supporting CCD Technology.
- Motorola has agreed to the terms of the CJIS compliance exhibit.

Implementation Overview

- Implementation will take 12-18 months with go-live sometime in the first half of 2027
- Resident experience when reaching out to Denver 9-1-1 by any means will not change
- Implementation project management through Mission Critical Partners, LLC (MCP)
- Request to exercise MCP contract amendment coming before Council in parallel to not delay implementation launch
- Tech Services does not have the staffing resources and capacity at this time to provide in-house project management
- MCP has significant knowledge of CAD systems and implementation as well as Denver system and needs

Action Today & Next Steps

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Council approval: 02/16/2026 (Pending Committee approval)

Implementation Launch: 03/2026 (Pending Council approval)

Projected Go-Live: Summer 2027

Thank you!

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