



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Police

To: City Council

From: City Manager & Staff

Council Meeting Date: August 18, 2025

Re: Authorizing Contract with Tyler Technologies, Inc for Police RMS System

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to sign a contract with Tyler Technologies, Inc. for the purchase of a Records Management System for the Police Department.

Discussion

The Police Department currently utilizes the ONESolution Records Management System (RMS) and Mobile Field Reporting platform, provided by Central Square Technologies, LLC. These systems support the daily operations of the department and are vital to records management, reporting, and service delivery.

The ONESolution platform was deployed in 2018. Following implementation, Central Square Technologies initially announced plans to discontinue support for ONESolution to prioritize development of a newly acquired platform. However, due to significant negative feedback from law enforcement agencies nationwide, the vendor ultimately reversed this decision and continued support for ONESolution.

While ONESolution has generally met the agency's operational needs since its deployment, recent experience has highlighted serious limitations. The platform now suffers from performance issues, decreased functionality, and degraded vendor support. These deficiencies have increasingly affected departmental operations and hindered the agency's ability to grow and deliver services effectively, especially those tied to data-informed decisions and crime analysis. Additionally, there is growing concern about the long-term viability of the platform and the potential for a future sunset of support.

In response, department staff began evaluating alternative RMS solutions. Options considered included platforms from Axon, Central Square Enterprise, and Tyler Technologies, as well as the possibility of remaining on ONESolution.

Staff attended vendor demonstrations and obtained preliminary pricing. A thorough evaluation process was conducted, with criteria including staff feedback, user interface design, system functionality and flexibility, cybersecurity, customer support, vendor reputation, return on investment, and alignment with the City of Columbia's future technology goals.

Based on this comprehensive evaluation, **Tyler Technologies** emerged as the preferred vendor. Staff recommends selecting Tyler's **Software as a Service (SaaS)** cloud-based RMS solution, which offers enhanced performance, scalability, and long-term support.



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Tyler Technologies was awarded a contract through a competitive bidding process under **Sourcewell RFP# 060624**, with the resulting contract number **060624-TTI**. Staff recommends that the City Council authorize the City Manager to proceed with the purchase under this Sourcewell contract, as outlined in the attached service agreement.

Fiscal Impact

Short-Term Impact: No impact, as this is budgeted in Current CIP Project #00843

Long-Term Impact: Year 3 and beyond will require Software as a Service (SaaS) fees of \$474,304.00 that will be included in operating budget during budget process.

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Safe Community, Secondary Impact: Organizational Excellence, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

Primary Impact: Not Applicable, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
NA	N/A

Suggested Council Action

Should Council agree, staff recommends passage of the ordinance authorizing the City Manager to sign a contract with Tyler Technologies, Inc. for the purchase of a Records Management System for the Police Department.