TOWN OF Herndon VIRGINIA

Town Council Regular Meeting
Agenda Item 6.g.

Agenda Item: **Resolution 25-G-73 to execute a contract with Central Square Technologies LLC**

Meeting Date: December 9, 2025

Category: Consent

Prepared by: Steven Pihonak, Chief of Police

Description:
In March 2023, the Town executed a software license and service agreement with Central Square Technologies LLC for the Pro Suite CAD system. Following significant operational challenges, the Town is terminating this agreement and initiating migration to the ONE Solution CAD Cloud platform, a proven and fully functional system also provided by Central Square Technologies LLC. This contract is necessary to effect this migration to ONE Solution.

Background:
In 2020, Central Square Technologies LLC announced the planned sunset of the ONE Solution CAD/Records Management System, which had served the Herndon Police Department reliably for many years. Agencies were directed to transition to the company's newer platform, Pro Suite CAD and Records Management System.
In March 2023, the Police Department entered into a software license and service agreement with Central Square Technologies LLC for the purchase of Pro Suite CAD software.

Following the go-live date, it became evident that Pro Suite did not function as claimed. Despite extensive collaboration between the Police Department, the Town's IT Department, and Central Square's Pro Suite team, the system could not be stabilized or made operationally effective.

In 2024, Central Square Technologies LLC informed the department that it was reinstating and launching an upgraded version of ONE Solution, the system previously sunset. This announcement effectively reversed the company's prior decision and reintroduced the fully functional platform that had supported the department for many years. The police and IT departments would like to enter into this contract with Central Square LLC to migrate back to the One Solution platform and upgrade to the Cloud Platform to align with the town's broader initiative to move critical services to the cloud.

Timing Impact:
The Police Department continues to operate with a system that is operationally

deficient, characterized by the failure of core dispatch and records management functions essential to public safety. Efforts to remediate these deficiencies have placed a significant strain on both IT and police personnel.

Strategic Focus Area:
Secure and Interconnected Community

Fiscal Impact:
The negotiated implementation cost is $228,617.00, which includes the migration of data from the Pro Suite configuration to the ONE Solution platform. Following implementation, the annual subscription fee, year two, will be $157,430, reflecting the upgrade to the cloud-based platform. While the current annual subscription cost for Pro Suite is $102,000, continuing to maintain a system that is not fully functional is not a viable option.

Legal Impact:
The Town has signed a Termination Agreement for the Pro Suite Product and paid all outstanding invoices.

Staff Recommendation/Next Steps:
Staff recommends approval of the Resolution as proposed.

Attachments:
1. Resolution (Proposed)
2. Contract, Central Square