

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

**March 10, 2026**

**FROM**

**SHANNON D. DICUS, Sheriff/Coroner/Public Administrator**

**SUBJECT**

Amendment to Agreement with Tritech Software Systems, Inc., a CentralSquare Technologies, LLC Company, for Software Maintenance and Support Services

**RECOMMENDATION(S)**

Approve **Amendment No. 20 to Agreement No. 07-262** with Tritech Software Systems, Inc., a CentralSquare Technologies, LLC Company, for the provision of proprietary maintenance and support services for the Computer Aided Dispatch System and Mobile Data System software, increasing the contract amount by \$489,245, from \$8,058,724 to an amount not to exceed \$8,547,969, and extending the term by one year, for a new contract period of March 24, 2007, through March 23, 2027.

(Presenter: Carolina Mendoza, Chief Deputy Director, 387-0640)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Operate in a Fiscally-Responsible and Business-Like Manner.**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**FINANCIAL IMPACT**

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). The increase of \$489,245 for continued proprietary Computer Aided Dispatch System (CAD) and Mobile Data System (MDS) software maintenance and support services will be funded within the Sheriff/Coroner/Public Administrator's (Department) existing 2025-26 budget allocation (4430001000) and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

To assist in maintaining the safety of both the public and Department personnel, the software systems detailed below are utilized to increase communication, perform research, and track documentation. These software systems also decrease dispatching response times from the initial call to personnel dispatched to an incident scene.

- CAD – Provides the Department and associated contract agencies with 24 hour/seven days per week computerized digital command and control capabilities for law enforcement, fire, and emergency medical service agencies. The CAD system receives all citizen calls and assists in dispatching the calls to the appropriate jurisdictions and personnel.
- Records Management System (RMS) – Provides the Department with a document tracking system that is divided into a series of components and data sub-systems, including but not limited to Deputy reports, traffic collisions, citations, sex registrants, and field contacts.
- MDS – is a series of forms used for communication and viewing of dispatches, status changes, and images sent or received from a message switchboard and CAD. Authorized

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personnel are able to research vehicles, persons, and property from the field, providing an additional tool to aid in personnel and public safety.

On April 24, 2007 (Item No. 45), the Board of Supervisors (Board) approved Agreement No. 07-262 with Tiburon, Inc. (Tiburon) to provide software maintenance and support from March 24, 2007, through March 23, 2008, in an amount of \$286,793 for CAD, RMS, and MDS. The Board subsequently approved annual amendments to Agreement No. 07-262. the most recent being Amendment No. 19.

On January 28, 2025 (Item No. 57), the Board approved Amendment No. 19 for necessary upgrades, extend software maintenance contract terms and increase the agreement amount by \$462,524 from \$7,596,200 to a not to exceed amount of \$8,058,724, and extend the term through March 23, 2026.

Tiburon was purchased by Trittech Software Systems, Inc., a CentralSquare Technology, LLC Company (Trittech), on December 31, 2019, effective on January 3, 2020. Trittech's RMS system was replaced with a different vendor's system under a separate contract in 2023.

The proposed Amendment will allow for the continuation of software maintenance and support services for the Department's CAD and MDS through March 23, 2027. The agreement provides for termination without cause upon 90 days advance written notice.

**PROCUREMENT**

Contract No. 07-262 was awarded upon completion of a Board approved request for proposal process that was funded by the COPS MORE '98 Grant Program. Trittech holds proprietary rights to provide maintenance and support services for CAD and MDS. The Purchasing Department concurs that a non-competitive justification exists for maintenance and support of the CAD and MDS systems.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Grace B. Parsons, Deputy County Counsel, 387-5455) on February 23, 2026; Purchasing (Alberto Cazares, Lead Buyer, 387-2463) on February 23, 2026; and County Finance and Administration (Erika Rodarte, Administrative Analyst, 387-4919) on February 23, 2026.

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**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Curt Hagman  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: March 10, 2026



cc: Sheriff/Coroner - Mendoza w/agree  
Contractor - c/o Sheriff/Coroner w/agree  
File - w/agree  
MBA 03/12/2026