



**Contra
Costa
County**

To: Board of Supervisors
From: Monica Nino, County Administrator
Date: November 16, 2021

Subject: CONTRACT WITH TYLER TECHNOLOGIES, INC., FOR A VENDOR-HOSTED PROBATION CASE MANAGEMENT SYSTEM

RECOMMENDATION(S):

APPROVE and AUTHORIZE the County Administrator, or designee, to execute a contract with Tyler Technologies, Inc. (Tyler), in an amount not to exceed \$2,680,000 to provide subscription software licensing, system configuration, maintenance and support of a vendor-hosted case management system for the Probation Department for the period December 1, 2021 through November 30, 2026 and AUTHORIZE the County Administrator to execute subsequent amendments in a total amount not to exceed \$200,000.

FISCAL IMPACT:

The contract cost will be funded through appropriations from the CAO's Law & Justice Systems project budget and the Probation Department budget. The contract cost comprises Software as a Service (SaaS) fees of \$1,779,020, configuration and customization fees of \$541,785, electronic monitoring and related fees of \$335,500, and hardware and sales tax costs of \$23,702.

The contract also provides the County an opportunity to renew services beyond the initial

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **11/16/2021** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: November 16, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

Contact: Julie DiMaggio Enea
925.655-2056

By: Laura Cassell, Deputy

contract term for up to five additional years at an increase of no more than four percent (4%) per annum.

FISCAL IMPACT: (CONT'D)

In addition to the contract cost, the project will also incur internal County costs for wide area network services provided by the Department of Information Technology, which will be charged to the Probation Department operating budget.

BACKGROUND:

The legacy Law and Justice Information System (LJIS) for the Contra Costa County Law & Justice Partners (Probation, District Attorney, and Public Defender) and the Superior Court was an integrated system developed in the 1980s. This system was a 'green screen' mainframe system that allowed for the sharing of data among the Justice Partners and the Superior Court. The Sheriff's Department and other local agencies also query this system for information. The LJIS has served the County incredibly well for 35 years but has long been considered obsolete. The employees with the institutional knowledge and technical know-how to maintain the archaic mainframe system have retired and the requisite technical skill sets are difficult to attract into public service and take many years to develop.

Consequently, it is imperative to migrate all justice mainframe systems to modern platforms. Since 2014, the County has been gradually converting to modern, cloud-based systems in a manageable sequence beginning with District Attorney-Adult Division, the Countywide Warrant System, the Public Defender's office, to be followed by Probation and District Attorney-Juvenile Division. However, in light of the Court's in-progress migration to an independent criminal case management system to be completed in spring 2022, the County must take all necessary action to expedite the modernization of its remaining justice systems.

The County has migrated the District Attorney Adult and Public Defender case management systems to Karpel Solutions products (Prosecutor and Defender by Karpel) and is proposing to move Probation to Tyler Supervision, to most effectively integrate with the Superior Court's new Tyler Odyssey criminal case management system. Tyler Technologies (Tyler) recently acquired CaseloadPRO, which is a full-featured probation case management and juvenile institutions system, and renamed it to Tyler Supervision. Tyler Supervision offers several key integrations that will expand the capacity of the Probation Department to serve its clients and provide for safe communities. Tyler Supervision integrates many functions currently performed independently by Probation. Drug testing requests and results are delivered automatically from within the system. Electronic monitoring interfaces are built directly into this system capturing the needed information in Tyler Supervision rather than using a third-party system and re-entering information in a Case Management System. Tyler Supervision allows officers to text offenders, set up appointments and send appointment and hearing date reminders from within this system -- features not available within our legacy system. Officers will also be able to initiate a risk and needs assessment and use that assessment to create case plans to address offender needs, all within the Tyler Supervision system. Finally, Tyler Supervision provides an enhanced ability to capture data regarding registrants (sex offenders, arson offenders, etc.), as well as for transient offenders.

Tyler indicates, as part of an evergreen service policy, that all State mandated data points

will be added at no cost to its clients. Additionally, this service policy allows all System users to have access to any functionality purchased by other counties. This evergreen service policy then creates the added benefit of allowing for multiple counties to pool their resources to add functionality and provide new/additional capabilities via the SaaS (Software as a Service) delivery model.

Tyler Supervision meets stringent California Department of Justice Criminal Justice Information System (CJIS) requirements, as well as the County's security requirements and best business practices. Many of the enhancements will provide benefit not only to the County's Probation Department, but to our local partner law enforcement agencies as well through more complete and accessible offender information. The Probation Department believes this system will be an effective and efficient tool that will serve the Department, the Criminal Justice System and the citizens of Contra Costa County well for the foreseeable future.

Under the contract, Tyler's liability is limited to the amounts paid by County during the initial five year term, and to the amounts paid during the five year renewal term of the contract (if County elects the renewal term). The foregoing limitations of liability do not apply to Tyler's obligation to indemnify the County for third party claims for personal injury, death, intellectual property infringement, or a breach of personal information in the Tyler-hosted case management system. The contract obligates Tyler to maintain at least \$5,000,000 of cyber-liability insurance during the term of the contract.

CONSEQUENCE OF NEGATIVE ACTION:

Disapproval of the recommendation will continue the *status quo* mainframe case management system, which is costly to maintain and of high risk of failure due to system obsolescence and lack of technical know-how to support the system; and will, at some point in the near future, not be compatible with the Superior Court's new criminal court management system.