



WENDY STILL, MAS  
Chief Probation Officer

AGENDA # \_\_\_\_\_, February 9, 2021

# ALAMEDA COUNTY PROBATION DEPARTMENT

P.O. Box 2059  
1111 Jackson Street  
Oakland, CA 94604-2059

January 20, 2021

Honorable Board of Supervisors  
County of Alameda  
Oakland, California 94612

Dear Board Members:

**SUBJECT: APPROVE A SEVENTH AMENDMENT WITH TYLER TECHNOLOGIES, INC. TO INCREASE AND EXTEND THE CONTRACT**

RECOMMENDATIONS:

- A. Approve a Seventh Amendment to the standard service agreement (Procurement Contract No. 18160) with Tyler Technologies, Inc. (Principal: Bruce Graham; Location: Plano, Texas) for maintenance, technical support, and to remain in compliance with Penal Code section 14216(c), extending the contract term of 7/1/17 - 6/30/22 by one year to 6/30/23, and increasing the contract amount from \$3,795,191 to \$4,167,791 (\$372,600 increase);
- B. Delegate authority to the Chief Probation Officer, or designee, to negotiate and execute this amendment, upon review and approval as to form by County Counsel, and return an executed copy of the amendment to the Clerk of the Board for filing; and
- C. Adopt a Resolution making findings required by the Alameda County Administrative Code section 4.10.70 that the County need not comply with the competitive procurement of section 4.10.20, finding the public interest is not best served by complying with the competitive bid process.

DISCUSSION/SUMMARY/FINDING:

On May 9, 2017, your Board approved (Item No. 27) a contract with CaseloadPRO with a term of July 1, 2017 to June 30, 2022, in the total amount of \$621,262. Subsequently, your Board approved First, Second, Third, Fourth, Fifth and Sixth Amendments with no change to the contract term and increasing the total contract amount to \$3,795,191 for additional services and consigning the contract to Tyler Technologies, Inc. formerly CaseloadPRO.

History of Funding	Original	Amendment #1	Amendment #2	Amendment #3	Amendment #4	Amendment #5	Amendment #6
Fund Level	\$621,262	\$952,887	\$1,059,287	No Change	\$1,996,492	\$2,530,511	\$3,795,191
Board Approval Date	5/9/17	2/27/18	9/18/18	10/23/18	5/7/19	9/24/19	5/12/2020
File / Item#	27	59	74	65	31	21.1	50

Tyler Technologies, Inc. provides a cloud-based case management system (CMS) that delivers detailed client information while maintaining caseload contact specifications for the Alameda County Probation Department (ACPD). The system provides immediate access to hundreds of client identifiers and produces pre-configured reports for officers saving personnel time.

Tyler Technologies, Inc. has met performance expectations. The CMS is a complex case management system that is integrated with the county sheriff's department CRIMS system, the District Attorneys Lite system and the court's Odyssey system. These integrations work to both update Tyler Technologies and are also updated by the system. The data that is provided is critical in communicating warrant, hearing and other law enforcement and county applications. In addition to these government applications, Tyler Technologies provides extracted data to the County Auditor's Office for fines and fees, the Department of Justice for the Supervised Release File (mandated by law) and a host of other grant funding sources that rely on the data to ensure compliance with services.

The ACPD has implemented this automated case management system in the Adult, Juvenile, and Pretrial divisions.

This amendment provides additional funding which will allow ACPD to comply with the mandates of Penal Code section 14216(c) which mandates each county Probation Department or other supervising county agency to update any Supervised Release File (SRF) available for any person placed onto post-conviction supervision within its jurisdiction and under its authority, including persons on probation, mandatory supervision, and post-release community supervision. The additional costs associated with the amendment is for an increase in the maintenance budget and technical support to maintain and update other system requirements that will be needed with this update. Due to the successful launch across all programs, ACPD also requests to extend the term by one year, to ensure stability and continued support, and maintenance of the system.

#### SELECTION CRITERIA/PROCESS:

*In March of 2016, the Butte County Probation Department prepared and posted a Request for Proposal for a Criminal Justice Case Management System and related support services and received eight responses. The selection panel reviewed the responses and Tyler Technologies, Inc. was selected. The ACPD has elected to implement this same case management system.*

*GSA approved Piggyback No. 14638 and issued Non-Finding Memo of Competition on 05/02/2017. For this Seventh Amendment, GSA approved Sole Source No. 7194 and issued a Non-Finding Memo of Competition on 1/26/21. The GSA, Office of Acquisition Policy approved SLEB Waiver No. 7265 expiring 06/30/23 for this contract.*

#### FINANCING:

Funding for this contract is included in ACPD's FY2020-21 and prior years' adopted budgets and the amendment will be included for the request for subsequent years. There will be no impact to net County cost as a result of approving the above recommendations.

VISION 2026 GOAL:

The caseload management system software provided by this contract meets the 10X goal pathway of **Accessible Infrastructure and a Crime Free County** in support of our shared visions of a **Thriving and Resilient Population** and **Safe & Livable Communities.**

Respectfully submitted,



Wendy Still, MAS  
Chief Probation Officer

Ws:ss

**A RESOLUTION AUTHORIZING THE WAIVER OF THE COUNTY'S PURCHASING  
PROCEDURES FOR A CASELOAD MANAGEMENT SYSTEM SOFTWARE**  
RESOLUTION NUMBER R-2021 \_\_\_\_\_

**WHEREAS** Tyler Technologies, Inc. provides a secure government cloud-based case management system (CMS) that delivers detailed client information while maintaining caseload contact specifications for the Alameda County Probation Department (ACPD); and

**WHEREAS**, the system provides immediate access to hundreds of client identifiers and produces pre-configured reports for officers saving personnel time.

**WHEREAS**, the Board approved on May 12, 2020, a sixth contract amendment with Tyler Technologies, Inc. for its caseload management system software (for an overall term of July 1, 2017 to June 30, 2022, in the total overall amount not to exceed \$3,795,191); and

**WHEREAS**, the County of Alameda would like to amend the contract with Tyler Technologies, Inc. to continue providing maintenance and support for its customized case management system for an additional amount not to exceed \$372,600 and to extend the term of the contract until June 30, 2023; and

**WHEREAS**, Alameda County Administrative Code sections 4.12.010, 4.12.020, and 4.12.070 require the solicitation of bids except in unusual cases where the Board of Supervisors ("Board") has, by resolution, found and determined the public interest would not be served by complying with the bid solicitation process; and

**WHEREAS**, the software will improve efficiency and probation officer safety; and

**WHEREAS**, the Board has determined that Tyler Technologies, Inc. has the required expertise to provide effective support for maintenance and development for the CMS to meet ACPD's needs; and

**WHEREAS**, the Board has determined that following the County's standard bid solicitation process would not serve the public interest as it would be impracticable and would delay software enhancements and improvements; and

NOW, THEREFORE, BE IT RESOLVED as follows:

1. The findings stated in the recitals to this Resolution are restated in full and adopted by reference.
2. The requirements in Administrative Code Sections 4.12. 010 to 4.12.020 for the solicitation of bids are hereby waived for the selection of Tyler Technologies, Inc.

Passed, approved, and adopted by the Board of Supervisors of the County of Alameda, State of California, on this date, \_\_\_\_\_, by the following called vote:

AYES:

NOES:

EXCUSED:

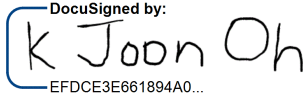
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President of the Board of Supervisors,  
County of Alameda, State of California

ATTEST:  
Clerk of the Board of Supervisors  
County of Alameda

Approved as to Form:

DONNA R. ZIEGLER, County Counsel

By:  \_\_\_\_\_  
The signature block contains a blue DocuSigned logo with the text "DocuSigned by:" above a stylized signature "K Joon Oh" and a long alphanumeric string "EFDCE3E661894A0..." below it.

K. Joon Oh, Deputy County Counsel