



ALAMEDA COUNTY INFORMATION TECHNOLOGY DEPARTMENT

1106 MADISON STREET, OAKLAND, CA 94607 • (510) 481-3700 • FAX (510) 272-3608

TIM DUPUIS
CHIEF INFORMATION OFFICER

June 21, 2024

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, California 94612-4305

SUBJECT: APPROVE A STANDARD SERVICE AGREEMENT (MASTER CONTRACT NO. 901624, PROCUREMENT CONTRACT NO.16309) WITH LEVEL TWO INC FOR CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM SWITCH SOFTWARE, FOR THE PERIOD OF 8/6/24 – 8/5/26, IN THE NOT TO EXCEED AMOUNT OF \$284,371

Dear Board Members:

RECOMMENDATION:

Approve the following recommendations:

- A. Approve a standard services agreement (Master Contract No. 901624, Procurement Contract No.16309) with Level Two, Inc. (Principal: Ronald G. Skinner Jr.; Location: Tukila, Washington) to provide California Law Enforcement Telecommunications System (CLETS) Switch maintenance services to the Alameda County Information Technology Department (ITD), for the term of 8/6/24 – 8/5/26, in the not to exceed amount of \$284,371; and
- B. Delegate authority to the Chief Information Officer, or his designee, to negotiate and execute the standard service agreement, subject to review and approval as to form by County Counsel and submit a copy of the executed standard service agreement to the Clerk of the Board for filing

DISCUSSION/SUMMARY:

The Alameda County Information Technology Department implemented the CLETS switch software over 40 years ago. The software is used by all Alameda County law enforcement agencies to communicate with the California Department of Justice (DOJ), the Federal Bureau of Investigation, and other federal agencies. Agencies run transactions through the switch to query and update criminal justice information.

On January 29, 2019, your Board approved a contract (Master Contract 901624, Procurement Contract 16309) with Level Two, Inc (Item #28) to replace the existing CLETS switch technology with new software that would route, deconstruct and reconstruct the functions of the original CLETS

switch. The software is a high-speed messaging system that provides access to various databases and processes about 6,000 transactions back and forth every day. An estimated 35 agencies using 2,500 mnemonics process transactions through it. The Automated Warrant System (AWS) system has been functional for 30 years as well. Currently, Alameda County's AWS is well integrated with Alameda County's implementation of CLETS software. Queries are received by a common gateway module. AWS queries are directed to be processed by AWS, and CLETS queries are routed to DOJ.

The action before your Board today is to approve a two-year agreement for maintenance services with Level Two, Inc. to provide maintenance for the switch software. In the interest of meeting necessary project deadlines and to ensure continuity and uninterrupted service by Level Two Inc., it is requested that your Board delegate signing authority to the Chief Information Officer.

SELECTION CRITERIA/PROCESS:

ITD did an Independent Cost Estimate and selected Level Two, Inc. for a two-year contract with the total cost of \$284,371. The CLETS Software is proprietary and is not available from another source. On June 4, 2024 the General Services Agency approved the software license renewal as a sole-source exception: SS No. 10052 as per section V: Approved exceptions to the County competitive procurement policy - Item A: Computer Software License Renewals. Per the General Services Agency, the SLEB Waiver has been disregarded due to software license exemption.


FINANCING:

Appropriations for this contract are included in ITD's FY 24-25 Approved Budget and will be included in FY25-26. No additional appropriations are required and there will be no increase in net County cost.

VISION 2026 GOAL:

Modernizing voice solutions countywide meets the County's 10X goal pathway of **Accessible Infrastructure** in support of the County's shared vision of a **Thriving and Resilient Population.**

Sincerely,

DocuSigned by:

C504117C2A294A7...
Tim Dupuis
CIO