

County Administrator

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County Administrator

Contra Costa County



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OFFICE OF THE COUNTY ADMINISTRATOR MEMORANDUM

DATE: May 23, 2025

TO: Department Heads

FROM: MONICA NINO, County Administrator

A handwritten signature in blue ink that reads "Monica Nino".

SUBJECT: Administrative Bulletin No. 145, "Artificial Intelligence Policy"

The County is embracing the use of Artificial Intelligence (AI) to improve service delivery to our residents. To ensure that the deployment of AI across our multiple business lines is done in a coordinated and responsible way, the County Administrator's Office, together with the Department of Information Technology (DoIT), is issuing Administrative Bulletin No. 145, "Artificial Intelligence Policy." Below are some Key Policy Highlights of this new policy:

Key Policy Highlights

- Use of AI Tools – Departments are encouraged to adopt Microsoft Copilot and other County selected AI tools for operational improvements, provided risks are appropriately managed and security safeguards are in place.
- Privacy and Security – Confidential and sensitive data must not be entered into AI tools unless explicitly protected under information security agreements with vendors.
- Public Transparency – Departments must inform the public when AI tools are being used and offer opt-out alternatives.
- AI-Generated Content – AI may assist decision-making but cannot replace human judgment. Content accuracy and fairness must be monitored to prevent bias.
- Reporting and Training – Misuse of AI tools must be reported, and ongoing AI training will be required for employees as policies and technologies evolve.

Next Steps

Microsoft Copilot

Building on the County's Microsoft-based ecosystem, DoIT will be evaluating the integration of Microsoft Copilot as a tool to assist certain employees in their day-to-day work for the County. Procurement of licenses will be managed by DoIT through the County's centralized Master Services Agreement (MSA) with Microsoft to ensure that the public sector compliant version of Copilot, known as Microsoft 365 Copilot for Government, is deployed. DoIT is currently working to implement the required security and data protections in preparation to MS Copilot adoption, anticipated to be completed by Q1 of FY25-26.

DoIT is planning a pilot program to conduct this evaluation and is interested in hearing from department heads that may be interested in participating in this project. Please reach out to [DoIT Customer Care](#) or directly at doitcustomercare@doit.cccounty.us if your department is interested in participating in the Microsoft Copilot pilot program.

Countywide AI Consultant Pool

The County Administrator's Office will be issuing a Request for Qualifications (RFQ) to establish an AI Consultant Pool—a curated group of qualified vendors specializing in AI project planning, development, and implementation across the County. This initiative aims to streamline procurement by centralizing the selection process, ensuring departments can efficiently access expert consulting and implementation services as needed.

Aligned with the CAO's successful Grant Writer Pool initiative, this effort is designed to enhance the County's ability to secure top-tier consulting services while maintaining high standards of expertise and innovation. By leveraging the AI Consultant Pool, departments can accelerate project execution, optimize resource allocation, and implement AI solutions in accordance with industry best practices. Ultimately, this initiative fosters collaboration, improves operational efficiency, and drives technological advancement to support the County's strategic goals.

The RFQ will be released this Spring with a goal to have contracts in place no later than Summer 2025.

AI Pilot Projects

To maximize the impact of AI across County operations, the County Administrator's Office is inviting departments to submit ideas for AI pilot projects. Whether it's automating routine tasks, enhancing data-driven decision-making, improving public services, or tackling complex challenges, we seek innovative applications of AI that align with departmental needs. This initiative also provides an opportunity to modernize legacy processes that may be outdated, inefficient, or resource intensive. AI has the potential to streamline workflows, optimize service delivery, and transform long-standing operational bottlenecks into high-performance systems. Selected pilot projects will benefit from expert consulting and implementation support through the AI Consultant Pool, ensuring access to cutting-edge solutions tailored to each department's

goals. Departments are encouraged to propose forward-thinking initiatives that leverage AI to enhance efficiency, improve service delivery, and create measurable benefits for the County and its residents. Please reach out to Chief Assistant County Administrator Timothy Ewell directly at Timothy.Ewell@cao.cccounty.us if your department is interested in participating in the pilot program. Review and selection of AI Pilot Projects is expected to start during Q2 FY25-26.

If your department has already initiated the use of AI in your operations or service delivery, DoIT is offering to review your technology usage to ensure it aligns with best practices, security protocols, and opportunities for optimization and continued success.

Thank you for your commitment to responsible AI adoption in serving Contra Costa County.

*Cc: County Administrator's Office
Department Administrative and Fiscal Staff*

Attachment