



Board Agenda Item 31

DATE: April 25, 2017

TO: Board of Supervisors

SUBMITTED BY: Margaret Mims, Sheriff-Coroner

SUBJECT: Kronos Workforce Telestaff Retroactive Agreement

RECOMMENDED ACTION(S):

1. **Make a finding that it is in the best interest of the County to suspend the competitive bid process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances, as Kronos, Inc. is the support provider for its licensed products; and**
2. **Approve and authorize the Chairman to execute a retroactive Agreement with Kronos, Inc. (Kronos), for licensing, maintenance, and technical support of Kronos scheduling and staffing software used by the Sheriff-Coroner's Office effective January 1, 2017, not to exceed five consecutive years, which includes a three-year base contract and two optional one year extensions, total not to exceed \$293,708.**

There is no increase in Net County Cost associated with the recommended actions. Approval of the recommended actions will allow Kronos to continue providing maintenance and technical support for the Kronos products used by the Sheriff-Coroner's Office. Estimated support requirements are determined in advance based on historical usage and planned implementations.

ALTERNATIVE ACTION(S):

There is no viable alternative action. Should your Board not approve the recommended actions, Kronos will not be able to license, maintain, or support their current software installation base. Sheriff-Coroner's staff will be without technical on-line and phone support, diagnostics, problem resolution, software updates, critical fixes, and configuration assistance for its Kronos Time-keeping software installed base.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Sheriff-Coroner's Office request to suspend the competitive bid process consistent with Administrative Policy No. 34 results from the fact that Kronos is the only licensed provider of maintenance and support services for the Kronos products used by the Sheriff-Coroner. The Kronos Workforce Telestaff (Telestaff) database was first installed in 2006, becoming fully implemented Department-wide in 2007, and since that time has been used for staffing and scheduling for all bureaus within the Sheriff-Coroner's Office. The Internal Services Department - Purchasing Division concurs with the Department's request to suspend the competitive bidding process.

RETROACTIVE AGREEMENT:

This Agreement is retroactive to January 1, 2017. A lengthy negotiation with the vendor has resulted in a comprehensive refinement of the current automated scheduling needs of the Sheriff-Coroner's Office. Since January 1, 2017, the Sheriff-Coroner's Information Technology division has been in contact with Kronos and has

opened seven cases requesting system support. Kronos' support has consisted of troubleshooting of the automated staffing program and resolving conflicting staffing system rules changes. The system rules changes and updates were essential to maintaining the automated scheduling needs of the Department.

FISCAL IMPACT:

There is no additional Net County Cost associated with the recommended actions. Funding for activity under the Agreement is included in the adopted FY 2016-17 Sheriff-Coroner's Org 3111 budget. Funding will also be included in future departmental budget requests for your Board's consideration. The costs of the Agreement are as follows:

- For the existing 1,175 licenses: Support costs for year one of the Agreement commencing January 1, 2017 are estimated at \$38,095; year two, commencing January 1, 2018 is estimated at \$39,618; year three, commencing January 1, 2019 is estimated at \$41,204; and optional years 4 and 5 are \$42,851 and \$44,565, respectively. Total software support costs for the existing licenses equal \$206,333.
- For an additional 300 licenses that may be required over the next three to five years; \$32,550. Additional support for these licenses at a cost of \$44,075.
- 50 hours of Professional Support Services: \$10,750.

The total of the Agreement including two optional one-year extensions, support, and additional licensing will be \$293,708.

DISCUSSION:

The Fresno County Sheriff - Coroner's Office has used the TeleStaff scheduling program since 2007 to help with semi-automatic staffing in five divisions of the Department. The original product was purchased in 2006 as a lease agreement as part of the Public Safety Information Systems (PSIS) under Motorola, Inc. (Agreement No. 05-573) approved by your Board on December 6, 2005. Subcontractors under the Motorola Agreement included PSDI who at the time was the supplier of the Telestaff software product. Telestaff has since been acquired by Kronos, Inc. Subsequent Telestaff software support was extended under the Maintenance and Support Agreement with Motorola, Inc. (No. 12-540) approved by your Board on October 23, 2012.

On September 15, 2016, Sheriff's staff installed and has been working with the web version of Telestaff automated tools, which provides schedules and rosters that allow staffing personnel to track employee certifications and qualifications. The various shifts and work codes needed by each division/unit in the Department necessitate making staffing decisions that are validated against rules configured for each division as required by Department policies and Memorandums of Understanding. Overtime positions are automatically assigned based on these rules. Employees are notified in entitlement order, and all employee overtime activity is tracked for auditing purposes. TeleStaff locates staff data within the automated database and contacts employees by e-mail and contact logs for quick scheduling and deployment. For the Department's Enforcement Patrol Division, vacant positions are automatically backfilled and Command post scheduling can be done via the web. TeleStaff can track hours related to emergency response and has the ability to pre-populate a built-in FEMA reporting module.

TeleStaff was designed to eliminate paper-based, manual and error-prone staffing processes inherent to public safety. TeleStaff is one of the leading automated scheduling solutions for the public safety industry and is currently utilized by over 135 organizations in the State of California, 41 of which are law enforcement agencies.

REFERENCE MATERIAL:

BAI #3, December 6, 2005
BAI #25, October 23, 2012

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Acquisition Request
On file with Clerk - Agreement with Kronos

CAO ANALYST:

Jeannie Z. Figueroa