



## Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

The Probation Department (Probation) is requesting to enter into an agreement with UKG Kronos Systems, LLC (UKG) to continuing utilizing their Telestaff system to support scheduling and shift management for staff assigned to the Juvenile Justice Campus (JJC). This automated scheduling system is a critical component of daily operations, providing a unified platform that ensures consistent coverage for the 24/7 facility. By leveraging pre-defined rules and processes, the system efficiently fills staffing gaps caused by vacation, illness, or other unforeseen absences. A key feature of Telestaff is its automated notification tool, which streamlines shift changes and backfill requests. Drawing from a pre-established contact list and adhering to established protocols, the system promotes operational safety, fairness in staffing, and helps mitigate potential disruptions.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

UKG Kronos Systems, LLC.  
900 Chemsford Street  
Michelle Mackey  
michelle.mackey@ukg.com  
(515) 360-6263

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

Term: January 25, 2026 - October 24, 2030 (4 years, 9 months)

Total maximum compensation: \$125,823

Year 1: January 25, 2026 - October 24, 2026: \$23,151

Year 2: October 25, 2026 - October 24, 2027: \$25,668

Year 3: October 25, 2027 - October 24, 2028: \$25,668

Year 4: October 25, 2028 - October 24, 2029: \$25,668

Year 5: October 25, 2029 - October 24, 2030: \$25,668

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

Probation has been using UKG's Telestaff system as its core scheduling and shift management system for the JJC since 2013. UKG's platform uniquely incorporates pre-configured rules and processes that deliver robust functionality, high scheduling efficiency, and reliable fail-safe mechanisms. By leveraging pre-defined rules and processes, the system efficiently fills staffing gaps caused by vacation, illness, or other unforeseen absences. A key feature of Telestaff is its automated notification tool, which streamlines shift changes and backfills requests. Drawing from a pre-established contact list and adhering to established protocols, the system promotes operational safety, fairness in staffing, and helps mitigate potential disruptions.

Additionally, UKG successfully transitioned to a new cloud solution, Telestaff Cloud, and operations and services have continued seamlessly. The cloud system provides the same trusted support and customer service from UKG, ensuring continuity in both front-end user experience and back-end IT management.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☐ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

UKG's Telestaff system has more than met Probation's needs as an ultimate solution for scheduling and shift management at the JJC, which functions 24/7 and requires precise, reliable scheduling to maintain public safety and staff coverage.

Transitioning to a new vendor at this stage would not be feasible, as it would require extensive retraining, reallocation of resources, and significant lead time for implementation of a system as essential as scheduling. Such a disruption would introduce unnecessary risks to time-sensitive operations, staff safety, and overall management efficiency. In

particular, the JJC must consistently meet mandated minimum staff-to-youth ratios to ensure compliance under Juvenile Title 15 Minimum Standards and protect the safety of both youth and staff. UKG's Telestaff Cloud automates these requirements, providing real-time scheduling safeguards that prevent staffing shortages and ensure ratios are maintained without manual intervention.

From a management perspective, UKG's system reduces administrative burden, streamlines shift coverage, and minimizes errors that could compromise safety or compliance. UKG has consistently delivered an unmatched product and supporting services for the JJC's scheduling needs, and the automated processes within Telestaff Cloud continue to meet and exceed operational demands. Maintaining UKG as the vendor ensures stability, reliability, and the protection of critical scheduling functions without jeopardizing safety, compliance, or efficiency.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

To ensure uninterrupted support and meet critical operational deadlines, Probation conducted a targeted review of available scheduling and workforce management systems. UKG emerged as the only vendor with the unique capabilities required to support the JJC operations.

UKG's platform uniquely incorporates pre-configured rules and processes that deliver robust functionality, high scheduling efficiency, and reliable fail-safe mechanisms. Competing vendors such as InTime, eSchedule, and Hero Schedule were evaluated but found lacking in key areas. eSchedule had an outdated user interface and limited audit capabilities, which are essential for performance and compliance. InTime used an overly complex user interface and excessive features that would hinder usability and staff adoption. Hero Schedule provided insufficient customization and a focus on reporting features not aligned with departmental priorities.

Given these limitations, UKG is the only vendor capable of meeting Probation's operational and technical requirements to ensure stability, reliability, and the protection of critical scheduling functions without jeopardizing safety, compliance, or efficiency.

nicgarza 12/17/2025 10:33:14 AM

Requested By:

Staff Analyst

Title

[\[✕ Sign\]](#) Double click!

**I approve this request to suspend competition for the service(s) and/or product(s) identified herein.**

cliffdowning 12/17/2025 2:31:47 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 12/31/2025 1:17:40 PM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!