



Board Agenda Item 43

DATE: January 27, 2026
TO: Board of Supervisors
SUBMITTED BY: Kirk Haynes, Chief Probation Officer
SUBJECT: Retroactive Agreement with UKG Kronos Systems, LLC

RECOMMENDED ACTION(S):

1. **Under Administrative Policy No. 34 for competitive bids or requests for proposals (AP 34) determine that an exception to the competitive bidding requirement under AP 34 is satisfied and a suspension of competition is warranted due to unusual or extraordinary circumstances as UKG Kronos Systems, LLC has provided automated personnel scheduling for the Juvenile Justice Campus since 2013 and that the best interests of the County would be served by entering into an Agreement with UKG Kronos Systems, LLC;**
2. **Approve and authorize the Chairman to execute a retroactive Agreement with UKG Kronos Systems, LLC to continue providing automated scheduling services for the Juvenile Justice Campus, effective January 25, 2026, through October 24, 2030, total not to exceed \$125,823.**

There is no increase in Net County Cost associated with the recommended actions. Approval of the recommended agreement will provide services to fully sustain the ongoing need for an automated scheduling system to manage the unique 24/7/365 scheduling requirements at the Juvenile Justice Campus (JJC). This item is countywide.

ALTERNATIVE ACTION(S):

If the recommended actions are not approved, the Probation Department (Department) will not be able to utilize UKG Kronos Systems, LLC's (UKG) automated scheduling system for the JJC. This would require a Request for Proposal (RFP), resulting in the use of additional County resources and create a lapse in services.

SUSPENSION OF COMPETITION:

It is requested that the County find under Administrative Policy No. 34 that an exception to the competitive bidding requirement is satisfied, and a suspension of competition is warranted due to unusual or extraordinary circumstances as it was determined that UKG is the only vendor that met all of the needs required for the Department's complex scheduling system. Competing vendors such as InTime, eSchedule, and Hero Schedule were evaluated but found lacking in key areas. UKG's Telestaff system incorporates pre-determined rules and processes, which provide robust support and unparalleled functionality. 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. Although other vendors who provide scheduling and workforce management systems, their systems were either lacking in several capacities, including user interface and audit capabilities, or

were overly complex for the Department's needs. Based on this, a letter of interest was not necessary. The General Services Department - Purchasing concurs with the Department's assessment that this satisfies the exception to the competitive bidding process required by AP 34.

RETROACTIVE AGREEMENT:

The recommended agreement is retroactive due to delays in the length of time required for negotiations and approval of the recommended agreement. The Department is bringing this to your Board on the first available Board date within the agenda item process deadlines.

FISCAL IMPACT:

There is no additional Net County cost associated with the recommended actions. The maximum for the first nine months of the recommended agreement is \$23,151; the annual maximum for the subsequent four years is \$25,668, with a total contract maximum of \$125,823. Sufficient appropriations are included in Probation's FY 2025-26 Org 3440 Adopted Budget and will be included in the future budget requests for the remaining term of the agreement.

DISCUSSION:

Since 2013, the Internal Services Department - Purchasing Division has approved purchasing agreements with UKG (formerly Kronos Incorporated) for its Workforce Central SaaS Telestaff application and technical assistance services for the JJC. The Telestaff application was on UKG's Telestaff Kronos Private Cloud (KPC).

In 2025, UKG announced a migration of its system from Telestaff KPC to Telestaff Cloud. While the user interface will remain unchanged, the underlying framework and architecture will be entirely replaced. As part of this transition, UKG indicated that its terms and conditions will undergo a comprehensive update and a new agreement would be required, as the terms and conditions outlined in previous purchasing agreements will no longer be applicable under the new Telestaff Cloud system. Additionally, UKG advised the end-of-life for Telestaff KPC would be December 31, 2025, after which it will no longer be utilized or supported. On September 19, 2025, the Internal Services Department approved short-term purchase order, number M07-0000023888, which expired on January 25, 2026, to address UKG's new terms and conditions request and start migration to the new cloud solution while a new agreement was being negotiated and prepared for approval.

The recommended agreement deviates from the County's standard agreement language as UKG will indemnify the County solely for Intellectual Property Infringement claims while limiting UKG's total aggregate liability to 12 months fees paid. These deviations are industry standard in software agreements. The language granting the County access to insurance greater than the required minimums has been removed from the Agreement, as well as the standard waiver of subrogation. Language restricting assignment or delegation of rights and obligation without prior written consent has been removed from the Agreement.

These deviations are deemed acceptable business decisions by the Department, as the Department believes the benefits of entering into the non-standard agreement outweigh the potential risks and recommend approval as a prudent business decision.

If approved, the recommended agreement will allow the Department to continue using UKG's Telestaff system, which has the unique capabilities required to support operational and technical requirements to ensure stability, reliability, and the protection of critical scheduling functions without jeopardizing safety, compliance, or efficiency.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Competition Acquisition Request
On file with Clerk - Agreement with UKG
On file with Clerk - Digital Signature Audit Report

CAO ANALYST:

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