



Office of the City Manager

CONSENT CALENDAR
April 30, 2019

To: Honorable Mayor and Members of the City Council
 From: Dee Williams-Ridley, City Manager
 Submitted by: Savita Chaudhary, Director, Department of Information Technology
 Subject: Contract: Kronos, Inc. for Fire Station Staffing Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with Kronos, Inc. for the upgrade and software maintenance of the TeleStaff Fire Station Staffing Software, for an amount of \$64,680 from May 15, 2019 through June 30, 2022.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this contract in the amount of \$64,680 will be available in the Fire department’s General Fund as follows, and is subject to Council approval of the proposed city-wide budget and Annual Appropriation Ordinances:

\$7,080	FY 2019: Professional Services Budget Code: 011-72-742-835-0000-000-422-612990- (TBD, Software Maintenance)
\$19,200	FY 2020 Software Maintenance Budget Code: 011-72-742-835-0000-000-422-613130- (TBD, Software Maintenance)
\$19,200	FY 2021: Software Maintenance Budget Code: 011-72-742-835-0000-000-422-613130- (TBD, Software Maintenance)
\$19,200	FY 2021: Software Maintenance Budget Code: 011-72-742-835-0000-000-422-613130- (TBD, Software Maintenance)
\$64,680	Total FY 2019-2021 Professional Services and Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The Berkeley Fire Department uses TeleStaff software to help ensure that all seven of the City's Fire Stations are appropriately staffed at all times. This centralized system assists command staff with complex shift management and scheduling for three shifts of 127 sworn firefighters and 13 non-sworn staff members. The Fire Department uses TeleStaff to track and maintain hiring lists, volunteer lists, hiring priority, overtime, and emergency call backs. In emergency situations, TeleStaff provides automated callout and callback tracking to mobilize additional Fire personnel for immediate response. TeleStaff is also used for metrics reporting and payroll reconciliation.

TeleStaff enables staff to submit leave requests, confirm coverage, and distribute approved scheduling assignments for all seven Fire Stations using a centralized, online tool (instead of using paper-based processes). The current version of TeleStaff software used by the Fire Department has been recently upgraded to the latest version and Fire department plans to continue its use of the scheduling and timekeeping functions of the Telestaff software.

BACKGROUND

In May 2001, City Council authorized a contract with Principal Decision Software International, Inc. ("PDSI") to purchase software, hardware, and implementation services for the TeleStaff Fire Department staffing system for an amount not to exceed \$60,000 (Resolution No.61,062–N.S.).

In April 2008, City Council authorized a new contract with PDSI to purchase upgraded software, hardware, and implementation services for an amount not to exceed \$70,000 (Resolution No. 64,049-N.S.).

In 2011, PDSI, Inc. was acquired by Kronos, Inc. In April 2014, City Council authorized an amendment to contract No. 7658 for an upgrade to the software and continued maintenance through 2016 for an amount not to exceed \$109,000. Since 2016 maintenance has been managed through the purchase order process.

ENVIRONMENTAL SUSTAINABILITY

TeleStaff enables staff to submit leave requests, confirm coverage, and distribute approved scheduling assignments for all seven Fire Stations using a centralized, online tool (instead of using paper-based processes). Prior to implementing TeleStaff, employees were required to track schedule requests and changes on paper at multiple stations and distribute multiple updated paper copies at each station, each time a scheduling change occurred. Automating this business process has helped the Fire Department significantly reduce the amount of paper, time, and gas once used to coordinate operations across all seven Fire Stations. This helps with reducing the greenhouse gas emissions and supports the City's Climate Action Plan.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered allowing software support and maintenance to expire, but recommends against this because it would result in the loss of technical expertise from the vendor and preclude the City from receiving critical software patches and updates.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6525.

Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: KRONOS, INC. FOR TELESTAFF FIRE STAFFING SOFTWARE

WHEREAS, the City has been utilizing the TeleStaff application for automated scheduling and staffing since 2001; and

WHEREAS, the version of TeleStaff currently used by the Berkeley Fire Department needs ongoing maintenance (support); and

WHEREAS, an automated staffing solution simplifies the complex staffing process and has become necessary for efficient and accurate personnel management in the Fire Department; and

WHEREAS, in May 2001, City Council authorized a contract with Principal Decision Software International, Inc. ("PDSI") to purchase software, hardware, and implementation services for the TeleStaff Fire Department staffing system for an amount not to exceed \$60,000 (Resolution No.61,062–N.S); and

WHEREAS, in 2011, PDSI, Inc. was acquired by Kronos, Inc, and in April 2014, City Council authorized an amendment to contract No. 7658 for an upgrade to the software and continued maintenance through 2016 for an amount not to exceed \$109,000. Since 2016 maintenance has been managed through the purchase order process; and

WHEREAS, funding for this maintenance and upgrade in the amount of \$64,680 will be available in the Fire Department's General Fund, and is subject to Council approval of the proposed city-wide budget and Annual Appropriation Ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and all subsequent amendments with Kronos, Inc. for the upgrade and software maintenance of the TeleStaff Fire Station Staffing Software, for an amount of \$64,680 from May 15, 2019 through June 30, 2022.