



Office of the City Manager

CONSENT CALENDAR
April 29, 2014

To: Honorable Mayor and Members of the City Council
From:  Christine Daniel, City Manager
Submitted by: Donna LaSala, Director, Department of Information Technology
Subject: Contract No. 7658 Amendment: Kronos, Inc. Fire Station Staffing Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 7658 with Kronos, Inc. for a software system upgrade and maintenance for TeleStaff Fire Station Staffing Software, increasing the amount by \$39,000, for a total not to exceed \$109,000, from May 1, 2008 through June 30, 2016.

FISCAL IMPACTS OF RECOMMENDATION

The total cost of the amendment is \$39,000, which includes hardware replacement and a software upgrade through Fiscal Year 2016. Funds to cover this cost are allocated in the Department of Information Technology Fiscal Year 2014 budget:

- \$24,000 Software Maintenance (through June 30, 2016)
Budget Code: 010-2708-410-3047 (General Fund)
- \$5,000 Hardware Replacement
Budget Code: 010-2708-410-7044 (General Fund)
- \$10,000 Professional Services
Budget Code: 010-2708-410-3038 (General Fund)

The contract amendment has been entered into the City’s contract database and assigned CMS No: DVPNI.

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.

The current version of TeleStaff software used by the Fire Department is six years old and needs to be upgraded. In addition, software maintenance should be extended through Fiscal Year 2016.

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.

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.

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

Donna LaSala, Director, Department of Information Technology, 981-6541

Attachments:
1: Resolution

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

CONTRACT NO. 7658 AMENDMENT: 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 is aged and in need of upgrade; 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, the contract amendment has been entered into the City's Contract Management System and assigned CMS No. DVPNI; and

WHEREAS, funds have been allocated in budget code 010-2708-410-3047 (\$24,000), 010-2708-410-7044 (\$5,000), 010-2708-410-3038 (\$10,000).

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 7658 with Kronos, Inc, increasing the amount by \$39,000, for a total not to exceed \$109,000 from May 1, 2008, through June 30, 2016.

