



**Contra
Costa
County**

To: Contra Costa County Fire Protection District Board of Directors
 From: Jeff Carman, Chief, Contra Costa County Fire Protection District
 Date: December 6, 2016

Subject: Acquisition of Hosted Workforce Management Software Solution

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Fire Chief, or designee, to execute an order form and terms and conditions with Kronos Incorporated, for a hosted workforce management software solution in an amount not to exceed \$22,000 for the period October 1, 2016, through September 30, 2018.

FISCAL IMPACT:

The total cost will not exceed \$11,000 per year or \$22,000 over the entire term of the agreement. Funds were appropriated for this purchase in the District's fiscal year 2016-17 budget.

BACKGROUND:

The Contra Costa County Fire Protection District (District) plans to implement a new employee performance management system to replace its existing paper-based system. The District is moving towards an annual evaluation process for all personnel, as is currently written into the labor agreements with I.A.F.F., Local 1230 and the United Chief Officers

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **12/06/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, Director
 Candace Andersen, Director
 Mary N. Piepho, Director
 Karen Mitchoff, Director
 Federal D. Glover, Director

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: December 6, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Ken Crawley, Fire District
 IS Manager (925) 941-3391

By: June McHuen, Deputy

cc:

Association.

The Kronos Incorporated (Kronos) line

BACKGROUND: (CONT'D)

of products are designed to enhance workforce management across many vertical markets. Kronos software and hosted solutions are deployed to thousands of customers today and are endorsed by U.S. Communities as a validated service provider within the State. The District has an immediate need to enhance its record keeping, particularly in the area of employee evaluation and performance reporting. The current employee evaluation process is paper based and fragmented.

The District has evaluated the Kronos Human Resources module and selected it as the most practical solution to the record keeping challenges we face today. The District reviewed the Kronos standard terms and conditions and requested minor modifications. Kronos, in turn, requested a change to the standard County indemnification language in the proposed contract. Because Kronos maintains employee data on their systems, Kronos requests that the District indemnify Kronos in the event any employee data in the hosted database violates any person's right of privacy. Under the agreement, Kronos is not obligated to defend the District in the event any District employee data is disclosed due to a breach of the Kronos system.

As with all software-as-a-service (SAAS) models, the actual database resides at an offsite location. In this case it is in the Kronos cloud. In its entirety, the service organization controls (SOC)1 and SOC2 compliant Kronos Private Cloud solution is designed to optimize the workforce management platform, thereby helping to ensure the best possible configuration and deployment of Kronos applications. The rigorous SOC1 and SOC2 compliance programs require that standard processes and tools are in place for security and confidentiality.

The Kronos Cloud Services team performs ongoing vulnerability testing, a best practice that is not always employed in on premise deployments, to significantly reduce the risk of hacking and other security threats.

CONSEQUENCE OF NEGATIVE ACTION:

The District will not proceed with the project at this time. Therefore, the current paper-based routing system will remain in effect.

CHILDREN'S IMPACT STATEMENT:

Not applicable.

ATTACHMENTS

Draft Agreement Terms and Conditions