



**Contra
Costa
County**

To: Board of Supervisors
From: David O. Livingston, Sheriff-Coroner
Date: September 8, 2020

Subject: Contracts with Kronos Workforce Telestaff and Tiburon Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Sheriff-Coroner, or designee, to (1) execute a software and services agreement with Kronos Incorporated in an amount not to exceed \$600,000 for personnel scheduling software for the term of August 11, 2020 through July 10, 2023 with continued monthly service fees until terminated, and (2) increase the payment limit under the Master Support Agreement with Tiburon Inc by \$264,900 from \$945,151 to a new payment limit of \$1,210,051 for dispatch and records systems support for the period September 10, 2020 to September 9, 2021.

FISCAL IMPACT:

Agreement with Kronos for Workforce Telestaff: Total Cost of \$600,000. Initial start up cost of \$167,287 paid with federal CARES funding and the remaining amount General Fund; Budgeted.

Master Support Agreement with Tiburon: Total cost for FY 2020/21 is \$264,900; budgeted - 100% County General Fund.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/08/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

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: September 8, 2020

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

By: Laura Cassell, Deputy

Contact: Sandra Brown,
925-655-0004

cc:

BACKGROUND:

Kronos Incorporated

Contra Costa County Office of the Sheriff Fiscal Unit is currently using Kronos Workforce Timekeeper to track, manage, and control employee time and attendance. This contract will incorporate Kronos Workforce TeleStaff scheduling to build schedules and rosters, automate scheduling communication, and mobilize scheduling and FEMA reporting for the emergency activation of personnel during a major disaster or unusual occurrence.

The software, services, and equipment are being purchased through the Omnia Partners LLC Purchasing Alliance, in which the County previously participated. The County agrees to the terms and conditions contained in the contract between Kronos and Cobb County, Georgia (Lead Agency Contract #18220). Contracting through the U.S. Communities Purchasing Alliance allowed the Office of the Sheriff to save over \$39,000 in three years.

The software is hosted by Kronos, which means the software and timekeeping data are stored on Kronos' servers or its third-party hosts' servers. The contract provides that data will be backed up daily and adheres to industry standards (SSAE 16, SOC 1, and SOC 2) with respect to data security. As Kronos maintains employee data on their systems, Kronos requests that the County 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 County in the event any employee data is disclosed due to a breach of the Kronos system.

Tiburon Inc.

Tiburon Inc. provides the Office of the Sheriff with computer aided dispatch (CAD) and record management (RMS) systems. Authorizing additional payments under the Master Support Agreement will renew support for these systems and the CopLogic reporting system that is integrated with CAD/RMS for the period September 10, 2020 to September 9, 2021. The CAD/RMS system is used by Sheriff's dispatch to document calls for service and dispatch police and Sheriff's units to those calls. The system is also used by the records division to collect data required by the state. The support will allow the CAD and RMS systems to be up and running 24/7 and to provide emergency assistance if the system fails. CAD/RMS and mobile systems are mission critical applications to public safety. Without Tiburon Inc., supporting their products the Office of the Sheriff runs the risk of crashing these systems without the ability to fix it. In September 2016, the Board of Supervisors approved an Agreement with Tiburon, Inc., to license software for the Sheriff's Office 9-1-1 Dispatch and Records Management systems. The 9-1-1 CAD system is used by the Office of the Sheriff's Dispatch Center, and the RMS is used by the entire Office of the Sheriff and the agencies that contract with the Sheriff's Office for law enforcement services. Tiburon Inc., provides the County with the software for the CAD system and RMS. This request will provide for systems maintenance and support for an additional year.

CONSEQUENCE OF NEGATIVE ACTION:

The Office of the Sheriff will be unable to integrate Kronos Workforce TeleStaff to existing Kronos Timekeeper to automate scheduling communication. The Office of the Sheriff would also not be able to utilize Tiburon to support support for the dispatch system which could prevent the Sheriff's Office from providing emergency assistance in the result of a system failure.