

INDIAN RIVER COUNTY, FLORIDA
M E M O R A N D U M

TO: Honorable Emergency Services District Board of Commissioners

THROUGH: John Titkanich, County Administrator

THROUGH: David Johnson, Director of Emergency Services
David Rattray, Fire Chief

PREPARED BY: David Kiernan, Assistant Fire Chief
Jennifer Pridgeon, Staff Assistant III

DATE: May 8, 2023

SUBJECT: Approval of UKG Telestaff Contract

It is respectfully requested that the information contained herein be given formal consideration by the District Board of Commissioners at the next scheduled meeting, on May 16, 2023.

DESCRIPTIONS AND CONDITIONS

UKG Telestaff is an Interactive Voice Response (IVR) solution provided solely for the Customer’s internal use, by which Indian River County Fire Rescue may initiate automated phone calls to Fire Rescue staff members to fill vacancies or receive notifications of work opportunities for employees who are licensed to use the UKG Telestaff product. Our current system for staffing and time and attendance software requires excessive staff hours for data manipulation leading to the possibility of errors. To initiate and set up the administration of the required communications, UKG Telestaff will perform the standard implementation of UKG Telestaff including configuration, as described in the Statement of Work (“SOW”) signed by the Indian River County Board of County Commissioners. UKG Telestaff will build the platform specific to Indian River County Fire Rescue needs, automating the scheduling and assisting in providing a more accurate and streamlined approach toward scheduling along with time and attendance. UKG Telestaff can be automated to call when staffing is needed during an emergency activation and large incidents. UKG Telestaff is utilized by surrounding counties and many larger municipalities (St. Lucie, Martin, Brevard, Palm Beach, and Broward). UKG Telestaff is owned by Kronos and developed specifically for public safety. A conference call was held between Fire Rescue, Human Resources, and Information Technology, where all parties approved software purchase from UKG Telestaff.

The setup fee for UKG Telestaff is a mandatory one-time setup fee of \$25,000, with a monthly licensed user fee of \$8.00 per user. With an estimated 315 users, starting June 1, 2023, the Fiscal Year 2022/2023 cost is \$35,080. The recurring annual cost is \$2,520 per month or \$30,240 annually, based upon the current 315 licensed users. The cost will increase by \$8 per month, or \$96 annually, per additional user. Pricing is in accordance with Omnia Partners cooperative contract #18220, which provides a 48% discount off of list prices. This is a contractual service with a recommended commitment of 36 months accounting for some future cost increases with

the growth of the department.

FUNDING:

Funding for UKG Telestaff, in the amount of \$10,080 for the user licenses, will come from the Fire Rescue/Computer Software/PEMT Program account, number 11412022-035120-20023. Funds, in the amount of \$25,000 for the initial setup, will come from the Fire Rescue/Software/PEMT Program account, number 11412022-068003-20023, for a total cost of \$35,080.

| Account Name | Account Number | Amount |
|---|-----------------------|----------|
| Fire Rescue/Computer Software/PEMT Program | 11412022-035120-20023 | \$10,080 |
| Fire Rescue/Software/PEMT Program (Capital) | 11412022-068003-20023 | \$25,000 |
| Total | | \$35,080 |

RECOMMENDATION:

Staff recommends that the Board authorize the use of the Omnia cooperative contract, approve the proposal and order form, and authorize the Purchasing Manager to sign the order form and issue Purchase Orders user fees, as funding is approved by the Budget office.

ATTACHMENTS:

- UKG Telestaff Proposal
- UKG Telestaff Contract