

**REPORT FROM EVALUATION COMMITTEE
REQUEST FOR PROPOSALS FOR REQUIREMENTS CONTRACT TO PROVIDE
SCHEDULING SOFTWARE
RFP No. 12500698**

COMMITTEE MEMBERS:

CHRISTY CRONIN – Senior Management Analyst, Fire Department
PEDRO BRAZ – Senior Programmer Analyst, Information Services Department
CODY CHARETTE – Programmer Analyst II, Information Services Department
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TIMOTHY FULMER – Battalion Chief, Fire Department
KEOLA PARK – Battalion Chief, Fire Department
EVELYN YIN-ZEPADA – Management Analyst II, Fire Department

FACILITATOR:

DYAN AYALA – Procurement Specialist, General Services Department/Purchasing

BACKGROUND:

The City of Fresno Fire Department staffs members twenty-four hours per day, seven days per week and solicited proposals for scheduling software. The current software requires manual intervention and tracking in most aspects of daily staffing. Ideal software would be able to automate most if not all of those functions. The request was for a five (5) year contract with the possibility of three (3) one (1) year extensions. At the conclusion of the bid opening, seven proposers submitted proposals to the RFP and are as follows:

1. Hart Halsey LLC
2. IntelliTime Systems Corporation
3. Locality Media Inc
4. Stationwise Inc
5. TimeClock Plus LLC
6. UKG Kronos Systems LLC
7. Visual Computer Solutions Inc

SIGNIFICANT EVENTS:

Bid Release – October 22, 2024
Bid Opening – November 19, 2024
Demonstrations 1 & 2 – December 16, 2024
Demonstrations 3 & 4 – December 17, 2024
Demonstrations 5 & 6 – December 18, 2024
Demonstration 7 – December 20, 2024
Committee Meeting – January 3, 2025
Follow Up Meeting with UKG – January 8, 2025
Final Committee Evaluation – January 21, 2025

EVALUATION FOR DETERMINATION OF COMPETITIVE RANGE:

In order to establish a competitive range, the following factors identified in the solicitation request as well as requested as part of the demonstrations were evaluated.

1. Ability to export “daily roster” data via an application programming interface (API) into First Due or any other national fire incident reporting system (NFIRS) at a frequency to be determined – not to exceed hourly. Should include a generic unique identifier (GUID) and the below information:
 - a. Name
 - b. Rank
 - c. Position
2. Ability to process daily hiring through automation based on rules put in place.
3. Does the system contain a bidding module for vacation and position bidding.
4. Does the system maintain an accessible and searchable audit log of changes made in the system
5. Ability to maintain accrual banks updated via rules (i.e., earns 10 hours the first of each month with max accrual of 200) and approved requests (both leave time and overtime paid as compensatory time).
6. Is the system a cloud-based platform and will the vendor house all data in the US, confirm no data is transferred outside the US, allow City of Fresno staff access via Azure Active Directory integration, provide SOC 2 type II or equivalent reports, and submit to annual penetration testing performed by an assigned vendor.

COMMITTEE NOTES:

At the conclusion of all the demonstrations, it was determined that four of the seven proposers would not be a functional improvement over the current scheduling software. The proposers did not demonstrate true automation for hiring and did not cover or were unable to perform the functions requested be shown during the demonstrations.

The three proposers remaining that could potentially be an improvement over the current scheduling software and were able to demonstrate the functions requested are:

Locality Media Inc – This company, doing business as First Due, currently has an agreement for services with the Fire Department for incident reporting, inspections and invoicing. The department has struggled with the tie between scheduling software and incident reporting. The use of the same company for both systems would resolve some of the current problems. However, there have been several issues with the modules currently being provided by First Due and they stated several of their staffing functions are in development.

Stationwise Inc – This company is fairly new to the industry and is an up-and-coming software company. The design is very user friendly and appears to be configurable based on the department. Due to the newness of the software, many functions are in development.

UKG Kronos Systems LLC – This company was used by the Fire Department from 2005 – 2019. At the time the services were terminated, the department was using a server-based version that was no longer going to be supported and chose to upgrade to a cloud-based software. The platform has moved to cloud based. Although they do not have a mobile application, their website is HTML5. Due to their long standing presence in the industry, the functionalities of their program are fully developed with customization abilities.

SUMMARY RECOMMENDATION:

Based heavily on the demonstrations showing available functionalities based on our staffing rules, the committee recommends the requirements contract for scheduling software be awarded to UKG Kronos Systems LLC (UKG) for five years with three optional one year extensions. The amount for the first year is not to exceed \$69,000 and \$50,000 per year for all remaining years. The committee feels that UKG was able to show that their system can automate several functions as they relate to both daily staffing and MOU compliance. This software would provide significant improvement over the existing software justifying the difference in annual cost.