



ADMINISTRATION COMMITTEE

Agenda Report

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File #: 2024-3850

Agenda Date: 9/25/2024

Agenda Item No: 14.

FROM: Robert Thompson, General Manager
Originator: Wally Ritchie, Director of Finance

SUBJECT:

UPGRADE AND MIGRATION OF TIMECARD SOFTWARE (WORKFORCE)

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION:

- A. Approve a Workforce Software SaaS and Professional Services Agreement to WorkForce Software, LLC for the Migration and Upgrade of the WorkForce software, for a five year term commencing October 1, 2024 and ending September 30, 2029, for a total amount not to exceed \$628,015; and
- B. Approve a contingency in the amount of \$62,802 (10%).

BACKGROUND

WorkForce is a time and attendance application used by all Orange County Sanitation District (OC San) employees. The software was installed in 2006 and has gone through several upgrades. The system provides employees with direct access to their online timesheets and the ability to request time off. The system also reduces payroll errors and improves accuracy, provides attendance tracking, and compliance with labor laws such as the Family and Medical Leave Act. OC San's current version of the software is near the end of its product life cycle.

To properly maintain support and compliance, OC San must upgrade to the latest version. The new version will provide OC San with the following:

- Support the latest browser and database systems for enhanced security
- Migrate to the Cloud eliminating on premise upgrades which will be included with the annual subscription
- Enhance schedules, tracking, and bank balances
- Report enhancements and modifications
- Enable Application Program Interface tools to integrate with other systems (work order management, financials, etc.)

The costs to migrate and upgrade are listed below:

\$ 25,000 Cloud Migration
\$ 25,000 Cloud Upgrade
\$186,000 Modifications, Updates, Enhancements
\$392,015 5-year SaaS Agreement
\$628,015 Total Cost

RELEVANT STANDARDS

- Maintain a culture of improving efficiency to reduce the cost to provide the current service level or standard
- Comply with Resolution No. OCSD 23-09; Policy Section 3.0 - Attendance & Leave Time

PROBLEM

WorkForce Software, LLC will no longer provide on premise installations of Workforce. Additionally, support of OC San's current software version expired on December 31, 2023; extended support is available for an additional year at a prorated cost.

PROPOSED SOLUTION

Migrate to the WorkForce Cloud platform and upgrade to the latest version of the software to maintain continued support and software enhancements from WorkForce Software, LLC.

TIMING CONCERNS

The agreement must be signed prior to October to prevent OC San from utilizing extended support at a significant additional cost. WorkForce Software, LLC has indicated that OC San will no longer receive short-term renewals.

RAMIFICATIONS OF NOT TAKING ACTION

Not upgrading the software will cause OC San to lose support and software enhancements from WorkForce Software, LLC, putting OC San at risk with labor law compliance. Additionally, OC San will not be able to receive software support and required updates from IBM.

PRIOR COMMITTEE/BOARD ACTIONS

November 2018 - Authorized a Purchase Order Contract to WorkForce Software for the upgrade of WorkForce, for a total amount not to exceed \$119,475; and approved a contingency of \$23,895 (20%).

December 2016 - Approved Workforce-Time Entry as a pre-approved sole source service provider.

November 2005 - Authorized the General Manager to finalize negotiations and subsequently award a contract to WorkForce Software for Time Entry, Specification No. CS-2005-216BD, for technical consulting, implementation support and software purchase in the amount of \$146,625, and a contingency of \$28,375, for a total amount not to exceed \$175,000.

ADDITIONAL INFORMATION

N/A

CEQA

N/A

FINANCIAL CONSIDERATIONS

This request complies with the authority levels of OC San's Purchasing Ordinance. This item has been budgeted (Budget FY 2024-25 and 2025-26, Section 8, Page 10, Information Technology Capital Program) and the budget is sufficient for the recommended action.

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

- Workforce Software SaaS and Professional Services Agreement