



# City of Galveston

## DEPARTMENT OF INFORMATION TECHNOLOGY

### STAFF REPORT

January 23, 2020

To: Brian Maxwell, City Manager  
Honorable Mayor and City Council

From: Hope Dean, Executive Director and CITO

RE: Consider approving the renewal of the Kronos software maintenance and support agreement in the amount of \$36,311.98.

#### I. BACKGROUND

The City of Galveston has used the Kronos Workforce Central application since 2003 to meet timekeeping needs. Initially implemented for use by the Police Department, in 2005 additional licenses were purchased and the solution was implemented for city wide use.

#### II. CURRENT SITUATION

1. The City of Galveston's annual software maintenance and support agreement expires on February 24, 2020. This contract provides the City with software upgrades and technical support. The new term of the agreement is for one (1) year and runs from February 25, 2020 to February 24, 2021.
2. This contract provides Galveston the ability to seek assistance through the proprietary software vendors support for resolving both software and time clock issues.

#### III. ISSUES

1. Without a current maintenance contract software upgrades and support would have to be purchased at original purchase prices; which are much higher than maintaining a current contract.
2. Without a current maintenance contract the team would be unable to guarantee the health of the solution nor be capable of correcting errors due to the proprietary nature of the software.
3. Without a current maintenance contract Galveston risks losing the functionality of the timekeeping system and all the data that resides in it.



**IV. ALTERNATIVES**

1. Discontinue this maintenance contract and the City loses access to software upgrades and technical support. Without technical support the City risks losing the use of its timekeeping system.
2. Purchase a time keeping system from another manufacturer or go back to a paper system. A paper timekeeping system is less efficient and provides more room for error.

**V. RECOMMENDATION**

Approve the renewal of the annual maintenance support contract for a total cost of \$36,311.98

**VI. FISCAL IMPACT REPORT**

Requested by:	Hope Dean Executive Director & CITO
Funding Source:	Information Technology Operating Budget
Costs of implementation:	\$36,311.98

## Yearly Maintenance Contracts

Software Common Name	Department/Budget	Description	Vendor	Coverage Period
Incode	Courts	Courts records management software	Tyler Technologies	January - December
OSSI Software	Police	Records Management System software	CentralSquare	January - December
GRID System	Police	Consortium Fees	City of League City	July - June
VMware	IT Dept	Virtual Server Operating System	Dell or Other Third Party Reseller	November 15 - November 14
GIS Software	IT Dept	Mapping software - City Wide	ESRI	December 16 - December 15
Veeam	IT Dept	Backup software for VMWare Servers	Third Party Reseller	December - December
CivicPlus	IT Dept	Hosting of City website	Civic Plus	December - January
Kronos	IT Dept	Time Keeping System	Kronos	February 15 - February 14
Oracle	IT Dept	Database Software (Kronos, Banner, & Accela)	Mythics	March - March
Banner	IT Dept	Main Financial and HR Software	Avenu Insights	July - June
LaserFiche	IT Dept	Document Management Software	MCCI	September - September
Gravity	IT Dept	CAFR Software	Gravity	September - September
VUEworks	Public Works	Infrastructure Mangement Software	VueWorks	January - December
Accela	Planning	Permit tracking software	Accela	October - September
CUSI	Utility Billing Division	Utility Billing Software Solution	Continental Utility Soluions (CUSI)	October - September