

October 10, 2023

C-16

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Adopt a Resolution authorizing the City Manager, or designee, to execute a contract, and any necessary documents including any necessary subsequent amendments, with InTime Services Inc., of Vancouver, BC, for scheduling software and related services, on the same terms and conditions afforded to the City of Charlottesville, VA, in an amount not to exceed \$991,700, authorize a 10 percent contingency in an amount of \$99,170, for a contract amount not to exceed \$1,090,870, until the City of Charlottesville contract expires on April 26, 2024, with the option to renew for as long as the City of Charlottesville contract is in effect, at the discretion of the City Manager; and,

Increase appropriations in the General Services Fund Group in the Technology and Innovation Department by \$1,090,870, for scheduling software, implementation, and related services, offset by a transfer from prior year savings in the Police Department. (Citywide)

DISCUSSION

City Council approval is requested to enter into a contract with InTime Services Inc. (InTime), for the purchase of scheduling software and related services for the Long Beach Police Department (LBPD). InTime's Public Safety workforce management system is a Software as a Solution (SaaS), with a suite of integrated optional modules, that allows police agencies to manage all scheduling, timekeeping, and staffing coverage for sworn and non-sworn employees in one system. InTime allows agencies to establish minimum staffing levels and track staff schedules, ensuring that employee leaves do not cause staffing levels to fall below required levels.

In November 2022, the LBPD Department Operations Center (DOC) was activated to assist in leveraging all available resources to lessen the impact of staffing shortages on any one area of the department, specifically patrol. The DOC continues to analyze alternate scheduling and deployment models in its efforts to provide optimal staffing levels as vacancies increase. The LBPD will utilize InTime's software to optimize shift scheduling and deploy officers more efficiently and accurately during staffing shortages, while reducing risk and improving communication across the organization. The software includes scheduling, timekeeping, and shift-bidding modules and will be piloted in the

HONORABLE MAYOR AND CITY COUNCIL

October 10, 2023

Page 2

East Patrol Division before being rolled out to other patrol divisions in coordination with the Department of Technology & Innovation.

The Purchasing Division of the Department of Financial Management researched procurement options for scheduling software and related services and discovered other agencies had completed an open, fair, transparent, and competitive procurement process. The City reviewed the contract options and determined that the contract between the City of Charlottesville, VA, with InTime provided the best value to the City of Long Beach (City).

InTime was selected based on their competitive pricing, service level, and breadth of product offerings. They are the leading provider of scheduling and workforce management software that's purpose-built for public safety agencies. Their product offering has been refined through 25 years of experience and in-house development and proven to meet the needs of over 500 agencies. Current InTime customers include the various Police Departments in the region, including Anaheim, Torrance, Huntington Beach, Azusa, as well as the Integrated Law & Justice for Orange County, and the California Department of Forestry & Fire Protection. Agencies have experienced significant returns on their investment in the forms of reduced costs and risk, while improving efficiencies, better ensuring compliance, and enhancing agency-wide communication.

City Charter Section 1802 provides an alternative procurement method by permitting the City to purchase or otherwise obtain services, supplies, materials, equipment, and labor with other governmental agencies. This alternative procurement method can save time and reduce costs through economies of scale by purchasing under existing contracts from other government agencies on a voluntary and selective basis, when authorized by a Resolution adopted by the City Council.

This matter was reviewed by Deputy City Attorney Arturo D. Sanchez on September 11, 2023, Purchasing Agent Michelle Wilson on September 18, 2023, and Budget Analysis Officer Greg Sorensen on September 20, 2023.

TIMING CONSIDERATIONS

City Council action to adopt a Resolution and award a contract concurrently is requested on October 10, 2023, to ensure the contract is in place expeditiously.

FISCAL IMPACT

The total amount of the contract will not exceed \$1,090,870, inclusive of a 10 percent contingency in the amount of \$99,170, for as long as the City of Charlottesville contract is in effect. The requested action requests an appropriation increase of \$1,090,870 in the General Services Fund Group in the Technology and Innovation Department for

HONORABLE MAYOR AND CITY COUNCIL

October 10, 2023

Page 3

scheduling software, implementation, and related services, offset by a transfer received from the Police Department prior year savings. This budget will fund the first-year implementation and software subscription cost of \$255,140, as well as annual fees of approximately \$184,140 for up to an additional four years. Subsequent appropriations to cover ongoing maintenance and operating costs will be requested as part of a future budget development process. This recommendation has moderate staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



WALLY HEBEISH
CHIEF, POLICE DEPARTMENT



LEA ERIKSEN
DIRECTOR, TECHNOLOGY AND INNOVATION

APPROVED:



THOMAS B. MODICA
CITY MANAGER

Attachment: Resolution

1 RESOLUTION NO.
2

3 A RESOLUTION OF THE CITY COUNCIL OF THE
4 CITY OF LONG BEACH AUTHORIZING THE CITY
5 MANAGER OR DESIGNEE TO EXECUTE AN AGREEMENT
6 WITH INTIME SERVICES, INC., FOR THE PURCHASE OF
7 SCHEDULING SOFTWARE AND RELATED SERVICES ON
8 THE SAME TERMS AND CONDITIONS AFFORDED TO
9 THE CITY OF CHARLOTTESVILLE, VIRGINIA, IN A TOTAL
10 AMOUNT NOT TO EXCEED \$991,700, WITH A 10
11 PERCENT CONTINGENCY OF \$99,170, FOR A TOTAL
12 COST NOT TO EXCEED \$1,090,870, UNTIL THE CITY OF
13 CHARLOTTESVILLE CONTRACT EXPIRES ON APRIL 26,
14 2024, WITH THE OPTION TO RENEW FOR AS LONG AS
15 THE CITY OF CHARLOTTESVILLE CONTRACT IS IN
16 EFFECT, AT THE DISCRETION OF THE CITY MANAGER
17

18 WHEREAS, the Charter of the City of Long Beach, Section 1802, permits the
19 City to purchase services, supplies, materials, equipment and labor with other government
20 agencies by purchasing under their contracts on a voluntary and selective basis when
21 authorized by resolution; and

22 WHEREAS, the City desires the purchase of scheduling software and related
23 services for the Long Beach Police Department; and

24 WHEREAS, InTime Services, Inc.'s ("InTime") Public Safety workforce
25 management system is a Software as a Solution, with a suite of integrated optional
26 modules, that allows police agencies to manage all scheduling, timekeeping, and staffing
27 coverage for sworn and non-sworn employees in one system; and

28 WHEREAS, InTime allows agencies to establish minimum staffing levels and

1 reports staff on the schedule, ensuring employee leaves do not unwittingly place the shift
2 below required staffing levels; and

3 WHEREAS, LBPD will utilize InTime’s software to optimally schedule shifts
4 and deploy officers more efficiently and accurately during this time of staffing shortages,
5 while reducing risk and improving communication across the organization; and

6 WHEREAS, the City of Charlottesville has a Contract for the purchase of the
7 scheduling software, Contract No. 4600001964 (“Charlottesville Contract”); and

8 WHEREAS, the City’s participation in the Charlottesville Contract will
9 facilitate the City’s ability to purchase as well as provide considerable cost benefits to the
10 City; and

11 WHEREAS, InTime was selected based on their competitive pricing, service
12 level, and breadth of product offerings as well as being the leading provider of scheduling
13 and workforce management software that’s purpose-built for public safety agencies; and

14 WHEREAS, their product offering has been refined through 25 years of
15 experience and in-house development and proven to meet the needs of over 500 agencies;
16 and

17 WHEREAS, current InTime customers include the various Police
18 Departments in the region including, Anaheim, Torrance, Huntington Beach, and Azuza
19 and the Integrated Law & Justice for Orange County, and the California Department of
20 Forestry & Fire Protection and

21 WHEREAS, if the City had to utilize a formal bid process rather than
22 participate in the Charlottesville Contract considerably more funds would be required;

23 NOW, THEREFORE, the City Council of the City of Long Beach resolves as
24 follows:

25 Section 1. The above recitals are true and correct and are incorporated
26 herein by this reference.

27 Section 2. The City Manager or designee is hereby authorized to enter an
28 agreement with InTime Services, Inc. of Vancouver, BC, to purchase scheduling software

1 and related services, of the same type and kind identified in the Charlottesville Contract
2 except as modified by mutual agreement of the City and InTime Services, Inc., and the
3 purchase by the City shall be on the same terms and conditions afforded to the City of
4 Charlottesville, Virginia in an amount not to exceed Nine Hundred Ninety-One Thousand
5 Seven Hundred Dollars (\$991,700) with a ten (10%) percent contingency of Ninety Nine
6 Thousand One Hundred Seventy Dollars (\$99,170), for a total cost not to exceed One
7 Million Ninety Thousand Eight Hundred Seventy Dollars (\$1,090,870), until the City of
8 Charlottesville contract expires on April 26, 2024, with the option to renew for as long as
9 the City of Charlottesville contract is in effect, at the discretion of the City Manager.

10 Section 3. This resolution shall take effect immediately upon its adoption
11 by the City Council, and the City Clerk shall certify the vote adopting this resolution.

12 ///
13 ///
14 ///
15 ///
16 ///
17 ///
18 ///
19 ///
20 ///
21 ///
22 ///
23 ///
24 ///
25 ///
26 ///
27 ///
28 ///

OFFICE OF THE CITY ATTORNEY
DAWN MCINTOSH, City Attorney
411 West Ocean Boulevard, 9th Floor
Long Beach, CA 90802-4664

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

I hereby certify that the foregoing resolution was adopted by the City Council
of the City of Long Beach at its meeting of _____, 20__ by the
following vote:

Ayes: Councilmembers: _____

Noes: Councilmembers: _____

Absent: Councilmembers: _____

Recusal(s): Councilmembers: _____

City Clerk