



TeleStaff™ – Sole Source Procurement Justification

Principal Decision Systems International (PDSI) is the only vendor that provides TeleStaff, an **automated** employee scheduling and notification solution developed specifically for the Public Safety industry and designed to place inbound and outbound phone calls without the need for human intervention. PDSI is both the manufacturer and sole provider of TeleStaff and all of its components including:

- WebStaff™ - a module that provides Internet access to TeleStaff
- Custom Reporting™ - a module that extends reporting capabilities beyond standard included reports
- Auctions™ - a module that automates day off (leave) and shift / position/ assignment bidding
- Gateway Manager™ - a module that allows TeleStaff to integrate to third-party systems such as CAD, RMS, HR/Payroll and Time and Labor management

TeleStaff's unique telephony capabilities which are a fundamental design consideration and tightly integrated into the solution include:

- Automatic notification to staff members of requests or requirements to work, any change in their work schedule, and any staffing alarms via telephone, e-mail, pager, and answering machine
- Delivery of personal messages from an administrator to any staff member(s)
- Access by telephone, PC, and Internet to an employee's calendar
- Management of authorized scheduling requests from any touch-tone telephone

In addition, TeleStaff:

- Utilizes proprietary and patented technology relating to staffing rules and future dates - "Methods and Apparatuses for determining Dynamic Dates," as awarded to PDSI by the United States Copyright and Patent Office
- Ensures implementation of fair and consistent hiring practices
- Automatically keeps an audit trail of the rules used to fill vacancies
- Manages internal human resource policies
- Uses labor rules and guidelines to manage and modify the roster
- Shows and exports payroll, certification/license expiration, and work status information
- Manages a dynamic daily roster of all activities
- Reacts immediately to vacancies caused by work exceptions and automatically identifies the appropriate replacement personnel
- Generates detailed staffing and usage reports
- Governs scheduling authority with a sophisticated security system
- Tracks all department Inventory
- Manages automated rotating shifts, special assignments and shift changes.
- Allows access to different staff members based on authority
- Automatically keeps an audit trail of all outbound telephone calls
- Is supported and serviced by a company experienced in nationwide software distribution and maintenance
- Operates on a computer network
- Gives each member access to their personal information at each station via PC
- Shows each member their own payroll data
- Shows a graphical personal calendar

- Gives administration station access to management reports including work code cost information, trade payback data, license and certification expirations, payroll reports, and the ability to import/export data to other databases in 23 different format
- Tracks "last touched by" audit trails automatically on every record
- Exports payroll reports to any 3rd party payroll system
- Enables information sharing with any 3rd party CAD, RMS and Time and Labor systems through its Gateway module