



# City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL      DATE: SEPTEMBER 17, 2019

FROM: INNOVATION AND TECHNOLOGY DEPARTMENT    WARDS: ALL

SUBJECT: MEASURE Z - PURCHASE OF ONBOARD AND PERFORM SUBSCRIPTIONS, IN ACCORDANCE WITH PURCHASING RESOLUTION NO. 23256, SECTION 702(c), FOR SERVICE FROM OCTOBER 1, 2019 TO JULY 30, 2020 IN AN AMOUNT NOT TO EXCEED \$64,366 THROUGH GOVERNMENTJOBS.COM, INC. DOING BUSINESS AS NEOGOV

## **ISSUE:**

Authorize the purchase of Onboard and Perform subscriptions, in accordance with Purchasing Resolution No. 23256, Section 702(c), in an amount not to exceed \$64,366 for service from October 1, 2019 to July 30, 2020 through GovernmentJobs.com, Inc. doing business as NEOGOV.

## **RECOMMENDATIONS:**

That the City Council:

1. Authorize the purchase of Onboard and Perform subscriptions, in accordance with Purchasing Resolution No. 23256, Section 702(c), in an amount not to exceed \$64,366 for service from October 1, 2019 to July 30, 2020 through GovernmentJobs.com, Inc. doing business as NEOGOV; and
2. Authorize the City Manager, or designee, to execute all documents pursuant to the proposed purchase, including the ability to make minor non-substantive changes.

## **BACKGROUND:**

In 2010, the Innovation and Technology Department developed an online Onboarding platform built in SharePoint 2007 for the Human Resources Department. This enabled new employees to complete much of the onboarding process online. Unfortunately, due to increased security concerns to the City's network and the increased cyber-attacks to government agencies, coupled with legacy SharePoint vulnerabilities, this system was required to suddenly be taken down in April 2019.

Therefore, the HR Department has reverted to a very paper intensive onboarding process with a temporary external webpage document repository. Additionally, once employees are assigned to a Department, their onboarding process is performed independently. The proposed purchase of

Onboard through GovernmentJobs.com, Inc. doing business as NEOGOV (NEOGOV) will potentially allow consistent Onboarding to the employee's home Department in addition to HR new-hire onboarding.

Furthermore, all employee probationary and annual evaluations are printed, scanned and routed manually. Analysis and review of evaluations are also performed manually. The process is very staff and paper intensive across the organization. The proposed purchase of Perform through NEOGOV will automate the appraisal process through standardized forms, electronic routing, email generation, tracking, reporting/analysis and more.

In the same manner as NEOGOV Insight already in use, both Onboard and Perform will allow for the secure transfer of documents and information that contains Personally Identifiable Information (PII) and other sensitive data.

## **DISCUSSION:**

Since 2012, the City has successfully utilized an Insight Enterprise subscription through NEOGOV. The Insight Enterprise subscription is the City's online applicant tracking system. It is a web-based portal that is designed to address five (5) major areas of human resources' activities including recruitment, selection, applicant tracking, reporting and analysis, and HR automation. This online system has proven to assist the HR Department in streamlining and managing a more efficient hiring process.

NEOGOV is continuing to add to their subscription platform to further assist government entities in streamlining procedures and minimizing the need for paper processes. The two (2) additional subscriptions the City would like to add are the Onboard and Performance subscriptions.

The Onboard subscription will allow new employees to complete paperwork, review documents and videos, and take online trainings prior to their first day of employment. The City can customize the online employee portal to include the City's Mission Statement and any department specific details. This would expedite and streamline the onboarding process for the City and new employee.

The Perform subscription allows for periodic check-ins to provide feedback and track goal progress, assist with the Performance Improvement Plan (PIP) process, while electronically documenting every step of the process. It also allows Managers to enter journal entries to keep notes on employee performance throughout the year. The subscription will not only help to automate the employee performance process, and eliminate the need for paper performance evaluations, but it will significantly increase transparency and engagement between employees and managers and pinpoint growth opportunities for professional development.

As the City is currently utilizing the Insight Enterprise subscription through NEOGOV, employee data from all three (3) modules will link to each other. This will minimize staff time required to input and upload employee information. NEOGOV is also capable of interfacing with the City's current financial and HR system. This reduces system inefficiencies and the need for staff to re-enter data into multiple systems that will help eliminate data entry errors.

Additionally, Purchasing Resolution 23256, Section 702(c) provides that competitive procurement through the informal or formal procurement process shall not be required when the procurement can only be obtained from a sole source or timely form a single source and the Manager is satisfied that the best price, terms and conditions for the procurement have been negotiated.

The Purchasing Manager concurs that the recommended action to purchase this software complies with Purchasing Resolution 23256, Section 702(c).

**FISCAL IMPACT:**

The fiscal impact of this purchase is \$64,366 for a nine-month term. Sufficient funding is available in the Innovation & Technology's Measure Z account, 2400009-462310. Requests for annual renewals of this software will be requested via the Innovation and Technology's annual renewal procurement Council Memo.

Prepared by: George Khalil, Chief Innovation Officer  
Certified as to  
availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer  
Approved by: Lea Deesing, Assistant City Manager  
Approved as to form: Gary G. Geuss, City Attorney

Attachment: NEOGOV Order Form