

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: AMY REEVE, HUMAN RESOURCES DIRECTOR,  
HUMAN RESOURCES DEPARTMENT  
SUBJECT: THIRD AMENDMENT TO SERVICE AGREEMENT NUMBER  
F001539 FOR GOVERNMENTJOBS.COM, INC. DBA NEOGOV

AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Human Resources Department and the Information Technology Department that the Council, by resolution, approve a Third Amendment to Service Agreement F001539 with GovernmentJobs.com, Inc. dba NEOGOV, in the amount of \$166,302.20 for a total contract amount of \$237,966.27.

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EXECUTIVE SUMMARY

GovernmentJobs.com, Inc. dba NEOGOV (NEOGO) has been assisting the City with recruitment and selection processes since 2010. The current software modules are used by Human Resources staff and department hiring managers throughout the City. NEOGOV currently provides a platform for managing recruitments, screening applicants and performing applicant background checks. The software has allowed the City to accept online applications and provided a streamlined approach to screening and selecting the best qualified employees from large pools of candidates.

As the City continues to focus on recruiting and retaining the best talent, we would like to enhance the existing software solution to provide additional resources for departments, while increasing efficiencies. The City plans to add in additional modules to provide for a new annual employee evaluation process, online onboarding for newly hired employees, online applicant testing to streamline applicant testing processes and reduce hiring timelines; and to introduce a training and development learning module.

BACKGROUND

NEOGO is the leading public sector workforce platform provider that serves over 6,000 organizations. NEOGO has provided online recruitment and applicant tracking services for the City since 2010 through its Insight Module. The system has seen increased usage in terms of the number of City staff using the system, as well as the

number of applications, recruitments and background checks tracked and managed in the system. In Fiscal Year 2018/2019, the City conducted 116 recruitments and screened over 3,850 applicants. Requests for additional functionality, workflows, and reporting needs have increased as City staff works to improve processes and continues working on initiatives that will improve hiring and retention at the City. In addition to applicant tracking systems, NEOGOV offers several additional integrated software modules that support the entire employee lifecycle.

A brief overview of each newly recommended NEOGOV module is described below:

Onboard Module:

The Onboard Module is designed to facilitate the onboarding process for new hires. All forms and processes can be automated and delivered online to candidates, including the Federal I9 and Federal W4 forms. All City forms will be developed in an electronic version and delivered through the new hire module.

Learn Module:

The Learn Module provides a seamless experience for organizations to train and develop employees. The module will track and score (if applicable) in-person and online training and will host records in one central place.

Perform Module:

The Perform Module is a customizable solution, designed to address employee performance management. The module will allow for configurable performance evaluations with a library of Goals, Competencies and Writing Assistants to modernize the evaluation process.

Online Testing Integration:

The Online Testing Module will allow for virtual testing of applicant pools for a variety of classifications. The streamlined testing process allows for large pools of candidates to complete testing online and reduces staff time by limiting the number of large, proctored tests administered by the City. Testing will be validated for top candidates as they move through the recruitment process.

PRIOR CITY COUNCIL REVIEW

None.

ANALYSIS

The current service agreement with NEOGOV was entered into on August 27, 2017 and included a one year's subscription to the Insight applicant tracking module. The first amendment on September 10, 2018 added a fee to integrate the system with an allied Background Checking platform. The second amendment on September 10, 2018 extended the agreement an additional three years.

Activity	Date	Amount	Authorization
Original Agreement	August 27, 2017	\$15,498	City Manager
Amendment #1	May 29, 2018	\$365.75	City Manager
Amendment #2	September 10, 2018	\$55,800.32	City Manager
Amendment #3	Pending	\$166,302.20	City Council

NEGOV continues to be a critical system within the City. It is used by virtually every City department to manage recruitment and applicant screening processes. Usage of the system continues to grow, as does the need for added functionality, continued enhancements, and troubleshooting of support-related issues.

As the Human Resources Department evaluated software vendors for an online employee evaluation and learning management system, it was determined that it was most efficient to use one system to house employee data. The use of one system eliminates redundancies and requires less support from IT than several stand-alone software packages.

This third amendment to the existing Service Agreement would provide two years of subscription fees for the additional modules. This includes \$62,434.20 for 2020, \$100,868.00 for 2021, and the purchase of single sign-on integration in the amount of \$3,000.00, for a total appropriation of \$166,302.20. With approval of the third amendment, the cumulative compensation payable under the agreement will be \$237,966.27.

#### FISCAL IMPACT

The additional appropriations of \$65,434.20 for 2020 will come from previously adopted FY 2019/2020 budget, JL key 01805 – Performance Eval System.

Ongoing licensing cost of \$100,868.00 will be spread across department budgets in FY 2020-21.

#### ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

#### BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not Applicable

NOTIFICATION

Not applicable

ATTACHMENTS

- Attachment 1 – NEOGOV Ordering Form dated 1/3/2019 - \$163,302.20
- Attachment 2 – NEOGOV Ordering Form - \$3,000.00
- Resolution / Exhibit A and B – Two NEOGOV Ordering Forms

CONTACT

Amy Reeve, Human Resources Director, 707-543-3070; [areeve@srcity.org](mailto:areeve@srcity.org)