To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: LaTanya Bellow, Director of Human Resources

Subject: Contract 7645E Amendment: NEOGOV Job Applicant Tracking System

RECOMMENDATION
Adopt a Resolution authorizing the City Manager to execute a contract amendment to Contract No. 7645E with NEOGOV, Inc. for a job applicant tracking system and service, for the period covering May 17, 2018 through May 16, 2021, increasing the amount of the contract by $48,500 for a revised total contract amount not to exceed $205,000.

FISCAL IMPACTS OF RECOMMENDATION
The cost to obtain the license, training and support services to implement the NEOGOV system in year one was approximately $45,000. The annual cost remained unchanged at $12,900 per year from 2009 to May 16, 2018. NEOGOV has offered the City discounted pricing at $15,366 for 2018, increased by 5% per year for the 3-year term related to data security upgrades and feature enhancements.

Funding for the amendment and additional years will be included in the General Fund budget code 010-3801-410-3047.

<table>
<thead>
<tr>
<th>Original Contract Amount (May 2008)</th>
<th>$45,000</th>
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<tbody>
<tr>
<td>Prior Amendments</td>
<td>$111,500</td>
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<tr>
<td>Proposed Increase (this amendment)</td>
<td>$48,500</td>
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<tr>
<td><strong>Total New Contract Amount</strong></td>
<td><strong>$205,000</strong></td>
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Budget Code:
- Original contract/prior amendments 010-3801-410-3047 $156,500
- Proposed increase (this amendment) 010-3801-410-3047 $48,500
- **Total Expense Budget for Contract** $205,000

This contract amendment has been entered into the City’s contract management database and assigned CMS No. ANXTW.
CURRENT SITUATION AND ITS EFFECTS

The Human Resources Department is responsible for recruiting, receiving and processing job applications, administering candidate assessments and examinations, establishing eligible lists, and certifying lists to City departments to fill vacancies. The Department posts approximately 90 job recruitments each year and receives over 11,000 job applications annually. Additionally, the Department processes approximately 280 personnel requisitions per year from operating departments to fill vacant temporary and permanent positions.

In 2007, in preparing to issue a Request for Proposal (RFP) for a new applicant tracking system, staff went through an internal process mapping analysis of existing practices to identify current processes and ways to improve efficiency. One of the principal objectives was to have the capability for online applicant intake so that staff would no longer manually enter data into the applicant tracking system for each application received. Another primary objective was to automate the entire hiring lifecycle and move to paperless processing.

Staff began working with NEOGOV in May 2008 and implemented the web-based recruitment and applicant tracking system in October 2008. Since that time, the Human Resources Department has received approximately 75,000 applications, over 97% of which have been submitted online through the NEOGOV system. The system allows the Human Resources Department to enhance its service delivery by automating the recruitment and selection process, and thereby improving its efficiency and effectiveness. The Department has also achieved improvements in administrative efficiency and our recruitment capability. All City departments now utilize the system to create personnel requisitions, review employment eligible lists, job applications and process selections electronically. The public has embraced the new system and its benefits by researching City jobs and applying online. NEOGOV has become the market leader in online workforce management in the public sector, and over 1,600 state and local government agencies utilize their system. In 2009 the City of Berkeley’s Human Resources Department was awarded NEOGOV’s “Best Managed Implementation Process” for employers with under 2,000 employees.

BACKGROUND

Prior to contracting with NEOGOV, the City’s existing applicant tracking system was a DOS system based on 1980’s technology that had limited capabilities and was no longer able to meet the City’s business needs. The Human Resources Department issued an RFP on September 12, 2007 for a new job applicant tracking system, and received nine responses from prospective vendors to the RFP. A selection committee from the Human Resources Department and the Information Technology Department evaluated the responses based on defined rating criteria. The selection committee conducted interviews and heard presentations from four of the vendors and selected NEOGOV as being the best able to meet the City’s objectives at a reasonable price.
ENVIRONMENTAL SUSTAINABILITY
Continued use of the NEOGOV system allows job applicants to submit electronic applications and resumes, and the Human Resources Department is able to retain electronic records, which reduces the use of paper.

RATIONALE FOR RECOMMENDATION
NEOGOV offers an effective solution to managing the volume of recruitment, testing, and hiring processes administered by the Human Resources Department. The system is currently used by over 1,600 public agencies, and staff found the system relatively easy to use and maintain. This amendment will permit the Human Resources Department to continue to use this valuable system for an additional three years.

ALTERNATIVE ACTIONS CONSIDERED
No alternative action considered.

CONTACT PERSON
LaTanya Bellow, Director of Human Resources, 981-6807

Attachments:
1: Resolution
RESOLUTION NO. ##.###-N.S.

CONTRACT NO. 7645E AMENDMENT: NEOGOV, INC. FOR JOB APPLICANT TRACKING SYSTEM

WHEREAS, the Human Resources Department is responsible for recruiting, receiving and processing job applications, administering candidate assessments and examinations, establishing employment eligible lists, and certifying lists to City departments to fill vacancies; and

WHEREAS, the City issued a request for proposal (RFP) in 2007 for an integrated web-based job applicant tracking system capable of automating the hiring process lifecycle, and NEOGOV, Inc. (hereinafter “NEOGOV”) was selected as the most qualified vendor to provide a system that can best meet the City’s business needs by a selection committee; and

WHEREAS, on January 29, 2008 by Resolution No. 63,962-N.S., Council authorized the City Manager to execute a contract with NEOGOV for an amount not to exceed $45,000 for the first year; an amendment for an additional $60,000 was approved by Council on March 24, 2009 (Resolution No. 64,371-N.S.); an additional $15,000 was approved by Council on March 20, 2012 (Resolution No. 65,633-N.S.); an additional $36,500 was approved by Council on April 7, 2015 (Resolution No. 66,970-N.S.); and

WHEREAS, funds are available and will be budgeted in future fiscal years in an amount not to exceed $205,000 through May 16, 2021 in budget code 010-3801-410-3047, and this contract amendment has been entered in the City’s contract database and assigned CMS No. ANXTW.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 7645E with NEOGOV to increase the contract amount by $48,500, for a revised total not to exceed $205,000 through May 16, 2021. A record signature copy of said contract and any amendments to be on file in the Office of the City Clerk.