



Office of the City Manager

CONSENT CALENDAR
June 25, 2019

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract: Governmentjobs.com, Inc. DBA NEOGOV for Performance and Learning Management System (P/LMS)

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with GovernmentJobs.com dba NEOGOV for software hosting, licenses, implementation, maintenance and related services for a Performance Management, and Learning Management System (P/LMS) for an amount not to exceed \$225,000 for the period commencing on July 8, 2019 through June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this recommendation in the amount of \$225,000 will be provided by FUND\$ replacement fund for FY2020 and FY 2021 as itemized below. Spending for this contract and related amendments for ongoing software licensing, maintenance and support in future fiscal years is subject to Council’s approval of the proposed city-wide budget and annual appropriation ordinances.

\$81,000	FY 2020: Professional Services Budget Code: 503-35-362-376-0000-000-412-612990 (FUND\$ Replacement, IT, Enterprise Services, Professional Services)
\$72,000	FY 2020: Software Maintenance and Fees Budget Code: 503-35-362-376-0000-000-412-613130 (FUND\$ Replacement, IT, Enterprise Services, Software Maintenance
\$72,000	FY 2021: Software Maintenance and Fees Budget Code: 503-35-362-376-0000-000-412-613130 (FUND\$ Replacement, IT, Enterprise Services, Software Maintenance
\$225,000	Total FY 2020 and 2021: Professional Services and Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The City's current performance and learning management systems (FUND\$, VTA, MS Word, and Excel) are antiquated and inadequate to perform proper maintenance of training administration, staff career development and performance evaluation. These systems are not well integrated, and cannot provide the data analytics typically offered by a modern system. The current situation has led to inefficiencies in business processes and operations, and limited reporting and analysis required to manage the organization effectively.

On October 30, 2018, the City issued Request for Proposals (RFP) #19-11262-C for an improved Performance & Learning Management System (P/LMS) based upon business analysis completed by the departments of Information Technology and Human Resources in partnership with ThirdWave Corporation.

The City received three (3) qualified vendor responses to the P/LMS System RFP by the December 20, 2018 deadline. A committee of 7+ staff from the Human Resources, Public Works, Health, Housing & Community Services, and Information Technology departments conducted a comprehensive evaluation process that included proposal reviews, vendor demonstrations, and reference checks. Staff selected NEOGOV as the system most able to meet the City's current and future performance management and learning management needs.

The Performance Management & Learning Management System (P/LMS) is a Strategic Plan Priority Project, advancing our goal to attract and retain a talented and diverse City government workforce.

BACKGROUND

For performance management, the Department of Human Resources has been using a very basic paper-based process to manage staff performance evaluation and career development. The current process lacks a central repository of information, a workflow to process and track evaluations from start to finish, and a method of tracking development recommendations to implementation. The current process does not integrate with the learning management system and Enterprise Resource Planning (ERP) system to automate the manual processes necessary to support evaluations and career development.

For learning management, the Department of Human Resources has been using Virtual Training Assistant (VTA) to manage classes and employee training. The current system lacks an efficient method of tracking training taken by staff and it does not integrate with the onboarding, and performance system to support training and development.

ENVIRONMENTAL SUSTAINABILITY

An improved system, with greater efficiency, will significantly lessen the amount of paper used as management and evaluation tools are performed in an electronic format. This supports the reduction of carbon footprint and the goals of the City's Climate Action Plan.

RATIONALE FOR RECOMMENDATION

Staff recommends NEOGOV Perform and Learn as it best fits the requirements of the City and it scored the highest in the evaluation criteria outlined in the RFP and demonstrations. NEOGOV Perform and Learn consists of the functionality that best meets the City's requirements. Furthermore, the reference checks reinforced NEOGOV's ability to deliver a quality performance and learning management solution on time and within budget.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered staying with the existing system, however, this is not recommended due to the inherent technical limitations, manual paper-based process, and inadequacies of existing systems FUND\$, and VTA.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510.981.6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: GOVERNMENTJOBS.COM, INC. DBA NEOGOV FOR PERFORMANCE AND LEARNING MANAGEMENT SYSTEM (P/LMS)

WHEREAS, the City of Berkeley has identified the need to improve the efficiency of its training management, performance evaluations management, and career development management processes; and

WHEREAS, the City of Berkeley desires to procure a Commercial Off-the-Shelf “Turnkey” system to handle maintenance and manage of training courses, and performance evaluations; and

WHEREAS, on October 30, 2018, the City of Berkeley issued Request for Proposal No. 19-11262-C for an improved Performance & Learning Management System and received three qualified vendor responses; and

WHEREAS, in response to the City’s Request for Proposal, NEOGOV responded with a proposal that was rated as the highest response submitted by competing vendors; and

WHEREAS, funding for this recommendation will be provided by the FY 2020 and 2021 FUNDS\$ Replacement fund, and spending for this contract and related amendments in future fiscal years is subject to Council’s approval of the proposed city-wide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and subsequent amendments with Governmentjobs.com, Inc., DBA NEOGOV for software hosting, implementation, maintenance and related services for the Performance and Learning Management System (P/LMS), for an amount not to exceed \$225,000 for the projected period commencing on July 8, 2019 through June 30, 2024.