



Board Agenda Item 31

DATE: September 1, 2020

TO: Board of Supervisors

SUBMITTED BY: Robert W. Bash, Director, Internal Services/Chief Information Officer
Paul Nerland, Director of Human Resources

SUBJECT: Amendment to Agreement with GovernmentJobs.com Inc., dba NEOGOV, for Various Employee Management Software Systems

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute a First Amendment to Agreement No. 19-464 with GovernmentJobs.com Inc., dba NEOGOV, for maintenance and support of various employee management software systems, effective upon execution with no change in term to May 14, 2023, and increasing the maximum compensation amount by \$458,110, including \$205,615 of Coronavirus Aid, Relief, and Economic Security Act funding, to a total of \$1,133,000.

Approval of the recommended action will increase the maximum compensation to account for costs to purchase additional products and services not specified in Agreement No. 19-464 to automate the management of various employee-related software systems. The products and services are necessary due to the COVID-19 Public Health Emergency restrictions. The additions were not accounted for in the Internal Service Department - Information Technology (IT) Services Division FY 2019-20 Adopted Budget and will be incurred from September 1, 2020 to December 30, 2020. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the recommended action, the County would be unable to purchase and automate additional products and services from GovernmentJobs.com, dba NEOGOV, (NEOGOV).

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. Approval of the recommended amendment will increase the maximum compensation amount by \$458,110 for a total cost of \$1,113,000. Costs up to \$205,615 associated with the purchase of the Onboard and Learn modules will be offset with Coronavirus Aid, Relief, and Economic Security (CARES) Act funding, as both systems directly affect the County's ability to hire and train employees in light of restrictions imposed by the COVID-19 Public Health Emergency. Sufficient appropriations and estimated revenues are included in the IT Services Division's Org 8905 FY 2020-21 Recommended Budget and will be included in budget requests for the duration of the term.

DISCUSSION:

On September 24, 2019, your Board approved Agreement No. 19-464 with NEOGOV to amend, replace, restate, and supersede Purchasing Agreement No. P-18-197-C for continued maintenance and support of NEOGOV's online recruitment software and application tracking management system (Insight). Additionally,

the agreement allowed for the purchase of NEOGOV's employee performance management software (Perform) and integration of employee data across the Insight and Perform modules (NEOGOV Integrations).

The recommended amendment increases the compensation to purchase the Onboard and Learn modules.

- The Onboard module will facilitate a paperless, touchless onboarding process for newly hired employees, and will store employee file forms electronically, automating, and thereby reducing the risks associated with personal contact and paper handling.
- The Learn module will allow for rapid dissemination and tracking of COVID-19-specific training for the County workforce, allowing for efficient continuation of mandated compliance trainings, such as harassment prevention, Cardio Pulmonary Resuscitation (CPR)/First Aid, Health Insurance Portability and Accountability Act (HIPAA), specific Occupational Safety and Health Administration (OSHA) trainings, and IT security. The module will track critical staff licensures, improve remote work efficiencies for staff and management, and afford continuity of staff development and training.

The efficiencies that will be gained will afford the County an opportunity to attract and retain high quality incumbents and employees, improve overall employee performance, and better respond to any future public health crisis or other contingency requiring employees to utilize technology and work remotely.

The COVID-19 Public Health Emergency has required the County Human Resources and Internal Services Departments to review lower technology personnel and process challenges and seek higher technology solutions. Our stationary work force, in-person training sessions, interpersonal interactions with document interchange, and a lack of efficient systems and processes require an update to the County's incumbent and employee services. Technological improvements will increase efficiencies, reduce costs associated with administering programs, further streamline services reducing duplicated programs and processes.

REFERENCE MATERIAL:

BAI #34, September 24, 2019

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - First Amendment with NEOGOV

CAO ANALYST:

Sonia M. De La Rosa