AGENDA REPORT

TO:	Edward D. Reiskin City Administrator	**FROM:**	Ian Appleyard Director, Human Resources Management
SUBJECT:	Software Upgrade For Recruiting, Onboarding, Performance Management And Training	**DATE:**	October 29, 2020

City Administrator Approval _(signature)_   Date: Nov 16, 2020

RECOMMENDATION

Staff Recommends That City Council Adopt A Resolution 1) Authorizing The City Administrator or Designee to Enter Into A Three-Year Agreement With Governmentjobs.com, Inc., DBA NeoGOV (NEOGOV) To Maintain The City's Two Existing Recruitment And Testing Online Platforms And To Provide Two Additional Software Platforms To Automate Employee Performance Appraisals and Employee Training And Development In A Total Contract Amount Not To Exceed $588,000 For The Period November 2020 To November 2023; And 2) Waive Competitive Bidding, Advertising And Request For Proposals/Qualification Process Requirement.

EXECUTIVE SUMMARY

The City of Oakland's Human Resources Management (HRM) Department recruits, develops and maintains the talented and diverse workforce that serves the Oakland community. The department is responsible for the administration of the competitive civil service process, labor agreements and relations, city-wide employee training and development, risk management systems, and employee health benefits.

HRM relies on NeoGov online platforms for an all-in-one, "software as a service" (SaaS), system for recruitment and the onboarding of new employees. With an average of 14,551 candidates per year approximately 5,000 employees, an effective automated system to track, process and onboard candidates is critical. NeoGov systems have brought efficiencies, secured top talent and created meaningful data metrics.

Staff recommends maintaining the two existing modules (Insight and Onboard) and adding two modules that will automate employee performance appraisals (Perform), and employee training and development (Learn). As such, OMC section 2.04.042 (D) permits the City Council to waive the multi-step solicitation process upon a finding and determination that it is in the best interests of the City to do so. The three-year contract with NeoGov will cost approximately $588,000 over the life of the contract.

BACKGROUND / LEGISLATIVE HISTORY

The City of Oakland has utilized NeoGov's Insight software for recruitment and testing functions since March 15, 2011, enacted by Resolution No. 83273 C.M.S. **Attachment A**. This resolution waived the advertising, bidding and request for proposal requirement. The Insight module has allowed the City to transition to on-line applications, track vacancies, efficiently evaluate candidates and analyze job market patterns. It has greatly reduced the time to fill vacancies with qualified and diverse candidates.

The HRM Department added the Onboard module on October 28, 2019, which enabled new hires to remotely complete required paperwork, read important policies and learn about the City of Oakland, providing a seamless on-boarding experience. By 2021, the Onboard module will be integrated with the Oracle system, significantly reducing data entry and saving staff time. Additionally, the Insight and Onboard modules have allowed the City to efficiently fill vacancies and onboard staff with minimal disruptions during the shelter-in-place.

ANALYSIS AND POLICY ALTERNATIVES

HRM has identified additional opportunities for efficiency in the areas of employee performance management and employee training and development. The City's current performance management system is paper intensive, has low supervisory participation and lacks ability to produce meaningful data and metrics. The addition of the NeoGov's Perform module will enable the City to move the entire employee performance management system to an on-line platform, automate supervisory participation (with reminder emails) and produce performance data related to City services. This data can be examined by department, division or unit, by performance standard (e.g., attendance, customer service, teamwork, adaptability and problem solving, etc.) and by other performance metrics.

The City's current employee training and development data tracking system is essentially a spreadsheet that can produce limited analytics and information. HRM is responsible for mandatory training compliance and public information requests. These tasks should be simple but, because of the current system, are time and labor intensive. The addition of the Learn module will improve compliance, responsiveness, productivity, workplace safety and employee retention. This automated and on-line platform is critical for a modern workforce, especially when remote learning is the employee training and development model of the future.

The maintenance of the Insight and Onboard NeoGov modules and the addition of the Perform (employee performance management) and Learn (employee development and training) modules are critical to the City's success in attracting and retaining a diverse and qualified workforce.

HRM is requesting City Council approval to enter into a three-year contract agreement with NeoGov to purchase NeoGov Insight Enterprise, NeoGov Onboard, NeoGov Perform, and NeoGov Learn software, and waive the advertising, bidding, and request for proposal requirements.

NeoGov is focused on the public sector. The primary customers of NeoGov are government agencies and educational institutions. While there are limited competitors, there are none that can seamlessly integrate into HRM's existing systems (Insight and Onboard).

Table 1 below provides a breakdown of the cost of the NeoGov services, by year, over three years. The prices are based on a current promotion that NeoGov is offering, which includes one free platform (Perform), with a purchase of another (Learn). The quoted promotional price expires on December 31, 2020.

Table 1: NeoGov Modules and Services Annual Breakdown
Proposed Three Year Agreement

Module	Annual Fee Year 1	Annual Fee Year 2	Annual Fee Year 3
Insight	$32,000.00	$32,000.00	$32,000.00
Onboard	$52,000.00	$52,000.00	$52,000.00
Perform	$0.00	$0.00	$0.00
Learn	$0.00	$144,000.00	$0.00
Integration from Oracle to NEOGOV	$9,000.00	$0.00	$0.00
Professional Services, Integration & Training	$31,000.00	$0.00	$152,000.00
	$124,000.00	**$228,000.00**	**$236,000.00**

Total (Year 1):	**$124,000.00**
Total (Year 2):	**$228,000.00**
Total (Year 3):	**$236,000.00**

FISCAL IMPACT

The three-year contract with NeoGov will cost approximately $588,000 over the life of the contract. The first year will cost significantly less due to promotional discounts, at $124,000. This project aligns with the Council's goals of reducing greenhouse gases and advancing responsive and transparent government by automating and integrating many employee systems. The NeoGov systems will save considerable staff time, provide meaningful workforce data and eliminate many manual processes. Ongoing funding for this project will be identified in the FY 2021-2023 Biennial Budget.

PUBLIC OUTREACH / INTEREST

This item does not require any further public outreach other than the required posting on the City of Oakland's website.

COORDINATION

HRM coordinated with the Budget Bureau, City Administrator's Office, and the City Attorney's Office for this proposal. All departments will benefit from a more efficient on-board, performance management, and employee development and training system. This report has been reviewed by the Budget Bureau and the City Attorney's Office.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

The two existing NeoGov platforms have brought significant efficiencies to the recruiting and onboarding process. The Insight platform has allowed the City to continually track and communicate with candidates from the time of application to placement in a vacancy. The Onboard platform has streamlined the onboarding process and has been particularly critical this year with most of this activity occurring virtually.

SUSTAINABLE OPPORTUNITIES

Economic: The City's workforce is the most significant part of the City's budget. Having systems in place that attract, retain and manage employees is central to organizational health, stability and costs. These systems will cover their costs in improved productivity and employee retention.

Environmental: Having the capability to recruit, onboard, train and manage performance electronically, significantly decreases our carbon footprint.

Race & Equity: The NeoGov systems are user-friendly and can be broadly used to attract diverse and qualified candidates. The addition of the Perform module will enable the City to better grow their own future leaders that best represent the community. The Learn module will allow for a more accurate tracking of the mandatory race and equity training curriculum.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That City Council Adopt A Resolution 1) Authorizing The City Administrator Or Designee To Enter Into A Three-Year Agreement With Governmentjobs.com, Inc., DBA NeoGOV (NEOGOV) To Maintain The City's Two Existing Recruitment And Testing Online Platforms And To Provide Two Additional Software Platforms To Automate Employee Performance Appraisals and Employee Training And Development In A Total Contract Amount Not To Exceed $588,000 For The Period November 2020 To November 2023 And 2) Waive Competitive Bidding, Advertising And Request For Proposals/Qualification Process Requirement.

For questions regarding this report, please contact Greg Preece, Human Resources Manager, Human Resources Management Department, (510) 238-7334.

Respectfully submitted,

Ian Appleyard
Director, Human Resources Management

Attachment (1):

A. Oakland City Council Resolution No. 83273 C.M.S.