

PERSONNEL AND ANIMAL WELFARE COMMITTEE REPORT relative to proposed extension of contract with NeoGov, Inc. for automation of the civil service selection process.

Recommendation for Council action:

APPROVE and AUTHORIZE the General Manager, Personnel Department, to execute the First Restated and Amended Professional Services Agreement (Contract No. C-113556) with GovernmentJobs.com, doing business as NeoGov, Inc. for the term of June 5, 2008 through May 31, 2016 with the option to extend for two additional one-year periods exercisable by the General Manager, Personnel Department, to provide online services for recruitment, selection, and applicant tracking in an amount not to exceed \$1,430,750, subject to the review and approval of the City Attorney.

Fiscal Impact Statement: The Personnel Department reports that funding for the proposed contract is budgeted in the Personnel Department Contractual Services Account No. 3040 for Fiscal Year 2013-14. The contract complies with the City's Financial Policies in that the City's financial obligation is limited to funds budgeted for services rendered per the terms of the contract.

Community Impact Statement: None submitted.

Summary:

On November 19, 2013, your Committee considered a November 14, 2013 Personnel Department report relative to proposed extension of contract with NeoGov, Inc. (NeoGov) for automation of the civil service selection process. According to the Personnel Department, its previous online application system was developed in-house and implemented in 2002. Although the system allowed applicants the ability to provide the necessary work experience and educational information required for Civil Service examinations, it had not been updated to incorporate advanced features such as e-mail notification; attachment of documents to an application; or to allow applicants to view their status within an examination. In a search to identify an online application system that provided updated, efficient and advanced features, the Personnel Department identified NeoGov as the most advanced online application system for the public sector. This determination was based on the sole source features provided by their system, which includes e-mail notification capabilities; a robust library in which to provide previous bulletin information to applicants; the ability to incorporate the City's various rules and procedures into their system; and cost savings attributed to these features and the lack of equipment needed by the City.

NeoGov's online application system is tailored for public sector practices and has been used by various agencies since 2000. Their system is now serving over 1,200 public sector agencies, which include city, state, and federal government agencies. Because of their numerous customers, they have implemented and continue to implement enhancements to their system to better serve the demanding challenges faced by public sector agencies. As a result, applicants are greeted with various features that make the application portion of an examination as practical as possible. Since the Personnel Department implemented NeoGov in 2012, the City has received over 80,000 online applications for various City examinations. In addition, applicants are now able to receive e-mail notification of their application status, which has reduced the amount of paper that was previously used to notify applicants.

On February 13, 2008, Council adopted Personnel Department's request to authorize the negotiation and execution of the current contract with NeoGov for the use of its integrated enterprise application to augment the City's existing online application system and the City's Candidate Application Processing System (CAPS), which separately contain data as it relates to the City's recruitment, selection and application tracking efforts for a period of three years, with the authority to extend the contract for up to two additional one-year periods, contingent upon the Mayor and City Council approval of funding for each year.

After further consideration and having provided an opportunity for public comment, the Committee moved to recommend approval of the contract extension with NeoGov as contained in the Personnel Department report and detailed in the above recommendation. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

PERSONNEL AND ANIMAL WELFARE COMMITTEE

MEMBER VOTE

KORETZ: YES

O'FARRELL: YES

FUENTES: YES

-NOT OFFICIAL UNTIL COUNCIL ACTS-