City of Rialto

Legislation Text

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For City Council Meeting [June 11, 2019]

TO: Honorable Mayor and City Council

APPROVAL: Sean Grayson, Interim City Administrator

FROM: Cindy Balderas, Human Resources Manager

Request City Council to Approve a Contract with NEOGOV, Inc to Provide Onboarding (Onboard) and Performance Review (Perform) Software Services to The City of Rialto in an Amount Not to Exceed $39,043 and Approve Budget **Resolution No. 7518.**

BACKGROUND:

Since 2007, the City has partnered with NEOGOV to provide applicant tracking software services (Insight module) to the City. The current annual recurring cost for the Insight module for Fiscal Year 2020 is $9,812. The City has used this software to post job announcements, process applications, schedule interviews, and notify applicants of testing processes. The entire process of recruiting and selecting and hiring became more strategic and efficient by using the system. The City would also like to provide online onboarding for new hires and performance reviews for staff with NEOGOV software services.

The Onboard module will allow the City to process hiring documents online for newly hired employees, and then transition the information into the City's current payroll system. This will reduce the amount of duplicative information that an applicant has to type and allow the City to electronically process the information. This will provide time savings by allowing the applicant to complete the new-hire paperwork prior to starting work, and allowing City staff to electronically process new hire information.

The Perform module will allow the City to process annual employee reviews electronically with automatic notification to Department Heads when reviews are due, and a workflow process for approvals. This will eliminate the current form that is used and create a more useful system for processing reviews. This will also allow the City to have a more transparent review process that will allow for employee input, and tools for creating an informative review for Department Heads.

Together, these three modules (Insight, Onboard, and Perform) will create a powerful tool for Human Resources to minimize paperwork, reduce staff time for processing hiring paperwork, and create a digital process for processing annual staff reviews.

ANALYSIS/DISCUSSION:

NEOGOV is an industry standard for hiring software. Their customer lists span the entire United States, and the City has successfully used them for many years. The three services provided by NEOGOV will allow the City to take an applicant from application to hiring with integration into the

City's payroll systems in a quick and effortless process. The amount of time saved will be measurable and productive. This will allow staff to spend less time processing paperwork and more time assisting employees. The process will also be more flexible for new employees as they will have a seamless, time saving process to fill out their new hire paperwork online. Overall, these new software modules will allow for a streamlined process for all involved.

As a current customer of NEOGOV, these additional tools provided by the proposed contract will increase our efficiencies by transferring data from an applicant to our payroll system. Since all of the modules communicate with each other, there is little manual data entry that will be required. Having one vendor provide all of these services creates a single point of contact should there be an issue that needs resolution from the software. The applicant that is selected will have a more seamless experience as he or she goes from applying for a job, to acceptance, and completing paperwork. The performance review module will automatically transfer new hires into the performance review system minimizing staff time. These are efficiencies that would not be realized if we used multiple vendors to accomplish these tasks. The purchasing ordinance 2.48.060 - General - Sole source, is applicable in this occasion since NEOGOV currently provides applicant tracking services making the transition seamless and as a result offers a discount to implement the new software modules.

ENVIRONMENTAL IMPACT:
The request is not a Project as defined by Section 15378 of the California Environmental Quality Act (CEQA). A "Project" means the whole of an action, which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment. Pursuant to Section 15378 (b)(5) a project does not include organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

GENERAL PLAN CONSISTENCY:
This action is consistent with Guiding Principle 3A in the General Plan:
> Our City government will lead by example, and will operate in an open, transparent, and responsive manner that meets the needs of the citizens and is a good place to do business.

LEGAL REVIEW:
The City Attorney has reviewed and approved the staff report and Resolution.

FINANCIAL IMPACT:
Operating Budget Impact
Funding in the amount of $39,043 is available in account 010-500-0001-2010 due to city-wide legal services savings and a budget transfer will be processed to transfer funding to 010-500-1250-2011 for FY2019 upon approval of the attached budget resolution.

Capital Improvement Budget Impact
There is no capital improvement budget impact.

Licensing
Prior to execution of the Purchase Order, the vendor shall submit a business license application and pay a Business License tax at the rate of $98, as well as Administration and State fees.

RECOMMENDATION:

Staff recommends that the City Council Approve a Contract with NEOGOV, Inc to Provide Onboarding (Onboard) and Performance Review (Perform) Software Services to The City of Rialto in an Amount Not to Exceed $39,043 and Approve and a Budget Resolution.