



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 5/14/2024

To: Board of Supervisors

Department or Agency Name(s): Human Resources Department

Staff Name and Phone Number: Christine Williams, (707) 565-2549

Vote Requirement: Majority

Supervisorial District(s): Countywide

Title:

NEOGOV Contract Amendment

Recommended Action:

Authorize the Human Resources Director to execute the First Amendment to the Agreement with GovernmentJobs.com, Inc. (d/b/a "NEOGOV") adding the Perform performance management module to the application, and extending the term from May 1, 2024 through June 30, 2026 and increasing the not to exceed amount to \$369,183.

Executive Summary:

The Human Resources Department is requesting authority to amend the license agreement with NEOGOV for their employment application tracking software module "Insight", to add an employee performance management module titled "Perform". The amended agreement includes sufficient licensing capacity (~4,000 users) to implement the module throughout the County entity, although initially the software will be piloted by three departments: Human Resources, Information Systems, and the County Administrator. The term of the amended agreement runs through June 30, 2026 and all payments will not exceed \$369,183.

Discussion:

The Human Resources (HR) Department has utilized NEOGOV Insight as its applicant tracking system (ATS) since the early 2000s, with one exception. HR briefly used a different vendor, JobAps, from 2008-2010, who was selected through a competitive Request for Proposals (RFP) process. JobAps is currently used only by five counties in the State. The County's previous experience with the migration to the new system took considerable time, effort, and resources, and it was ultimately determined, post launch, that the system did not meet the County's needs.

In conjunction with the dissolution of the County's agreement with JobAps, a new RFP was conducted to identify HR's next ATS vendor. NEOGOV Insight, which is used in 40 counties and many other public agencies throughout California, was ultimately awarded the contract and has continued to be the successful vendor during successive RFPs. The latest RFP was conducted in April 2019. The current agreement with GovernmentJobs.com, Inc. (d/b/a "NEOGOV") as the County's ATS was executed effective July 3, 2023, through June 30, 2026, for a total amount not to exceed \$369,183 for the "Insight" and "Perform" modules.

HR leadership has a long-term goal that the entire County organization implement an automated employee performance management tool, which would provide consistent competency metrics across departments and

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agencies, reduce the reliance on paper files, and provide meaningful coaching tools and performance improvement strategies for all employees.

NEOGOV's employee evaluation software, Perform, is a full-featured performance management software with specific public sector functionality and a mobile-friendly interface. Perform automates annual and probationary employee evaluations, allowing supervisors and managers to increase efficiencies in the process of identifying skill gaps and areas of improvement for employees.

Perform is an integrated performance tracking solution that works seamlessly with NEOGOV's Insight. Perform can provide continuous feedback to employees based on desired competencies established by the organization and be used to schedule regular check-ins to see how employees are progressing.

This software will integrate with the County's human resources information system also owned by NEOGOV called "Highline." Using the Perform module for performance management is less costly and operationally beneficial to the County as it is seamlessly integrated with the existing NEOGOV products. Subject matter experts in Human Resources and Information Technology (HRIS) have previewed the functionality and integration of this performance management application and have determined that Perform provides the most efficient and cost effective alternative for County-wide use. Upon execution of this Amendment, HR will engage with all County departments and agencies to gauge readiness to implement the Perform module, with Human Resources, County Administrator, and Information Systems (ISD) acting as pilot agencies early in FY 2024-25.

The existing agreement for the Insight module is capped at \$48,913 annually, within the signature authority of the Human Resources Director. Incorporating this First Amendment to add Perform increases the not to exceed amount of the agreement to approximately \$140,000 annually.

Single-Source Waiver of the typical Request for Proposal (RFP) process has been submitted and approved by Sonoma Public Infrastructure's Purchasing Unit, as conducting a competitive process for performance management software at this time would be disadvantageous and not in the County's best interest. The County has not allocated dedicated funding nor IT resources toward a stand-alone performance management software application, so the integration of Perform with the existing HRIS will be the more cost-effective option available at this time. At the conclusion of this contract period (6/30/26), Human Resources will evaluate the performance of the entire suite of HR-related products and contemplate a RFP process at that time.

Strategic Plan:

N/A

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

Prior Board Actions:

N/A

FISCAL SUMMARY

Expenditures	FY23-24 Adopted	FY24-25 Projected	FY25-26 Projected
Budgeted Expenses	\$41,167	\$136,147	\$142,954
Additional Appropriation Requested			
Total Expenditures	\$41,167	\$136,147	\$142,954
Funding Sources			
General Fund/WA GF	\$41,167	\$136,147	\$142,954
State/Federal			
Fees/Other			
Use of Fund Balance			
General Fund Contingencies			
Total Sources	\$41,167	\$136,147	\$142,954

Narrative Explanation of Fiscal Impacts:

Current year one-time implementation costs of approximately \$30,000 and pro-rated subscription costs of approximately \$10,000 will be absorbed through salary savings resulting from persistent vacancies experienced early in the current fiscal year. On-going costs of approximately \$140,000 will be absorbed within existing General Fund and Internal Service Fund allocations. As more departments and agencies adopt the technology in the future, a cost distribution methodology may be developed and implemented as needed.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)
N/A			

Narrative Explanation of Staffing Impacts (If Required):

N/A

Attachments:

First Amendment to Agreement with GovernmentJobs.com, Inc.

Related Items "On File" with the Clerk of the Board:

None