

City of Fayetteville Staff Review Form

2017-0571

Legistar File ID

10/17/2017

City Council Meeting Date - Agenda Item Only
N/A for Non-Agenda Item

Keith Macedo

9/28/2017

Information Technology /
Chief of Staff

Submitted By

Submitted Date

Division / Department

Action Recommendation:

Staff recommends approving the attached NeoGov applicant tracking and performance evaluation software maintenance renewal amendment in the amount of \$23,530.50. The attached software renewal form provides annual support for our existing NeoGov software.

Budget Impact:

1010.120.1220-5315.00

General Fund

Account Number

Fund

Project Number

Project Title

Budgeted Item? Yes

Current Budget \$ 44,400.00

Funds Obligated \$ 3,765.00

Current Balance **\$ 40,635.00**

Does item have a cost? Yes

Item Cost \$ 23,530.50

Budget Adjustment Attached? No

Budget Adjustment

Remaining Budget **\$ 17,104.50**

V20140710

Previous Ordinance or Resolution # _____

Original Contract Number: _____

Approval Date: _____

Comments:



MEETING OF OCTOBER 17, 2017

TO: Mayor and City Council

THRU: Don Marr, Chief of Staff
Brenda Reed, Director of Human Resources

FROM: Keith Macedo, Director of Information Technology

DATE: September 25, 2017

SUBJECT: NeoGov Applicant Tracking and Performance Evaluation Software Maintenance
Renewal Amendment

RECOMMENDATION:

Staff recommends approving the attached NeoGov applicant tracking and performance evaluation software maintenance renewal amendment in the amount of \$23,530.50. The attached software renewal form provides annual support for our existing NeoGov software.

BACKGROUND:

The City initially contracted with NeoGov, on December 16, 2010, to provide applicant tracking and online job posting software in the amount of \$7,000.00 per year. The City added NeoGov's job performance evaluation software, in the amount of \$12,000.00 per year, on December 20, 2013. Both of these contracts were administratively approved since the total cost of the annual contract was less than \$20,000.00. Since 2013 the City has paid NeoGov \$19,000.00 per year for their applicant tracking, online job posting, and performance evaluation software. Although NeoGov's 2010 and 2013 service agreement contracts both contained price increase clauses per service agreement, NeoGov did not increase their prices until 2017.

DISCUSSION:

The attached renewal is subject to the terms within the existing service agreement contracts and quotes a new renewal rate, in the amount of \$23,530.50. Per the existing service agreements, NeoGov can request an increase in annual maintenance, which is capped per service agreement term. Staff reviewed the increase in annual maintenance, contained within the attached renewal form, and verified it falls within the service agreement terms.

BUDGET/STAFF IMPACT:

Staff recommends approving the NeoGov applicant tracking and performance evaluation software renewal amendment in the amount of \$23,530.50, with a 5% escalation per service agreement term, as documented in the service agreements. Annual software maintenance for NeoGov is funded within the General Fund Human Resources division operating budget.

Attachments: Staff Review Form, Staff Review Memo, Renewal Form, NeoGov Service Agreements

Amendment 1

EXHIBIT A – RENEWAL FORM

<u>Customer:</u>		<u>Bill To:</u>	
<u>Fayetteville, City of (AR)</u> <u>113 W. Mountain</u> <u>Fayetteville AR 72701</u>		Pam Ferguson Fayetteville, City of (AR) 113 W. Mountain Fayetteville AR 72701 Phone: Email: pferguson@fayetteville-ar.gov	
<u>Quote Date:</u>	<u>7/11/2017</u>	<u>Revision:</u>	<u>1</u>
<u>Valid From:</u>	<u>N/A</u>		
<u>Valid To:</u>	<u>N/A</u>	<u>Order Number:</u>	
<u>Requested Service Date:</u>	<u>TBD</u>	<u>Initial Term:</u>	12/16/2017 to 12/15/2018

Order Summary NOTE: The following discounts are available if the contract is pre-paid for the specified number of years: 2 year = 4% discount, 3 year = 6% discount, 4 years = 8% discount, 5 years = 10% off your ongoing annual license

Item	2017-2018
Insight Software License License Subscription & Maintenance (10% Discount)	\$10,930.50
Performance Evaluation Software License License Subscription & Maintenance	\$12,600.00
Total	\$23,530.50

Included with License	
Unlimited Customer Support M – F, 6:00 AM – 6:00 PM PT	
Product Upgrades to Licensed Software	

Amendment 1

Order Detail

Note: Items designated as Not Applicable (N/A, NA) on the Summary form are not included. Customers may request a quote for these services at their discretion through the term of this contract.

1.0 Insight Enterprise (IN)

License Subscription to NEOGOV IN

The Customer's subscription to the Insight platform includes the following functionality:

Recruitment

- Online job application
- Online job announcements and descriptions
- Automatic online job interest cards
- Recruitment and examination planning

Selection

- Configurable supplemental questions
- Define unique scoring plans
- Test analysis and pass-point setting
- Score, rank, and refer applicants

Applicant Tracking

- Email and hardcopy notifications
- EEO Data collection and reports
- Track applicants by step/hurdle
- Schedule written, oral, and other exams
- Candidate Self-Service Portal for scheduling and application status

Reporting and Analysis

- 90 standard system reports
- Ad Hoc reporting tool

HR Automation

- Create and route job requisitions for approval
- Certification/eligible lists

2.0 GovernmentJobs.com Job Posting Subscription NA

(GJC) License Subscription

- Enables organizations to advertise their job postings created in Insight on the GovernmentJobs.com website.
- May add an unlimited number of postings

Note: jobs advertised on the promotional and transfer webpage's are not advertised on GovernmentJobs.com as these are typically for internal employees.

Amendment 1

3.0 NEOGOV Perform (PE)

License Subscription to NEOGOV PE

The annual license for the NEOGOV Performance Evaluations Software includes the following:

- Configurable Performance Evaluations
- Goal Library
- Shareable Competency Content
- Development Plans
- Configurable Process Workflows
- Ability to build Content sections for re-use
- Configurable Rating Scales
- Ability to build Library of Writing Assistants
- 360 Reviews
- Configurable Email Notifications
- Automatic Evaluation Creation
- Ability to perform actions in bulk for Employees & Evaluations

4.0 NEOGOV Onboarding (ON) NA

License Subscription to NEOGOV ON

- Electronic Employee File
- W4
- I9
- Configurable Workflow
- Task Manager
- Employee data upload
- Attachments
- Build your own Onboarding forms*

*NEOGO V ON includes I9 and W4 standard forms that are updated by NEOGOV. Additional forms or form maintenance is available by NEOGOV Professional services at the following cost:

- Background forms \$295 per form
- Dynamic Forms \$195 per form
- Updates to existing forms \$200 an hour

5.0 NEOGOV Integrations NA

NEOGO V offers Standard Integrations as well as platform APIs for 3rd party system integration(s).

Standard Integrations include:

- Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings
- Annual Maintenance By NEOGOV

Note: NEOGOV APIs are to be configured directly by Customer staff using NEOGOV documentation. If required, Professional Services may be included by NEOGOV to help define and validate scope, business requirements, timelines, and associated costs (if applicable).

Amendment 1

6.0 NEOGOV Services NA

Setup and Provisioning

The following activities are conducted as part of the NEOGOV implementation:

- Customer to review the project kick-off tutorial for information on the project timeline, deliverables, and establish project expectations.
- NEOGOV will establish the Customer's production environment

Training

NEOGOVS training is available online (web-based, pre-built, content) unless otherwise proposed as included in the Order Form. All customers have full access to the demo/training environment setup for Insight.

NEOGOVS's pre-built, online training consists of a series of web courses as well as a series of hands-on exercise designed to introduce the standard features and functions and may be used as reference material by the staff following training to conduct day-to-day activities. The pre-built, online training includes exercises that are designed to be flexible enough to allow Customer led training sessions internally to introduce user-specific requirements and processes for staff to learn the system as closely as possible to the customer's actual recruitment processes after go-live.

Addendum 1

Order Form Terms and Conditions:

(1) The Customer hereby orders and GovernmentJobs.com, Inc. (d/b/a NEOGOV, Inc., hereafter "NEOGOVS") agrees to provide the services described in this Order Form. THE SERVICES ARE PROVIDED PURSUANT TO THE TERMS AND CONDITIONS OF THIS ORDER FORM AND THE SERVICE AGREEMENT BETWEEN NEOGOV AND THE CUSTOMER.

(2) The Customer agrees that the payment schedule is as follows:

Provide all required software and licenses

One hundred percent (100%) of the annual license price is payable within thirty (30) days of Customer receipt of invoice.

Software Provisioning

One hundred percent (100%) of the non-recurring costs are to be paid to NEOGOV within thirty (30) days of the execution of this Order Form and Service Agreement. **N/A**

Training


One hundred percent (100%) of the non-recurring costs are to be paid to NEOGOV within thirty (30) days of the execution of this Order Form and Service Agreement. **N/A**

(3) Neither the Customer nor NEOGOV will be bound by this Order Form until it has been signed by authorized representatives of both parties.

(4) Changes or alterations to this Order Form will not be accepted.

THERE ARE SIGNIFICANT ADDITIONAL TERMS AND CONDITIONS, WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS CONTAINED IN THE SERVICE AGREEMENT BETWEEN THE CUSTOMER AND NEOGOV.

DO NOT SIGN THIS ORDER FORM BEFORE YOU HAVE READ THE SERVICE AGREEMENT IN ITS ENTIRETY. YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE READ THE SERVICE AGREEMENT AND AGREE TO BE BOUND BY ITS PROVISIONS.

<u>Customer</u>	<u>NEOGOVS, Inc.</u>
Signature: _____	Signature:  _____
Print Name: _____	Print Name: <u>John Closs</u>
Title: _____	Title: <u>Finance</u>
Date: _____	Date: <u>9/21/2017</u>

Addendum 1
