

City of Fayetteville Staff Review Form

2018-0773

Legistar File ID

1/15/2019

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

Keith Macedo

12/21/2018

INFORMATION TECHNOLOGY (170)

Submitted By

Submitted Date

Division / Department

Action Recommendation:

Approval of an annual maintenance renewal form for NeoGov's Applicant Tracking and Performance Evaluation Software Maintenance pursuant to the exiting City of Fayetteville NeoGov agreement.

Budget Impact:

1010.120.1220.5416.00	General																																										
Account Number	Fund																																										
Project Number	Project Title																																										
<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Budgeted Item?</td> <td style="width: 10%; text-align: center;">Yes</td> <td style="width: 30%; border-bottom: 1px solid black;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Current Budget</td> <td style="text-align: center;">\$</td> <td style="text-align: right;">40,110.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Funds Obligated</td> <td style="text-align: center;">\$</td> <td style="text-align: right;">14,400.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center; border-bottom: 1px solid black;">Current Balance</td> <td style="text-align: center; border-bottom: 1px solid black;">\$</td> <td style="text-align: right; border-bottom: 1px solid black;">25,710.00</td> <td></td> </tr> <tr> <td style="vertical-align: top;">Does item have a cost?</td> <td style="text-align: center;">Yes</td> <td style="border-bottom: 1px solid black;"></td> <td style="text-align: center;">Item Cost</td> <td style="text-align: center;">\$</td> <td style="text-align: right;">24,707.03</td> </tr> <tr> <td style="vertical-align: top;">Budget Adjustment Attached?</td> <td style="text-align: center;">No</td> <td style="border-bottom: 1px solid black;"></td> <td style="text-align: center;">Budget Adjustment</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: center; border-bottom: 1px solid black;">Remaining Budget</td> <td style="text-align: center; border-bottom: 1px solid black;">\$</td> <td style="text-align: right; border-bottom: 1px solid black;">1,002.97</td> <td></td> </tr> </table>	Budgeted Item?	Yes							Current Budget	\$	40,110.00				Funds Obligated	\$	14,400.00				Current Balance	\$	25,710.00		Does item have a cost?	Yes		Item Cost	\$	24,707.03	Budget Adjustment Attached?	No		Budget Adjustment					Remaining Budget	\$	1,002.97		
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Purchase Order Number: _____

Previous Ordinance or Resolution # 215-17

Change Order Number: _____

Approval Date: _____

Original Contract Number: _____

Comments:



MEETING OF JANUARY 15, 2019

TO: Mayor and City Council

THRU: Don Marr, Chief of Staff
Michele Bechhold, Assistant HR Director

FROM: Keith Macedo, Director of Information Technology

DATE: December 21, 2018

SUBJECT: Approval of an annual maintenance renewal form for NeoGov's Applicant Tracking and Performance Evaluation Software Maintenance pursuant to the exiting City of Fayetteville NeoGov agreement.

RECOMMENDATION:

Staff Approval of an annual maintenance renewal form for NeoGov's Applicant Tracking and Performance Evaluation Software Maintenance pursuant to the exiting City of Fayetteville NeoGov agreement.

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. City Council approved a renewal agreement with NeoGov on October 17, 2018 per resolution 215-17.

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 \$24,707.03. 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 \$24,707.03, 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 Agreements

EXHIBIT A – ORDER FORM

Customer & Customer Address:

Bill To (if different than Customer Address):

Keith Macedo, CGCIO Information Technology Director City of Fayetteville, Arkansas		
Quote Date: Valid To: Today plus 30 days		Initial Term: <u>12 Months from the date of execution of this Agreement.</u> 12/16/2018 – 12/15/2019
		Billing Frequency: Annual
<u>Line</u>	<u>Description¹</u>	<u>Initial Annual Recurring Fee²</u>
1.	Insight Enterprise Edition (IN) Subscription	\$11,477.03
2.	GovernmentJobs.com Job Posting Subscription (GJC)	
3.	Perform (PE) Subscription	\$13,230.00
4.	Onboard (ON) Subscription	
5.	Learn (LE) Subscription	
6.	NEOGOV Integrations Subscription	
Sub Total:		\$24,707.03

Non-Recurring Fees

<u>Line</u>	<u>Description¹</u>	<u>Non-Recurring Fees</u>
NEOGOV Services		
6.	Insight (IN)	
	Setup and Implementation	
	Training	
7.	Perform (PE)	
	Setup and Implementation	
	Training	
8.	Onboard (ON)	
	Setup and Implementation	
	Training	
	Onboard form building as Professional Service	
9.	Learn (LE)	
	Setup and Implementation	
	Training	
10.	NEOGOV Integrations	
	Setup and Configuration	
Sub Total:		N/A
Order Total:		\$24,707.03

¹Items designated as Not Applicable, N/A or NA on the Order Form are not included in the Services. Customer may request a quote for these items at their discretion throughout the Term.

² The annual recurring Fees for a Renewal Term are subject to increase pursuant to the Agreement.

1. Description of Services.

- (a) Insight Enterprise (IN). Insight Enterprise (IN) is designed to address five major areas of human resource activities including recruitment, selection, applicant tracking, reporting and analysis, and HR automation. As described below, Insight Enterprise (IN) enables agencies to post class specifications online, post job announcements on Customer websites, accept online applications, conduct applicant tracking including EEO and other statistical analysis, create email/hardcopy applicant notices, complete item analysis, create/route/approve requisitions and hire actions online, and certify eligible lists electronically. A subscription to Insight Enterprise (IN) will include the following:

Recruitment:

- Online job application
- Configurable Career site
- Automatic online job interest cards
- Recruitment and examination planning

Selection:

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

Applicant Tracking:

- Email and hardcopy notifications
- EEO Data collection and reports

Reporting and Analysis:

- 90 standard system reports
- Ad hoc reporting tool

- Track applicants by step/hurdle
- Schedule written, oral, and other exams
- Candidate self-service portal for scheduling and application status

Career Pages:

- NEOGOV will provide the URLs for the Career Pages, which the Customer will use to advertise on their website. Customer will need to change the IP addresses for the following three Customer website links (NEOGOV will provide the new link addresses):
- Job openings
- Promotional job openings
- Transfer Job openings
- Class Specifications
- Job Interest Cards

Optional Integrations:

- Customer may export data from and to Insight Enterprise (IN) to integrate with other systems. Specifications regarding optional, for cost, NEOGOV integrations can be made available to Customer, including:
 - Configure New Hire Export Interface
 - Configure Position Control Import Interface
 - Class Spec Interface
 - Employee Integration
- As part of each such integration, NEOGOV shall:
 - Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings.
 - Provide Integration Worksheets and/or guides.

HR Automation:

- Automatically route job requisitions and hire actions for approval
- Automatically score and pass/fail applicants based on scoring plans
- Automatically email users when there are candidates sent to them for review
- Automatically email jobseeker job interest card notices for jobs posted on the main job openings page

Insight Training:

- NEOGOV will create a Customer-specific training environment for Insight Enterprise (IN), which is used by Customer during training and afterwards to train in prior to moving into production.
- Customer will have full access to the demo/training environment setup for Insight Enterprise (IN).
- NEOGOV training is available online (web-based, pre-built, content) unless otherwise proposed as included in the Order Form.
- NEOGOV'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.

- (b) GovernmentJobs.com Job Posting Subscription. A subscription to GovernmentJobs.com Job Posting Subscription will include the following functionality:
- 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 webpages are not advertised on GovernmentJobs.com as these are typically for internal employees.
- (c) Perform (PE). Perform (PE) is designed to address the major areas of human resource activities centered around employee performance management. As described below, Perform (PE) includes built-in workflow for business processes, configurable tasks, performance evaluations and reports. A subscription to Perform (PE) will include the following:
- Configurable Performance Evaluations
 - Ability to build Library of Goals, Competencies, and Writing Assistants
 - Shareable Competency Content
 - Development Plans
 - Configurable Process Workflows
 - Scored and Non-scored Rating Scales
 - Log of Performance Observations throughout the year
 - Peer Reviews & Multi-rater capability
 - Configurable Email Notifications
 - Automatic Evaluation Creation
 - Ability to perform actions in bulk for Employees & Evaluations
- (d) Onboard (ON). Onboard (ON) is designed to facilitate the onboarding process for new hires. As described below, NEOGOV maintains standard forms as part of the annual subscription. Agencies shall maintain any custom forms created by Customer. A subscription to Onboard (ON) will include the following functionality:
- Electronic Employee File of Onboard forms
 - Federal I9 and W4 forms
 - Checklists of tasks to create specific Onboard process by position, department, division or class spec
 - Configurable new hire portal
 - Ability to promote, rehire and offboard employees (task assignment based on new position)
 - Global form bank
 - Configurable Email Notifications
 - Automation of Onboard process
 - Build your own Onboarding forms. Onboard (ON) includes Federal I9 and Federal W4 forms which are updated as new versions are released. Additional forms or form maintenance is available from NEOGOV at the following cost:
 - Background forms \$295 per form
 - Dynamic Forms \$195 per form
 - Updates to existing forms \$200 an hour
- (e) Learn (LE). Learn (LE) is designed to provide a seamless experience for organizations to train and develop employees. LE addresses the critical need of organizations to ensure completion of required trainings. By tracking both in-person and online training in one central place, organizations can improve employee performance and safety and reduce risk and liability claims. A subscription to Learn (LE) will including the following:
- Create, schedule, enroll learners in, and track completion of online and in-person, classroom trainings

- Ability to upload SCORM course content files
- Certificates after course completion
- Learner transcripts & class rosters
- Course catalog with configurable categories for learners to browse
- Centralized dashboard that displays all required and elective trainings (online and in-person) that employees are enrolled in
- Hundreds of ‘off-the-shelf’ online courses
- Learn Setup and Implementation will include the following activities:
 - NEOGOV will work with Customer staff to understand the existing processes, as well as other workforce business practices, where applicable.
 - NEOGOV will establish Customer’s production environment.
 - All NEOGOV products will be implemented off-site.

(f) NEOGO Training.

- NEOGOV training is available online (web-based, pre-built, content) unless otherwise proposed as included in the Order Form.
- NEOGOV’s pre-built, online training consists of a series of tutorials to introduce the standard features and functions and may be used as reference material by the staff conducting day-to-day activities.

(g) NEOGO Implementation. The following activities will be conducted as a part of the Services:

- Customer to review the project kick-off tutorial for information on the project timeline, deliverables, and establish project expectations.
- NEOGOV will work with Customer staff to understand the existing processes as well as other workforce business practices where applicable.
- NEOGOV will establish Customer’s production environment.
- All NEOGOV products will be implemented off-site. Customer may integrate NEOGOV solutions with other systems using standard NEOGOV integration tools, export data from Insight Enterprise (IN) using web services and/or flat files to integrate with other systems, but the specifications and scope must be defined prior to agreeing to a timeline or price.
- Following NEOGOV product rollout, NEOGOV and Customer will confirm the rollout was completed successfully and that any production questions are addressed promptly.

(h) NEOGO Integrations. NEOGOV offers Standard Integrations as well as platform APIs for third party system integration(s). A subscription to Standard Integrations includes the following:

- Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings
- Annual maintenance by NEOGOV
- Employee import and export
- Department division position import and export
- 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).

2. Order Form Terms.

(a) Payment Terms. Customer will pay all Fees set forth in the Order Form or SOW in accordance with the following: (i) NEOGOV Fees are invoiced annually in advance and NEOGOV may invoice all Fees due under this Agreement in one invoice for each invoice period; (ii) invoices shall be delivered to the stated “Bill To” party on the Order Form (iii) Customer shall pay NEOGOV the applicable fees (collectively, the “Fees”) within the applicable time periods as follows:

- (A) Customer shall pay all annual recurring Fees (including for any NEOGOV Integrations) for the Initial Term within thirty (30) days of the date of Customer’s execution and delivery of this Order Form;
- (B) Customer shall pay all training Fees within thirty (30) days of the date of Customer’s execution and delivery of this this Order Form;
- (C) Customer shall pay all setup and implementation Fees within thirty (30) days of the date of Customer’s execution and delivery of this this Order Form;
- (D) any other Fees owed by Customer to NEOGOV pursuant to this Agreement shall be paid by Customer within thirty (30) days of Customer’s receipt of NEOGOV’s invoice therefor;
- (E) Customer shall pay all annual recurring Fees (including for any NEOGOV Integrations) for any Renewal Term within thirty (30) days of Customer’s receipt of NEOGOV’s invoice therefor.


NEOGO may, in its sole discretion, increase the Fees for any Renewal Term. NEOGOV shall provide Customer with written notice of any such Fee increase at least sixty (60) days prior to the commencement of such Renewal Term. Upon execution by Customer and NEOGOV, each Order Form and/or SOW is non-cancellable and non-refundable except as provided in this Agreement, and the Term as set forth in the Order Form for NEOGOV subscriptions is a continuous and non-divisible commitment for the full duration of the Term regardless of any invoice schedule.

(b) Online Services Agreement. This Order Form is an attachment to and part of that certain Online Services Agreement (the “Agreement”) by and between NEOGOV and Customer. Terms not defined in this Order Form shall have the meanings set forth in the Agreement. THERE ARE SIGNIFICANT ADDITIONAL TERMS AND CONDITIONS, WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS CONTAINED IN THE AGREEMENT. CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT IT HAS READ THE AGREEMENT IN ITS ENTIRETY AND AGREE TO BE BOUND BY ITS PROVISIONS.

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

(d) Modifications. This Order Form may not be modified or amended except through a written instrument signed by the party to be bound.

IN WITNESS WHEREOF, the parties have caused this Order Form to be executed by their respective duly authorized officers as of the date set forth below.

<u>Customer:</u>	<u>NEOGOV: GovernmentJobs.com, Inc.</u>
Signature: _____	Signature:  _____
Print Name: _____	Print Name: John Closs _____
Title: _____	Title: Controller _____
Date: _____	Date: 12/26/2018 _____