

Agenda Item: 2.e

Meeting Date: September 4, 2025

MEMORANDUM

To: City Commission

Through:

From: Theresa Smalling

Date: 2025-08-20

Subject: Approval of the continuation of the Service Agreement with NeoGov for Human Resources-related Software in the amount of \$209,142.53 for Fiscal Year 25 through Fiscal Year 27.

Presenter(s): Dr. Theresa E. Smalling, SPHR, Director of HR & Risk Management

Staff Recommendation: Staff recommends Commission approval of the NeoGov Service Agreement.

Strategic Themes: Communication and Technology, Good Governance

Boards & Committees: N/A

Budget Impact: NeoGov Recruitment, Onboarding and Perform modules are paid out of the IT Service Fund for all three years of the renewal period. The NeoGov Learn module will be paid out of the General Fund for the first two years of the renewal period and then it will be moved to the IT Services Fund during the third year of the contract to bring all modules onto the same payment schedule. FY 2025 - \$45,432.08 is budgeted in the IT Services Fund FY 2026 - \$48,385.16 will be budgeted in the IT Services Fund and \$24,061.80 will be budgeted in the General Fund FY 2027 - \$77,156.02 will be budgeted in the IT Services Fund and \$14,107.47 will be budgeted in the General Fund

Past Action: The NeoGov Recruitment, Onboarding & Perform modules were initially approved by the Commission for a 3-year period in 2022 and funded by the City's American Rescue Plan (ARPA) allotment. The Learning Management System (Learn) was approved by the Commission in FY 25 with an estimated cost of \$40,200 over two years.

Next Action: N/A

Attachments:

- [A. NEOGOV Executive Summary.pdf](#)
- [B. Delegated Authority Memo 2022-Neogov - HR.pdf](#)
- [C. APPROVED 2023 NeoGov Order Form - City of Dunedin FL - Learn \(2 Year Incentive\)-Signed.pdf](#)
- [D. NeoGov Services Agreement.pdf](#)
- [E. NeoGov 3 Year 2024 Order Form.pdf](#)
- [F. Purchasing Agent Memo - NeoGov agreement renewal for Human Resources Software.pdf](#)

Background:

The City currently has its Recruitment, Onboarding and Performance Management modules through NeoGov. As mentioned in Past Action, the NeoGov those modules were initially approved by the Commission for a 2-year period in 2022 and funded from the City's American Rescue Plan (ARPA) allotment. The Learning Management System (Learn) was approved by the Commission in FY 25 with an estimated cost of \$40,200 over two years. Exhibit A is an Executive Summary of the modules. Exhibit B is the Delegated Authority Memo approving the award of NeoGov proposal for the first three modules. The NeoGov modules have been effective in reducing the amount of time and paper used in the recruitment, selection and onboarding processes while increasing the effectiveness of the City's recruitment, onboarding and performance management processes. The addition of the Learn module will allow for seamless integration with the Performance Management module, facilitating career pathing and succession planning initiatives.

In 2024, the Commission approved the implementation of NeoGov's Learn module; the invoicing for the Learn module, which went into effect as of March 1, 2024 for an initial 2-year period (see Exhibit C). Also in 2024, for renewal of the Recruitment, Onboarding and Perform modules, NeoGov offered a three-year bundle with a discount incentive similar to the initial enrollment. The new Service Agreement is included as Exhibit D; also attached is the new 3-year renewal invoice with an effective date of October 1, 2024 (Exhibit E); Exhibit F is the Purchasing Agent Memo explaining the renewal agreement . For ease of administration, at the City's request, the expenses for the Learn module were incorporated with the service agreement renewal for the other modules, beginning in FY 2026. As noted in the Budget Impact Section, the expenses for the first three modules will be paid through the ITS internal services fund. However, due to GASB regulations, the expenses will continue to be budgeted in the General Fund. Fiscal Year 2027 includes the pro-ration for the Learn module for March 1, 2026 through September 30, 2026 in order to change the service subscription start date going forward from March 1 to October 1, similar to the other modules.

Staff recommends Commission approval of the NeoGov Service Agreement renewal.

