

CITY COMMISSION AGENDA ITEM REPORT

DATE: July 10, 2024

SUBMITTED BY: Judith Henry

ITEM TYPE: Resolution

TEMP. RESOLUTION NUMBER: TR14135

AGENDA SECTION: **CONSENT AGENDA**

TITLE: TR14135 - A Resolution of the City Commission of the City of Tamarac, Florida, approving an agreement for the purchase of Human Resources Employee Services/Subscriptions from Governmentjobs.com dba NEOGOV, the sole source provider of the Services/Subscriptions, adding Performance and Policy Management modules at an annual cost of \$39,685.80, for a new total annual cost of \$96,020.21; authorizing the appropriate City officials to execute associated contract documents; authorizing expenditures from the appropriate accounts; authorizing the appropriate City officials to approve renewal options; authorizing the appropriate City officials to approve additional new purchases from NEOGOV up to a total of \$65,000, in accordance with the Tamarac Procurement Code, during the current fiscal year and for succeeding fiscal years for the duration of the Services/Subscriptions for all contracted services provided by NEOGOV, LLC, authorizing budget amendments for proper accounting purposes; providing for conflicts; providing for severability; and providing for an effective date.

RECOMMENDATION: Place temporary resolution TR 14135 on the July 10, 2024, City Commission Meeting Agenda for approval and purchase of the addition of NEOGOV's Perform and Policy software modules to the City's Human Resources Department's NEOGOV software applications complement, with an additional annual cost of \$39,685.80, subject to 5% annual price increases, and pro-rated for the initial term so to co-term with already existing services/subscriptions, for a new total annual cost of \$96,020.21.

BACKGROUND: Technology is one of the key components in the efficient delivery of employee services, and the City's Human Resources Department software applications are critical to

ensuring efficient and seamless operations.

Governmentjobs.com (dba "NEOGOV") is the provider for the Human Resources Department's software and related services for applicant tracking, recruitment, reporting system, through NEOGOV Insight, as well as employee onboarding, through NEOGOV Onboard, and employee learning and professional development, through NEOGOV Learn.

As background, in January 2018, through City Manager authorization, the City implemented an automated recruitment, selection, applicant tracking and reporting module, NEOGOV Insight, which expanded our applicant pool, increased responses and successfully streamlined the application process. City staff successfully implemented this module resulting in an expanded applicant pool, increased applicant response, streamlined application screening and a paper-free process.

In 2020, the City added NEOGOV's Learn module which consists of a library of prebuilt online courses and learning paths, scheduling components, and tracking of online and in-person training. Learn also includes the ability to build and upload our own customized courses in addition to automated notifications and reminders. We have received exceptional feedback, city-wide, on the course content and ease of use.

The NEOGOV Onboard module followed, streamlining the new hire process and reducing the labor-intensive HR staff activities of compiling, copying and routing forms. This allowed us to make a somewhat seamless transition from applicant to employee status via online onboarding forms, standardized process checklists and a new hire self-service portal.

Additional HR critical software applications are the City's employee performance management and development and policy management software applications.

The City's current employee performance management and development software, eAppraisal, was originally purchased from Halogen Software back in 2008. It was approved by City of Tamarac Commission Resolution R-2008-188 at an initial cost of \$33,032.30. Single sign-on (SSO) was later added. Halogen Software was later acquired by Saba Software then Cornerstone OnDemand Inc. The last renewal cost was \$12,524.16 for this employee performance management and development software. Our current contract period runs from December 10, 2023

through December 9, 2024.

The system has performed satisfactorily; however, administration has become more cumbersome primarily due to lack of integration features with other HR software platforms. Employee feedback is also critical of its redundancy, limited training materials and difficulty maneuvering within the system.

The City's current policy management process involves a laborious and time-consuming email routing review, approval and acknowledgement process. Outdated policy management processes leave us prone to inefficiencies, outdated documents and employees working from inconsistent or obsolete information.

City staff has identified Governmentjobs.com (dba "NEOGOV") as the appropriate solution capable of providing the needed functionality. NEOGOV has been very responsive over the years, and they understand the nuances of the public sector, as this is their specialty. Their training and customer support are outstanding as well. The NEOGOV modules also have proven successful integrations with Central Square Technologies, the City's Enterprise Resource Planning (ERP) applications.

A customizable platform that empowers managers to set and track performance goals, conduct employee evaluations and provide ongoing feedback, and one that provides employees tools to own their review is crucial to promoting better working relationships and a more capable workforce. NEOGOV's Perform module empowers workers to develop skills and highlight accomplishments, enables managers to connect with direct reports on a regular basis to check in on their goals/initiatives and track productivity, provides employees and managers with a means to track their accomplishments, share feedback with one another, and reduce the recency bias when it comes time to complete the evaluation. It also supports options for groups that don't follow the exact same process (ex: more frequent probationary evaluations). On the administrative side, Perform integrates with the City's NEOGOV centralized platform reducing duplicative system entries, and provides improved comprehensive training materials, automated processes and detailed reports and analytics. NEOGOV Perform carries an additional annual cost of \$21,646.80, subject to 5% annual price increases, and pro-rated for the initial term so to co-term with already existing services/subscriptions.

NEOGOV's Policy module uses a central repository to store, track, and manage all file types and versions, archives old versions and ensures that only the most recent version of a document is available to employees, utilizes customizable workflow tools to establish consistent processes, provides employees with proper levels of access, captures and tracks electronic signatures and uses customizable dashboards to view checklists of outstanding items. The mobile app feature gives employees easy access to view policies/procedures on their mobile devices. NEOGOV Policy carries an additional annual cost of \$18,039.00, subject to 5% annual price increases, and pro-rated for the initial term so to co-term with already existing services/subscriptions.

NEOGOV has provided an Order Form and Service Agreement, attached as Exhibit A. Governmentjobs.com (dba "NEOGOV") is the sole source provider of the proposed Perform and Policy services/subscriptions, and the City's Purchasing and Contracts Manager has determined that this purchase meets the sole source requirements under the City Code 6-148, Paragraph B.

ISSUE:

Purchase and implementation of employee performance management and development software and policy management software supporting the City's Strategic Goal #6: Tamarac is a Dynamic Workplace. As these are 'evergreen' contracts, City Commission approval is required for annual contracts/renewals.

STRATEGIC GOALS:

Goal #6: Tamarac is a Dynamic Workplace

ATTACHMENTS:

[TR14135 Memo - NEOGOV Employee Services Subscriptions rev.docx](#)

[TR14135 Resolution - NEOGOV Employee Services Subscriptions rev.docx](#)

[TR14135_EXHIBIT A NEOGOV Service Agreement.pdf](#)

[TR14135 - APPROVED - NEOGOV ORDER FORM - City of Tamarac FL.docx.pdf](#)