



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 6/19/2018

Agenda Placement: 6HH

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors

**FROM:** Jon Gjestvang - Chief Information Officer  
Information Technology Services

**REPORT BY:** Shawn Smith, Supervising Staff Services Analyst - 707.259.8665

**SUBJECT:** Amendment No. 1 to Agreement 170151B with GovernmentJobs.com, Inc. (dba "NEOGOV")

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### **RECOMMENDATION**

Chief Information Officer and Director of Human Resources request approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 170151B with GovernmentJobs.com, Inc., (dba "NEOGOV") increasing the amount by \$31,807 for a new maximum of \$63,807 and extending the term through June 30, 2019 for performance management solution software, setup, implementation and training services.

### **EXECUTIVE SUMMARY**

In 2006 Human Resources and Information Technology Services (ITS) conducted a review of available technology and selected the NEOGOV "Insight" solution. The agreement between Napa County with NEOGOV was approved to include applicant tracking software "Insight" platform and one-time setup and implementation costs.

Napa County initiated the Request for Proposal (RFP) process in the fall of 2017 to establish a contract for a Performance Management System to provide employees with effective and timely feedback on performance and goals, clarify job responsibilities and expectations, guide employees behavior to align with the organization's core values, goals and strategies, improve communication, and provide a basis for pay increases. The highest scoring proposal was from NeoGov and their "Perform" platform. Adding Perform to the existing NeoGov applicant tracking software "Insight" platform will offer additional integration opportunities no other vendor could provide.

Today's requested action is for the approval of Amendment No. 1 to Agreement No. 170151B (formerly Agreement No. AUD 6645) with GovernmentJobs.com, Inc. (dba NEOGOV) to include performance management and the ability to integrate with the County's authentication platform, as well as associated setup, implementation and training services to the existing agreement.

NEOGOV is not a local vendor.

**FISCAL IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	The funds for this agreement are budgeted in the Information Technology Services division budget.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	The County currently contracts with NeoGov for the applicant tracking software "Insight" platform. Adding Perform to the existing NeoGov services will offer additional integration opportunities no other vendor could provide.
Is the general fund affected?	Yes
Future fiscal impact:	The ongoing annual cost of the license fee for the "Perform" software solution is \$25,302 with \$7,650 in related "Insight" and single sign on integrations. The additional \$33,000 in costs will be included in the ITS budget and charged to departments as part of the ITS cost allocation.
Consequences if not approved:	The County's Human Resources performance management process will fall behind industry best practices.
Additional Information:	

**ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

**BACKGROUND AND DISCUSSION**

In 2006, Human Resources in conjunction with Information Technology Services (ITS) conducted a review of available technology to meet our applicant tracking needs. The NEOGOV "Insight" solution was determined to be the best choice for Napa County. The agreement between Napa County with NEOGOV was approved to include applicant tracking software "Insight" platform and one-time setup and implementation costs. NeoGov Insight is a web-based recruitment, selection, and applicant tracking software solution, which offered a decreased cost per hire, increased retention rates, faster time to fill vacancies, and increased organizational productivity and improved services.

In the fall of 2017, Napa County initiated the Request for Proposal (RFP) process to establish a contract for a Performance Management System. The purpose of a Performance Management System is to provide employees with effective and timely feedback on performance and goals, clarify job responsibilities and expectations, guide employees behavior to align with the organization's core values, goals and strategies, improve communication between employees and managers, and provide a basis for giving a pay increase when due. Currently, Napa County utilizes a Performance Management System that involves the completion of a Word document, which is considered cumbersome and inefficient.

The RFP process sought parties interested in contracting directly with the County to provide a Performance Management System that is intuitive, relevant, and an effective tool for managers and employees to communicate with each other. Five proposals were received and graded based on their approach to the scope of services, their personnel, the cost of the service, and references from other entities using their product. The highest scoring proposal across a panel of nine County stakeholders from the County Executive Office, Human Resources, Information Technology Services (ITS) and other County Departments was from NeoGov and their "Perform" platform. The County currently contracts with NeoGov for the applicant tracking software "Insight" platform. Adding Perform to the existing NeoGov services will offer additional integration opportunities no other vendor could provide. With the approval of this contract by the Board of Supervisors, Human Resources will develop an implementation plan in collaboration with NeoGov, ITS and all County departments.

Today's requested action is for the approval of Amendment No. 1 to Agreement No. 170151B (formerly Agreement No. AUD 6645) with GovernmentJobs.com, Inc. (dba NEOGOV) to include performance management and the ability to integrate with the County's authentication platform, as well as associated setup, implementation and training services to the existing agreement's "Insight" applicant tracking software.

NEOGOV Inc. is the leading provider of strategic workforce management solutions to the public sector agencies nationwide. The software is used by over 18 California Counties including the counties of Alameda, Contra Costa, Sacramento, San Francisco, San Mateo, Santa Clara, and Sonoma. Numerous other California public sector entities use this software application.

NEOGOV is not a local vendor.

#### **SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi