



# Napa County

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## Legislation Details (With Text)

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**File #:** 21-310      **Version:** 1

**Type:** Agreement      **Status:** Agenda Ready

**File created:** 4/30/2021      **In control:** Board of Supervisors

**On agenda:** 12/7/2021      **Final action:**

**Title:** Chief Information Officer and Director of Human Resources request approval of and authorization for the Chair to sign Amendment No. 3 to Agreement No. 170151B with GovernmentJobs.com, Inc., (dba "NEOGOV") removing performance management software module, extending the term for an additional year through June 30, 2022, including an auto renewal provision for up to two additional fiscal years, and increasing the contract amount by \$114,815 for a new maximum of \$309,122 for online testing and applicant tracking software.

**Sponsors:** Board of Supervisors

**Indexes:**

**Code sections:**

**Attachments:** 1. Agreement

Date	Ver.	Action By	Action	Result
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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

**SUBJECT:** Amendment No. 3 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. 3 to Agreement No. 170151B with GovernmentJobs.com, Inc., (dba "NEOGOV") removing performance management software module, extending the term for an additional year through June 30, 2022, including an auto renewal provision for up to two additional fiscal years, and increasing the contract amount by \$114,815 for a new maximum of \$309,122 for online testing and applicant tracking software.

### 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 employee behavior to align with the organization's core values, goals and strategies, improve communication, and provide a basis for pay increases. NEOGOV's Perform platform was selected as the highest scoring proposal. Adding Perform to the existing NEOGOV applicant tracking software Insight platform offered additional integration opportunities no other vendor could provide.

In June 2018, the agreement was amended to include the Perform performance management module and the ability to integrate with the County's authentication platform and extended the original agreement as the County moved forward implementing performance management best practices through a standardized evaluation process. In May 2019, the agreement was amended a second time to include Online TestGenius, a testing program allowing applicants to remotely take pre-employment tests. This new module provided an equitable, efficient, and cost-effective testing solution, which helped to identify highly qualified candidates during the selection process.

Today's requested action is for the approval of Amendment No. 3 to Agreement No. 170151B (formerly Agreement No. AUD 6645) with GovernmentJobs.com, Inc. (dba NEOGOV) to remove the Performance Management module, extend the term of the agreement through June 30, 2022, and include an auto-renewal provision for up to two additional fiscal years. NEOGOV is not a local vendor.

### **FISCAL & STRATEGIC PLAN IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	ITS Budget
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	The County currently contracts with NEOGOV for applicant online testing, applicant tracking, and performance management software.
Is the general fund affected?	Yes
Future fiscal impact:	The ongoing costs will be included in the ITS budget and charged to departments as part of the ITS cost allocation.
Consequences if not approved:	If not approved, many of the County's applicant tracking and testing processes will fall behind industry best practices.
County Strategic Plan pillar addressed:	Effective and Open Government

### **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 the 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 employee 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. The RFP process sought parties interested in contracting directly with the County to provide a Performance Management System that was intuitive, relevant, and an effective tool for managers and employees to communicate with each other. NEOGOV's Perform platform was selected as the highest scoring proposal across a panel of nine County stakeholders, which included the County Executive Office, Human Resources, Information Technology Services (ITS) and other County Departments. The County had already contracted with NEOGOV for the applicant tracking software Insight platform. Adding Perform to the existing NeoGov services offered additional integration opportunities no other vendor could provide.

In June 2018, Agreement 170151B was amended to include the Perform performance management module and the ability to integrate with the County's authentication platform, as well as associated setup, implementation, and training services to the existing agreement. This action extended the original agreement while the County moved forward implementing performance management best practices through a standardized evaluation process.

In May 2019, Agreement 170151B was amended a second time to include Online TestGenius, a testing program allowing applicants to test remotely (from any location around the world) using virtually any kind of computer, operating system, or device to take their pre-employment tests. This new module provides an equitable, efficient, and cost-effective testing solution, which helped to identify highly qualified candidates during the selection process.

After internal discussion, the County decided to discontinue the Performance Management System and New

Hire and Employee Import functionalities from the agreement. These changes will save approximately \$29,000 in comparison to last year.

Today's requested action is for the approval of Amendment No. 3 to Agreement No. 170151B (formerly Agreement No. AUD 6645) with GovernmentJobs.com, Inc. (dba NEOGOV) to remove the Performance Management software module (Perform), New Hire and Employee Import from the agreement, extend the term through June 30, 2022, and include an auto-renewal provision for up to two additional fiscal years.

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.