





Office of the City Manager

CONSENT CALENDAR

January 29, 2008

To:  Honorable Mayor and Members of the City Council
 From:  Phil Kamlarz, City Manager
 Submitted by: David W. Hodgkins, Director of Human Resources
 Subject: Contract: NEOGOV Job Applicant Tracking Service

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute and implement a contract and any amendments with NEOGOV to provide the City with a job applicant tracking system and service in an amount not to exceed \$45,000 for the period February 1, 2008 through January 31, 2009.

FISCAL IMPACTS OF RECOMMENDATION

The contract fee for the NEOGOV applicant tracking system and service will be funded by salary savings realized by not filling a vacant Senior Human Resources Analyst position for six months during FY 2008 and funding is included in the two-year adopted budget. The contract amount will be funded from budget code 010-3803-410-7047.

CURRENT SITUATION AND ITS EFFECTS

The Human Resources Department is responsible for recruiting, receiving and processing job applications, administering candidate assessments and examinations, establishing eligible lists, and certifying lists to City departments to fill vacancies. The existing SIGMA 4 Applicant Tracking System that supports these functions is an MS-DOS system based on 1980's technology. The system is limited in its capabilities and the vendor will cease to provide technical support beyond 2007, therefore it is necessary to obtain a new applicant tracking system that will meet the operational needs of the Human Resources Department while also improving its efficiency and effectiveness.

The City's personnel requisition and job application intake process is manual. The City's operating departments must complete a hard-copy personnel requisition form to fill vacant funded positions, and the form is reviewed and approved by staff in the Budget Office and Human Resources Department before it can be processed. Prospective job applicants cannot apply for City jobs online, but rather must prepare a hard copy application and return it either in person or by mail. The Human Resources Department posts approximately 100 job recruitments each year and receives over 6,000 job applications annually, which require a significant amount of staff time to input, proofread, update, enter and extract data manually using the present system. Additionally, the Department processes 500 personnel requisitions per year from

operating departments filling vacant temporary and permanent positions, which results in a significant amount of time to process manually. In order to track the flow of requisitions and transmit lists and applications, staff have developed a PDF file process to scan and send eligible lists and applications, as well as a separate Access database to track requisitions. While this has aided the Human Resources Department's service delivery, these "offline" tools require extra staff time to maintain, and no longer effectively manage the hiring processes.

BACKGROUND

The Human Resources Department issued a request for proposal (RFP), Specification No. 08-10275-C on September 12, 2007 for a new job applicant tracking system and service, and received nine responses from prospective vendors to the RFP. A selection committee from the Human Resources Department and the Information Technology Department evaluated the responses based on defined rating criteria. The selection committee conducted interviews and heard presentations from four of the vendors. The committee selected NEOGOV out of the vendors that responded to the RFP as being the best able to meet the City's objectives at a reasonable price.

A state-of-the-art, web-based applicant tracking system will allow the Human Resources Department to enhance its service delivery to both internal departments and external customers by automating the recruitment and selection process, and thereby improve its efficiency and effectiveness. In preparing to issue the RFP, staff went through an internal process mapping analysis of existing practices to identify bottlenecks and identified ways to improve efficiency. One of the principal objectives was to have a capability for on-line applicant intake so that staff does not have to manually enter data into the applicant tracking system for each application received. It is expected that the NEOGOV system will, with internal planning of the roll out, achieve a significant improvement in administrative efficiency and improve our recruitment selection capability.

RATIONALE FOR RECOMMENDATION

The selection committee evaluated all vendors based on their responsiveness to the RFP, their systems' design and functionality, cost and experience. The four highest scoring vendors were invited to make a presentation and demonstrate their applicant tracking software systems to the selection committee. As a result of this process, the selection committee unanimously recommended NEOGOV as the vendor that offered the best solution for the Human Resources Department's application tracking needs.

ALTERNATIVE ACTIONS CONSIDERED

Continue to use outdated system.

CONTACT PERSON

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David Abel, Human Resources Manager, 981-6807

Attachments

1. Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: NEOGOV, INC. JOB APPLICANT TRACKING SERVICE

WHEREAS, the Human Resources Department is responsible for recruiting, receiving and processing job applications, administering candidate assessments and examinations, establishing employment eligible lists, and certifying lists to City departments to fill vacancies; and

WHEREAS, the existing Applicant Tracking System used to process job applicants is a DOS system based on 1980's technology that is limited in its capabilities and no longer meets the business needs of the City; and

WHEREAS, the City issued a request for proposal (RFP) for an integrated web-based job applicant tracking system and service, and responses were evaluated by a selection committee from the Human Resources Department and Information Technology Department; and

WHEREAS, the selection committee selected NEOGOV from the nine respondents as the most qualified vendor capable of providing the system and service to manage the hiring process lifecycle; and

WHEREAS, funds in an amount not to exceed \$45,000 for a job applicant tracking system and service are available in FY 2008 in budget code 010-3803-410-7047.

THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with NEOGOV for a job applicant tracking system and service in an amount not to exceed \$45,000 for the period February 1, 2008 through January 31, 2009. A record signature copy of said contract and any amendments to be on file in the Office of the City Clerk.

