REPORT
FROM

THE PERSONNEL
DEPARTMENT

| TO: The Honorable Mayor Eric Garcetti and the Personnel and Animal Welfare Committee	DATE **November 14, 2013**
REFERENCE: First Restated and Amended Contract No. C-113556	COUNCIL FILE .08-0237 ✓
SUBJECT: EXTENSION OF CONTRACT WITH **GOVERNMENTJOBS.COM, INC. (DBA NEOGOV)** FOR AUTOMATION OF THE CIVIL SERVICE SELECTION PROCESS (REVISED)	

RECOMMENDATIONS:

That the Council approve, and authorize the General Manager of the Personnel Department to execute the First Restated and Amended Professional Services Agreement (C-113556) with GovernmentJobs.com, doing business as NeoGov, Inc., for the term of June 5, 2008 through May 31, 2016, with the option to extend for two additional one-year periods exercisable by the Personnel Department General Manager, to provide online services for recruitment, selection, and applicant tracking in an amount not to exceed $1,430,750, subject to the review and approval of the City Attorney.

BACKGROUND:

The City of Los Angeles Personnel Department's previous online application system was developed in-house and implemented in 2002. Although the system allowed applicants the ability to provide the necessary work experience and educational information required for Civil Service examinations, it had not been updated to incorporate advanced features such as e-mail notification; attachment of documents to an application; or to allow applicants to view their status within an examination.

In a search to identify an online application system that provided updated, efficient and advanced features, the Personnel Department identified NeoGov as the most advanced online application system for the public sector. This determination was based on the sole source features provided by their system, which includes e-mail notification capabilities; a robust library in which to provide previous bulletin information to applicants; the ability to incorporate the City's various rules and procedures into their system; and cost savings attributed to these features and the lack of equipment needed by the City.

NeoGov's online application system is tailored for public sector practices and has been used by various agencies since 2000. Their system is now serving over 1,200 public sector agencies, which include city, state, and federal government agencies. Because of their numerous customers, they have implemented and continue to implement enhancements to their system to better serve the demanding challenges faced by public sector agencies. As a result, applicants are greeted with
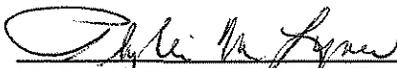
MARGARET WHELAN, GENERAL MANAGER
PERSONNEL DEPARTMENT

various features that make the application portion of an examination as practical as possible. Since the Personnel Department implemented NeoGov in 2012, the City has received over 80,000 online applications for various City examinations. In addition, applicants are now able to receive e-mail notification of their application status, which has reduced the amount of paper that was previously used to notify applicants. On February 13, 2008, the Los Angeles City Council adopted Personnel Department's request to authorize the negotiation and execution of the current contract with NeoGov for the use of its integrated enterprise application to augment the City's existing online application system and the City's Candidate Application Processing System (CAPS), which separately contain data as it relates to the City's recruitment, selection and application tracking efforts for a period of three years, with the authority to extend the contract for up to two additional one-year periods, contingent upon the Mayor and City Council approval of funding for each year.

The advanced features and the amount of customization that has been completed to NeoGov's system in order to meet the City of Los Angeles' various rules, regulations, and procedures that govern the selection process is impressive and would make it difficult to identify another system that could meet the City's unique needs.

- NeoGov's "Insight" product automates the entire City hiring process, from the initial request to fill a vacancy, through exam tracking, up to the final appointment. It provides and maintains the necessary hardware (servers) and tested proprietary software to provide data collection and processing.

    o During the first four years of service, NeoGov enhanced its web-based application and candidate tracking system to meet the various and unique needs of the City of Los Angeles. Last year the City of Los Angeles used NeoGov to receive over 56,000 online applications for sworn and non-sworn examinations.
    o Applicants that submitted online applications were able to use several features not offered previously to applicants using the City's prior online application system. These features include an e-mail notification to the applicants who do not meet the requirements for a particular examination. This process was previously handled through U.S. mail, which took an average of three days for notices to reach the intended applicant. In addition, this feature provided savings in the amount of paper that was previously required to send notices to applicants.
    o Applicants are now able to attach required documents to their application such as copies of certificates or licenses. Because of this feature, applicants do not have to come in person to submit copies of these documents, nor do they have to use U.S. mail, which previously took a few days before the documents were received.

- There are several additional features that will benefit all City applicants, and will make it easier and more efficient for all City candidates to submit applications to the various examinations of their choice. These features include the ability to:
    o Access previously submitted applications
    o Create multiple applications
    o Check their application status through their application account
    o Store educational and work experience information on their application
    o Submit online notification cards for various job classifications.

- In addition to receiving online applications, the City of Los Angeles will use NeoGov to schedule, score, and refer candidates from the eligible list to all City departments.
    o The Personnel Department will be able to e-mail test notices to all approved candidates, which will save on the amount of paper that is currently used to notify candidates of their test date, time, and location.

- o Test notices will reach the approved candidates in a more efficient and timely manner.
- o The system's ability to store and easily access all notices sent to applicants and candidates will assist in ensuring that all applicants and candidates are properly notified.

- • Hiring departments will be able to access and view the applications submitted by the candidates that are referred to them by the Personnel Department for hiring consideration.
    - o Hiring departments will have access to the candidates' educational information and work experience, which is a feature they currently do not have access to.
    - o In addition, the hiring departments will continue to easily manage the referral of candidates to fill their vacancies by submitting referral requests, accessing the candidates' applications, and submitting hiring decision within the Neogov system.

- • Efficiency gains will also be achieved by taking advantage of the standard and ad hoc reports available in NeoGov.
    - o These reports will allow the Personnel Department to easily analyze and report on crucial information such as the number of applications submitted within a specific date range, demographic information such as gender and ethnicity statistics for each examination, tracking the performance of recruitment sources, and the tracking of activity of all eligible lists.
    - o NeoGov will keep detailed information for each examination and attach necessary files to each examination electronically, and would eliminate the need to keep hard copies of all exam documents.

NeoGov has continued to build various enhancements to include in their existing system in order to efficiently and effectively automate the City's Civil Service Selection Process while incorporating the various rules of the City that govern these procedures. The Personnel Department continues to streamline and improve its recruitment, application, examining and hiring processes. NeoGov's proprietary software and services are essential to this end. Being able to efficiently and effectively collect and process data at every step of the selection process will keep the City's selection process at the forefront with competing organizations in attracting and appointing the most qualified and sought after candidates.

FISCAL IMPACT STATEMENT
Funding for this agreement is budgeted in the Personnel Department Contractual Services Account No. 3040 for Fiscal Year 2013-2014. The contract complies with the City's Financial Policies in that the City's financial obligation is limited to funds budgeted for services rendered per the terms of the contract.