

# **TOWN OF PALM BEACH**

Information for Town Council Meeting on: December 8, 2020

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TO: Mayor and Town Council

VIA: Kirk W. Blouin, Town Manager

VIA: Jane Le Clainche, CPA Finance Director

FROM: Dean Mealy, CPPO Town Purchasing Manager

RE: Resolution Approving a Purchase Order to NeoGov to Support Human Resources for Recruitment, On-Boarding, Performance Management and a New Services Consisting of eForms and Learn in the Annual Amount of \$58,090 for FY21 and a Proposed Five Year Award in the Amount of \$369,800 Contingent Upon Satisfactory Vendor Performance and Annual Budget Approval, **Resolution No. 136-2020**

DATE: 25 November 2020

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## **STAFF RECOMMENDATION**

Town staff recommends that Town Council approve Resolution No. 136-2020, approving a purchase order to NeoGov to support Human Resources for Recruitment, On-Boarding, Performance Management and a New Services Consisting of eForms and Learn in the annual amount of \$58,090 for FY21 and a proposed five year award in the amount of \$369,800 contingent upon satisfactory vendor performance and annual budget approval.

## **WHY THIS PURCHASE IS REQUIRED NOW**

Approving the item at the December 2020 Town Council Meeting will provide a discount to the services provided by NeoGov including the new suite of services.

## **BACKGROUND SUMMARY**

The Human Resources Department is looking to add Learn, a learning management system, and eForms, a document and workflow management software, to the Town's suite of NeoGov Products.

EForms will allow the Department to create online forms to handle everything from complex life events to simple address change forms. In addition, Human Resources will build seamless routing workflows that will manage employee documents electronically, and allow for automated distribution, submission, tracking, and approval of all forms. This automation will streamline existing paper submission of data and inefficient processes. The need for eForms was reinforced during the pandemic as departments strived to move toward paperless operations. Once the module is implemented, Human Resources will work with other departments, if interested, to create training, forms and build workflows within their operations for use on a town-wide basis.

Learn provides a centralized online platform that will simplify the training process and reduce barriers to learning, in a system that's easy to use for both employees and managers. In addition to the built in course library and providing the ability to track employee license and certification renewals, the system provides a course-builder with an easy-to-use intuitive interface and the ability to add classroom trainings. Learn will maximize the Town's use of Perform, by allowing supervisors to identify skill gaps and assign training to address areas of improvement during an employee's review. Last, supervisors will be able to easily view an employee's training record directly from Perform rating form. This robust system will replace the use of Target Solutions for Town-wide training and development.

The contract agreement with Target Solutions for training is valued at \$20,240 annually. The current contract for NeoGov as currently engaged is \$39,556 annually. The new contract to encompass all required services by one provider to support Human Resources is valued at \$58,090.

In addition to purchasing eForms and Learn, the department and purchasing established a contract directly with NeoGov. The current contract is a piggy back through Fairfax County. Eliminating the use of the piggy back contract will not affect the quote price. The services provided by NeoGov are a single source.

Sufficient funds exist in the FY21 Human Resources budget to cover the implementation and training costs associated with the purchase of eForms and Learn. NeoGov is offering the eForms and Learn subscription to new and existing customers at no cost for the first 12 months of the contract. The quote is attached which reflects a prorated cost for FY21 (12/1/2020 – 09/30/2020). This will line up the billing with the existing services. NeoGov applied the remaining two month discount to the costs for FY22. Thereafter, term fees will not exceed more than 5% from the previous year. These services have been reviewed with the Information Technology Manager who has no concerns with the current or forecasted budget and has determined there are no technical concerns with proceeding as described herein.

A five (5) Year cost summary is noted as an attachment. A signed contract needs to be executed by December 31, 2020 in order to receive the discount.

### **PURCHASING METHODOLOGY**

NeoGov is a single source provider for the services required to support Human Resources. Purchasing in collaboration with Human Resources sought to establish a contract with NeoGov for the Town. This authorization for award of a purchase order and execution of the contract with NeoGov will provide the Town with their own contract with NeoGov. The Town has been piggybacking a contract with Fairfax County. The Town's contract will provide same pricing as the Fairfax contract.

### **FUNDING/FISCAL IMPACT**

Funding will be from the Human Resource operating budget.

### **HUMAN RESOURCES REVIEW**

This item has been reviewed by the Human Resources and approved as recommended.

## **TOWN ATTORNEY REVIEW**

This format has been utilized by the Town in previous recommendations and was approved by the Town Attorney.

### **Attachments**

cc: Danielle Olson, Director of Human Resources  
Kennie Wells, Assistant Director of Human Resources  
Duke Basha, Assistant Purchasing Manager  
Eric Shibley, CPPB, Senior Buyer