THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: March 28, 2023

Subject: Contract for new Human Resources (HR) system

Staff Resource(s): Shannon Barrett, Human Resources Director
Lauren Abe, HR Manager

Action Requested: Adoption of a resolution to authorize the City Manager to enter into a contract with NEOGOV to implement a comprehensive Human Resources system.

Background:

- One of the organizational work plans for Fiscal Year (FY) 2022-23 is to implement a new HR system; benefits include:
    - Increase candidate experience by addressing recruitment inefficiencies and the introduction of new hire portals for consistent onboarding across the system.
    - Increase leadership visibility regarding the status of new hires and team members through Manager Self Service.
    - Increase employee engagement through Employee Self Service.
    - Increase HR efficiency through the reduction of manual data entry and inconsistent processes.
    - Increase HR data to support organizational decision making.
- Modules include: Core HR (HRIS), self-service (for leaders, employees, and candidates) data management, HR analytics, applicant tracking system (ATS), onboarding, learning management system (LMS), performance management, and employee voice (surveys).
- The current system has limited capabilities and capacity to support these functions.
- The City issued a Request for Proposals for these services.

Vendor Outreach Efforts:

- Currently, the City uses Munis as the HR information system and NEOGOV for recruitment and onboarding.
- Outreach efforts were performed by posting the RFP on the State's Interactive Purchasing System.

Council Goal(s):

- Improve/Expand Core Services

Pro(s):

- Provide the CMO and leaders with people metrics (for example, turnover, vacancy)
- Provide the organization with a modern, cloud-based system for HR applications
- Provide a frictionless experience for applicants, new hires, employees, leaders, and HR
- Increase consistency through decreasing process variation and workarounds
- Increase efficiency through reduction in administrative tasks and manual entry
- Increase workforce equity through data
- Increase people/team performance and engagement
- The City currently has a contract with NEOGOV for the Insight and Onboard modules
- APD and AFD currently have a contract with NEOGOV for PowerDMS for policy management

Con(s):

- Core HRIS and additional modules included in the NEOGOV product come at a higher cost than the City's current HR information system (Munis).

Fiscal Impact:

- The total five-year contract amount is not to exceed $1,300,000.
- Funding to initiate this contract is available in the Human Resources operating budget.

Suggested Motion:

- Motion to adopt a resolution to authorize the City Manager to enter into a contract with NEOGOV to implement a comprehensive Human Resources system.

Attachment(s)

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER A CONTRACT WITH NEOGOV TO PROVIDE A COMPREHENSIVE HUMAN RESOURCES SYSTEM FOR THE CITY OF ASHEVILLE

WHEREAS, the City of Asheville has authority pursuant to Article 2 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

WHEREAS, the City has a current contract with NEOGOV to provide an application tracking system (ATS) and onboard system for the City of Asheville; and

WHEREAS, City staff recommends entering a new contract to provide a comprehensive HR system through the addition of the following modules, core HR, performance management, learning management, and eForms for up to five years in order to thoroughly complete the Request for Proposal process; and potential alternate modules, such as policy management or benefits enrollment, for future phases;

WHEREAS, the monies for the contract amendment have been budgeted in the general fund budget;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to negotiate and enter into a contract on behalf of the City of Asheville with NEOGOV to provide a comprehensive HR system and further authorized to execute any necessary change orders including up to four one-year extensions to said contract for a total five year expenditure not to exceed $1,300,000.

Read, approved, and adopted this the 28th of March, 2023.

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City Clerk Mayor

Approved as to form:

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City Attorney