



TO: Satpal Singh Sidhu, County Executive
THROUGH: Tyler Schroeder, Director of Administrative Services/Deputy Executive
FROM: Donnie LaPlante, Associate HR Manager
RE: Agreement for NEOGOV Onboard, Perform, and Single Sign-On Software
DATE: November 22, 2023

Enclosed is a proposed agreement between Whatcom County and Insight Public Sector, using the State of WA contract, to purchase NEOGOV Onboard, Perform and Single Sign-On software.

▪ **Background and Purpose**

Recruitment and onboarding activity has increased dramatically over the last several years, with continued activity expected for growth and retirements. Recruitment and onboarding of new employees is becoming more challenging and time consuming as the labor market changes. Additionally, the current format for performance evaluations is completely manual and difficult to track for an organization our size.

In 2021 the County contracted for NEOGOV'S recruitment module. This product has met and exceeded our expectations.

NEOGOVS offers other modules as part of a suite of HR software, and is recognized as being at the top of the market for public sector HR software. They only serve the public sector, and many neighboring municipalities use it. It is streamlined, cloud-based, and regularly updated with new features.

The Onboard module will create new efficiency for processing new hires by eliminating paper and standardizing our process to ensure consistency and compliance. In addition, it will allow us to help new hires feel welcome and prepared for their role with a personalized portal of resources and support.

The Perform module will automate our performance appraisal system, allow managers to set and track goals, and provide ongoing feedback.

▪ **Funding Amount and Source**

This agreement is for a total of \$150,418.58 for a 3-year subscription for NEOGOV'S Onboard, Perform and Single Sign-On software. The source of funding has been provided in ASR 2023-6795, ASR 2023-6800, and Supplemental 4241 in the mid-biennial review.

NEOGOVS is offering an incentive that expires 12/31/23 for new subscribers who agree to a 3-year term. Taking advantage of this offer now will save the County nearly \$20,000 in the first year, as well as reducing the costs of the second and third year of the agreement.

Please contact me at x5306 if you have any questions or concerns regarding the terms of this agreement.