



April 7, 2021

**Human Resources**

One Government Center  
Suite 1920  
Toledo, Ohio 43604  
phone 419-245-1500  
fax 419-245-1511

toledo.oh.gov

To: Legislation Review Committee

From: Tyrome Alexander, Director, Department of Human Resources *TA*

Subject: Online Recruitment, Application, Applicant Tracking, On-Boarding, Reporting, and Biddle Software Ordinance

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Attached is an ordinance requesting authorization to enter into a contract with Governmentjobs.com (A.K.A., Neogov) for the City's online recruitment, application, applicant tracking, on-boarding, reporting and Biddle software services.

Prior to 2013, all application reviews, applicant tracking, on-boarding and storage of applicant documents were conducted via non-electronic formats. This process was both archaic and inefficient. Therefore, in 2013 the City sought competitive proposals for an online and/or electronic database or software program to assist the Department in providing these services. Governmentjobs.com was the only company to submit a responsive proposal as requested by the City. In 2017, the City continued the agreement with Governmentjobs.com and competitive bidding was waived.

The Department of Human Resources is again requesting to waive competitive bidding for these services in order to sign a new agreement with Governmentjobs.com for an additional three (3) years of service, with an option to renew for one (1) year. This request is based on several practical and financial reasons. Foremost, there are no other companies that provide the public sector-focused online applicant tracking and electronic on-boarding services the City requires to accurately and efficiently perform the recruitment and selection/evaluation of candidates. There are many companies that provide an electronic applicant tracking system; however, Governmentjobs.com is the only company that shapes and focuses their services exclusively for public sector employers. For that reason, it was the sole responsive bidder in 2013.

Secondly, switching providers would result in unnecessary time and cost to the City. All current users, including HR professionals, hiring managers, approvers, new employees, and candidates for promotional opportunities would need to be trained on a new



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system. In 2013, the City spent \$16,000 solely for training from Governmentjobs.com. This amount does not include the cost HR incurred for staff to perform across-the-board training for all department users and applicants.

Furthermore, if the City were to change providers, HR would lose access to the comprehensive database of all of our valuable selection and evaluation information. Currently, Governmentjobs.com and Neogov provides easy records retention and records retrieval. Transferring the stored records to a new provider would result in unknown costs and there is no guarantee that another provider would be able to integrate our stored information into their system and maintain parity with the format in which it has been collected.

Governmentjobs.com's rates remain relatively consistent from the amounts paid in 2017. Their current rates include a multitude of services: National, on-line recruitment; Electronic applicant collecting and tracking; Electronic review of, and communication with, candidates; Electronic on-boarding of new employees that is customized to the City's needs and automatically updated by the company to comply with any changes in Federal law; Electronic processing of requisitions and PAF II's through the approval process; and computer based pre-employment testing used to measure the skills and abilities critical to perform the duties of the position.

Finally, there is no software, hardware or upgrades required to continue services with Governmentjobs.com. City users are able to access these services via any internet connection with a valid user-name and password. Any additions or upgrades that could occur over the life of the agreement would automatically be implemented by the company at no cost to the City.

Based on the above, we believe the services provided by Governmentjobs.com continues to be the best fit for the City's extensive and specialized hiring/on-boarding process. They offer an affordable, low-risk service with a great return on the City's investment. Accordingly, the Department of Human Resources requests approval of the attached ordinance for submission to City Council.