



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
June 17, 2025

TOPIC: Online Recruitment, Onboarding, and Performance Evaluation Software Services

AGENDA TITLE

Agreement with Governmentjobs.com Inc. dba NEOGOV for Online Recruitment, Onboarding, and Evaluation Software Services (Specification No. 25-044) (General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute an agreement with Governmentjobs.com Inc. dba NEOGOV to provide online recruitment, onboarding, and performance evaluation software services in an annual amount not to exceed \$85,000 for the first year. The Agreement will allow for automatic renewal of each annual contract term until terminated. Funding for annual subscription cost increases is not to exceed ten percent (10%) annually for a term beginning July 01, 2025 (Agreement No. A-2025-XXX).

GOVERNMENT CODE §84308 APPLIES: Yes

DISCUSSION

The City of Santa Ana Human Resources Department Operations Division supports the full life cycle of an employee, from candidate to retiree. The Operations Division is responsible for conducting the City's recruitment and selection, administration of employee benefits, and performance management support. NEOGOV is the public sector industry-standard provider of Human Resource Management System (HRMS) products and services, with a majority of the surrounding municipalities subscribed to NEOGOV's HRMS suite of products.

NEGOV offers industry leading HRMS online platforms and software available on the market, and is exclusively and fully integrated with Governmentjobs.com, the industry-leading public sector job board. Since 2011, the City has utilized NEOGOV and Governmentjobs.com to competitively source and acquire talent for all of its recruitment needs. In addition to applicant tracking, the City also subscribes to NEOGOV's Onboard and Perform modules, which are integrated with the City's Human Resources Information System for unified position control and employee data maintenance. Transitioning to a different HRMS provider would disrupt this integration and eliminate the City's ability to

post jobs and receive applications through Governmentjobs.com, significantly reducing competitiveness in attracting qualified public sector candidates.

Santa Ana Municipal Code, Section 2-807(d), authorizes the City to make non-bid purchases of services, supplies, materials, and equipment whenever it shall appear that there is only one reasonably available source. Staff evaluated alternative procurement options and product offerings in the market and determined that the products and services offered by NEOGOV meet and exceed Human Resources Department specifications. Furthermore, staff is requesting the ability to automatically renew the contract annually, as Governmentjobs.com, Inc., dba NEOGOV is the industry leader in public sector HRMS systems, and due to its comprehensive offerings.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Funding is included in the proposed FY 2025-26 budget, and funding for subsequent fiscal years will be incorporated into future proposed budgets for City Council consideration.

Accounting Unit - Account Number	Fund Description	Accounting Unit - Accounting Description	Amount
01109050-66511	Human Resources Services	Computer Software Subscriptions	\$85,000

EXHIBIT(S)

1. Consultant Services Agreement
2. NEOGOV Rates for Fiscal Year 2025-2026

Submitted By: Lori Schnaider, Executive Director, Human Resources Department

Approved By: Alvaro Nuñez, City Manager