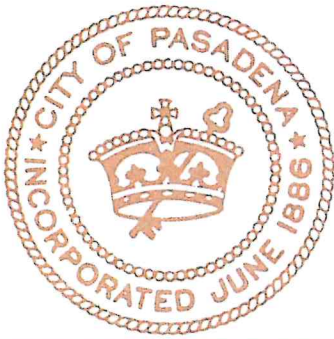




Agenda Report

September 29, 2026

TO: Honorable Mayor and City Council

FROM: Human Resources Department

SUBJECT: AUTHORIZE THE CITY MANAGER TO ENTER INTO A CONTRACT WITH GOVERNMENTJOBS.COM INC DBA NEOGOV FOR AN ONLINE APPLICANT TRACKING AND EMPLOYEE ONBOARDING SYSTEM FOR UP TO SEVEN YEARS FOR AN AMOUNT NOT-TO-EXCEED \$961,876

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed action in the agenda report is exempt from the California Public Resources Code Section 21065 and within the meaning of California Environmental Quality Act ("CEQA") Guidelines Section 15378(b); and
2. Authorize the City Manager to enter into a contract, as a result of a competitive selection process, as specified in Section 4.08.047 of the Pasadena Municipal Code, with GovernmentJobs.com Inc DBA NEOGOV for an online applicant tracking and employee onboarding system for a total amount not-to-exceed \$589,579 over a five-year term, with two optional one-year extension periods that may be exercised concurrently, and a contingency of \$87,443. The combined value of the optional extension periods is not-to-exceed \$284,854, for a grand total not-to-exceed \$961,876. Competitive bidding is not required pursuant to City Charter Section 1002(F), contracts for professional or unique services.

BACKGROUND:

The Human Resources Department is committed to ensuring the City has a modern online job applicant tracking and onboarding system that provides an efficient, streamlined, easy-to-use experience and fully integrates with our Human Resources/Payroll system. A comprehensive job applicant tracking and onboarding system is essential for providing applicants and new hires with clear guidance, timely communication, and a seamless transition into City service. This recommendation

strengthens the Human Resources Department's ability to support all departments citywide with tools that promote consistency, transparency, and timely hiring.

The City currently uses NEOGOV for online job applicant tracking and onboarding, a system originally implemented through a competitive selection process in 2006. As the City's operational needs have grown and evolved, the Human Resources Department identified an opportunity to engage in a new multi-year contract that would expand the scope of services to include maintenance and support, as well as enhancements such as streamlining and automating the recruitment lifecycle, improving candidate and employee communication, ensuring compliance with federal and state hiring regulations and City policies, providing digital onboarding and offboarding workflows, offering robust reporting and analytics, and delivering seamless integrations with background check services and other internal systems.

To ensure the City continues to receive the best value and to review what other solutions exist in the marketplace, the Human Resources Department issued a Request for Proposals (RFP) on April 21, 2026, inviting all vendors to propose software solutions to meet the City's requirements. The solicitation received 884 public views, 54 business downloads, and eight responses received by the submission deadline. The following is the list of respondents and their respective scoring:

<u>Firm Name</u>	<u>Location</u>	<u>Score</u>
Governmentjobs.com Inc., DBA NEOGOV	El Segundo, CA	75.58
Cadient Talent	Raleigh, NC	65.67
Infinite Talent	Rockville, MD	62.47
PeopleScout	Tacoma, WA	58.53
Concourse Tech Inc.	New York, NY	57.83
Avature Limited	New York, NY	51.57
MangoApps	Issaquah, WA	26.98
Eightfold.ai	Santa Clara, CA	25.38

Each of the submissions were evaluated on the overall strength of their respective proposals by a committee comprised of City staff from the Human Resources Department and the Department of Information Technology. Specifically, the proposals were evaluated based on the following "Evaluation Criteria":

1. Proposed Solution (30%)
2. Experience and References (30%)
3. Cost Proposal (30%)
4. Local Pasadena Business (5%)
5. Small or Micro-Business (5%)

Based on the evaluation criteria and the comparative scoring of all submissions, NEOGOV emerged as the highest-scoring vendor, demonstrating superior alignment with the City's technical, operational, and strategic requirements. In addition to offering the most comprehensive and well-integrated solution, NEOGOV's proposal reflects a strong understanding of the City's current systems and future needs. For these reasons, staff recommends awarding a five-year contract with two one-year optional extensions in an amount not to exceed \$961,876 to NEOGOV. The annual costs for NEOGOV products are projected to rise by approximately 6.5% in the first year relative to current pricing, and by approximately 5.5% each subsequent year. These increases are accounted for within the total not-to-exceed contract cost over the entire term.

COUNCIL POLICY CONSIDERATION:

Approval of this contract with NEOGOV supports the City Council's strategic planning goals to maintain fiscal responsibility and stability. The contract with the selected vendor includes "not-to-exceed" contract amounts.

ENVIRONMENTAL ANALYSIS:

The proposed action is not a "project" subject to the California Public Resources Code Section 21065 and within the meaning of California Environmental Quality Act ("CEQA") Guidelines Section 15378(b). The proposed action constitutes a continuing administrative or organizational activity that will not result in a direct or reasonably foreseeable indirect physical change in the environment.

FISCAL IMPACT:

The fiscal impact of the proposed contract is estimated to cost up to \$961,876 over the next seven years, should all the optional extensions be exercised. Approximately \$117,700 is expected to be spent in FY 2027 using existing appropriations. One hundred percent (100%) of the costs will impact the General Fund. Ongoing costs will be absorbed within the annual operating budget of the Human Resources Department.

Respectfully Submitted,



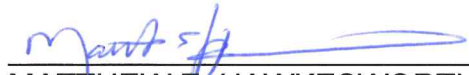
TIFFANY JACOBS-QUINN
Human Resources Director

Prepared by:



Michael Paliwoda
Principal Human Resources Analyst

Approved by:



MATTHEW E. HAWKESWORTH
Interim City Manager

Attachments:

Attachment A – Scoring Summary of Ranked Proposals