

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

830



**FROM:** Human Resources Department

**SUBMITTAL DATE:**  
June 16, 2014

**SUBJECT:** Approval of Fifth Amendment to the Professional Services Agreement with Aon Consulting Inc., for Continued Software Support Services, July 2014 - June 2015 [District: All] [Total Cost - \$70,200] [Source of Funds - Departmental Budgets]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the Fifth Amendment to the Professional Services Agreement with Aon Consulting Inc., HRARC-91832-002-011-08/09 for software support services for the Human Resources Department in an amount not to exceed \$ 70,200 from July 1, 2014 to June 30, 2015;
2. Authorize the Assistant County Executive Officer/Human Resources Director to administer the agreement in accordance with applicable Board policies;
3. Authorize the Chairperson to sign three (3) copies of the attached Amendment; and
4. Retain one (1) copy of the signed Amendment and return two (2) copies to Human Resources for Distribution.

**BACKGROUND:**

**Summary**

The Human Resources Department is seeking a one-year extension of the Professional Services Agreement with Aon Consulting, Inc., for continued software support services.

  
Michael T. Stock  
Asst. County Executive Officer/  
Human Resources Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 70,200	\$ 0	\$ 70,200	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

**SOURCE OF FUNDS:** Charges to Departments

**Budget Adjustment:** No  
**For Fiscal Year:** 2014/15

**C.E.O. RECOMMENDATION:**

**APPROVE**

BY:   
Samuel Wong

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

**Prev. Agn. Ref.:** 3.34 7/30/2013

**District:** All

**Agenda Number:**

**3-21**

## **BACKGROUND:**

### **Summary (continued)**

The extension will provide continued use and support of the Aon Consulting Inc. (Aon) Applicant Tracking System (ATS), which the Human Resources Department has used since 2008, for the recruiting and selection processes of the Deputy Sheriff Trainee and Correctional Deputy classifications. Aon developed the ATS specifically for these classifications for the County of Riverside. These high-volume recruitments, for which more than 22,000 applications are received each year, require ongoing use of the ATS until the PeopleSoft recruiting system is able to offer certain critical functionality.

The Aon ATS has allowed the Human Resources Department to operate an efficient and automated process whereby unsuitable applicants are quickly screened out and suitable applicants moved on to the next steps in the application process. The ATS has reduced cycle times and delays, applicant drop-off rates, and manual intervention by staff. Some of the critical features that have allowed this are an online application and questionnaire with real-time (i.e., instant) screening, real-time communication with applicants through the process via email and online self-scheduling for proctored exams. The benefits of these features have been vital as recruiting for the Deputy Sheriff Trainee and Correctional Deputy classifications is complex and always ongoing.

Aon has stated that it will no longer support the ATS after 2015. The Human Resources Department will continue to work with RCIT to study adding the functionality of the Aon ATS to the PeopleSoft recruiting system either through custom development or in subsequent versions of PeopleSoft. Alternatively, it may be necessary to acquire an ATS for the Deputy Sheriff Trainee and Correctional Deputy classifications.

### **Impact on Residents and Businesses**

There is no impact on residents and businesses.

## **SUPPLEMENTAL:**

### **Contract History and Price Reasonableness**

The Board approved the Professional Services Agreement with Aon (HRARC-91832-002-011-08/09) in July 2008 for a two-year period. Subsequently, the Board approved four amendments to continue services for Fiscal Years 10/11, 11/12, 12/13, and 13/14 (see cost below). The cost for Fiscal Year 14/15 is \$70,200 and is considered reasonable as compared with the cost of implementing an applicant tracking system with the same functionality. Aon has agreed to the flat monthly rate of \$5,850 for support services, which is a reduction from the previous monthly rate of \$6,000.

<b>Fiscal Year</b>	<b>Cost</b>
2008/09	\$540,000
2009/10	\$160,000
2010/11	\$160,000
2011/12	\$72,000
2012/13	\$72,000
2013/14	\$78,000
2014/15	\$70,200



**RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM**  
To be completed for all departmental purchases of IT systems, services or renewals

PR2014-01497

Tracking Number for  
Internal Use Only


<b>REQUESTED PURCHASE:</b>		<b>ONE-YEAR EXTENSION OF PROFESSIONAL SERVICES AGREEMENT WITH AON CONSULTING, INC., FOR SOFTWARE SUPPORT SERVICES (AON APPLICANT TRACKING SYSTEM)</b>	
<b>DEPARTMENT/AGENCY:</b>		HUMAN RESOURCES DEPARTMENT	
<b>CONTACT NAME/PHONE:</b>		ROBIN DOWNS/951-955-5195	
<b>PURCHASE REQUEST:</b>		<input type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT	
<b>PURCHASE TYPE:</b>		<input checked="" type="checkbox"/> PROFESSIONAL SERVICES <input checked="" type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input checked="" type="checkbox"/> RENEWAL	
<b>DESCRIBE REQUESTED PURCHASE</b>	Human Resources is seeking to extend for one year an agreement with Aon Consulting, Inc., to provide continued software support services for an applicant tracking system (ATS) developed specifically for the Deputy Sheriff Trainee and Correctional Deputy classifications (HRARC-91832-002-011-08/09). The agreement was originally approved in 2008 and the ATS has been in use since then. Approval of the extension is required for continued use of the ATS.		
<b>BUSINESS NEEDS ADDRESSED</b>	<p>The Aon ATS allows Human Resources to efficiently handle the high volume of applicants, more than 22,000 each year, that apply for the Deputy Sheriff Trainee and Correctional Deputy classifications. The ATS has reduced cycle times and delays, applicant drop-off rates, and manual intervention by staff. Some of the critical features that have allowed this are an online questionnaire with real-time (i.e., instant) screening, real-time communication with applicants through the process via email, and online self-scheduling for proctored exams. The benefit of these features has been so important because recruiting for the Deputy Sheriff Trainee and Correctional Deputy classifications is very complex and always ongoing.</p> <p>The Human Resources Department will continue to work with RCIT to study adding the functionality of the Aon ATS to the PeopleSoft recruiting system either through custom development or in subsequent versions of PeopleSoft. In the meantime, Human Resources is focused on rolling out the PeopleSoft recruiting system to all County agencies and departments.</p>		
<b>ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?</b>		<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN	
<b>BUSINESS CRITICALITY</b> <input checked="" type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input type="checkbox"/> Transform the business		<b>BUSINESS IMPACT (SELECT ALL THAT APPLY)</b> <input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input type="checkbox"/> Improve Customer Service <input type="checkbox"/> Improve Operational Efficiencies	
<b>BUSINESS RISKS</b>	Financial: None.  Operational: Without the continued use of the Aon ATS, the highly automated recruiting process for Deputy Sheriff Trainee and Correctional Deputy classifications will revert to a more manual process with several time-intensive tasks incompatible with the volume of		


5/27



**RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM**  
To be completed for all departmental purchases of IT systems, services or renewals

Tracking Number for  
Internal Use Only

	applications received each year (more than 22,000).  Customer: Time-to-fill for Deputy Sheriff Trainee and Correctional Deputy classifications would increase, leaving the Sheriff's Department with reduced ability to fill critical safety positions in a timely manner.																														
<b>ALTERNATIVE SOLUTIONS</b>	1. None 2. 3.																														
<b>TRANSACTION</b>	<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase      Lease Years: _____																														
<b>PURCHASE COSTS</b>	<b>COST BENEFIT ANALYSIS</b>																														
Hardware: \$																															
Software: \$72,000 estimated																															
Labor: \$																															
<b>TOTAL COST: \$72,000 EST.</b>																															
		<table border="1"><thead><tr><th></th><th>ALTERNATIVE STATUS QUO</th><th>ALTERNATIVE</th><th>ALTERNATIVE</th></tr></thead><tbody><tr><td>Current Annual Cost</td><td>72,000</td><td>N/A</td><td></td></tr><tr><td>Ongoing Annual Cost</td><td>0</td><td>N/A</td><td></td></tr><tr><td>Annual Cost Savings</td><td>0</td><td>N/A</td><td></td></tr><tr><td>Net Annual Savings</td><td>0</td><td>N/A</td><td></td></tr><tr><td>Project Implementation Cost</td><td>0</td><td>N/A</td><td></td></tr><tr><td>Project Payback Period? yrs</td><td>0</td><td>N/A</td><td></td></tr></tbody></table>		ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE	Current Annual Cost	72,000	N/A		Ongoing Annual Cost	0	N/A		Annual Cost Savings	0	N/A		Net Annual Savings	0	N/A		Project Implementation Cost	0	N/A		Project Payback Period? yrs	0	N/A		
	ALTERNATIVE STATUS QUO	ALTERNATIVE	ALTERNATIVE																												
Current Annual Cost	72,000	N/A																													
Ongoing Annual Cost	0	N/A																													
Annual Cost Savings	0	N/A																													
Net Annual Savings	0	N/A																													
Project Implementation Cost	0	N/A																													
Project Payback Period? yrs	0	N/A																													
Department Head Signature: 		Date: 5/21/14																													

<b>RCIT RECOMMENDATION – for purchases and renewals under \$100,000</b>	
Recommended: <input type="checkbox"/> Yes <input type="checkbox"/> No (Non-recommended requests submit to TSOC)	
By: 	Date: 6/10/14
Chief Information Officer Signature: _____	Date: _____

<b>RCIT explanation for non-recommended requests:</b>

<b>TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals</b>	
Recommended: <input type="checkbox"/> Yes <input type="checkbox"/> No (In no, provide explanation below)	
TSOC Chair Signature: _____	Date: _____

<b>TSOC explanation for denied requests:</b>
--

**AMENDMENT NO. 5**

**TO PROFESSIONAL SERVICE AGREEMENT**

The County of Riverside ("COUNTY") and Aon Consulting, Inc. ("CONTRACTOR") entered into an Agreement (HRARC-91832-002-011-08/09) for software and related support services for the Human Resources Department on July, 1, 2008. Amendment number one (1) to the Agreement was agreed upon by parties on July 27, 2010. Amendment number (2) to the Agreement was agreed upon by the parties on June 14, 2011. Amendment number three (3) was agreed upon by the parties on August 28, 2012. Amendment number four (4) was agreed upon by the parties on July 30, 2013. The parties now agree to amend the Agreement as follows:

1. Term – As provided for in Section 2.1 of the agreement, CONTRACTOR shall continue to provide COUNTY with the services described in the Agreement from July 1, 2014, through June 30, 2015, in an amount not to exceed \$70,200. If the parties desire to continue CONTRACTOR's services beyond that time, then another amendment shall be signed by the parties.


All other terms of the Agreement shall remain unchanged and in effect.

**County of Riverside**

**Aon Consulting, Inc.**

By: \_\_\_\_\_  
Chairman, Board of Supervisors

Date: \_\_\_\_\_


By:   
Brent B. Crane  
Senior Vice President

Date: 5/21/14

Attest:  
Clerk of the Board  
Kecia Harper-Ihem

By: \_\_\_\_\_

Date: \_\_\_\_\_

FORM APPROVED COUNTY COUNSEL  
BY:   
NEAL R. KIPNIS DATE 6/18/14



**AMENDMENT NO. 5**

**TO PROFESSIONAL SERVICE AGREEMENT**

The County of Riverside ("COUNTY") and Aon Consulting, Inc. ("CONTRACTOR") entered into an Agreement (HRARC-91832-002-011-08/09) for software and related support services for the Human Resources Department on July, 1, 2008. Amendment number one (1) to the Agreement was agreed upon by parties on July 27, 2010. Amendment number (2) to the Agreement was agreed upon by the parties on June 14, 2011. Amendment number three (3) was agreed upon by the parties on August 28, 2012. Amendment number four (4) was agreed upon by the parties on July 30, 2013. The parties now agree to amend the Agreement as follows:

1. Term – As provided for in Section 2.1 of the agreement, CONTRACTOR shall continue to provide COUNTY with the services described in the Agreement from July 1, 2014, through June 30, 2015, in an amount not to exceed \$70,200. If the parties desire to continue CONTRACTOR's services beyond that time, then another amendment shall be signed by the parties.


All other terms of the Agreement shall remain unchanged and in effect.

**County of Riverside**

**Aon Consulting, Inc.**

By: \_\_\_\_\_  
Chairman, Board of Supervisors

Date: \_\_\_\_\_

By:   
Brent B. Crane  
Senior Vice President

Date: 5/21/14

Attest:  
Clerk of the Board  
Kecia Harper-Ihem

By: \_\_\_\_\_

Date: \_\_\_\_\_

FORM APPROVED COUNTY COUNSEL  
BY:   
NEAL R. KIPNIS DATE

**AMENDMENT NO. 5**

**TO PROFESSIONAL SERVICE AGREEMENT**

The County of Riverside ("COUNTY") and Aon Consulting, Inc. ("CONTRACTOR") entered into an Agreement (HRARC-91832-002-011-08/09) for software and related support services for the Human Resources Department on July, 1, 2008. Amendment number one (1) to the Agreement was agreed upon by parties on July 27, 2010. Amendment number (2) to the Agreement was agreed upon by the parties on June 14, 2011. Amendment number three (3) was agreed upon by the parties on August 28, 2012. Amendment number four (4) was agreed upon by the parties on July 30, 2013. The parties now agree to amend the Agreement as follows:

1. Term – As provided for in Section 2.1 of the agreement, CONTRACTOR shall continue to provide COUNTY with the services described in the Agreement from July 1, 2014, through June 30, 2015, in an amount not to exceed \$70,200. If the parties desire to continue CONTRACTOR's services beyond that time, then another amendment shall be signed by the parties.

All other terms of the Agreement shall remain unchanged and in effect.

**County of Riverside**

**Aon Consulting, Inc.**

By: \_\_\_\_\_  
Chairman, Board of Supervisors

Date: \_\_\_\_\_

By:   
Brent B. Crane  
Senior Vice President

Date: 5/21/14

Attest:  
Clerk of the Board  
Kecia Harper-Ihem

By: \_\_\_\_\_

Date: \_\_\_\_\_

FORM APPROVED COUNTY COUNSEL  
BY:   
NEAL R. KIPNIS DATE