

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

301



FROM: Human Resources Department

SUBMITTAL DATE:
June 19, 2013

SUBJECT: Approval of Fourth Amendment to the Professional Services Agreement with Aon Consulting, Inc., for Continued Software Support Services

RECOMMENDED MOTION: That the Board of Supervisors: 1) approve the fourth amendment to the professional services agreement HRARC-91832-002-011-08/09 for software support services for the Human Resources Department in an amount not to exceed \$78,000 from July 1, 2013 to June 30, 2014; 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: The Human Resources Department is seeking a one-year extension of the County's professional services agreement with Aon Consulting, Inc., for continued software support services.

Barbara A. Olivier

Barbara A. Olivier
Asst. County Executive Officer/Human Resources

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 78,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2013/14

SOURCE OF FUNDS: Charges to Departments	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE
BY: *Ivan M. Chand*
Ivan M. Chand 7/11/2013

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Ashley, seconded by Supervisor Stone and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: July 30, 2013
Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: *Kecia Harper-Ihem*
Deputy

Prev. Agn. Ref.: 3.70 8/28/2012 | District: ALL | Agenda Number:

3-34

FORM APPROVED BY COUNTY COUNSEL DATE
 BY: NEAL R. KIPNIS
 Departmental Concurrence
 Purchasing: Mark Seller, Assistant Director
 Policy Consent
 Policy Consent
 Dept's Recomm.: Per Exec. Ofc.:

BACKGROUND continued:

The extension will provide continued support for an applicant tracking system (ATS) developed by Aon and used for recruiting and selection processes for the Deputy Sheriff Trainee and Correctional Deputy classifications (Contract ID # HRARC-91832-002-011-08/09). The Board of Supervisors approved the original sole source agreement in 2008 (Minute Order 3.63, 7/1/2008), along with amendments in 2010, 2011, and 2012 (Minute Orders 3.55 7/27/2010; 3.34 6/14/2011; and 3.70 8/28/2012). Human Resources previously sought amendments to extend the original agreement with the understanding that the Aon ATS was an interim solution until it could be replaced by the County's new ATS, PeopleSoft Talent Acquisition Manager (PeopleSoft TAM). Approval of the fourth amendment allows for continued use of the Aon ATS for one year at a cost not to exceed \$78,000.

The purpose of the agreement approved by the Board in 2008 was to immediately develop and implement an ATS that could meet the substantial increase in hiring forecasted by the Sheriff's Department for the jail expansion. At that time, the County's ATS, JobMatch, as a resume-based system did not have the technical capability to meet the needs for this hiring volume, and it was anticipated that the PeopleSoft TAM implementation project would not be completed for at least 18 to 24 months. Human Resources sought an ATS that would automate the recruiting and selection process so as to more quickly eliminate unsuitable applicants, reduce cycle times (i.e., the time it takes for an applicant to proceed through the process) and delays, reduce applicant dropout rates, and more efficiently utilize available staffing resources. The Aon ATS was able to satisfy these goals by providing important features, such as an online questionnaire with real-time (i.e., instant) screening, real-time communication throughout the process via email to applicants, and online self-scheduling for proctored exams. The Aon ATS received 22,657 new applications in 2012 and contains about 100,000 applications in total.

In 2012 as part of the PeopleSoft deployment, Human Resources developed a new recruiting workflow process for the Deputy Sheriff Trainee and Correctional Deputy classifications, and provided a demonstration of PeopleSoft TAM to Sheriff's Personnel Bureau staff. Human Resources and the Personnel Bureau agreed that PeopleSoft TAM did not replicate certain essential real-time features of the Aon ATS. In addition, PeopleSoft TAM is not configured for online self-scheduling for proctored exams. Providing these Sheriff's Department-required features will require additional development time and custom configuration by Riverside County Information Technology (RCIT), in addition to the necessary testing by Human Resources. Human Resources has decided to revisit this functionality at a later date in the PeopleSoft TAM deployment and proceed with deployment for other County departments and classifications first. Human Resources will work with RCIT to develop a timetable for delivery of real-time functionality and online scheduling.

PRICE REASONABLENESS

The cost of the agreement in the first year (FY 08/09) was \$540,000 for services that included reengineering and optimizing the recruiting processes for the Deputy Sheriff Trainee and the Correctional Deputy classifications, and immediately developing and implementing an applicant tracking system (ATS). In FY 09/10 and FY 10/11, the cost of the agreement was \$160,000 each fiscal year for continued software support services. In FY 11/12 and FY 12/13, the cost was \$72,000 each fiscal year for software support. The cost of the agreement for FY 13/14 will not exceed \$78,000 for continued software support (\$6,000 per month), as well as for services for exporting data from the Aon ATS to PeopleSoft TAM.

Aon has agreed to continue the flat monthly rate of \$6,000 for support services. This rate is more than 50% less than the \$12,500 monthly rate established in the original contract. This price is considered reasonable for a product with similar functionality, and much less than the cost of configuring and implementing a new applicant tracking system with the same functionality.

AMENDMENT NO. 4

TO PROFESSIONAL SERVICE AGREEMENT

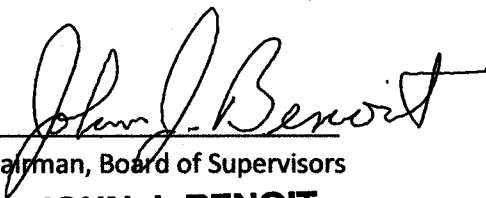
The County of Riverside ("COUNTY") and Aon Consulting, Inc. ("CONTRACTOR") entered into an Agreement (HRARC-91832-002-011-08/09) for software and related support services for the Human Resources Department on July 1, 2008. Amendment number one (1) to the Agreement was agreed upon by the parties on July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

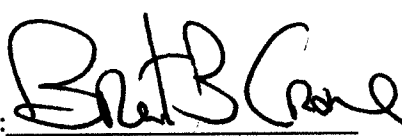
1. Term – As provided for in Section 2.1 of the agreement, CONTRACTOR shall continue to provide COUNTY with the services described in the Agreement from July 1, 2013, through June 30, 2014, in an amount not to exceed \$78,000. If the parties desire to continue CONTRACTOR's services beyond that time, 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.

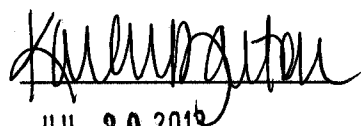
By: 
Chairman, Board of Supervisors
JOHN J. BENOIT


By: 
Brent B. Crane
Senior Vice President

Date: JUL 30 2013

Date: 5/9/13

Attest:
Clerk of the Board
Kecia Harper-Ihem

By: 
Date: JUL 30 2013

FORM APPROVED COUNTY COUNSEL
BY: 
NEAL R. KIPNIS DATE

JUL 30 2013 3-34



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

PR2013 00346
Tracking Number for Internal Use Only

6/20

REQUESTED PURCHASE:	ONE-YEAR EXTENSION OF PROFESSIONAL SERVICES AGREEMENT WITH AON CONSULTING, INC., FOR SOFTWARE SUPPORT SERVICES (AON APPLICANT TRACKING SYSTEM)
DEPARTMENT/AGENCY:	HUMAN RESOURCES
CONTACT NAME/PHONE:	ROBIN DOWNS 951-955-5195
PURCHASE REQUEST:	<input type="checkbox"/> NEW EQUIPMENT/SERVICES <input type="checkbox"/> UPGRADE <input type="checkbox"/> REPLACEMENT
PURCHASE TYPE:	<input checked="" type="checkbox"/> PROFESSIONAL SERVICES <input checked="" type="checkbox"/> SOFTWARE <input type="checkbox"/> HARDWARE <input checked="" type="checkbox"/> RENEWAL
DESCRIBE REQUESTED PURCHASE	<p>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 by Aon specifically for the Deputy Sheriff Trainee and Correctional Deputy classifications (Contract ID# 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.</p>
BUSINESS NEEDS ADDRESSED	<p>The Aon applicant tracking system (ATS) enables Human Resources to efficiently handle the high volume of applicants that apply for the Deputy Sheriff Trainee and Correctional Deputy classifications. In 2012, the Aon ATS received 22,657 applications and it contains about 100,000 applications. The Aon ATS is capable of handling this high volume of applicants due to certain real-time features, such as an online questionnaire that instantly screens applicants and instant emails to applicants providing instructions for moving to the next step of the process. In addition, the Aon ATS allows applicants to schedule their own appointments for a proctored examination. These features allow Human Resources to more efficiently use its staffing resources and supply the Sheriff's Department with suitable candidates, and it provides a better experience for applicants thus reducing dropout rates.</p> <p>Human Resources and Sheriff's Personnel Bureau staff agree that the real-time and self-scheduling features of the Aon ATS have not yet been replicated in PeopleSoft Talent Acquisition Manager (TAM). These features will require additional development and custom configuration by RCIT, and testing by Human Resources. Human Resources will continue to work with RCIT to develop a timetable for delivery of real-time functionality and online scheduling.</p>
ARE THERE ANY OTHER COUNTY SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY?	<input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> UNKNOWN
BUSINESS CRITICALITY	BUSINESS IMPACT (SELECT ALL THAT APPLY)
<input checked="" type="checkbox"/> Run the business <input type="checkbox"/> Grow the business <input type="checkbox"/> Transform the business	<input checked="" type="checkbox"/> Support current operations <input type="checkbox"/> Reduce Expenses <input type="checkbox"/> Improve Customer Service <input type="checkbox"/> Improve Operational Efficiencies



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

BUSINESS RISKS	<p>Financial: None</p> <p>Operational: Without the continued use of the Aon ATS, the highly automated recruiting process for the Deputy Sheriff Trainee and Correctional Deputy classifications will revert to a more manual process with several time-intensive tasks incompatible with the volume of applications received for these classifications.</p> <p>Customer: Time-to-fill for Deputy Sheriff Trainee and Correctional Deputy classifications would increase, leaving the Sheriff's Department unable to fill critical safety positions in a timely manner.</p>																												
ALTERNATIVE SOLUTIONS	<p>1. None.</p> <p>2. [Solution]</p> <p>3. [Solution]</p>																												
TRANSACTION	<input checked="" type="checkbox"/> Cash Purchase <input type="checkbox"/> Lease Purchase Lease Years: _____																												
PURCHASE COSTS	COST BENEFIT ANALYSIS																												
Hardware: \$	<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>78,000</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	78,000	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																									
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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																											
Software: \$78,000																													
Labor: \$																													
TOTAL COST: \$																													
Department Head Signature: _____ Date: 4/25/13																													

RCIT RECOMMENDATION – for purchases and renewals under \$100,000

Recommended: Yes No (Non-recommended requests submit to TSOC)

By: _____ **RCIT - APPROVED** Date: 7/1/13 *AL*

Chief Information Officer Signature: _____ Date: _____

RCIT explanation for non-recommended requests:

TSOC RECOMMENDATION: for purchases and renewals over \$100,000 and RCIT non-recommended purchases or renewals

Recommended: Yes No (In no, provide explanation below)