

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



ITEM
3.27
(ID # 7274)

MEETING DATE:

Tuesday, July 17, 2018

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Ratify and Approve the Seventh Amendment to the Professional Services Agreement with Aon Consulting, Inc. for Continued Software Support Services without seeking competition for an Extended Term of One Year, All Districts. [Total Cost - \$87,216 – 100% Departmental Budgets]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the attached Seventh Amendment to the Professional Services Agreement with Aon Consulting, Inc. for software support services for the Human Resources Department for FY 18/19 for \$87,216 without seeking competition and authorize the Chairman of the Board of Supervisors to approve the Amendment on behalf of the County of Riverside.

ACTION: Policy

Michael Bowers

Michael Bowers, Interim HR Director

6/14/2018

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None
Date: July 17, 2018
xc: H.R.

Kecia Harper-Ihem
Clerk of the Board

By: *[Signature]*
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 87,216	\$	\$ 87,216	\$
NET COUNTY COST	\$	\$	\$	\$
SOURCE OF FUNDS: Departmental Budgets			Budget Adjustment:	No
			For Fiscal Year:	18/19

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Since 2008, Aon Consulting, Inc has provided the Human Resources Department software and consulting services for an online recruiting system that is customized for the recruiting and selection process of the Deputy Sheriff Trainee and Correctional Deputy classifications. This process is a lengthy and complex one requiring candidates to complete multiple hurdles. Aon's recruiting system facilitates this process by providing:

- An online application that accepts applications continuously throughout the year
- Instant screening of candidates based on answers to the background history questionnaire
- Self-scheduler for screened candidates to schedule the in-person proctored exam
- Automatic email communications to candidates to confirm the status of their application and their appointment time for the proctored exam

Because the system is fully automated and requires minimal intervention by staff, cycle times and candidate drop-off rates are minimized. The system provides the appropriate technology for efficiently handling a high volume of applicants (more than 22,000 each year) and filling these critical public safety positions in a timely manner. The Sheriff's Department continues to require certain capabilities not currently available in the PeopleSoft system. PeopleSoft cannot continuously screen candidates in real-time and it cannot effectively process the large volume of applicants received for these critical public safety positions. In addition, it lacks a self-scheduler for proctored exams.

Approval of a seventh amendment to the Professional Services Agreement with Aon will allow for continued use of a customized online recruiting system. Under the amendment, Aon will be utilizing its online platform called GATE which provides a user-friendly interface for both staff and candidates.

Human Resources is currently in the process of implementing Workday, with a go-live date of December 2018. Human Resources is collaborating with Workday consultants, RCIT, and the Sheriff's Department to determine the requirements for Sheriff's recruitment process in Workday. Human Resources and the Sheriff's Department have determined that moving to an alternate recruiting system provided by another vendor is not practical at this time. Because Aon's system is proprietary, moving to a new system in the interim would prevent the seamless

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

conversion of existing candidate data to a new system. In addition, moving to a new system with another vendor would duplicate efforts to move the Deputy Sheriff Trainee and Correctional Deputy recruitments to the County's new Workday system.

Until these capabilities are available, Human Resources and the Sheriff's Department have determined that the best course of action is to continue on with Aon's software and services. Should the Workday recruiting system be available for these recruitments before the one-year extension expires, the County can terminate the agreement with a 30-day notification to Aon.

RCIT has approved this purchase. The Sheriff's Department is the source of funds for this purchase. County Counsel has approved the attached amendment as to legal form.

Impact on Residents and Businesses

There is no impact on residents and businesses.

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 amendments to continue services through FY 2017/18 (cost provided below).

<u>Fiscal Year</u>	<u>Cost</u>
FY08/09	\$540,000
FY09/10	\$160,000
FY10/11	\$160,000
FY11/12	\$ 72,000
FY12/13	\$ 72,000
FY13/14	\$ 78,000
FY14/15	\$ 70,200
FY15/16	\$ 89,500
FY16/17	\$ 81,500
FY17/18	\$ 81,500

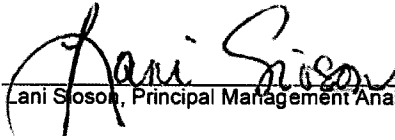
The cost under the seventh amendment is considered reasonable as compared with the cost of implementing a new recruiting system with the same functionality in the interim until Workday implementation and go-live.

<u>Fiscal Year</u>	<u>Cost</u>
FY18/19	\$87,216

ATTACHMENTS:

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

Attachment A. Seventh Amendment to the Professional Services Agreement with Aon
Consulting, Inc.



Lani Soson, Principal Management Analyst

7/9/2018



Teresa Summers, Director of Purchasing

6/19/2018



Gregory V. Priamos, Director County Counsel

7/3/2018



Jim Smith, Chief Technology Officer

6/19/2018

RIVCO HR

putting people

Date: June 19, 2018
From: Michael T. Bowers, Interim Human Resources Director
To: Board of Supervisors/Purchasing Agent
Via: Jennifer Fuller, Deputy HR Director, 951-955-3557
Subject: Sole or Single Source Procurement; Request for Software and Consulting Services

The below information is provided in support of my Department requesting approval for a sole or single source. (*Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole or single source.*)

1. **Supplier being requested: Aon Consulting, Inc.**

2. **Vendor ID: 2911**

3. **Single Source** **Sole Source**
(*Single Source - is a purchase of a commodity or service without obtaining competitive bids although more than one source is available*)

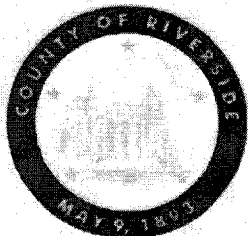
(*Sole Source - is a purchase of a commodity or service that is proprietary or no other vendor is qualified or willing to meet the county specified requirements*)

4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department? (If yes, please provide the approved sole or single source number).**

Yes **No**
SSJ# June 23, 2008

4a. **Was the request approved for a different project?**

Yes **No**



Michael T. Bowers
Interim HR Director

Robln Downs - Assistant HR Director
Brande Hune - Assistant HR Director
Jennifer Fuller - Deputy HR Director
Diane Rundles - Deputy HR Director

JT
6/19/18



5. Supply/Service being requested:

Software and consulting services for an online recruiting system that is customized for the recruiting and selection process of the Deputy Sheriff Trainee and Correctional Deputy classifications.

6. Unique features of the supply/service being requested from this supplier.

Since 2008, Aon Consulting, Inc has provided the Human Resources Department software and consulting services for an online recruiting system that is customized for the recruiting and selection process of the Deputy Sheriff Trainee and Correctional Deputy classifications. This process is a lengthy and complex one requiring candidates to complete multiple hurdles. Aon's recruiting system facilitates this process by providing:

- An online application that accepts applications continuously throughout the year
- Instant screening of candidates based on answers to the background history questionnaire
- Self-scheduler for screened candidates to schedule the in-person proctored exam
- Automatic email communications to candidates to confirm the status of their application and their appointment time for the proctored exam

Because the system is fully automated and requires minimal intervention by staff, cycle times and candidate drop-off rates are minimized. The system provides the appropriate technology for efficiently handling a high volume of applicants (more than 22,000 each year) and filling these critical public safety positions in a timely manner. The Sheriff's Department continues to require certain capabilities not currently available in the PeopleSoft system. PeopleSoft cannot continuously screen candidates in real-time and it cannot effectively process the large volume of applicants received for these critical public safety positions. In addition, it lacks a self-scheduler for proctored exams.

7. Reasons why my department requires these unique features from the vendor and what benefit will accrue to the county:

Human Resources is currently in the process of implementing Workday, with a go-live date of December 2018. Human Resources is collaborating with Workday consultants, RCIT, and the Sheriff's Department to determine the requirements for Sheriff's recruitment process in Workday. Human Resources and the Sheriff's Department have determined that moving to an alternate recruiting system provided by another vendor is not practical at this time. Because Aon's system is proprietary, moving to a new system in the interim would prevent the seamless conversion of existing candidate data to a new system. In addition, moving to a new system with another vendor would duplicate efforts to move the Deputy Sheriff Trainee and Correctional Deputy recruitments to the County's new Workday system.

Until these capabilities are available, Human Resources and the Sheriff's Department have determined that the best course of action is to continue on with Aon's software and services. Should the Workday recruiting system be available for these

recruitments before the one-year extension expires, the County can terminate the agreement with a 30-day notification to Aon.

8. **Period of Performance:** From: July 1, 2018 to June 30, 2019
(total number of years)

Is this an annually renewable contract? No Yes
Is this a fixed-term agreement: No Yes

(A fixed-term agreement is set for a specific amount of time; it is not renewed annually. Ensure multi-year fixed-term agreements include a cancellation, non-appropriation of funds, or refund clause. If there is no clause(s) to that effect, then the agreement must be submitted to the Board for approval. No exemptions shall apply.)

9. **Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)**

Description:	FY18/19	FY__	FY__	FY__	FY__	Total
One-time Costs:						
Software and Consulting	\$87,216					\$87,216
Previous SSJ Approved Amounts:	\$81,500					
Total Costs	\$87,216					\$87,216

Note: Insert additional rows as needed

10. **Price Reasonableness:** *(Explain why this price is reasonable or cost effective – were you provided government discounted pricing? Is this rate/fee comparable to industry standards?)*

Aon Consulting has maintained pricing at the same price for the last two fiscal years. This represents a \$5,716 increase. This is a reasonable cost as compared to potential costs for implementation costs and maintenance costs of a new third party system. It is in the county's best interest to maintain the current system until the Workday implementation and go-live.

11. **Projected Board of Supervisor Date (if applicable):** June 26, 2018

(Draft Form 11s, service agreement and or quotes must accompany the sole source request for Purchasing Agent approval.)

Michael Bowers MICHAEL BOWERS 6/19/18
Department Head Signature Print Name Date
(or designee)

The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Condition/s:

Not to exceed:

- One-time \$ _____
- Annual Amount \$ _____ / per fiscal year through _____ (date)
(If Annual Amount Varies each FY)

FY 18/19: \$ 87,216

FY _____: \$ _____

FY _____: \$ _____

FY _____: \$ _____

FY _____: \$ _____

[Signature] 6/19/18 19-006

COUNTY OF RIVERSIDE
AMENDMENT NO.7 TO THE AGREEMENT
WITH
AON CONSULTING, INC.

Original Contract Term:	July 1, 2008 through June 30, 2009
Contract Term Extended To:	June 30, 2019
Effective Date of Amendment:	July 1, 2018
Original Annual Maximum Contract Amount:	\$89,650
Amended Annual Maximum Contract Amount:	\$87,216
Contract ID:	

This Amendment No. 7 to the Professional Service Agreement for Human Resource Management Consulting Services is entered into by and between the County of Riverside, a political subdivision of California (COUNTY), and Aon Consulting, Inc., a New Jersey corporation (CONTRACTOR), effective July 1, 2018.

WHEREAS, COUNTY and CONTRACTOR entered into the Professional Service Agreement for Human Resource Management Consulting Services (the "Agreement"), effective July 1, 2008;

WHEREAS, COUNTY and CONTRACTOR subsequently entered into a total of six (6) amendments to extend the term of the Agreement, with the most recent amendment extending the term of the Agreement until June 30, 2018; and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement to extend the term of the Agreement and revise the scope of services and payment provisions.

NOW THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, COUNTY and CONTRACTOR agree as follows:

1. The above recitals are true and correct.
2. Section 2.1 is deleted in its entirety and replaced with the following: "The term of this Agreement shall be extended for one (1) year, commencing on July 1, 2018 and terminating on June 30, 2019."
3. Section 3.1 is deleted in its entirety and replaced with the following:

"COUNTY shall pay CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any of CONTRACTOR's expense related to this Agreement."

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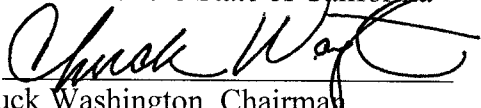
- 4. Exhibit A (Scope of Services) is deleted in its entirety and replaced with the attached Exhibit A-1.

- 5. Exhibit B (Payment Provisions) is deleted in its entirety and replaced with the attached Exhibit B-2.

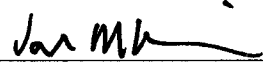
- 6. All other terms and conditions of the Agreement not modified herein shall remain unchanged.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

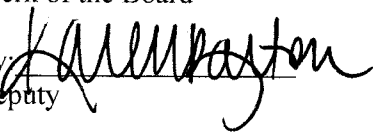
By: 
Chuck Washington, Chairman
Board of Supervisors
Dated: JUL 17 2018

AON CONSULTING, INC.

By: 
Name: Valerie M. Kupferschmidt
Title: Assistant General Counsel
Dated: June 21, 2018

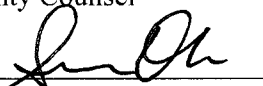
ATTEST:

Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: 
Susanna Oh,
Deputy County Counsel

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**EXHIBIT A-1
SCOPE OF SERVICES**

Services to be provided by CONTRACTOR

CONTRACTOR shall provide:

- Unlimited use of G.A.T.E.®, in accordance with the G.A.T.E.® Terms and Conditions.
- Monthly Program Maintenance including 10 hours of maintenance per month.
- No help desk support provided.

G.A.T.E.® Terms and Conditions

G.A.T.E.® Terms and Conditions are as follows:

"Authorized User" means any County employee authorized by County to use or access the G.A.T.E. platform. A password will be assigned to each Authorized User. Client will provide Contractor with a list of its individuals to be enabled as Authorized Users. Upon County's request, Contractor will disable passwords for any current Authorized User. County and Authorized Users have no right to transfer passwords without the express written consent of Contractor.

Contractor retains all right, title and interest in and to all intellectual property rights embodied in or associated with the G.A.T.E. platform. Contractor hereby grants County a paid-up, worldwide, non-transferable, and non-exclusive license to access and use the G.A.T.E. platform during the term of this Statement of Work.

Standard uptime

Operations Systems Availability Objective: The system will be available 99.50% of the time, 24 hours per day, 365 days per year except for scheduled maintenance hours as stipulated below. System Availability is defined as the ratio of hours those production systems are available in a calendar month to the total number of hours in that calendar month less the hours provided for scheduled maintenance.

Scheduled Maintenance Hours: Contractor shall perform regularly scheduled maintenance between Sunday 12 am and Sunday 6 am EST on the third Sunday of the month. At times, emergency maintenance may be required. Contractor will notify the client's designated contact as soon as possible via telephone prior to any emergency maintenance.

Output, reporting, and data: Delivered with 100% accuracy.

Disaster recovery

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Contractor's procedures for retaining and managing records follow a detailed process that protects Contractor's and clients' information. Contractor has a strong commitment to maintain the security and privacy of information assets. Security is an integral component of the planning, design, and implementation of information technology initiatives. Contractor employs a variety of information security safeguards to protect proprietary and confidential information assets.

Contractor's commitment to security can be seen through Contractor's security organizations. Contractor has a Global Security Risk Management (GSRM) organization that provides leadership in Contractor's strategic security direction, policies, standards, architecture, and implementation of global security solutions. GSRM works to implement security policies and guidelines through the use of software tools, comprehensive security infrastructure, and security awareness programs.

Contractor works with clients at the beginning of a project to understand data management needs, including document retention and electronic file storage for security and confidentiality. The following sections describe Contractor's approach to electronic data retention, management, security and confidentiality.

Data storage

Contractor performs daily, weekly, and monthly backups of Contractor's systems and all databases, with daily incremental backups of data information. All backups are stored off-site in a secure storage facility. Tapes are on a six-month rotation, and end-of-the-month tapes are saved permanently. Data are retained permanently on magnetic tape cassettes. Daily backups are rotated on a monthly cycle. Monthly backups are kept for two years. Annual backups are kept for at least seven years.

Redundancy and backup systems

All devices have uninterruptible power supply (UPS). The servers have redundant power supplies that are plugged into different UPSs. This ensures that faulty circuits or power supplies will not take down the servers. All servers have hardware RAID (redundant array of inexpensive disks). This enables the server to run even during a hard disk failure. Finally, all servers have bonded network adapters. This eliminates a failing network card from taking down a server.

All servers have hardware RAID. This enables the server to run even during a hard disk failure. All SQL servers have hot spares as well. This ensures uptime even if multiple hard disk were to fail. 90% of servers are RAID 5, and some are RAID 50. All Web servers are RAID 1. Finally, all servers have two network cards. This eliminates a failing network card from taking down a server.

All switches and routers have redundant power supplies plugged into different UPSs. Web hosting servers are supported by redundant T-1 connections running BGP. Also, there are Web server farms that virtually guarantee server availability.

Data integrity and confidentiality

Through a detailed Business Continuity Plan, Contractor ensures data does not get lost. This plan covers the systems considered in this RFP. Contractor adheres to all policies,

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programs, and plans for business continuity, crisis management, and disaster recovery. Details of client-specific plans will vary based on the following factors:

- The bundle of services provided, systems used, and communication channels (e.g., Web)
- Contractor office and data center locations providing the service, along with relevant client-directed or Contractor-directed business partner relationships.
- Any client-specific service-level objectives and associated reporting or escalation protocols defined for normal and irregular operations.

Contractor strongly believes security and data integrity are number-one priorities both internally and externally. Contractor has taken several stringent measures to ensure the data transmission and databasing are secure for all of Contractor's clients.

Internally, all of Contractor's servers are housed in centers with tight access control, including secure access and video cameras in the server rooms. Only a small number of employees are allowed access to the server room. All employees have security badges and those with access to the server rooms must have user IDs to access any data.

Security policies

Contractor maintains comprehensive security policies that cover a wide range of information management topics. These policies are regularly reviewed to ensure that Contractor's information is protected by measures that meet or exceed the industry standard for data security and privacy.

Network security

Contractor's critical Internet connections are protected by redundant, load-balanced firewalls. Outbound Internet traffic is via Contractor's proxy servers and Internet destinations are limited by URL filtering. Firewall systems form a perimeter defense system that allows the network to be connected to the Internet for inbound traffic consistent with industry standards. Contractor also maintains intrusion detection infrastructure to not only protect Contractor's perimeter, but also to monitor Contractor's networks for any evidence of an attack. In the event of any system problem, Contractor provides 24x7 response.

Contractor employs a multilevel antivirus architecture to defend against viruses, with antivirus protection on Contractor's mail gateways, mail servers, file servers, and desktops. In addition to antivirus scanning of inbound/outbound traffic, Contractor also employs a content-filtering solution. User IDs and passwords are used and controlled on the basis of business requirements. Procedures are in place to control the allocation of access rights.

Physical security

Contractor protects Contractor's computer systems and networks from power outages, fire and water, and theft risks by maintaining them in facilities with UPSs, fire-suppression systems, restricted physical access, and environmental controls to ensure optimal operating conditions. Badge access is required to gain entry to many Aon facilities, and only select individuals are permitted entry to the computer facilities. Entry to secure facilities is logged and reviewed. Additional information on Aon security procedures is provided below in the Data Integrity and Confidentiality section.

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- Security of the delivery system and data transfers including encryption and decryption—Contractor’s Internet-accessible websites that contain confidential information use Secure Sockets Layer (SSL) version 3.0 encryption or better and the HTTPS protocol. Where permissible, server-side digital certificates that support 128-bit encryption or better is used. Digital certificates from well-known global certificate authorities are used to enable server-side authentication and session encryption. Self-signed digital certificates are not permitted on Contractor’s production systems. In relation to the network perimeter, Contractor uses a DMZ configuration with multilayered firewalls (Web/app/database), with IP filter based controls.

- Staff training procedures and assessment site personnel—Security is as much a people issue as it is a technology concern. Contractor provides staff with security awareness training on a regular basis. In addition, Contractor’s business entities appoint specially trained, local security officers (information security ambassadors) to focus on security issues and supplement Global Information Systems Security’s efforts and to ensure the protection of Contractor’s information assets. Contractor’s security organization takes Contractor’s commitment as custodians for Contractor’s clients’ and partners’ information assets seriously. Protecting Contractor’s client, partner, and Contractor’s own information assets from unauthorized disclosure is Contractor’s priority.

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EXHIBIT B-2
PAYMENT PROVISIONS

Monthly Pricing

- Monthly pricing for the term July 1, 2018 through June 30, 2019:

Description	Amount
G.A.T.E.® Monthly License Fee (Includes Monthly Program Management Fee)	\$7268

- Monthly Program Management Fee includes 10 hours of maintenance per month. Additional support hours can be provided at \$200 per hour based on request and pending mutual approval.
- Any services not listed within the Scope of Services will be priced individually based on request and pending mutual approval prior to implementation. This includes IT changes and any customized reporting through the G.A.T.E.® platform.

Billing

- Invoicing will be monthly effective July 1, 2018.
- Fees are due within 30 days of invoice date.
- 30 business day notification is required for termination.