

## City of Bethel Action Memorandum

Action memorandum No.	24-04		
Date action introduced:	02/13/2024	Introduced by:	Bill Arnold, Acting City Manager
Date action taken:	02/13/2024	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Denied
Confirmed by:	K M		

### Action Title:

1. Direct Administration to negotiate and execute a services agreement for a cloud-based Human Resources Management platform to include - onboarding, digital personnel file maintenance, forms repository and employee policy acknowledgement.
2. Direct Administration to investigate future expansion to include integrated cloud-based timekeeping and payroll services.

Amount of fiscal impact	Source of Funding	Account information
\$19,020.85	Budget Ordinance	100-51-6335
	No fiscal impact at this time.	

### NEOGOV Custom Onboard and E-Forms License.

In November 2023, the Bethel City Council adopted an ordinance expanding employee opportunities to include Tele-working. Under this concept, the City Manager expanded a contractual relationship with a previous Human Resources Director (HR Director) and filled the position under a teleworking model. The ability to support a remote employee currently rests within the City's local network server, requiring remote access to a desktop computer. The connection is often slow, or disrupted, hampering access to the employee documents.

The HR Director spent time looking at a variety of cloud-based Human Resource Information Systems, with a focus on Alaska communities to see what solution they are using and the scalability of each program. Governmentjobs.com, Inc. (dba "NEOGOV") had been considered by previous HR Directors in Bethel to provide recruitment services. Further investigation, however, demonstrated a strong HR support component that is scalable from basic onboarding to providing a full employee management system. Additionally, 14 communities in Alaska currently use NEOGOV for their HR process and the State of Alaska contracts with NEOGOV for their state job recruiting board.

In accordance with BMC 4.20.240 the annual fee is for up to 150 employees is \$13,520.85, with a one-time custom bundle setup and training cost of \$5,500.00.

In evaluating the system, the goals were:

- Ability to share onboarding and payroll data between several departments.
- Improved employee access to their personnel files, policies, and general information.
- Enhanced ability to support telework with reduced reliance on in-place municipal staff through improved technology.
- Ability to expand future services to include evaluations, training, benefits and payroll management through a comprehensive solution.
- Consolidation of employee services to one cloud-based portal in which all files and forms are accessible.

Employees currently have limited access to their own personnel files, City policies and benefit

information due to security standards required to protect that information. Maintaining paper records requires an individual to have and provide access as needed. Digital storage of these records will improve efficiency and access, as well as improving transparency for our employees. The key to improving our commitment to our employees is moving to a cloud-based solution, delivering information and accepting information through websites and mobile applications. The NEOGOV selection meets these goals.

### Top Components

#### Onboarding Module

This module is kept updated with all public sector new hire requirements and allows HR and the new employee to complete all new hire documentation through a web-based portal. Digital pre-employment paperwork can be processed for new hires before their start date. HR can establish timeline standards and set up reminders for incomplete documentation. Each Department can coordinate specific requirements through HR and tailor each employee's onboarding experience through custom on-boarding portals. Completed forms are automatically stored into the employee's personnel file.

#### E-Forms Module

This module allows HR to standardize employee forms, eliminating copies on numerous computers that may or may not be up to date. Policies and policy acknowledgments as well as job descriptions can be maintained and reviewed by employees. With E-Forms, the City can ensure compliance with federal, state and local employment laws.

#### Cost

The setup fee is reasonable, and much of the work can be accomplished off-site, supporting a teleworking model. Each employee will have their own City email, ensuring that information flows directly to the employees, rather than relying on supervisors to relate critical information.

As a scalable solution, NEOGOV is a starting point to support teleworking and digital efficiencies throughout the City departments. Future enhancements can incorporate digital timekeeping, managing training, safety programs, and policy compliance.