



**BOARD OF DIRECTORS
APRIL 1, 2020
SUPPLEMENTAL INFORMATION**

ITEM #E10 APPLICANT TRACKING SYSTEM

CONTRACT AMENDMENT 1
TO
CONTRACT ITS19-08
BETWEEN
OMNITRANS
AND
GOVERNMENTJOBS.COM, INC.

Applicant Tracking System

This Contract Amendment 1, effective April 5, 2020, entered into by and between Omnitrans (hereinafter called “Omnitrans”) and Governmentjobs.com, Inc. dba NEOGOV (hereinafter called “Contractor”).

RECITALS

WHEREAS:

- I. Omnitrans and Contractor entered into Contract ITS19-08 on November 5, 2018; and
- II. Omnitrans and Contractor hereby agree to amend the Contract under Amendment 1 to add the Perform and Onboard Modules and increase the Contract amount by \$56,112 for a new total Contract not-to-exceed amount of \$96,942.

NOW THEREFORE, in consideration of the forgoing, Omnitrans and Contractor agrees as follows:

- I. Contract Agreement title page, delete Contract Amount in its entirety and replace with:

Contract Amount: \$96,942.00

- II. Contract Agreement, page 4, delete 3. Compensation in its entirety and replace with:

For CONTRACTOR’s full and complete performance of its obligations under this Agreement, OMNITRANS shall pay CONTRACTOR on a FIXED PRICE basis at the fully burdened fixed rates shown in Attachment C, and subject to the maximum cumulative payment obligation.

OMNITRANS’ maximum cumulative payment obligation under this Agreement shall not exceed Nine-Six Thousand Nine Hundred Forty-Two Dollars (\$96,942.00), including all amounts payable to CONTRACTOR for all costs, including but not limited to direct labor, other direct costs, subcontracts, indirect costs including, but not limited to, leases, materials, taxes, insurance, and profit.

- III. Delete Attachment A – Scope of Work in its entirety and replace with the attached Revised, Attachment A – Scope of Work.

ITS19-08
Amendment 1

- IV. Delete Attachment C – Pricing in its entirety and replace with the attached Revised, Attachment C – Pricing.
- V. As hereby amended, the Contract remains in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment 1 to Contract ITS19-08 to be executed on the date shown below and effective on the date first herein above written.

OMNITRANS

Governmentjobs.com, Inc.

Erin Rogers
Interim CEO/General Manager

John Closs
Controller

Date

Date

DP_____

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

I. Introduction

Contractor shall provide a cloud based /hosted Applicant Tracking System (ATS) solution that will satisfy Omnitrans' recruitment needs.

II. Objectives

Omnitrans' Human Resources (HR) Department has been planning improvements to the recruiting process with the intent of providing the following benefits:

- A. Better understanding the performance of the recruiting function and gain data-driven insight into what is working.
- B. Utilize this knowledge to improve the process and to better leverage Omnitrans' investment in recruiting.
- C. Bring more consistency to the recruiting and hiring process, ensuring every applicant is given the opportunity for their application to be viewed and considered.
- D. Provide an improved candidate experience, both to increase the success of recruiting efforts and to reinforce a positive impression of Omnitrans among all applicants.
- E. Allow more efficient use of staff time by facilitating improved collaboration among all staff involved in the hiring process.

III. Background

Omnitrans hires approximately 100 employees annually. On average an estimated of 1,500 applications are received each year. Omnitrans currently has 685 employees. The current applicant tracking system was partially implemented in 2010, but did not allow for online applications until August 2017. Omnitrans desires move to a more user-friendly applicant tracking system that will allow for online applications that can be easily identified by recruiter.

IV. Omnitrans' IT Environment

Omnitrans data center is comprised of Dell servers running VMware hypervisor. Server operating systems are a mix of Microsoft Windows 2008-2016 servers. The network runs on Cisco switches and routers. The network has five locations with San Bernardino being the main site connecting to the other sites through multiprotocol label switching (MPLS).

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

V. System Functional Specifications

The Applicant Tracking System will not interface with any existing systems (i.e. Enterprise Resource Planning (ERP)).

Desired Process

ATS shall provide the following enhanced processes:

1. Managers shall have the ability to submit requests to open positions electronically.
2. ATS shall allow for direct postings to Omnitrans' website and selected job boards.
3. Applicants shall be able to submit their resumes and apply online.
4. Applicants shall be able to upload a variety of documents (H6, typing certificate, etc.)
5. All pertinent identifying applicant data shall be electronically captured and stored within the ATS.
6. HR shall be able to send or provide access to candidate(s) for the completion of online application.
7. Resumes and applications shall be electronically stored in the ATS.
8. ATS shall include a mechanism to notify applicants of successful submission via on screen notification and via email.
9. Administrative rights shall include the function of setting various accesses to internal users. ATS capabilities shall include review of resumes, applications, prescreen, and interview notes to be entered and reviewed by HR.
10. ATS shall have the capability to capture and combine information to create one interview/candidate packet for easy review of all information necessary.
11. HR shall be able to determine/identify final disposition of candidate (candidate withdrew, failed/passed prescreen, background, HR interview, hiring manager interview, senior management, interview, reassign to a different position) which can be noted in the ATS.
12. ATS shall allow HR to send email notifications/letters to individual candidates and/or groups of candidates.
13. Applicant(s) shall have the ability to easily reset or retrieve password and/or access profiles.
14. ATS shall allow HR to enter applications manually.
15. ATS shall generate and distribute communications with internal process for notifying appropriate parties to take action based on position.
16. ATS shall allow for branding with logos and colors.
17. ATS shall allow HR to develop, track, and monitor recruitment and applicant statistics based on both standard and ad hoc reports.
18. ATS shall enable positions to be assigned to specific HR staff.
19. ATS shall allow HR to modify/add/change/delete fields on the application.
20. ATS shall allow applicants to self-schedule for testing and interviews.

REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM

21. ATS shall allow the use of voluntary Equal Employment Opportunity (EEO) questionnaires; HR can run reports on EEO information by requisition.
22. ATS shall allow HR to customize email message templates for candidates.
23. ATS shall not lock-out applicants who take a long time to complete their application, or the system has a way to address this.

A. Specific ATS Requirements:

1. Requisition/Posting Process

- a. Enable managers to submit new hire requisitions for approval.
- b. Allow openings to be posted directly on Omnitrans' website.
- c. Allow for openings to be automatically posted to other job boards as designated by Omnitrans.
- d. Allow postings to link to and require the launch of a pre-screening assessment on selected job openings.
- e. Allow postings to be printed.
- f. Provide ability for postings to auto expire after the closing date and be automatically removed from websites.
- g. Allow flexibility in posting periods/lengths.

2. The Resume/Application Process

- a. Allow applicant to submit a resume, cover letter, references, and application information. Users shall create accounts enabling applicants to save/upload/complete required information and submit completed requirements.
- b. Provide each applicant the ability to respond to supplemental questionnaires.
- c. Allow applicant to complete an online application and later retrieve the application for viewing, modification, or conversion to applications for additional openings.
- d. Send an automatic notification to the applicant acknowledging receipt of an application both on screen and by e-mail.
- e. Applicant disposition notices are generated automatically based on the applicant disposition and can be sent to applicants either via e-mail or in hard copy.
- f. Allow processing of each application and any attachments as a single, complete document.
- g. Customizable workflows for email alerts & applicant processing.

3. Applicant Screening & Onboarding

- a. Allow for each opening to include a set of questions that will be generated by HR using a database maintained in the ATS. These questions must be able to be automatically loaded into the system and must include both multiple choice and narrative formats.

REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM

- ~~b. ATS shall automatically rate applicants by screening resumes for employment gaps, etc.~~
 - c. Allow for easy addition of status and interview notes to candidate files.
4. Data Management and Reporting
- a. Capture and store with limited access the applicants' personal data including name, address, demographics, EEO data, and positions applied for.
 - b. Provide the ability to customize data entry screens. These screens should consist of user defined tables that include: hiring managers, job titles, departments, locations, salary ranges, and names of HR staff assigned.
 - ~~c. Provide the ability to create a database of interview questions.~~
 - d. Include a full feature reporting capability with a SQL query tool so that recruitment/applicant data/statistics can be easily retrieved through both standard and ad hoc reports.
 - e. Provide for the storage of at least three (3) years' worth of applicant and recruitment data.
 - f. Provide the capability to send out mass emails to people notifying them of our openings and providing a way for uninterested parties to unsubscribe.
5. Training and User Assistance
- a. Provide comprehensive online train-the trainer training for approximately six personnel users. Additional training shall be available as needed by Omnitrans.
 - b. Provide user help desk services for HR staff (6:00 am – 6:00 pm) by telephone. Online assistance should be available 24 hours per day, 7 days per week.
6. Technical Requirements
- a. No application software, other than an Internet browser, should be required on computers. Users should be able to use major web browsers including Internet Explorer, Firefox, Safari, Google Chrome, etc.
 - b. Email notifications and alerts generated by the ATS shall be fully configurable (rich text/HTML preferred).
 - c. The proposal's ATS description shall include information regarding the minimum version required for these browsers.
 - d. ATS shall provide prompt response time when accessed by Omnitrans staff.

REVISED, ATTACHMENT A – SCOPE OF WORK

ITS19-08

APPLICANT TRACKING SYSTEM

- e. Proposal shall clearly state the guaranteed availability (percentage up-time) of the system as well as any restitution provided to Omnitrans if this guarantee is not met.
 - f. Contractor shall immediately notify Omnitrans of any down time, equipment failure, or any other factor which affects the accessibility of the system.
 - g. System shall have redundant internet connections and full documentation related to how these redundant connections operate.
 - h. ATS shall provide applicants with an option to create user passwords that protect other applicants from viewing data.
 - i. Current job openings, applicant profiles, and all other ATS data shall be backed-up on regular basis (at least daily).
 - a. All back-ups shall be verified and recovery systems tested on a regular basis.
 - b. Contractor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.
 - j. System shall provide access to the raw data on an ad hoc basis in a standard format.
 - k. Omnitrans shall be notified of any scheduled system outages at least two (2) working days prior the outage.
 - l. Contractor shall acknowledge any issues raised by Omnitrans within 1 business day and resolve them according to a priority schedule to be determined.
 - m. Data shall be owned by Omnitrans along with the ability to access the data by third party tools.
7. Security
- a. Customizable security roles/levels of access for various types of users: HR, hiring managers, senior management, HR leadership, & super users.
 - b. System shall provide all required interfaces with Omnitrans' resources without compromising the integrity of Omnitrans' firewall and network security systems.
 - c. Vendor must use a secure, SAS70-certified Tier 4 data center.

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

B. Specific Performance Management Requirements:

1. Performance Evaluation Process

- a. System shall allow for electronic routing to necessary parties in the evaluation process.
- b. System shall allow for digital signatures.
- c. System shall allow reviewers to view a history of evaluations for each employee they supervise.
- d. System shall allow employees and reviewers to track progress on employee goals throughout the review period.
- e. System shall allow for reporting (ex: ratings by department).

2. Ease of use and configuration

- a. System shall be user-friendly for administrators to develop competencies and evaluation forms for various groups of employees.
- b. System shall be user-friendly and intuitive for employees and the reviewers to complete performance evaluations.

3. Notifications

- a. System shall allow for automatic reminders to employees and reviewers for upcoming and past due evaluations.
- b. System shall allow administrators to set reminders at specific time intervals.

C. Specific Onboarding Requirements:

1. Welcome Portal

- a. System shall provide a link to portal to welcome new hires to the organization.
- b. System shall provide an easily customizable welcome page.
- c. System shall allow to post welcome video(s) from CEO and department.
- d. System shall allow to upload new hire training videos.

2. Checklists and forms

- a. System shall provide easily customizable checklists to route to HR, IT, and hiring department.
- b. System shall have the ability to send reminders to new hires to complete certain tasks.
- c. System shall have the ability to upload existing forms and create new ones.
- d. System shall allow for bulk printing of forms.

3. Other

- a. System shall have the ability to assign a mentor and communicate through the system.

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

Response Matrix

Please use the matrix below to respond to requirements based on system's capabilities. It is important to respond to every requirement by placing a check mark in one of the boxes for each row. Should a box not be completed, it will be interpreted as "Not Available."

The following is a description of individual columns in the matrix:

1. Mandatory/Optional Element

This indicates whether the element described is mandatory or an optional feature.

2. Basic Package (BP)

A check mark in this column indicates the requirement is met by the product without any modification or setup.

3. Supported Customization (SC)

A check mark in this column indicates the requirement can be met by the product although customization is required. This customization will be supported by the Proposer as if it were a standard capability of the product for the current and all future releases. Please indicate the estimated cost for the customization (non-binding at this stage of the process).

4. Unsupported Customization (UC)

A check mark in this column indicates the requirement can be met by the product although customization is required. This customization is unique to Omnitrans, and retention of this customization will require continual modifications to future releases of the product. Show the estimated cost for the customization (non-binding at this stage of the process).

5. N/A (Not Available)

A check mark in this column indicates the system cannot meet the requirement at this time.

6. Comment

Provide any additional information believed to be helpful in evaluating the response.

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

Requirement	M/O	BP	SC	UC	N/A	Comment
A. The Posting Process						
1. Enable managers to submit new hire requisitions for approval.	O	X				
2. Allow openings to be posted directly on Omnitrans' website.	M	X				
3. Allow for openings to be automatically posted to other job boards as designated by Omnitrans.	O		X			Addtl cost
4. Allow postings to link to and require the launch of a pre-screening assessment on selected job openings.	O	X				
5. Allow postings to be printed.	M	X				
6. Provide ability for postings to auto expire after the closing date and be automatically removed from websites.	M	X				
7. Allow flexibility in posting periods/lengths.	M	X				
B. The Resume/Application Process						
1. Allow applicant to submit a resume, cover letter, references, and application information. Applicants shall create accounts enabling them to save/upload/complete required information and submit completed information.	M	X				
2. Provide each applicant the ability to respond to supplemental questionnaire.	M	X				
3. Allow the applicant to complete an online application and later retrieve the application for viewing, modification, or conversion to applications for additional openings.	M	X				
4. Send an automatic notification to the applicant acknowledging receipt of an application both on screen and by e-mail.	M	X				
5. Send an automatic notification to the applicant of the disposition of the application via email.	M				X	Not automatic. But emails can be sent in bulk
6. Allow processing of each application and any attachments as a single, complete document.	M	X				
7. Customizable workflows for email alerts & applicant processing.	M	X				
C. Applicant Screening & Onboarding						
1. Allow for each opening to include a set of questions that will be generated by HR using a database maintained in the ATS. These questions must be able to be automatically loaded into the ATS and must include both multiple choice and narrative formats.	M	X				
2. The ATS may also automatically rate applicants by screening resumes for employment gaps, etc.	O	X				Based on supplemental questions only
3. Allow for easy addition of status and interview notes to candidate files.	M	X				

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

Requirement	M/O	BP	SC	UC	N/A	Comment
D. Data Management and Reporting						
1. Capture and store with limited access the applicants' personal data including name, address, demographics, EEO data, and positions applied for.	M	X				
2. Provide the ability to customize data entry screens. These screens should consist of user defined tables that include: hiring managers, job titles, departments, locations, salary ranges, and names of HR staff assigned.	M	X				
3. Provide the ability to create a database of interview questions.	M				X	
4. Include a full feature reporting capability with a SQL query tool so that recruitment/applicant data/statistics can be easily retrieved through both standard and ad hoc reports.	M	X				
5. Provide for the storage of at least three (3) years' worth of applicant and recruitment data.	M	X				
6. Provide the capability to send out mass emails to people notifying them of our openings and providing a way for uninterested parties to unsubscribe.	M	X				
E. Training and User Assistance						
1. Provide comprehensive training session for approximately six persons at Omnitrans' East Valley location in San Bernardino, CA. Additional training shall be available as needed by Omnitrans.	M		X			Additional cost for on-site training
2. Provide user help desk services for HR staff (7:00 am – 7:00 pm) by telephone. Online assistance should be available 24 hours per day, 7 days per week.	M				X	Customer Support hours are 6 AM – 6 PM PST
F. Technical Requirements						
1. No application software, other than an Internet browser, should be required on computers. Users should be able to use major web browsers including Internet Explorer, Firefox, Safari, Google Chrome, etc.	M	X				Supported Browsers: IEII, Edge, Chrome
2. Email notifications and alerts generated by the ATS shall be fully configurable (rich text/HTML preferred).	M	X				System emails not configurable. On road map to do so.
3. The proposal's ATS description shall include information regarding the minimum version required for these browsers.	M	X				
4. ATS shall provide prompt response time when accessed by Omnitrans staff.	M	X				
5. Proposal shall clearly state the guaranteed availability (percentage up-time) of the system as well as any restitution provided to Omnitrans if this guarantee is not met.	M	X				
6. Contractor shall immediately notify Omnitrans of any down time, equipment failure, or any other factor which affects the accessibility of the system.	M	X				

**REVISED, ATTACHMENT A – SCOPE OF WORK
ITS19-08
APPLICANT TRACKING SYSTEM**

Requirement	M/O	BP	SC	UC	N/A	Comment
F. Technical Requirements						
7. System shall have redundant internet connections and full documentation related to how these redundant connections operate.	M	X				
8. ATS shall provide applicants with an option to create user passwords that protect other applicants from viewing their data.	M	X				
9. Current job openings, applicant profiles, and all other system data shall be backed-up on regular basis (at least daily).	M	X				
a. All back-ups shall be verified and recovery systems tested on a regular basis.	M	X				
b. Contractor shall use an off-site storage facility for back-up data storage and shall provide documentation on the procedures that are followed for backing up and restoring data in the case of an emergency or system failure.	M	X				
10. System shall provide access to the raw data on an ad hoc basis in a standard format.	M	X				
11. Omnitrans shall be notified of any scheduled system outages at least two (2) working days prior the outage.	M	X				
12. Contractor shall acknowledge any issues raised by Omnitrans within 1 business day and resolve them according to a priority schedule to be determined.	M	X				
13. Data shall be owned by Omnitrans along with the ability to access the data by third party tools.	M	X				
G. Security						
1. Customizable security roles/levels of access for various types of users: HR, hiring managers, senior management, HR leadership, & super users.	M				X	
2. System shall provide all required interfaces with Omnitrans' resources without compromising the integrity of Omnitrans' firewall and network security systems.	M			X		TBD
3. Vendor must use a secure, SAS70-certified Tier 4 data center.	M	X				

REVISED, ATTACHMENT C - PRICING

ITS19-08

APPLICANT TRACKING SYSTEM

Applicant Tracking System	NeoGov
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Initial Set-Up/Training

Set-Up & Configuration Fee	\$ 1,750.00
Training Fee (If Applicable)	\$ 1,250.00

Initial Set-Up/Training Total	\$ 3,000.00
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Year 1

Annual License Fee	\$ 12,000.00
Annual Maintenance and Support	\$ -

Total Year 1	\$ 12,000.00
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Year 2

Training Fee (If Applicable)	\$ -
Annual License Fee (#_____ users)	\$ 12,600.00
Annual Maintenance and Support	\$ -
Perform Module	\$ 8,290.21
Onboard Module	\$ 3,982.63
Integration (Single sign on, employee intergration, hire export)	\$ 2,210.53
Set-Up & Configuration Fee (Perform & Onboard)	\$ 16,800.00

Total Year 2	\$ 43,883.37
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Year 3

Training Fee (If Applicable)	\$ -
Annual License Fee (#_____ users)	\$ 13,230.00
Annual Maintenance and Support	\$ -
Perform Module	\$ 14,211.79
Onboard Module	\$ 6,827.37
Integration (Single sign on, employee intergration, hire export)	\$ 3,789.47

Total Year 3	\$ 38,058.63
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Initial Set-Up/Training	\$ 3,000.00
Base Year 1	12,000.00
Base Year 2	43,883.37
Base Year 3	38,058.63
	\$ 96,942.00