

COMMUNICATION FROM CHAIR, PERSONNEL, AUDITS, AND ANIMAL WELFARE COMMITTEE relative to proposed Second Amended and Restated Professional Services Agreement (Contract No. C-131581) with Aeon Nexus Corporation (Aeon Nexus) to provide support, licensing, and maintenance for the Customer Relationship Management (CRM) Platform and Online Candidate Portal utilized in the recruitment process for Police Officer candidates.

Recommendation for Council action:

AUTHORIZE the General Manager, Personnel Department, to execute, the Second Amended and Restated Professional Services Agreement C-131581 with Aeon Nexus Corporation to extend the term by two years for a revised term of five years effective July 16, 2018 through July 15, 2023, and to increase the expenditure authority from \$784,185 to a total not to exceed \$1,262,185, subject to approval as to form by the City Attorney.

Fiscal Impact Statement: The City Administrative Officer (CAO) reports that funding is provided by the General Fund, in the Personnel Department's Contractual Services account within the line item titled "Case Management System" which is budgeted \$239,000 in the 2021-22 Adopted Budget. Funding from the Innovation Fund in the amount of \$250,000 was awarded in 2018-19 for the development and implementation of a CRM Platform and Online Candidate Portal.

Financial Policies Statement: The CAO reports that as budgeted funds are available to support the proposed Agreement and expenditures in the current year, and future year expenditures are limited to the appropriation of funds, the recommendation of this report complies with the City's Financial Policies.

Community Impact Statement: None submitted.

TIME LIMIT FILE – SEPTEMBER 24, 2021

(LAST DAY FOR COUNCIL ACTION – SEPTEMBER 24, 2021)

Summary:

On August 18, 2021, the Chair of the Personnel, Audits, and Animal Welfare Committee considered a July 9, 2021 CAO report relative to proposed Second Amended and Restated Professional Services Agreement (Contract No. C-131581) with Aeon Nexus to provide support, licensing, and maintenance for the CRM Platform and Online Candidate Portal utilized in the recruitment process for Police Officer candidates. According to the CAO, the Personnel Department is requesting approval to execute the proposed Second Amended and Restated Agreement C-131581 (Agreement) with Aeon Nexus to continue support, licensing, and maintenance services for the CRM Platform

and Online Candidate Portal utilized in the recruitment process for Police Officer candidates. Approval of the proposed Agreement will:

- a. Extend the term by two years for a revised term of five years effective July 16, 2018 through July 15, 2023.
- b. I) increase the total expenditure authority from \$784,185 to \$1,262,185, an increase of \$478,000. Actual costs during the initial three-year term of the contract total \$687,247.

The proposed Agreement includes a ratification clause to allow the Contractor to continue providing services prior to execution of the proposed Agreement.

The annual cost of services is up to \$239,000 over the remaining two years of the Agreement. The scope of services provided under the Agreement consists of support (\$101,395 annually), licensing (\$110,000 annually), and maintenance (up to \$27,605 annually) for the CRM platform and Online Candidate Portal, including Investigative Case Management (ICM) and the Examination Management (EM) functionality.

The Personnel Department's initial transmittal dated February 3, 2021 requested an extension of the term and an increase of \$1,045,210 in compensation resulting in maximum compensation of \$1,829,395. Upon review by the CAO, with concurrence by the Personnel Department, the requested increase in compensation was revised to \$478,000 resulting in a revised maximum compensation of \$1,262,185. The Personnel Department provided a revised Agreement on July 6, 2021 to reflect the revised expenditure authority. On January 2, 2018, Personnel issued a Request for Proposals (RFP) seeking qualified firms to develop and design an integrated CRM platform and Online Candidate Portal to manage and track Police Officer candidate activities and communications throughout the recruitment process. Based on a competitive process, the Contractor was awarded the contract providing an expenditure authority of \$473,515 and an initial term of one-year effective July 16, 2018 through July 15, 2019, with two one-year extension options.

On September 20, 2019, the First Amended and Restated Agreement was executed which exercised the two one-year extension options, increased the expenditure authority to \$784,185, and expanded the scope of services to add ICM and EM system functionality. After consideration, the Committee Chair moved to recommend approval of the recommendation contained in the July 9, 2021 CAO report and detailed in the above recommendation. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

A handwritten signature in black ink that reads "Paul Koretz". The signature is written in a cursive, flowing style.

Councilmember Paul Koretz, Chair
Personnel, Audits, and Animal Welfare Committee

COUNCILMEMBER VOTE

KORETZ: YES

HARRIS-DAWSON: ABSENT

BONIN: ABSENT

ARL

8/18/21

-NOT OFFICIAL UNTIL COUNCIL ACTS-