

CC Work Session**Meeting Date:** 06/10/2025**Primary Strategic Plan Initiative:** Strive for high organizational morale and employee retention.**Information****Title:**

Discussion Regarding Implementing HR Software

Purpose/Background:

The purpose of this discussion is to update the City Council regarding the City's Human Resource division's business processes related to its human capital management; specifically its employee onboarding, data management and reporting, employee forms, and performance management.

Human Resources:

In a nutshell, every HR process is a manual process driven by manually keyed and updated data using Excel spreadsheets and/or manual to-do checklists. This process has increased potential for errors or omissions and is limited to HR staff access. With the desired NeoGov products, access can be extended directly to individual employees, supervisors, managers, etc.

For about ten years, the City has utilized NeoGov's Insight module, which is the online application process. Beyond that, automating HR has been long overdue. Several months ago, staff were hoping to benefit from the ERP project through LOGIS, which would have included some improved HR functionality. As we know, the ERP project did not come to fruition. Staff reached out to LOGIS to confirm that there are no options for improved HR processes underway, which there are not. LOGIS staff acknowledged they are aware of the popularity of NeoGov with HR professionals and its capabilities, as well as the limited functionality of the JDE HR module.

Human Resources staff have held several online meetings with NeoGov, met with the City of Savage, the City of Blaine, the League of Minnesota Cities and spoken with many other cities regarding NeoGov products. The NeoGov product line is uniquely beneficial to the public sector and the individual modules link to one another. For example, if the City were to obtain Onboard, the applicant data from Insight would flow directly into Onboard (for pre-boarding, onboarding, and off-boarding automation), to CoreHR to continue to build the online employee database, to E-forms for all employee actions forms (step changes, benefit changes, employee demographic changes, etc.) and Perform.

Regularly, city functions are evaluated on the quality and efficiency they bring, not only to the organization, but city services as a whole. Years ago, we transitioned to electronic agendas in lieu of paper copies. This not only increased the availability of the agenda, but made the process more streamlined and efficient. Accounts Payable also went through this process a few years ago, doing away with paper copies of invoices that were printed, hand-delivered, and scanned by hand. Now the process is digital, decreasing the time 'waiting' on invoices to be approved and coded, and allowing staff to complete them even in other buildings. Increasing availability and saving time. Online permit applications is another example. Applicants can apply for permits online day or night, increasing that service's availability, which cut down on phone calls and foot traffic within City Hall. While we can still process requests over the phone or door, it gives those seeking this service another avenue without many more resources needed. Online utility payments, online park and recreation reservation services, voicemail to email, Notify Me subscriptions on the website, fillable online forms, and implementing a phone tree directory are just a few of the other examples where the City has worked to create a more efficient process in order to assist residents and staff.

Community Development is in the process of transitioning to ACCELA to more efficiently process planning

and building permit applications, conduct plan reviews, manage inspections, manage business and rental licenses and code enforcement activities. The ACCELA program will also be used by Public Works and Engineering Departments to track inspections, fees associated with development, right-of-way permits and plan reviews.

Staff recommends updating the technology in human resources by expanding the use of NeoGov products to benefit the organization as a whole. Staff will be prepared to expand on the individual divisional benefits at the meeting.

Attached:
Summary staff notes
NeoGov Brochures

Time Frame/Observations/Alternatives:

Up to 30 minutes

Funding Source:

Most of the required funding would be included the 2026 budget and beyond. For 2025, most of the needed funding is available within the Training budget, which could cover the one-time implementation fees (and training) and within the Personnel Testing and Recruitment budget to cover the first-year licensing, based on option A. There may be some flexibility regarding the costs for year #1, which staff will be seeking City Council direction. The offsetting savings are difficult to measure, but would impact staff time, paper costs and copier wear and tear, improved reporting such improved EEO reporting and beyond. Other cost-saving benefits to accuracy and efficiency are undefined, but likely expansive.

Incentive Example Option A (3 Modules)

Onboard + CoreHR + eForms Annual License Fee Year 1: \$13,252.80

One Time Implementation Fee: \$7,309

Onboard + CoreHR + eForms Annual License Fee Year 2: \$17,670.40

Onboard + CoreHR + eForms Annual License Fee Year 3: \$22,308.88

40% off annual license fees year 1, 20% off annual license fees year 2, 1% uplift year 3 on annual license fees from 2025 standard pricing, 50% off implementation fees

Received approval on a 1% uplift Year 3, instead of a 5% uplift Year 3 on annual license fees

Incentive Example Option B (4 Modules)

Onboard + CoreHR + eForms + Perform Annual License Fee Year 1: \$19,151.40

One Time Implementation Fee: \$10,028

Onboard + CoreHR + eForms + Perform Annual License Fee Year 2: \$25,535.20

Onboard + CoreHR + eForms + Perform Annual License Fee Year 3: \$32,238.19

40% off annual license fees year 1, 20% off annual license fees year 2, 1% uplift year 3 on annual license fees from 2025 standard pricing, 50% off implementation fees

Received approval on a 1% uplift Year 3, instead of a 5% uplift Year 3 on annual license fees

Recommendation:

To receive City Council approval by consensus to proceed with options A or B as shown above and attached.

Outcome/Action:

Based on discussion.

Attachments

Power Point
Why Onboard
Onboard Overview
Why CoreHR
CoreHR Overview
Why E-forms
E-forms Overview
Why Perform
Perform Overview
Current HR Processes

Form Review

Inbox

Brian Hagen

Form Started By: Colleen Lasher

Final Approval Date: 06/05/2025

Reviewed By

Kathy Schmitz

Date

06/05/2025 03:24 PM

Started On: 06/03/2025 08:52 AM