

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:27 a.m., March 7, 2023

Committee Members: Moss (Vice Chair), Weiss, Welch

Other Board Members: Joyce, Koomar, Lucas, McCall

Not present: Biasiotta, Pellot

Staff: Birdsong Terry, Bober, Caver, Dangelo, Davidson, Ferraro, Fields, Fleig, Freilich, Garofoli, Gautam, Kirkland, Laule, McGory, McKervey, Miller, Miranda, Schipper, Walker-Minor

Public: Gibbons, Loh

The meeting was called to order at 9:27 a.m. Three (3) committee members were present. Vice Chair Moss presided over the meeting in Mayor Biasiotta's absence.

RFP Procurement for Applicant Tracking System

Presenters included Joshua Miranda, Director of Management Information Services and Ashley Bober, Contract Administrator.

Project Overview

In April 2022, GCRTA staff participated in a Kaizen event. It was determined there were some critical process bottlenecks and limitations related to the Oracle iRecruitment Applicant Tracking product. Action items were established, with one of them related to replacing the Oracle iRecruitment product with a new Applicant Tracking System ("ATS"). Some of today's challenges include bad candidate experience, complex application programs, which cost the Authority. Times have changed from a paper process to an integrated platform that provides data analytics and mobile friendliness. The contractor's platform tracks and manages all correspondence and helps the HR staff manage candidate information.

Current recruitment tool deficiencies

- Not mobile friendly
- No electronic signature capability
- No automated notification to candidate
- Limited reporting capabilities
- Difficult for HR staff to navigate and maintain
- Double data entry (Recruiting and HRIS)

Modern ATS benefits

- Isolate hiring population from the current employees
- Built-in reporting capabilities to identify bottlenecks and address them in real-time
- Mobile friendly, SaaS solution allowing for high uptime and fast processing
- Built-in integrations with existing hiring platforms
- Bidirectional integrations with Oracle EBS to allow for single data entry and process streamlining
- Modern ATS meet the needs of both the Recruiting Team and the Applicants

Procurement Overview

The Request for Proposal (RFP) was issued on September 5, 2022. It was accessed on the GCRTA website by 22 interested parties and 4 firms proposed. The evaluation panel consists of various RTA departments using selection criteria. The recommended firm was UKG (Ultimate Kronos Group), Inc., headquartered in Weston, Florida. A 0% DBE goal assigned by the Office of Business Development.

In a typical RFP, they receive proposals, shortlist the firms and interview them. After the interview, they request a Best and Final Offer. Because this is software, they used a different approach. They solicited for capabilities they wanted and asked the proposers to respond. They shortlisted three firms and held software demonstrations with them. From there they shortlisted two firms. They did software trials with them and the IT and HR staff. From those trials, they selected the firm.

UKG, Inc. strengths include:

- Global human capital management industry leader serving over 150 countries and 75,000+ organizations, including 2,000+ federal, state, and local government agencies across all 50 states.
- Provides an intuitive workflow to reduce time on administrative tasks by automating business processes, step-by-step from start to completion.
- Creates an inviting and engaging candidate experience for positive first impressions.
- Ability to continuously improve recruiting processes and hiring practices with built-in analytics.
- Ability to provide syndication of job postings to external job placement websites.
- Available anytime and anywhere, and on any device

Local Clients include:

- GCRTA (Kronos timekeeping system), Northeast Ohio Regional Sewer District, Ohio Public Employees Retirement System, Cuyahoga County Public Library and over 1,000 Ohio public and private employers

Negotiated pricing includes:

- \$105,000 annual fee for 3 years totaling \$315,000
- \$32,000 one-time fixed fee for implementation and training services

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to UKG, Inc. to provide Applicant Tracking System Services in a total contract amount not to exceed \$347,000.00 for a three-year period. This was 24% below budget.

Mayor Weiss asked if the system cover all employees. Mr. Miranda said it would cover all new applicants. Current employees would go to this platform to apply. Mayor Koomar asked if after the three years, would there be additional charges on a new contract. Mr. Miranda said the \$32,000 fixed cost is related to implementation services. Once the system is up, that charge goes away, but there would be an annual licensing subscription under the new contract. Ms. Birdsong Terry said they discussed the length of the contract extensively. The three-year contract will provide enough time to transition to new process. Mr. Fields added that they are pleased with the product. The Authority uses this vendor for timekeeping also.

It was moved by Ms. Welch, seconded by Mayor Weiss and approved to move this to the full Board.

The meeting adjourned at 9:41 a.m.


Rajan D. Gautam
Secretary/Treasurer


Theresa A. Burrage
Executive Assistant