

AMENDMENT NO. 3 TO AGREEMENT NO. 23-R082620JE FOR HUMAN RESOURCES ASSESSMENT AND CONSULTING SERVICES

This Amendment No. 3 to Agreement No. 23-R082620JE (hereinafter Amendment) is made as of this 1st day of January, 2024 (hereinafter Effective Date) between Manatee County, a political subdivision of the State of Florida, with its principal place of business located at 1112 Manatee Avenue West, Bradenton, FL 34205 (hereinafter County) and Secure HR Pro, LLC, a Florida limited liability company, whose address is 1111 3rd Avenue West, Suite 250, Bradenton, FL 34205, (hereinafter Contractor).

WHEREAS, on August 22, 2023, the parties hereto entered into Agreement No. 23-R082620JE with Contactor for Human Resources assessment and consulting services (Agreement); and

WHEREAS, on October 5, 2023, the parties hereto entered into Amendment No. 1 to the Agreement to incorporate the Phase 2 Exhibit and initiate Phase 2; and

WHEREAS, on October 20, 2023, the parties hereto entered into Amendment No. 2 to the Agreement to incorporate a corporate name change; and

WHEREAS, the County has determined the need to incorporate additional services at the request of the County and modify the Agreement term; and

WHEREAS, Contractor agrees to continue to provide the Human Resources assessment and consulting services to the County in accordance with the terms and conditions of the Agreement.

NOW, THEREFORE, in consideration of the promises and mutual covenants contained herein and for other good and valuable considerations, the receipt and sufficiency of which are hereby mutually acknowledged, the parties agree as follows:

1. **Recitals.** The above recitals are true and correct and are incorporated herein by reference.
2. **Attachment A – Additional Consulting Services**
Attachment A – Additional Consulting Services is hereby incorporated into the Agreement at the request of the County.
3. **Article 3. Agreement Term**
Article 3. Agreement Term is hereby modified as follows:
 - A. This Agreement shall commence on the Effective Date and remain in force until December 31, 2024, unless terminated by COUNTY pursuant to Article 9.
 - B. COUNTY reserves the right to extend the initial term of the Agreement for two (2) additional one (1)-year periods.
4. **Agreement**

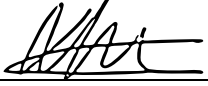
The Agreement, Amendment No. 1, Amendment No. 2, and this Amendment No. 3 represent the entire understanding between the Parties.

5. **Terms and Conditions.** Except as otherwise stated herein, the terms and conditions of the Agreement shall constitute the terms and conditions of this Amendment. A true and correct copy of the Agreement is hereby incorporated by this reference.

(Remainder of this page intentionally left blank)

IN WITNESS WHEREOF, the parties have caused this Amendment to be duly executed effective as of the date set forth above.

SECURE HR PRO, LLC

By:  _____

Printed Name: Dennis Cooley

Title: President

Date: 12/20/2023

MANATEE COUNTY, a political subdivision
of the State of Florida

By: _____

Jacob Erickson, MBA, CPPO, NIGP-CPP

Title: Purchasing Official

Date: December 20, 2023

ATTACHMENT A - ADDITIONAL CONSULTING SERVICES



Proposal for Human Resources Consulting

Dec 15, 2023
Secure HR Pro, LLC

Summary

As a result of the HR Assessment performed by Secure HR Pro, LLC, it was determined that the Manatee County Government has some deficiencies in several areas and is experiencing organizational challenges resulting primarily from decentralized processes and lack of technology. The biggest drivers of change within the organization will result from centralization and automation. Additionally, improvement efforts may include the option of outsourcing where appropriate.

Consulting and Performance Deliverables

Staffing

Secure HR Pro will provide onsite staff on a full-time basis for the period of the contract to manage the process of centralization, automation, and outsourcing.

Secure HR Pro's staff's primary responsibilities include:

- Centralize
- Automate
- Outsource

Secure HR Pro's staff's secondary responsibilities include:

- Mentorship
- General HR support

The Process

HR Centralization Initiative: Structure and Timeline

As part of the ongoing efforts to optimize HR operations, we are introducing a two-phase centralization process. This initiative is designed to reorganize the current decentralized HR functions into clearly defined, functional areas. Our goal is to not only save taxpayer dollars but to reduce liability while enhancing the quality and efficiency of the HR services to all county employees.

Phase 1: Establishment of Centralized Functional Areas

Duration: Approximately 8 months

In the first phase, we will focus on carefully integrating existing decentralized tasks into newly established predetermined functional HR areas. This initial stage is crucial and will be approached conservatively to maintain and elevate the quality of HR services.

Predetermined Functional HR Areas:

- Human Resources Business Partner
- Recruiting
- Onboarding
- Training and Development
- Employee Relations
- Compliance and General HR
- Compensation
- Payroll
- General Administration

Phase 2: Enhancement and Evaluation

Duration: Approximately 4 months

Following the successful establishment of centralized functional areas, the second phase will concentrate on further refining these areas for greater efficiency. This phase will involve continuous improvements and rigorous assessment of the new structure to ensure it meets operational and service standards.

By structuring the centralization efforts in these two distinct phases, Secure HR Pro aims to achieve a seamless transition with minimal disruption, ensuring ongoing support and high-quality service to all county employees throughout the process.

Centralization will save taxpayers related to the decentralized costs that include services performed by HR liaisons not currently in the HR budget.

HR Automate and Outsource Initiative: Structure and Timeline

Objective:

As part of the HR centralization process, we will conduct a comprehensive review of the technology currently utilized by HR staff. This initiative aims to identify areas for automation, leading to decreased costs, greater efficiency, and increased effectiveness of the HR staff.

The outsourcing initiative will assess the various functional areas within the HR department to evaluate the potential and practicality of privatizing specific operations to a third-party vendor. This initiative includes a thorough review process, followed by detailed recommendations and support throughout the transition phase if outsourcing is deemed beneficial.

Timeline:

- **Review and Evaluate**

Starts Post-Centralization

Immediately following the completion of the HR centralization, Secure HR Pro will initiate a detailed technology review. This step is crucial to understanding the current technological landscape and to pinpoint opportunities for automation.

Additionally, during this initial stage, Secure HR Pro will conduct an in-depth analysis of each functional area within HR. The focus will be on identifying tasks that could be effectively managed by external vendors, considering factors such as cost-efficiency, quality of service, and potential operational improvements.

- **Recommendation Phase**

Duration: 12 months

Over the course of a year, Secure HR Pro will provide ongoing recommendations based on the findings from the technology review. These recommendations will focus on integrating automation solutions where most beneficial.

During this time, Secure HR Pro will also provide a series of recommendations related to the privatization of certain HR functions. These recommendations will outline the feasibility of outsourcing, along with a strategic plan for how to approach the transition.

- **Implementation Timeline**

Varies Based on Scope

The implementation timeline for each recommended technology change will depend on its scope and complexity. We will prioritize changes based on their potential impact and feasibility, ensuring a balanced approach to upgrading the systems.

The timeline for the actual implementation of outsourcing will depend on the complexity and extent of the areas being outsourced. A phased approach may be adopted to ensure a smooth transition, with priority given to areas where outsourcing can yield the most significant benefits.

By strategically reviewing and enhancing the technology post-centralization, we aim to create a more streamlined, efficient, and responsive HR environment.

Our structured approach to evaluating and potentially implementing outsourcing aims to enhance the efficiency and effectiveness of the HR operations, aligning them more closely with the organizational goals.

Performance Metrics

Secure HR Pro will work with staff on compliance-related items identified in the HR assessment that have the potential for expensive fines. Secure HR Pro will also save Manatee County taxpayers from the excess cost associated with decentralized HR services performed currently.

In addition to the cost savings, performance metrics can also be used to measure success. The following metrics can be used to determine the success of the changes:

- **Process Efficiency Metrics:**
 - Time to Complete HR Tasks: Measure the average time taken to complete standard HR tasks (e.g., processing a leave request, onboarding a new employee) before and after implementing changes.
 - Automation Utilization Rate: Track the percentage of processes that have been successfully automated and the frequency of their use.
- **Cost-Related Metrics:**
 - Cost Savings: Calculate any reductions in operational costs due to automation, centralization, or outsourcing (e.g., savings in labor costs, reduced need for physical resources).
 - Return on Investment (ROI): Assess the financial return on investment for the implemented HR changes.

- Quality and Compliance Metrics:
 - Error Rate in HR Processes: Monitor the frequency of errors in HR tasks (e.g., payroll mistakes and processing time) to gauge the quality of automation and centralization efforts.
 - Compliance Rate: Measure adherence to relevant labor laws and regulations, especially important post-automation and outsourcing.
- Employee Satisfaction and Engagement Metrics:
 - Employee Satisfaction with HR Services: Use surveys or feedback tools to assess employee satisfaction with the quality, efficiency, and accessibility of HR services.
 - Employee Engagement Levels: Track changes in employee engagement, which can be an indicator of the overall health of the organization's culture and HR effectiveness.
- HR Operational Metrics:
 - Turnover Rates: Monitor changes in employee turnover rates, which can indicate the effectiveness of HR policies and employee satisfaction.
 - Time-to-Hire: Measure the average time taken to fill open positions, which can indicate the efficiency of recruitment processes.
- Training and Development Metrics:
 - Training Completion Rates: Monitor the percentage of staff completing mandatory training sessions.
 - Effectiveness of Training Programs: Assess the impact of training on employee performance and capability.
- Strategic Alignment Metrics:
 - HR Strategy Alignment with Business Goals: Evaluate how well HR initiatives align with and support the overall business strategy and objectives.

It may be determined that additional metrics should be used instead of or in addition to the metrics listed above.

Fee

- The annual rate is \$415,000 shall be paid in monthly installments of \$34,583.33 per month.