



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Resources



**Date:** November 2, 2016  
**Board Meeting Date:** December 6, 2016  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Donna Vaillancourt, Human Resources Director

**Subject:** Agreement with Cornerstone OnDemand, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Cornerstone OnDemand, Inc. to provide a Learning Management System for the County, Courts, and Consortium, for the term October 31, 2016 through October 30, 2019, in an amount not to exceed \$579,000.

**BACKGROUND:**

On October 24, 2006, your Board approved an agreement with Cornerstone OnDemand, Inc. (Cornerstone) to provide a Countywide Learning Management System (LMS) pursuant to a request for proposal. The agreement was subsequently extended in 2009 and 2014. The current extension agreement expired on October 30, 2016.

The LMS has provided the County with many capabilities and benefits which include:

- Ability to create, deliver, track, and report on classroom training as well as countywide and department-specific online courses;
- Ability for all employees to sign up for classes online anytime and anywhere;
- Tracking and reporting on employee training participation for compliance, audit, accreditation and/or legal purposes.

**DISCUSSION:**

Over the past nine years, the Human Resources Department has worked closely with all departments implementing the various modules of the LMS to provide a consistent, countywide system that includes learning, reporting and analytics, knowledge bank, and compliance. All departments have committed to utilizing this system to meet their training and compliance needs.

As a member of the Regional Training and Development Consortium for Public Agencies (Consortium), the County onboarded six cities onto the County's LMS, thereby leveraging the platform for the Consortium's economic benefit. Our current LMS also has the ability to allow our community partners to use our system through an extended enterprise capability.

Additionally, the Courts have agreed to rejoin the County's LMS and will once again become active users of the system.

Cornerstone was initially selected through an RFP process and the services provided and costs remain very competitive. Based on the vendor's past performance, as well as the financial incentives they are offering, we believe it is in the County's best interest that the Board waive the RFP process.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The resolution and agreement have been reviewed and approved by County Counsel as to form. In addition, the Information Services Department has reviewed the agreement.

Approval for this agreement contributes to Shared Vision 2025 outcome of Collaborative Community by providing employees tools and the opportunities to develop their skills in order to enhance organizational effectiveness.

**PERFORMANCE MEASURES:**

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percent of departments using LMS to track and report on training activities	95%	96%
Percent of employees completing 20 or more Training Hours	47%	50%

**FISCAL IMPACT:**

Costs associated with the three-year agreement will not exceed \$579,000, which reflects \$429,000.00 in licensing costs, \$100,000.00 if the County exercises its option to purchase eLearning content, and \$50,000.00 if the County wishes to purchase additional services. Appropriations are included in the Human Resources Department's budget and will be offset by user-departments. There is no impact to Net County Cost.