



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** September 19, 2013  
**Board Meeting Date:** October 22, 2013  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief, Health System  
SaraT L. Mayer, Director, Public Health, Policy and Planning

**Subject:** Agreement with ToucanEd, Inc. for Online Training Production

**RECOMMENDATION:**

Adopt a Resolution authorizing an agreement with ToucanEd, Inc. to provide an interactive Web-based training course on the basics of a Health-focused Department Operations Center, for the term of October 22, 2013 through June 30, 2014, in an amount not to exceed \$110,500.

**BACKGROUND:**

The State of California, Department of Public Health – Emergency Preparedness Office (CDPH-EPO) awarded the San Mateo County Health System, Public Health Emergency Preparedness Unit a special project grant to create and produce an interactive, online training course for managing a Health Department Operations Center. A request for proposals (RFP) was released and ToucanEd was selected as the vendor.

The goal of the CDPH-EPO grant is to have the finished product available for access by all county health departments statewide.

**DISCUSSION:**

In August 2013, a RFP process was conducted to solicit offers for online DOC training. Two proposals were received and reviewed. The review committee selected ToucanEd because of its extensive experience in developing training curricula and working with California public health and medical entities. Of particular importance is ToucanEd's success in working with the California Office of Emergency Services to obtain "pilot project" status for training classes; a necessary first step for the State to be able to include this training in the official Incident Command Structure curriculum.

The agreement and Resolution have been reviewed and approved by County Counsel as to form. The contractor meets insurance certification requirements.

The contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

This agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing government employees throughout the state with the training necessary to manage health related emergencies. Success of the project will be measured through a qualitative review by two subject matter experts and two Public Health Emergency Preparedness employees; a Likert scale-based survey of each deliverable will be scored and assessed. It is anticipated that the vendor will score at least 85% on each contract deliverable.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2012-13 Actual</b>	<b>FY 2013-14 Projected</b>
A score of 85% or better for each contract deliverable	N/A*	85%

\*This is a new measure

**FISCAL IMPACT:**

The term of the agreement is October 22, 2013 through June 30, 2014, in an amount not to exceed \$110,500, which is included in the Public Health, Policy and Planning FY 2013-14 Adopted Budget. There is no Net County Cost associated with this agreement.

### Request for Proposal Matrix

1.	General Description of RFP	The County seeks a vendor to create and produce an interactive, online DOC training program.
2.	List key evaluation criteria	1) History and Structure of Agency/Organizational Capacity—Personnel and Experience 2) Philosophy/Service Model 3) Staffing Patterns and Operations/Cultural Competency/Facilities 4) Quality/Program Evaluation 5) Implementation Plan/Timeline 6) Budget 7) References
3.	Where advertised	San Mateo County Times  San Mateo County Internet ( <a href="http://smchealth.org/sites/default/files/docs/PHS/SMC_PHEP_RFP_Web-Based_DOC_Course.pdf">http://smchealth.org/sites/default/files/docs/PHS/SMC_PHEP_RFP_Web-Based_DOC_Course.pdf</a> )  Direct email solicitation
4.	In addition to any advertisement, list others to whom RFP was sent	Emerge Technologies  ToucanEd  Willdan Homeland Security Solutions  Applied Creative Training
5.	Total number sent to prospective proposers	4
6.	Number of proposals received	2
7.	Who evaluated the proposals	Carl L. Hess, PHEP Unit Manager  Lorraine Lew, Environmental Health  Marian Bridges, PHEP Unit Operations
8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	Applied Creative Training  ToucanEd