



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN RESOURCES

**File #:** 22-109

Board Meeting Date: 2/8/2022

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Rocio Kiryczun, Human Resources Director  
**Subject:** Amendment to Agreement with Cornerstone OnDemand, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Cornerstone OnDemand, Inc., extending the agreement term through October 30, 2024, and increasing the amount by \$532,325.75 for a new not to exceed amount of \$1,131,970.75.

**BACKGROUND:**

On October 22, 2019, this Board approved an agreement with Cornerstone OnDemand, Inc. (Cornerstone) to provide a Countywide Learning Management System (LMS) for a period of three years with two one-year options to extend.

On October 31, 2021, the Human Resources Director executed a contract amendment to increase the contract amount by \$25,000.

The County continues to use LMS to deliver various courses to develop and engage the County workforce. With LMS, we are able to report and monitor state-mandated trainings and assign critically important internal trainings such as Code of Conduct and IT Security. Additionally, the Superior Court and three cities from the Regional Training and Development Consortium for Public Agencies - City of Foster City, City of San Mateo, and City of Daly City - continue to leverage the County's LMS for their own workforces, paying the County for discounted access to LMS.

Human Resources wishes to exercise its fourth- and fifth-year renewal options and extend this agreement through October 30, 2024. Additionally, Human Resources wishes to increase the contract's amount to incorporate already approved fourth- and fifth-year option costs into the contract's total value, to account for the costs of expanded e-learning, and to add additional user licenses for various County departments.

**DISCUSSION:**

Since 2007, the County has used LMS to assign required training, manage live training registration

for employees, and track training activity countywide. Beginning in early 2020, a new use for LMS emerged. Human Resources now hosts and deploys a robust e-library of 2,000+ professional skill development titles, arranged into dozens of playlists easily accessible to employees from the LMS home page. E-content is purchased directly from Cornerstone, obviating the need for a third-party integration and minimizing staff time required to load and arrange e-content.

As e-learning has expanded since this agreement was originally brought to this Board, an increase to the agreement's total value is necessary to continue providing this well-received and well-used development resource, so critical in upskilling our workforce throughout this pandemic. This contract increase will allow us to continue offering e-learning through the extended term and purchase additional user licenses due to a now higher number of users.

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

The amendment and resolution have been reviewed and approved by County Counsel as to form.

**PERFORMANCE MEASURES:**

| <b>Measure</b>   | <b>FY 2020-21 Actual</b> | <b>FY 2021-22 Projected</b> |
|--|--------------------------|-----------------------------|
| Percent of departments using LMS to track and report training activities | 100%                     | 100%                        |
| Percent of employees completing 20 or more training hours annually       | 65%                      | 70%                         |

**FISCAL IMPACT:**

Costs associated with the two-year amendment total \$532,325.75. The County's portion of costs is included in the Human Resources Department's adopted Budget. Regional Training Consortium and Superior Court licensing costs will be charged back to those agencies.