



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 24-447

Board Meeting Date: 6/11/2024

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, 2026 and increasing the amount by \$597,300 for a new not to exceed amount of \$1,729,270.75.

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.

On February 8, 2022, this Board approved an amendment to the agreement, exercising the County's options to extend the agreement through October 30, 2024 and increasing the not to exceed amount by \$532,325.75.

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

Human Resources wishes to extend this agreement through October 30, 2026 and increase the contract's amount to continue paying licensing and e-learning costs on our current fee schedule for the additional two years.

DISCUSSION:

Since 2007, the County has used Cornerstone’s LMS to assign required training, manage live training registration for employees, and track training activity countywide. Additionally, Human Resources hosts and deploys a robust e-library of 2,000+ e-learnings covering professional skills, DEI, and leadership and management skills. E-learnings are 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 curate e-content.

As Human Resources prepares to lead a new Request for Proposal process for learning management system services in 2025, Cornerstone has agreed to extend this agreement for two years, on current terms. This agreement extension will allow HR to continue providing staff with valuable e-learning and live training opportunities during this timeframe, critical to our long-term strategy of growing our talent from within.

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 Attorney as to form.

PERFORMANCE MEASURES:

Measure	FY 2022-23 Actual	FY 2023-24 Projected
Percent of departments using LMS to track and report training activities	100%	100%
Percent of employees completing 20 or more training hours annually	68%	70%

FISCAL IMPACT:

Costs associated with the two-year amendment total \$597,300. 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.