



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 19-1018

Board Meeting Date: 10/22/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Rocio Kiryczun, 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, 2019 through October 30, 2022, in an amount not to exceed \$574,645 and waiving the RFP process in its entirety, and including optional fourth- and fifth-year extension options to be exercised at the County's sole discretion, with costs for an optional fourth year not to exceed an additional \$150,124.85, and costs for an optional fifth year not to exceed an additional \$154,628.59.

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, 2014, and 2016. The current extension agreement expires on October 31, 2019.

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 and take classes online anytime and anywhere;
- Tracking and reporting on employee training participation for compliance, audit, and/or legal purposes.

DISCUSSION:

Since 2007, Human Resources 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, and compliance capabilities. All departments have committed to utilizing this system to meet their training and compliance needs, becoming a common countywide platform.

As a member of the Regional Training and Development Consortium for Public Agencies

(Consortium), the County plans to continue to host three cities on 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 rejoined the County's LMS effective July 1, 2019, once again becoming active users.

Cornerstone was initially selected through an RFP process and the services and technology provided remain very competitive. As an early adopter and as Cornerstone's first local government client, the County continues to benefit from competitive licensing rates.

Based on the vendor's past performance, employee familiarity with the platform, as well as the competitive rates offered to the County, 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.

PERFORMANCE MEASURES:

Measure	FY 2018-19 Actual	FY 2019-20 Projected
Percent of departments using LMS to track and report on training activities	100%	100%
Percent of employees completing 20 or more training hours annually	75%	80%

FISCAL IMPACT:

Costs associated with the three-year agreement will not exceed \$574,645, which reflects \$424,644.85 in licensing costs, and up to \$150,000.00 if the County exercises its option to purchase eLearning content and/or additional services. Should the County exercise its fourth-year option, costs shall not exceed an additional \$150,124.85. Should the County exercise its fifth-year option, costs shall not exceed an additional \$154,628.59.

Appropriations are included in the Human Resources Department's budget and will be offset by user-departments. Additionally, all costs associated with the Consortium and Courts are fully offset by these agencies, with the Courts contributing approximately \$10,195.95 annually, and participating Consortium cities contributing approximately \$16,468.00 annually. There is no impact to Net County Cost.