

ACTION ITEM

Board of Governors Meeting, September 25, 2019

CONTRACT ID:	Learning Management System and Services GSA Contract Numbers: GS-35F-0247V and GS-35F139CA RECOMMENDED VENDORS: Cornerstone OnDemand, Inc. (System Provider) ESkillz Corp. (Implementation Vendor)
BUDGETED ITEM	Yes, funding for these contracts are included in the 2019 Annual Operating Budget and will be included in subsequent budgeting years.
CONTRACT AMOUNTS	The cost of the Cornerstone OnDemand contract for system access and support shall not exceed \$1,266,490 for a five (5) year contract term. The cost of the eSkillz Corp contract for implementation services shall not exceed \$190,172. Each of the requested contract amounts includes a contingency fund of 20% for potential change orders. The contingency fund for the Cornerstone OnDemand contract will cover any additional "per user" charges if Citizens exceeds its anticipated usage levels and any ancillary services needed over the 5-year term. The contingency fund for the eSkillz contract will cover the charges for any additional services or unforeseen work caused by Citizens during the system implementation process. Contingency funds will not be paid to the vendors unless and until the additional services are needed.
PURPOSE / SCOPE	<p>This Action Item seeks Citizens Board of Governors approval to contract with the vendors identified above for a secure cloud-based Learning Management System, which will be used by the HR team for training content management, records retention, training delivery and tracking of all mandatory and recommended trainings to be delivered to employees, vendors, licensed agents, and adjusters. This system supports a wide range of business functions and fulfills a number of legal requirements such as ethical acknowledgments, agent license certifications, and adjuster vendor credentialing.</p> <p>For the past 6 years, Citizens has used SAP SuccessFactors to provide its Learning Management System. The contract for those services is due to expire on September 23, 2020, but may be terminated sooner to avoid paying unnecessary costs.</p> <p>After extensive negotiation and product demonstrations, Citizens selected Cornerstone OnDemand, Inc. and eSkillz (implementation partner) as the vendors who would provide the best overall value to Citizens. Cornerstone provided the best in value as it related to price, past performance, features, functionality, service support, reputation and delivery and implementation support.</p>
CONTRACT TERM(S)	The contract with Cornerstone OnDemand will have a five (5) year term. The contract with eSkillz Corp for implementation services will have a one (1) year term. Each contract is anticipated to commence in late 2019 or early 2020. System implementation is expected to be completed by July 31, 2020.
PROCUREMENT METHOD	Citizens Purchasing Policy No. 501 authorizes the use of any Alternate Contract Source approved for use by the Florida Department of Management Services (DMS). On January 10, 2017, DMS approved the use of Federal GSA Schedule 70 contracts as an Alternate Contract Source for information technology hardware, software and services.

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	<p>On May 3, 2019, Citizens requested quotes from four (4) Federal GSA vendors for a Learning Management System. On August 28, 2019, after extensive negotiations and product demonstrations, Citizens selected Cornerstone OnDemand, Inc. and ESkillz Corp. as the vendors who would provide the best overall value to Citizens. Pricing represents a substantial discount off each vendor's published GSA rates.</p>
RECOMMENDATION	<p>Staff recommends the Citizens Board of Governors:</p> <ul style="list-style-type: none">a) Approve contracts with Cornerstone OnDemand, Inc. and ESkillz Corp. for the purchase of (i) \$1,266,490 for five (5) years of Learning Management System access and support services, and (ii) \$190,172 for one (1) year of system implementation services, for a total amount not to exceed \$1,456,662, as set forth in this Action Item; andb) Authorize staff to take any appropriate or necessary action consistent with this Action Item.
CONTACTS	<p>Violet Bloom, Chief Human Resources Officer Palicia Francis, Director, Learning and Development</p>