

Executive Summary

Board of Governors Meeting, April 10, 2024

Learning Management System

Topic

Citizens staff is requesting approval to renew the existing contract with Cornerstone OnDemand for Citizens Learning Management System (“LMS”) for an additional five years through October 31, 2029, at a cost of \$1,928,050.08. The current term of the contract expires October 31, 2024.

History

The LMS is currently the training system of record for approximately 22,000 users. The users are comprised of 1,480 internal employees and contingent workers, 17,927 agents and agency support staff, 2,147 adjusters, and 517 other external vendor staff. The system tracks each user’s progress and completion of training and is used to document attestations following completion of mandated requirements such as the Annual Conflict of Interest training and attestation.

Citizens utilizes the LMS for delivery and content management of training material developed in house and through the LinkedIn Learning Library. The system also tracks and documents course completions and certifications. The LMS is used to deliver training:

- mandated by Florida Statutes and Citizens’ policies;
- specialized for communication of legislative changes;
- for the onboarding of new employees;
- for the credentialing, onboarding, and training of agents and independent adjusters; and,
- for employee development.

The underlying contract, which included the renewal terms of a 3% increase for each renewal year, was procured through an Alternate Contract Source (ACS) approved for use by the Florida Department of Management Services (DMS). On May 3, 2019, Citizens requested quotes from four (4) Federal GSA vendors for a Learning Management System, after extensive negotiations and product demonstrations, Citizens selected Cornerstone OnDemand, Inc. as the vendor who provided the best overall value to Citizens. This meets the requirements of Citizens’ Purchasing Policy No. 501 authorizing the use of this Citizens is an “eligible user” in accordance with s. 627.351(6)(e)1, Florida Statutes and 287.057, Florida Statutes.

An ACS is a contract by a federal, state, or local government that has been approved by the Secretary of the Department of Management Services, based on a determination that the contract is cost-effective and the best value to the state for use by Florida agencies for purchases, without the requirement of competitive procurement.

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Recommendation

Citizens' Staff recommends the Board of Governors:

- a) Approve the renewal of the Cornerstone OnDemand contract for five years through October 31, 2029, at a cost of \$1,928,050.08 as set forth in the attached Consent Item.

- b) Authorize staff to take any appropriate or necessary action consistent with the attached Consent Item.

Learning Management System (LMS)

 ACTION ITEM

 New Contract

 Contract Amendment

 Other _____

 CONSENT ITEM

 Contract Amendment

 Existing Contract Extension

 Existing Contract Additional Spend

 Previous Board Approval

 Other _____

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

- Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	Learning Management System
Purpose/Scope	Citizens is requesting approval to renew the existing contract with Cornerstone OnDemand for Citizens Learning Management System ("LMS") for an additional five years through October 31, 2029 at a cost of \$1,928,050.08. The current term of the contract expires October 31, 2024. Pricing for the five-year term, included in the underlying contract, represents a 3% increase for each year of renewal over the current license rate.
Contract ID	Learning Management System (LMS) Contract Number: 59408 Cornerstone OnDemand
Budgeted Item	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Learning Management System (LMS)

Procurement Method	<p>The underlying contract, which included these renewal terms, was procured through an Alternate Contract Source (ACS) approved for use by the Florida Department of Management Services (DMS). On May 3, 2019, Citizens requested quotes from four (4) Federal GSA vendors for a Learning Management System. This meets the requirements of Citizens' Purchasing Policy No. 501 authorizing the use of this Citizens is an "eligible user" in accordance with s. 627.351(6)(e)1, Florida Statutes and 287.057, Florida Statutes.</p> <p>An ACS is a contract by a federal, state, or local government that has been approved by the Secretary of the Department of Management Services, based on a determination that the contract is cost-effective and the best value to the state for use by Florida agencies for purchases, without the requirement of competitive procurement. Alternate contract sources are authorized by subsection 287.042(16), Florida Statutes.</p> <p>On August 28, 2019, after extensive negotiations and product demonstrations, Citizens selected Cornerstone OnDemand, Inc. as the vendor who provided the best overall value to Citizens.</p>
Contract Amount	<p>Increase of \$1,928,050.08 for the renewal term.</p> <p>The total for the ten (10) year term, including this renewal, will be \$3,384,712.08.</p>
Contract Terms	<p>Contract renewal for five years through October 31, 2029.</p>
Board Recommendation from Committee	<p>Citizens' Staff recommends the Board of Governors:</p> <ul style="list-style-type: none"> a) Approve the renewal of the Cornerstone OnDemand contract for five years through October 31, 2029 at a cost of \$1,928,050.08 as set forth in this Consent Item. b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
Contacts	<p>Jeremy Pope, Chief Administrative Officer</p> <p>Palicia Francis, Sr Director - Learning & Organizational Development</p>