

ACTION ITEM

Board of Governors Meeting, September 26, 2018

CONTRACT ID:	SAP/SuccessFactors Learning Management Services Renewal Contract Number: 18-18-2006-00 RECOMMENDED VENDOR: SAP/SUCCESSFACTORS
BUDGETED ITEM	No. The initial 6 month contract is within available 2018 budget. Contingency renewals will be included in the 2019 budget request.
CONTRACT AMOUNT	\$170,000 (authorization for services through September 2019) <ul style="list-style-type: none">• \$81,000.00 6 month renewal• \$89,000.00 Up to two 3 month renewals if needed
PURPOSE / SCOPE	<p>This Action Item requests authorization to enter into an additional contract term with SAP/SuccessFactors for licenses and support for the Learning Management System (LMS) for an initial 6 months, with the possibility of up to two additional 3 month renewals, for a total of up to 12 months. Licenses and support for other SAP/SuccessFactors modules for Performance, Goals and Development will not continue.</p> <p>The requested term of services is needed to maintain the core functionality of the LMS for employees, contractors, independent adjusters and agencies until the transition to the new Oracle Learn solution is complete. The implementation of Oracle Learn has been delayed until Oracle corrects a software defect that was introduced in the last Oracle Learn upgrade. The resolution date for the defect has not yet been announced but could be as late as Q1 2019. Authorization for two 3 month renewals is requested as a contingency and will be used only if needed.</p> <p>The continuation of the LMS module benefits Citizens, its customers, and its stakeholders by maintaining the current LMS functionality through the period of transition to Oracle Learn. This contract also ensures that Citizens can support critical training delivery needs particularly through CAT season.</p>
CONTRACT TERM(S)	6 months with two optional 3 month renewals if needed
PROCUREMENT METHOD	Single source SS 18-2006 was publically posted and an opportunity for vendor inquiry and protest was provided in accordance with the Citizens Purchasing Policy and s. 287.057, Florida Statutes. The single source authorizes up to an additional 12 months of license term as the legacy LMS system is replaced and retired.

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RECOMMENDATION	Staff recommends that Citizens Board: <ul style="list-style-type: none">a) Approve up to a six-month additional contract term at a cost not to exceed \$81,000.00 and two optional three-month renewals if needed not to exceed \$89,000.00 for SAP/SuccessFactors as set forth in this Action item; andb) Authorize staff to take appropriate or necessary action consistent with the Action Item.
CONTACTS	Violet Bloom, Chief Human Resources Officer Hank McNeely, Director, HR Information Management