

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



236

FROM: DEPARTMENT OF PUBLIC SOCIAL SERVICES

SUBMITTAL DATE:
June 22, 2010

**SUBJECT: HARDWARE AND SOFTWARE TRAINING FOR DPSS
END USERS AND INFORMATION TECHNOLOGY PERSONNEL**

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and ratify the attached Professional Services Agreements for Hardware and Software Training up to \$150,000 for the period of June 1, 2010 through June 30, 2010, which contains an option to renew the Agreements for two additional one-year periods; and

AA-01483 Quickstart Intelligence	\$33,945	AA-01628 GORA Enterprises, Inc.	\$33,945
AA-01459 New Horizons	\$33,945	AA-01613 LayerZoom Business Tech	\$ 4,000
AA-01612 Starlight Education	\$33,945	AA-01458 SkillSoft Corporation	\$10,220

2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, to exercise the renewal option, based on the availability of fiscal funding, to sign Amendments and have the flexibility to move funds between the Agreements as needed not to exceed the aggregate amount of \$150,000.

3. Authorize the Director of DPSS to administer the Agreements.

Susan Loew

(CONTINUED – 3 pages in total)

Susan Loew, Director

FINANCIAL DATA	Current F.Y. Total Cost:	\$150,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 8,580	For Fiscal Year:	09/10

SOURCE OF FUNDS: 54% Federal; 33.80% State; 5.72% County; 5.65% Realign; 0.60% Other

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input type="checkbox"/>

APPROVE

C.E.O. RECOMMENDATION:

County Executive Office Signature

BY: *Debra Cournoyer*
Debra Cournoyer

FORM APPROVED COUNTY COUNSEL
 BY: *Neal R. Kipnis* DATE: 6/11/10
 Purchasing: *Billy Cornett* Purchasing Manager
 Departmental Concurrence
 Dept't Recomm.: Consent Policy
 Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.:

District: ALL
ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

Agenda Number:

3.30

TO: BOARD OF SUPERVISORS

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BACKGROUND:

DPSS has an established Staff Development Division (SDD) responsible for developing training solutions to meet business needs and coordinating implementations of department wide training initiatives. DPSS also has an internal Information Technology (IT) group for the purposes of application and development, infrastructure maintenance and related technical service. DPSS' goal is to build and maintain a portfolio of highly qualified technology training providers in the classroom, Computer Based Training (CBT), and Web-based media; to properly select the training services mix that most appropriately address the technology training requirements of the various business units, address emerging and changing technology training requirements, and to leverage the strengths and capabilities of technology training providers to support the persistence of knowledge development and enhancement.

PRICE REASONABLENESS:

On April 15, 2009, County Purchasing released on the County's website RFP No. DPARC-127 seeking qualified vendors to provide Hardware and Software training to end-users and IT personnel. Six (6) proposals were received in response to the RFP from Quickstart Intelligence, Inc., New Horizons, Starlight Education, GORA Enterprises, Inc. (dba Executrain), Layer Zoom Business Technology Solutions, and SkillSoft Corporation. All proposals were screened by DPSS Contracts and deemed responsive and responsible.

The proposals were reviewed by an evaluation team consisting of personnel from SDD, County and DPSS-IT divisions. The evaluation team reviewed and scored each proposal based on the bidder's overall responsiveness to the requirements of the scope of service, the ability to perform, software and equipment capability, references and the overall cost. After several rounds of Best and Final Offers (BAFO), the evaluators recommended award of contract to all of the proposers based on each proposer's lowest proposed cost per course offering.

Purchasing and DPSS worked closely together to implement a refined evaluation, selection, and contracting methodology. Evaluators and staff reviewed over nine (9) variables in the following categories:

Training Type 1: End-user, DPSS employees

- Individual vs. Group rates (class size)
- On-Site vs. Off-site
- Synchronous vs. Asynchronous (web-based, with or without an instructor)
- Computer Based Training (CBT) (i.e., CD, DVD)

Training Type 2: End-user, DPSS IT Personnel

- All variables listed above in Training Type 1
- Advanced Technical programming
- IT development
- IT train-the-trainer

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BACKGROUND:

The detailed review of DPSS training needs and IT support will benefit DPSS through improved clarity of training service products, improved clarity in pricing, and overall cost savings to DPSS, from this year forward.

To this end, DPSS has established a pool of pre-qualified primary and secondary award vendors from which to request training based on lowest cost and next lowest cost respectively, to allow DPSS options in its selection of training vendors while maintaining the overall lowest cost to the County.

FINANCIAL DATA:

The total cost of \$150,000 for these Agreements will be covered by 54% Federal; 33.80% State; 5.72% County; 5.65% Realignment; 0.60%. The County share is \$8,580. Funding has been allocated for FY 09/10.

CONCUR/EXECUTE: County Purchasing
County Counsel

ATTACHMENTS:

PR:pf