

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

238



FROM: Human Resources Department

SUBMITTAL DATE:
March 14, 2012

SUBJECT: Approval of Annual Renewal of Proprietary Software and Licensing that Supports the GeoMetrix Training Partner, Learning Management System

RECOMMENDED MOTION: That the Board of Supervisors 1) approve the sole source purchase for proprietary software and licensing which supports the County of Riverside GeoMetrix Training Partner, Learning Management System (LMS) and county-wide online learning, not to exceed \$50,000 per fiscal year, one year, renewable for an additional five years (maximum); and 2) authorize the Purchasing Agent to sign the purchase orders, exercise the renewal option based on the availability of fiscal funding, and to sign administrative amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed annual Consumer Price Index rates, from July 1, 2012 through June 30, 2017, renewable in one year increments.

Barbara A. Olivier

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Asst. County Executive Officer/Human Resources Director

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 50,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 50,000	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2011/12

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

C.E.O. RECOMMENDATION: APPROVE

BY: *Elizabeth J. Olson*
Elizabeth J. Olson

County Executive Office Signature

- Consent
- Policy
- Consent
- Policy

Dep't Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.: | **District:** ALL | **Agenda Number:**

Purchasing: *Mark Seiler*
Mark Seiler, Assistant Director
Departmental Concurrence

BACKGROUND continued:

The County of Riverside GeoMetrix Training Partner, Learning Management System (LMS) is administered through the Human Resources Department (HR), Center for Government Excellence (CGE) and is responsible for managing and tracking all county employee training records as well as administering course registration and compliance as its core functions.

The LMS is a county-wide system accessed by all county departments and employees. The LMS has provided the county with a cohesive system which allows HR to ensure adequate training and mitigate potential risks and liabilities to the organization by tracking compliance and providing seamless and comprehensive learning administration functions from self-service access and training for the learner to centralized administration, content management, built-in report design, compliance audits and hundreds of standard reports that allow for informed decision-making and course development.

Another advantage of LMS is its unique architecture as a custom proprietary system that adapts to changing environments and lets the system evolve with the needs of the County. The Human Resources Department has invested the last three years customizing and implementing the LMS to meet the specific needs of the County. Recent customizations will free HR of administrative costs associated with reporting and managing courses for County departments while offering a wider range of reporting than previously provided.

The LMS offers department heads unprecedented online access to employee learning data and compliance reports for their departments. This system provides the ability to launch and track highly cost effective county-wide online learning for legally required and Board mandated training, as well as communication of important board policies such as A50: Electronic Media and Use, A58: Information Security Training, and C35: Standards of Ethical Conduct to Address Fraud, Waste, and Abuse. CGE is maximizing the use of the LMS in order to improve efficiency and effectiveness with dramatic results, more than doubling utilization over the past two years, while saving thousands of labor hours annually through online learning. To support current and future increased utilization of this system, additional proprietary software licenses, annual license/support fees and services are required necessitating this request for increased spending authority.

LMS was selected through a competitive bid process in 2007. Twelve companies responded to request for proposal PUARC#762. After the initial evaluation, the four highest scoring respondents presented product demonstrations. LMS scored highest on both the evaluation and demonstration of their product and was the least expensive of the four finalists.

GeoMetrix Data Systems Inc. is the only provider of support services, licensing and maintenance for the existing LMS. The support services from this vendor provides software upgrades, patches, online authoring software, training and escalation support in instances where higher level support is required.

While it may be possible to replace this proprietary system with something similar, it would require 2-3 years (already invested in the current system) to re-establish any alternative system and customize set-up, as well as extensive training for both system administrators and users county-wide, thus resulting in significant additional cost and productivity loss. The implementation and administration of online learning through this system is expected to save more than \$1.6 million annually in avoided mileage reimbursement and avoided productivity loss. The life cycle of the current system is expected to be a minimum of an additional ten years. Continuing with the existing system is believed to be the most cost effective option for the County.

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Price Reasonableness:

LMS was selected through a competitive bid process and was the least expensive at the time. GeoMetrix has not raised their rates and has provided a 15% discount off of the retail price of their product and support. In addition, LMS will provide the County of Riverside, Human Resources with a discount of \$5,815 off all license and support fees for fiscal year 2012-2013.

Attachments:

Attachment A is the Sole Source request approved by Purchasing.

Date: March 14, 2012
From: Barbara A. Olivier Department/Agency: Human Resources
To: Board of Supervisors/Purchasing Agent
Via: Purchasing Agent
Subject: Sole Source Procurement; Request for Learning Management System Renewal

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

1. **Supply/Service being requested:** proprietary Learning Management System for Countywide learning administration.
2. **Supplier being requested:** GeoMetrix
3. **Alternative suppliers that can or might be able to provide supply/service:** None. This is a renewed contract. Transitioning to other vendors would require replacement of the system at considerable costs and labor hours.
4. **Extent of market search conducted:** LMS was selected through a competitive bid process in 2007. (PUARC#762).
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** An advantage of LMS is its unique architecture as a custom proprietary system that adapts to changing environments and lets the system evolve with the needs of the County. The Human Resources Department has invested the last three years customizing and implementing the LMS to meet the specific needs of the County. Recent customizations will free HR of administrative costs associated with reporting and managing courses for County departments while offering a wider range of reporting than previously provided. A new vendor would require considerable costs and labor hours in order to operate at the level of ease which we have been able to accomplish with LMS.
6. **Reasons why my department requires these unique features and what benefit will accrue to the County:** The County of Riverside GeoMetrix Training Partner, Learning Management System (LMS) is administered through Human Resources, Center for Government Excellence (CGE) and is responsible for managing and tracking all county employee training records as well as administering course registration and compliance as its core functions.

The LMS is a county-wide system accessible by all county employees. The LMS has provided the county with a cohesive system which allows HR to ensure adequate training and mitigate potential risks and liabilities to the organization by tracking compliance and providing seamless and comprehensive learning administration functions from self-service access and training for the learner to centralized administration, content management, built-in report design, compliance audits and hundreds of standard reports that allow for informed decision-making and course development.
7. **Price Reasonableness including purchase price and any ongoing maintenance or ancillary costs from the supplier:** LMS was selected through a competitive bid process in 2007 (PUARC#762). LMS scored highest on both the evaluation and demonstration of their product and was the least expensive of the four finalists.

8. Does moving forward on this product or service further obligate the county to future similar contractual arrangements or any ongoing costs affiliated with this sole source? (Maintenance, support, or upgrades, if so, please explain). No.

9. **Period of Performance:** This renewal is for one year, renewable for five years (maximum).

(Provide a defined period of performance. Please note multi-year terms require Board approval, unless renewable in one year increments and the Purchasing Agent approves the terms.)

Barbara Phin 3/14/12
Department Head Signature Date

Purchasing Department Comments:

<u>Approve</u>	Approve with Condition/s		Disapprove
Not to exceed: \$50,000	<input checked="" type="checkbox"/>	One time <input type="checkbox"/>	Annual Amount through 2017
<u>Mark Se</u>		<u>3-15-12</u>	<u>12-444</u>
Purchasing Agent		Date	Approval Number (Reference on Purchasing Documents)