

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



**ITEM: 3.45  
(ID # 25300)**

**MEETING DATE:**  
Tuesday, July 30, 2024

**FROM :** HUMAN RESOURCES

**SUBJECT:** HUMAN RESOURCES: Approve the Order Form to the Termed Master License Agreement with Cornerstone OnDemand, Inc. for additional professional service hours for \$81,885 annually renewable for four (4) years through June 30, 2028, All Districts. [Total Cost \$327,540; 100% Department Funded]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the Order Form to the Termed Master License Agreement with Cornerstone OnDemand, Inc. for additional professional service hours for \$81,885 annually for four (4) years through June 30, 2028; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved to form by County Counsel to: (a) sign amendments or order forms that exercise the options and stay within the intent of the agreement; and
3. Authorize the Purchasing Agent, or designee, to issue Purchase Orders for goods and/or services that do not exceed the total BOS approved amount; and
4. Authorize the Chair of the Board to sign three (3) copies of the Order Form and direct the Clerk to retain one copy and return two to Human Resources for distribution.

**ACTION:**

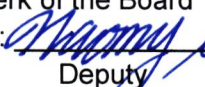
  
Tami Douglas-Schatz, Director of Human Resources 7/11/2024

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Gutierrez, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: July 30, 2024  
xc: H.R.

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 81,885	\$ 327,540	\$
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$
<b>SOURCE OF FUNDS: 100% Department Funded</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	24/25-27/28

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Prev. Agn. Ref.:** 08/23/16 (3.47); 08/27/19 (3.16); 01/10/23 (3.19)

**Summary**

The Human Resources Department (HR) is seeking to increase professional service hours on the existing Cornerstone contract to support the RivCo Talent Management System (Cornerstone). The platform is comprised of three integrated systems: Learning, Performance, and Compensation Management for Pay-for-Performance (PRP). The Performance and Compensation modules were added to the existing Learning platform through an RFP and approved by the Board on January 10, 2023 (Item 3.19).

RivCo Talent manages all County departments' mandated and professional development trainings, specialized trainings for departments with their own learning domain, the County's learning library, the annual performance evaluation process, and annual PRP compensation process. The system expansion and increased County use requires full staff support to manage all system modules, in addition to administration of several departments' individual learning domains.

The Business System Solutions team within HR provides the system support. This team of four is responsible for providing critical system support and continued operation/maintenance. A few upcoming critical support actions include:

- Updating and reconfiguring the compensation module for the upcoming PRP process, and the performance module PRP evaluation process.
- The upcoming evaluation rollover process to 2025, which requires configuration of complex process workflows, to ensure employees have timely evaluations and departments remain in compliance.
- Performance enhancements/redesigns based on user feedback.

Due to staff departures over the last year, the team has been at a 50% vacancy rate. Due to an extremely low pool of qualified workers with knowledge and experience in the Cornerstone platform, and competition with the private sector, several recruitment efforts were unsuccessful. HR was faced with seeking an alternative solution to ensure the system was supported.

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

Cornerstone offered an option through professional services which would provide an expert Cornerstone platform Talent Management Administrator in a full-time capacity, on a temporary basis. HR utilized the existing contract's professional services allocation in February 2024 to obtain the Talent Management Administrator to perform the work of one unfilled BPA II-CN funded position to provide the immediate critical support needed. Though this is only temporarily alleviating one of two unfilled positions, the expert level of support provided has been immediate and will assist in training a BPAII-CN on the system and making them proficient faster. The BPA II-CN costs approximately \$150,000 annually in salaries and benefits, whereas the Cornerstone Talent Management Administrator cost \$81,885 annually. This is a cost savings of approximately \$68,000 annually and provides the necessary expert knowledge and skills to support the system immediately.

The request to increase professional service hours on the existing contract is to support the ongoing use of the Talent Management Administrator, while still ensuring professional service hours are available within the contract for required system upgrades and other necessary services, including additional staff support should ongoing recruitments fail. This is the most cost effective and efficient way to temporarily provide the critical support needed to manage the system properly, while continuing to recruit for and train regular BPA II-CN positions.

**Impact on Residents and Businesses**

These features support multiple elective and mandated training courses, performance evaluations, and other employee development features which will manifest in a workforce better prepared to serve the community.

**Additional Fiscal Information**

The following table shows the full costs of the current item before the Board:

<b>Fiscal Year</b>	<b>Date</b>	<b>Current Contract &amp; Optional Additional Compensation 01/10/23 M.O. 3.19</b>	<b>Total New Costs</b>	<b>New Order Form Years</b>
24-25	Jul 2024-Jun 2025	\$268,300 + \$75,000	\$ 81,885	Y1
25-26	Jul 2025-Jun 2026	\$268,300 + \$75,000	\$ 81,885	Y2
26-27	Jul 2026-Jun 2027	\$268,300 + \$75,000	\$ 81,885	Y3
27-28	Jul 2027-Jun 2028	\$268,300 + \$75,000	\$ 81,885	Y4
			<b>\$ 327,540</b>	

**Contract History and Price Reasonableness**

On August 23, 2016 (Item 3-47) the master license agreement with Skillsoft was amended to utilize Skillsoft's SumTotal Enterprise Learning Management System for a \$207,488 implementation fee and an added \$167,440 annual platform license fee with no annual increase through 2019.

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

In 2017 the agreement was amended to increase licenses from 28,000 to 34,750 for an additional \$38,880 annually amounting to \$206,320 annually for the remaining two years.

On August 27, 2019 (Item 3.16), the agreement was extended four additional years through June 30, 2023 at a rate just \$10,000 more per year for \$216,320 with added storage allowance and enabling of an auditing component, but a decrease in number of users from 34,750 on average to 31,000, which equates into roughly a \$6.98 per user rate.

On June 29, 2021, the Purchasing Department on behalf of Human Resources, released RFP #HRARC-083 seeking proposals for a countywide Employee Performance Management (EPM) System. SumTotal responded, offering to upgrade the existing Learning licenses to Talent licenses, which include SumTotal's Learning and Performance modules at no additional license cost except an implementation fee over the first two years and \$24,000 annual ongoing maintenance and support. An evaluation committee consisting of 11 members from four departments determined SumTotal to be the most responsive and lowest cost out of three responses and the award was approved under the purchasing agent's authority. SumTotal was a wholly owned subsidiary of Skillsoft and is now a wholly owned subsidiary of Cornerstone.

On January 10, 2023 (Item 3.19), the agreement was further extended an additional five years through June 30, 2028 and increased the user licenses to the current 35,000 average, all while keeping the 2019 \$6.98 per user rate plus the \$24,000 performance maintenance for a total of \$268,300 annually with no annual increases. At that time, as part of the Board's direction to assess options that would improve recruitment, hiring, and retention practices, HR requested and was approved \$75K annually in optional additional compensation, or professional service hours, which a portion was used in the initial term to configure the Compensation module and may be used for future similar endeavors. Additionally, Cornerstone has agreed to hold pricing with no annual increase over the remainder of the contract, in the event these additional professional services hours continue to be needed.

**Review/Approval**

RCIT and TSOC previously approved the use of this software on August 13, 2019, H-11 Review Process No. PR2019-09077, and as a current software application does not require further technology approval. However, RCIT was consulted regarding the purpose of the additional service hours being requested and supports the effort. County Purchasing has reviewed this request, and the increase for the software license and maintenance support for an existing County system that was initially awarded through an RFP process and approved by the Board. County Counsel approved the Order Form as to legal form.

**ATTACHMENT A.** Order Form Cornerstone Admin Services

  
Meghan Hahn, Director of Procurement

7/15/2024

  
Gregg Gu, Chief Deputy County Counsel

6/11/2024



Quote Number: Q-85899

Order Effective Date: (Date of Last Signature Below)

Cornerstone OnDemand - ORDER			
Customer Name	County Of Riverside		
Order Start Date	07/01/2024		
Order End Date	06/30/2025		
Is a new purchase order required for this purpose?*	No		
Primary Customer Contact	Omar Muhammad	omuhamma@rivco.org	951-358-6279
Customer Address (Ship To)	County Of Riverside,4080 Lemon St Fl 7 ,Riverside, California, United States,92501-3609		
Primary Billing (Invoice) Contact	HR Finance	hrfinance@rivco.org	951-955-3510
Customer Billing (Invoice) Address	County of Riverside,4080 Lemon St Fl 7 ,Riverside, California, United States,92501-3609		

\*Note: Please send purchase order number to DLCollections@csod.com within three (3) business days of order signing.

**Product(s)**

Period 1  
7/1/2024 - 6/30/2025

Product	Qty	Fee	Billing Frequency
GENERAL: PS Managed Services (FF)	1	USD 81,885.00	Annual
<b>Period Subtotal:</b>		<b>USD 81,885.00</b>	

**Purchase Order**

If Customer indicates that a purchase order ("PO") is required for payment, the customer will provide the PO no later than 3 business days to dlcollections@csod.com and if the customer indicates that no PO is required, Customer represents that no PO is required for payment.

**Special Terms**

Client shall have the option to renew this Order 3 time(s) for "1-year term" for the same products and quantities set forth herein.

**Invoicing Schedule**

Payment terms for this Order shall be Net 30 (days). Fees are invoiced beginning on the Start Date(s) in accordance with the Billing Frequency. If required, Fees are pro-rated based on the actual number of days in the billing frequency period. One-time fees are invoiced on the Order Start Date. Any usage product will be billed monthly in arrears based on actual usage. Notwithstanding the foregoing, one-time fees for services on a SOW shall be invoiced in accordance with the billing terms set out in the applicable SOW. Except as otherwise expressly set forth herein, all purchases are non-cancelable and non-refundable. Fees are exclusive of applicable sales, use, VAT, GST, digital tax, DST and other taxes and are net of withholding taxes.

JUL 30 2024 3.45

**Terms and Conditions**

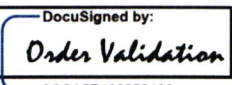
This Order is hereby incorporated into and made part of the parties' master agreement (the "Agreement"). If the term of the Agreement is set to expire prior to the end of the Order Term, the term of the Agreement is hereby extended through the end of the Order Term for the purposes of this Order.

**Agreed and accepted:**

Customer		Cornerstone OnDemand, Inc.	
Signature :		Signature :	
Name:	CHUCK WASHINGTON	Name:	Jared Bogert
Title:	CHAIR, BOARD OF SUPERVISORS	Title:	GVP, Sales
Date:	July 30, 2024	Date:	June 4, 2024

**ATTEST:**  
**KIMBERLY A. RECTOR, Clerk**

By   
DEPUTY

Order Validation   
0CCA5E408352483...

FORM APPROVED COUNTY COUNSEL  
BY:  6.11.24  
GREGG M. GU DATE

## 1. SERVICES

### 1.1. Scope of Work

SumTotal Resource Center offers a pool of talented SumTotal administrators or consultants with deep expertise in SumTotal that extends your team of Talent administrators or works as one.

SumTotal administration is critical to ensure maximum benefits on your enterprise talent platform investments. SumTotal administrator plays a critical role in achieving success with your Talent Management System.

SumTotal Resource Center offers the following services: implementing and maintaining all system configurations.

- Administrative Tasks
  - Manage customer's SumTotal instance.
  - Manage Talent-related configurations, business processes, workflow design, customization, development, maintenance, and management of talent-related areas of the system.
  - Provide technical support troubleshooting and guidance to users concerning talent modules.
  - Manage permissions, access, and personalization for the system.
  - Manage security profiles for Talent.
  - Day to day Talent related administration tasks.
  - Manage Talent-related configurations and performance-related cycles as per the requirements.
  - Managing performance workflows.
  - Knowledge transfer of company-specific settings, policies, and configurations.
  - Security role configurations and assignments.
  - Work with the SumTotal support team to address product or system issues.
  - Ensure system compliance with user and profile security.
  - SumTotal Updates validation and support.
- Reporting
  - Generate and schedule standard out-of-the-box reports.
- Troubleshooting
  - Our SumTotal experts assist your administrators and managers with system administration and user requests.
  - Troubleshoot any SumTotal login access issues.
  - Basic application troubleshooting UI only excludes DB troubleshooting.
  - Work with your SumTotal support team in addressing your support issues.
- Data Feeds

- Perform user data loads.
- Validate any nightly jobs.
- Monitor and resolve nightly feed issues.

#### 1.2. Assumptions

- All resources are provided via a remote offsite connection.
- Work is performed from 9 am to 5 pm Monday - Friday US CST time zone.
- The Resource Manager will act as a single point of contact for all reviews and define priorities.
- Report development includes only out-of-the-box reports and does not include any custom reports using Jasper Studio.
- Any delays in delivering the required information from the client team to resolve the issue would impact the defined SLAs. Any delays caused due to client team delays in providing required information cannot be attributed to missed SLAs.
- Communications and discussions related to the scope of this Statement of Work will be conducted and completed in English.

#### 1.3. Deliverables

Define Priority on the tasks the client will complete as specified and directed, and assignments may vary daily as various needs are identified. SumTotal Resource Centre Manager will work with the client to design a support plan from the available support activities and create the required documentation.

#### 1.4. Schedule

The start date will be **30<sup>th</sup> June 2024**, with the introduction of the resources who will work with the client to define the initial activities & tasks you require assistance with, review the process for requesting help via the Ticketing system, and get the correct administrative resources scheduled.

#### 1.5. Change Control

SumTotal will apply standard risk management procedures to mitigate risk and apply formal change control procedures to minimize impacts on the agreed-to scope, time, and costs. An initial baseline will be established with the sign-off and approval of this statement of work and the SLA and SOP documents. Updates to the baseline may occur with new requests to the Help desk system and support by the SumTotal Resources.



## 2. Responsibilities

### 2.1. Customer Responsibilities

Customer responsibilities include:

- The client will appoint a Point of Contact Lead as the primary contact for the Admin Resource Center Manager and assign administrative resources for the day-to-day activities.
- The successful completion of the proposed effort depends on the client team's total commitment and participation.
- Performance predicates the client's timely and appropriate inputs, participation, and turnaround.
- Client to provide respective environment access and required login credentials to perform required activities.
- Respond promptly to the pending clarifications for the open items to meet the defined SLAs effectively.
- Client to utilize the SumTotal Resource Centre Ticketing system to request required tasks and activities developed with the SumTotal Resource Manager.

### 3.2 SumTotal Responsibilities

SumTotal's responsibilities include:

- SumTotal Resource Centre will assign a SumTotal Resource Manager to act as a contact for the client.
- Work daily with client contacts to resolve their day-to-day issues.
- Access to the SumTotal Support portal for raising tickets.
- Monthly review call with the resource manager to identify and prepare the road map for success.
- Deliver administration for the tasks defined below as per the SLAs.