



Board Report

File #: A 19-074, **Version:** 1

- a. Approve and authorize the Director of the Information Technology Department to execute a non-standard agreement with NEOGOV to purchase a Learn (LE) subscription and NEOGOV Training, Implementation and Integrations subscriptions, for the term May 1, 2019 through March 31, 2022, in an amount not to exceed \$185,000;
- b. Approve non-standard agreement terms as recommended by the Director of the Information Technology Department; and
- c. Approve and authorize the Director of the Information Technology Department to execute up to three (3) amendments to the Agreement, extending the term by one (1) year each, subject to County Counsel approval, provided the terms of the Agreement remain substantially the same and provided the total amount of all extensions does not exceed more than 10% of the original annual cost (\$18,500.00 maximum additional cost).

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Information Technology Department to execute a non-standard agreement with NEOGOV to purchase a Learn (LE) subscription and NEOGOV Training, Implementation and Integrations subscriptions, for the term May 1, 2019 through March 31, 2022, in an amount not to exceed \$185,000;
- b. Approve non-standard agreement terms as recommended by the Director of the Information Technology Department; and
- c. Approve and authorize the Director of the Information Technology Department to execute up to three (3) amendments to the Agreement, extending the term by one (1) year each, subject to County Counsel approval, provided the terms of the Agreement remain substantially the same and provided the total amount of all extensions does not exceed more than 10% of the original annual cost (\$18,500.00 maximum additional cost).

SUMMARY:

The County of Monterey is facing a critical need to replace its Learning Management System (LMS). The current LMS is no longer supported by the vendor and runs on obsolete (Windows 2003) servers. The proposed Learn (LE) and NEOGOV subscriptions will provide fully functional, upgraded learning management.

DISCUSSION:

The County's LMS provides learning programs designed to meet regulatory requirements for management, supervisory and staff development needs.

The current LMS does not meet the County's needs. The software program is causing employee profile errors, which cannot be corrected due to the lack of vendor support. In addition, due to LMS deficiencies, Learning and Development Network Coordinators must manually schedule and track education and certifications in Excel, which is cost prohibitive. To address these issues, several departments have individually purchased additional software and support to meet their training curriculum and tracking requirements.

The proposed Learn (LE) subscription and NEOGOV Training, Implementation and Integrations subscriptions will provide a solution county-wide. These subscriptions will provide county departments with the ability to offer online or classroom style trainings mandated by federal or state government agencies. They will also

provide Departmental managers and supervisors with the capability to track education and certifications for their staff in one central location. Subscription software can be updated and maintained.

The new LE will ensure compliance with mandatory training and will interface with the County's HRM system. It will also allow the Human Resources Department to centralize and eliminate, or minimize, a paper-based education-tracking process, and to better manage employee engagement and critical skills development.

OTHER AGENCY INVOLVEMENT:

County Counsel cannot approve the agreement due to the following non-standard provisions: vendor's unilateral ability to increase price on notice; non-standard subcontracting provisions; automatic renewal provisions; warranty disclaimer; County waiver of liability against the vendor; and limitations on the type of and amount of damages available to the County.

FINANCING:

The funds for payment of the costs of this Agreement have been included in the FY18-19 Approved Budget for the Information Technology, ITD 1930, Unit 8433 Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

NEOGOV software supports mandatory training modules for Monterey County employees.

☐ Economic Development
☒ Administration
☐ Health & Human Services
☐ Infrastructure
☐ Public Safety

Prepared by Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

Date: _____
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Agreement with NEOGOV