



City of San Antonio

Agenda Memorandum

File Number:18-4279

Agenda Item Number: 5.

Agenda Date: 8/30/2018

In Control: City Council A Session

3DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Annual Contract for Hosting Services for a Learning Management System

SUMMARY:

This ordinance authorizes acceptance of a contract with eThink Education to provide Hosting Services for a Learning Management System for an estimated total cost of \$364,106.00. Funding for this contract will be available through the General Fund.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is a proposal submitted by eThink Education to provide on-going hosting services to support its Moodle Learning Management System used for training administration of online, seated, and hybrid courses. The Learning Management System has been utilized by the Human Resources Department since October 2016 to launch compliance training, such as Security Awareness and Ethics, to City employees. This training was taken by over 6,000 employees in the last two years to ensure adherence to set policies and reinforcing safeguards for the City. In May 2018, the Human Resources Training Division launched self-enrollment for professional development courses offered by Alamo Colleges. Employees are now able to self-enroll in a course that can be used to help them further their skills and career.

This enterprise learning system supports all City departments and the City's 12,000 plus employees to become more engaged and in control of their career development to continue building a stronger worker force through e-learning. Use of an online learning system results in cost savings by minimizing parking fees, mileage, and time away from work since employees will now be able to access training online.

The City issued a Request for Competitive Sealed Proposal (RFCSP) for “Annual Contract for Hosting Services for a Learning Management System” (RFCSP 6100009954) on March 02, 2018, with a submission deadline of March 30, 2018. Four proposal responses were received and deemed responsive for evaluation. eThink Education was selected based on the City’s standard RFCSP Evaluation Process.

The evaluation committee consisted of representatives from the Human Resources Department and the Information Technology Services Department. The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures. The proposals were evaluated based on the firm’s qualifications, experience, and quality of service, previous performance, proposed plan, and price schedule. Additional categories of consideration included references and interview presentations. The evaluation of each proposal response was based on a total of 100 points; 35 points allotted for experience, background, qualifications; 40 points allotted for proposed plan; and 25 points allotted for respondent’s price schedule.

The evaluation committee met on May 21, 2018 to discuss and evaluate the four responsive proposals received. After an initial committee review and discussion, the individual technical scores were submitted and aggregate scores were presented. The evaluation committee elected to shortlist the respondents based upon initial scores and invited the two top-ranked respondents for interviews. Interviews and demonstrations were held on May 30, 2018. Afterwards, the evaluation committee met and individual scores were resubmitted. Once the recommendation for award was agreed upon by the committee, the pricing scores were revealed. eThink Education received the highest ranking and was recommended for award by the evaluation committee.

The initial term of the agreement shall be for a period of three years. Two additional one-year renewals at the City’s option shall also be authorized by this ordinance.

ISSUE:

This contract will provide the Human Resources Department with a contractor that will provide hosting services to support its Moodle Learning Management System for administration of online, seated, and hybrid training courses that are offered to all City staff.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be awarded, the City will not be able to actively manage the Human Resources Department’s training courses for all City staff.

FISCAL IMPACT:

The first year estimated annual cost of this contract is \$75,500.00. Funds in the amount of \$8,500.00 are available in the FY 2018 Adopted Budget for the Department of Human Resources, General Fund for the One

Time Implementation/Migration fees. Additionally, \$67,000.00 is planned in FY 2019 to support this contract, contingent upon City Council approval of the FY 2019 Adopted Budget.

RECOMMENDATION:

Staff recommends the approval of this contract with eThink Education to provide the Human Resources Department with hosting services to support its Moodle Learning Management System for training administration of online, seated, and hybrid courses for an estimated total cost of \$364,106.00.

This Contract is procured by means of Request for Competitive Sealed Proposal and a Contract Disclosure Form is required.