

Agenda Report

January 11, 2021

TO: Honorable Mayor and City Council

FROM: Human Resources Department

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH LINKEDIN LEARNING FOR ONLINE EMPLOYEE TRAINING SERVICES FOR AN AMOUNT NOT TO EXCEED \$79,443

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the action proposed herein is not a "project" as defined in the California Environmental Quality Act (CEQA), Public Resources Code Section 21065 and Section 15378(b)(2) of the State CEQA Guidelines and, as such, is not subject to environmental review.
2. Authorize the City Manager to enter into a three (3) year contract, as the result of a competitive selection process as specified by Section 4.08.047 of the Pasadena Municipal Code, with LinkedIn Learning for an amount not to exceed \$79,443. Competitive bidding is not required pursuant to City Charter Section 1002 (F), contract for profession or unique services.

BACKGROUND:

The City of Pasadena is committed to the professional and personal development of its workforce. The Human Resources Department administers the citywide training program to ensure that employees have the opportunity to improve, maintain and develop needed competencies to provide efficient and effective services to the public. In order to support multiple styles of adult learning and reach as many employees as possible, training typically is delivered through traditional "live" classes as well as an on-demand online library. An online training platform solution offers a robust collection of business, technology and leadership courses that employees can access anytime, at their own pace. Online training has been an especially critical and valuable resource

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during the COVID-19 pandemic as a portion of the City's workforce has worked remotely.

On September 4, 2020, the Human Resources Department issued a Request for Proposals (RFP) to identify an online training solution that would best meet the current and future needs of City employees.

The online learning platform selection process began by technical experts from Human Resources and the City's Department of Information Technology compiling the functional requirements desired to meet the City's online employee training needs, including:

- Web-based solution compatible with the current versions of Explorer, Firefox, Chrome and Safari
- Solution must support single sign-on integration with City's Active Directory infrastructure using industry standard protocols such as SAML, ADFS or OAUTH.
- Training library consists of at least 5,000 individual courses on topics that must include:
 - Business Writing and Grammar
 - Customer Service and Office Practices
 - Communication, Presentation and Listening Skills
 - Supervision, Management and Leadership skills
 - Software applications, including Microsoft's suite of applications
 - Leading applications for fields of practice (IT, business, graphic design, accounting, etc.)
 - Work Skills (decision-making, time management, organization, project management, prioritization, etc.)
 - Working in teams
 - Course content for fields of practice (range of programming languages for current application development, web design and build, UX, etc.; Accounting; HR practices; Statistics; etc.)
 - Career Skills (interviewing, resume, career planning, etc.)
- 50% or more of the training content must be new/updated within 5 years
- Training content that utilizes several teaching methodologies
- Courses are broken into bite-sized chunks (approximately 2-7 min each) which are searchable
- Closed captioning of training content (ADA compliance)
- Ability to assign courses to specific individuals and to track completion of assigned courses
- Assessments to test knowledge for at least 25% of the vendor's entire library of training courses
- Provide electronic certificates of Success/Completion for all courses

The RFP was advertised on PlanetBids.com for six weeks. Ninety-six prospective bidders were notified of the RFP. The Department received three vendor proposals by

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the deadline on October 20, 2020. None is local to Pasadena. To the Department's knowledge, there are no local vendors that are able to provide an online learning platform solution that meets the requirements in the RFP.

An evaluation panel of Human Resources subject matter experts was assembled for the Proposed Solution evaluation. The results were as follows:

Table 1: Proposed Evaluation Score Results

| Rank | Vendor | Average Total Points (out of 100) |
|------|-----------------------|--------------------------------------|
| 1 | LinkedIn Learning | 88.5 |
| 2 | SkillSoft | 71 |
| 3 | Cornerstone on Demand | 65 |

It is recommended that the City Council approve the contract award for online training services to LinkedIn Learning. LinkedIn Learning submitted a competitive proposal with a high-quality and thorough Proposed Solution indicating a clear understanding of and ability to deliver on the project and scope of work as described in the RFP. Additionally, LinkedIn Learning demonstrated notable industry experience in the implementation of similar projects in size and scope. LinkedIn Learning provided the most competitive price for the requirements listed in the Proposed Solution.

LinkedIn Learning is a current vendor of the City of Pasadena. For the past three fiscal years, the Human Resources Department has spent approximately \$22,000 each year with LinkedIn Learning to deliver an online learning platform solution to City employees.

COUNCIL POLICY CONSIDERATION:

The proposed contract supports the City Council's goals of maintaining fiscal responsibility and stability by training and retaining staff to serve the community.

ENVIRONMENTAL ANALYSIS:

This action is exempt from CEQA review pursuant to State CEQA Guidelines section 15061 (b) (3). The contract is covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment. The proposed action is for the provision of web-based training subscription services and would not have a significant effect on the environment.

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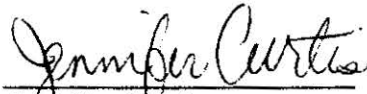
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FISCAL IMPACT:

The total cost of this action will be \$79,443 for the three-year term of the contract. Funding will be addressed by the utilization of the existing budgeted appropriations in the Human Resources Department's General Fund operating budget account for Training (10117003-813000). Indirect and support costs such as maintenance and IT support will be addressed annually by utilization of existing appropriations in the Human Resources operating budget.

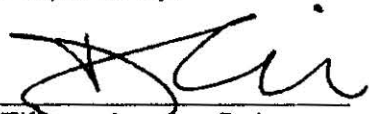
Respectfully Submitted,



Jennifer Curtis

Director of Human Resources

Prepared by:



Tiffany Jacobs-Quinn

Human Resources Manager

Approved by:



Steve Mermell

City Manager

Attachments: (3)

Attachment A – Scoring Summary

Attachment B – Cost Summary

Attachment C – Taxpayer Protection Amendment