

September 18, 2015

**TO:** Gary R. Cavin, Director and CIO, Department of Technology  
Greg J. Davies, Director Department of Public Utilities  
Nichole M. Brandon, Director Department of Human Resources  
**From:** Sonia Krammes, IT Account Manager, Department of Technology

**SUBJECT:** Award of SA005776 Hosted Learning Management System (LMS)

The Department of Technology (DoT) through utilization of a Request for Proposals, received twelve proposals in response to SA005776 for a learning management system in support of the Department of Public Utilities (DPU), Department of Human Resources (HR) and other city departments. An evaluation committee of 5 employees from the Department of Technology, Department of Public Utilities, and Department of Human Resources scored all proposals, selected seven finalists for additional discussions/presentations and is recommending that award be made to Cornerstone On Demand.

As detailed in the RFP, the committee used the following criteria to score proposals to select finalists:

1. Competence (up to 20 points): based on background and qualifications of vendor, and qualifications and experience of proposed staff.
2. Quality and Feasibility (up to 20 points): Overall benefit of proposed solution; Does the solution satisfy City requirements? Is the proposed project plan feasible?
3. Ability (up to 20 points): will proposed staff be available or will equivalent staff be made available to work on the City project? Is the vendor financially stable?
4. Past Performance (up to 20 points): proven ability to provide the proposed solution as demonstrated by experience of past customers.
5. Cost & Payment Terms (up to 20 points): Who has lowest cost? How reasonable are the cost estimates?

The seven finalists were provided with an agenda for a 3 hours presentation that included an overview of the product, functionality demonstrations/scenarios and a list of questions for Q&A.

After these presentations were completed the committee unanimously selected Cornerstone On Demand for the following reasons:

1. The Report Builder – This feature was very intuitive, allowing users to build reports based on any field.
2. Dynamic Learning Plans – Cornerstone demonstrated that they can clearly meet our training needs when it comes to automatically assigning training to individuals based on their classification, work location, and role within the department.
3. Calendar – Cornerstone has an intuitive, easy to use, searchable calendar feature. Different departments can also restrict the view based on where the city employee works, which is necessary with multiple training operations taking place throughout the city.
4. Customizable Certificates – Cornerstone demonstrated their ability to meet our customization needs for producing certificates.
5. User Interface – The interface design is very intuitive. Many features were reachable within one click on one screen, eliminating the need to click on several lists/branches to perform what should be a simple function.



Widgets could be dragged/dropped on the Admin Interface. Additionally, the look/feel for the learners and administrators is the same.

6. Ease of Administration – The report feature includes an option to take a specific “action” on a group of employees. This will come in handy when taking action on a group of employees that need a particular training. Cornerstone demonstrated their ability to meet this need by showing us how we can register employees who have missed a training class for another offering of that class in just a few clicks. We could also communicate with this specific group of employees by taking action right from the report.
7. Training Notifications – Users can automatically add the appointment to their outlook calendar and user’s supervisors/managers can/will be copied on notifications.
8. Resource Management – Cornerstone provides the ability to manage both our room and equipment resources. This could come in handy should our work processes change.
9. System Status/Updates – Cornerstone said that all clients are on the same system, not on varying instances of the system. They also indicated that they do 4 major releases per year and that they perform routine updates every 4 weeks. These frequency levels show their level of commitment to the quality of the product.
10. Training/Tutorials – Cornerstone uses their own product to provide online client training. They provide help videos to help those of us who will be administering training on their system.

Please contact me with any questions or concerns.

CC: Gwen Akrobettoe, Assistant Director, Department of Technology

