

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: March 15, 2013

CAO File No. 0150-09438-0004  
Council File No. 13-0110  
Council District: All

To: The Personnel and Animal Welfare Committee

From: Miguel A. Santana, City Administrative Officer *MS*

Reference: Report from Personnel Department, referred by the Personnel and Animal Welfare Committee for report

Subject: **PROPOSED CONTRACT AMENDMENT WITH MYCA MULTIMEDIA AND TRAINING SOLUTIONS, LLC FOR ONLINE TRAINING ACADEMY**

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### SUMMARY

The Personnel Department requests authority to negotiate and execute an amendment to an existing Agreement (C-118002) between the City and Myca Multimedia and Training Solutions, LLC (Contractor) to develop and provide an online training academy using a computer-based training tool for City staff with the goal of furthering quality public service in a cost effective manner. The proposed amendment would extend the three-year term of the contract by one year to June 30, 2014 with an option to extend the contract for one additional year through June 30, 2015 and increase the contract compensation by an amount not to exceed \$249,496 from \$968,488 to a total contract compensation amount not to exceed \$1,217,984.

The Contractor was selected through a Request for Proposals (RFP) that was released on November 3, 2009. Of the ten vendors that submitted proposals, the Contractor received the highest rating. The Contractor is a for-profit organization with previous experience producing similar computer applications. This type of work is highly specialized, and the Personnel Department has determined that there are no City employees that can perform this work.

The purpose of the Contractor's work under this Agreement is to provide Sharable Content Object Reference Model (SCORM) and Section 50B-compliant training content (Training Academy), technical support, and a Learning Management System. The Contractor must also provide a classroom version of the training, if needed.

As spelled out in the current Agreement, the Contractor may develop additional courses, covering a variety of topics as the City continues to build a comprehensive Training Academy. These courses may be required by the Personnel Department or other City departments. Listed below are course areas that are covered:

- Mandated training (such as Preventing Workplace Harassment, Civilian Employee Disaster Service Worker, and Ethics)

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- Compliance/Policy Awareness (such as Equal Employment Opportunity and safety-related training)
- Supervision and Management
- Customer Service
- Administrative Development training (such as Fraud, Waste, and Abuse)
- Technical training
- MOU-sponsored or Training Pursuant to an MOU
- Employee Health and Wellness training

During the initial phases of the Academy, training was provided on the following topics: Supervision, Customer Service, Equal Employment Opportunity for Supervisors, and Disability and Reasonable Accommodation. The Contractor has provided course tracking, technical support, software and graphics support, audio and video presentations, closed captioning, and assessment tools such as quizzes to ensure participant learning and to assess retention. In 2011, the Fire Department also retained the services of the Contractor to develop course material specific to the needs of that department.

The Contractor stores historical training data in the Learning Management System created for the City. According to the Personnel Department, establishing this system has been complex and detailed. The City is now in a position to benefit from this completed effort. Further, the City is in the middle of a State-mandated sexual harassment prevention training cycle required every two years for supervisors. The Department further indicates that continuing the Contractor's services is important because switching vendors at this time could hamper the City's compliance.

The Personnel Department expects to work with the Contractor to develop additional Human Resources related classes to assist employees in performing their jobs, to reduce City liability, and to address other workplace concerns. Personnel is also conducting a needs survey of other City departments to see what additional training classes need to be developed.

In accordance with Los Angeles Administrative Code Section 10.5(b)2, City Council approval of the proposed amendment is required because the term exceeds three years and annual compensation exceeds \$137,319. According to the Personnel Department, the Contractor has complied with all contracting requirements, policies, and procedures. The proposed amendment is subject to review and approval by the City Attorney.

## **RECOMMENDATION**

That the Council approve, and authorize the General Manager of the Personnel Department to negotiate and execute, an amendment to Agreement No C-118002 with Myca Multimedia and Training Solutions, LLC to develop and provide a computer-based training and e-learning tool for a term of four years effective July 1, 2010 through June 30, 2014, with an option to extend for one additional year through June 30, 2015, and total compensation amount not to exceed \$1,217,984, subject to the review and approval of the City Attorney.

## **FISCAL IMPACT STATEMENT**

Funding in the amount of \$249,496 is provided in the Personnel Department Fund 100, Account 3040, Contractual Services for the proposed amendment. There is no additional impact on the General Fund. The recommendation included in this report complies with the Financial Policies of the City in that the City's financial obligation is limited to funds budgeted for this purpose.

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REPORT  
FROM



THE PERSONNEL  
DEPARTMENT

TO: The Honorable Mayor Antonio R. Villaraigosa and the Personnel Committee	DATE <b>January 25, 2013</b>
REFERENCE: C-118002	COUNCIL FILE
SUBJECT: CONTRACT WITH MYCA MULTIMEDIA AND TRAINING SOLUTIONS, LLC. FOR ONLINE TRAINING ACADEMY	

**RECOMMENDATIONS:**

Authorize the General Manager or designee, Personnel Department, to negotiate and execute a fourth year extension of the contract (C-118002) with MYCA Multimedia and Training Solutions, LLC to provide an online training academy from July 1, 2013 through June 30, 2014, with an option to extend the contract for a fifth year.

**BACKGROUND:**

In recent years, a reduction in staffing has prompted the need to find ways to efficiently deliver training to employees across the City. The Personnel Department has turned to online training for the solution. In order to set up an online training academy, the Personnel Department began contracting with MYCA Multimedia and Training Solutions (MYCA) on July 1, 2010 to provide a Learning Management System (LMS) that delivers training online and to supply a series of courses.

The Personnel Department's contract with MYCA states that while the LMS is provided to us for the duration of the contract, it does not remain in the City's possession once the contract is terminated. Setting up the LMS has proven to be a complex and detailed process. To allow employees to log in to the system and have their training participation tracked, MYCA needs a series of identifying data from each city employee sent to them on a biweekly basis. The effort to set this up required the services of programmers from seven different City departments. Only in the past month have the employee data been available, and as a result, only recently have employees been able to access the system.

  
MARGARET WHELAN, GENERAL MANAGER  
PERSONNEL DEPARTMENT

If the contract with MYCA terminates on June 30, 2013 and the Personnel Department were to enter into a contract with a different vendor, delays and inefficiencies would result. The months-long setup process of sending employee data to the vendor would have to be redone. Furthermore, inefficiencies would result when the training records up to June 30, 2013 would be in one database and the records created after that date would be stored with the new vendor.

In addition to the creation of the LMS, the Personnel Department has worked with MYCA to create online courses on the topics of Supervision, Customer Service, Equal Employment Opportunity, and Reasonable Accommodations. These courses are only recently completed and staff across the City is beginning to benefit from them. The Personnel Department has purchased a Preventing Sexual Harassment course from MYCA as well, in order to meet the state requirement that supervisors are trained every two years. Most supervisors are required to retake the course by the end of 2013. Switching vendors in the middle of this two-year period could hamper the City's compliance with this state-mandated training.

Other departments, too, are using the MYCA contract to either purchase or create critical courses. MYCA is in the process of creating a 12-module Emergency Management Services course for the Fire Department. The Emergency Management Department has worked with MYCA to create the City's Disaster Service Worker training which every employee will be required to take once it is launched in February 2013. Additional departments, like the Controller's Office and the Ethics Commission are in the planning stages to create courses that are central to their missions.

MYCA's reasonable pricing has meant that these courses are being made available to all appropriate City personnel at a fraction of the cost of classroom training. MYCA has proven to be responsive to the City's needs in providing prompt and professional services. The development of an online training academy for over 40,000 employees has proven to be a complex endeavor of which we are only currently beginning to reap the benefits. The City and its workforce would benefit greatly by the extension of MYCA's contract and the continued use of the LMS and the training courses posted on it.

#### FISCAL IMPACT STATEMENT:

No fiscal impact.