DATE: April 16, 2024

TO: Peter Zanoni, City Manager

FROM: Rebecca Castillo, Interim Director of Human Resources
RebeccaC@cctexas.com
(361) 826-3314

Peter Collins, Director of Information Technology
PeterC@cctexas.com
(361) 826-3735

Josh Chronley, Assistant Director of Finance & Procurement
JoshC2@cctexas.com
(361) 826-3169

Three-Year Agreement for eLearning Subscription for City Employee Training

---

CAPTION:

Motion authorizing a three-year service agreement with Carahsoft Technology Corporation, of Reston, Virginia, for a three-year subscription to the LinkedIn Learning for Government to provide professional development and continuing education resources for City of Corpus Christi employees in an amount up to $152,398.08, with FY 2024 funding in the amount of $31,917.44 from the General Fund.

SUMMARY:

This motion authorizes a three-year service agreement with Carahsoft Technology Corporation. Carahsoft Technology Corporation is LinkedIn's procurement partner. The three-year services agreement with Carahsoft Technology Corporation will provide the City with access to a three-year annual subscription to LinkedIn's Learning for Government. The purpose of the annual subscription to LinkedIn's Learning for Government is to provide professional development and continuing education resources for City of Corpus Christi Employees

BACKGROUND AND FINDINGS:

LinkedIn is a global, professional network used for professional networking and job recruitment. LinkedIn also provides professional development and continuing education platforms for various industries, including government. Through the annual subscription, City employees will have access to over 9,000 training courses through LinkedIn Learning for Government's learning library. The LinkedIn Learning for Government subscription will also allow for different learning tracks to be created for different skillsets, such as project management, customer service, Microsoft Office software, and others. The courses will be accessible to all City employees

through the City's Learning Management Systems platform and Infor software. City employees will also have the option of accessing LinkedIn Learning for Government's training content through their own LinkedIn accounts. The courses cover subject areas such as web development, leadership and management, project management, human resources, customer service, performance management, marketing, professional development, occupational safety and health, workplace ethics, and skilled trades. Many of the courses offer professional certifications. The certifications that will be available to City employees will include computer coding, cyber security, finance, human resources, and administrative assistance. In addition to certifications, continuing education courses will be offered to City employees in order for them to maintain their respective certifications.

The proposed agreement will allow 3,200 users access to LinkedIn Learning for Government. The proposed agreement can be amended during the term of the agreement to allow for the purchase of additional users, as needed. The City will have the ability to increase access for the number of users through the subscription with LinkedIn Learning for Government, if needed.

A key feature of LinkedIn Learning for Government is that courses can be developed and tailored to any individual employee or group of employees. Such customization can be used to onboard new employees, develop existing employees, or prepare employees for future roles within the City. For example, an employee interested in becoming a web developer could be provided with a list of training courses that include HTML, CSS, and Web design. The City would also be able to use this feature to curate development plans for employees in order to improve performance, identify paths for corrective action, encourage employee engagement, or conduct annual or other required training. Through the curated development plans, employees will be able to define their career goals, identify skills gaps, and prepare for progression through the relevant courses. The employees' course history and any certificates of completion will remain within the respective employee's record; however, courses can be "liked" and recommended by the employee through their LinkedIn profile. As part of the subscription, the Human Resources (HR) Department will be able to collaborate and develop learning paths with LinkedIn Learning for Government through LinkedIn's administrative portal. LinkedIn Learning for Government also offers pre-built learning paths that HR will review and potentially build upon to customize for City employees specific needs.

These features and others will allow Human Resources and City leadership to measure the impact of learning solutions on employees' skills and track the City's progress on closing skills gaps amongst its employee population.

Four of the top seven cities in Texas use LinkedIn Learning for Government to cultivate their workforces' training, knowledge, and skills. The four cities are Houston, Austin, Arlington, and El Paso. Several other Texas cities and counties as well as State agencies also use LinkedIn Learning for Government. These include but are not limited to Harris County, Travis County, Dallas County, Texas Commission on Environmental Quality, Texas Workforce Commission, Office of the Attorney General, Health and Human Services Commission, Texas Veterans Commission, General Land Office, Higher Education Coordinating Board, Department of Transportation, and the Department of Public Safety.

The City previously used OpenSesame Plus for its continuing education courses. However, the OpenSesame Plus subscription does not offer a broad enough selection of training courses to fit the City's current and future employee training needs. Additionally, OpenSesame Plus costs approximately 25% more than the proposed LinkedIn Learning HUB for Government.

Human Resources previously piloted a trial of LinkedIn Learning for Government in the fall of 2023. Human Resources was highly satisfied with the platforms options and capabilities. LinkedIn Learning for Government provides a broad range of training content that will be capable of serving the City's current and future needs for the training and development of its employees.

Currently, the City does not have an active learning platform for City employees. Based off the piloted trial of LinkedIn Learning for Government, the City recommends using their platform for the training and development of City Employees.

PROCUREMENT DETAIL:

The LinkedIn Learning for Government annual subscription will be procured through Carahsoft Technology Corporation, of Reston, Virginia. This procurement is through the Texas Department of Information Resources (DIR) cooperative. Contracts awarded through the cooperative have been competitively procured in compliance with Texas Local and State procurement requirements.

The previous agreement with OpenSesame Plus expired in December 2023. The agreement was for three years in the amount of $203,400.00.

The proposed agreement's pricing is approximately 25% lower than the previous agreement, resulting in a savings of $51,002. The table below compares the proposed agreement with Carahsoft/LinkedIn to the previous agreement with OpenSesame Plus.

OpenSesame Plus	LinkedIn Learning	Variance
$ 203,400.00	$ 152,398.00	$ 51,002.00

ALTERNATIVES:

The alternative is not to approve the proposed three-year agreement for an eLearning subscription. However, if the proposed agreement is not approved, it will result in less professional development and training for current and future employees. It will also lead to the inability of employees to maintain up to date certifications and skills needed to perform their job duties.

FISCAL IMPACT:

The fiscal impact in FY 2024 is in the amount of $31,918.00. The remaining costs of $120,480.64 will be budgeted in future years through the annual budget process.

FUNDING DETAIL:

Fund: 1020
Organization/Activity: 11415
Department: 16
Account: 530350
Amount: $31,918

RECOMMENDATION:

Staff recommends approval of this motion authorizing a three-year service agreement with Carahsoft Technology Corporation for the LinkedIn Learning HUB for Government, as presented.

LIST OF SUPPORTING DOCUMENTS:

Price Sheet
Subscription Agreement