



PURCHASING ITEM FOR COUNCIL AGENDA

1. Agenda Item Number:

21

2. Council Meeting Date: September 25, 2008

TO: MAYOR & COUNCIL

3. Date Prepared: September 5, 2008

THROUGH: CITY MANAGER

4. Requesting Department: City Manager

5. SUBJECT: Approval of a sole source agreement for consultant services to perform an upgrade to the Aspen Training Management System from SumTotal Systems, Inc., in an amount not to exceed \$51,462.

6. RECOMMENDATION: Recommend approval of a sole source agreement for consultant services to perform an upgrade to the Aspen Training Management System from SumTotal Systems, Inc., in an amount not to exceed \$51,462.

7. HISTORICAL BACKGROUND/DISCUSSION: Aspen is an aging citywide learning management software solution that was purchased about five years ago and had been upgraded once. It feeds off a stand-alone SQL database and in its current configuration requires some updates to be done manually, including updating basic personnel information. When we originally purchased the software we contracted with the vendor to write, install and implement a data sync utility program that took information generated by Oracle and imported in into Aspen. This data sync utility program became non-functional with the major upgrade that was performed in-house about three years ago. Since then, a portion of that process has been automated, but some manual updates are still required to keep the database up to date with personnel information maintained in Oracle HR. In addition, the current version of the software isn't compatible with much of the on-line course content that is available from on-line training content vendors such as SkillSoft and as a result we do not have the capability to launch, track and report on-line training through Aspen to the degree we require. Finally, as of October 1, 2008, the vendor will no longer support the current version of Aspen making this upgrade absolutely necessary.

8. EVALUATION PROCESS: The Aspen Training Management software is proprietary and can only be purchased through SumTotal Systems, Inc. Because SumTotal Systems originally installed the software, they are the only source that can perform this upgrade.

9. FINANCIAL IMPLICATIONS: Funds for this service are available in:

\$10,000.00 – 101-1250-6316 (HR)

\$10,000.00 – 101-2010-6316 (PD)

\$32,000.00 – 101-1285.5419.9IT013 (ITOC Capital)

10. PROPOSED MOTION: Move to approve a sole source agreement for consultant services to perform an upgrade to the Aspen Training Management System from SumTotal Systems, Inc., in an amount not to exceed \$51,462.

APPROVALS

11. Requesting Department

[Signature]

Cleve Blouch, Employee Development Supervisor

12. Department Head

[Signature]

Brian Bosshardt, Organizational Development Administrator

13. Procurement Officer

[Signature] for
Carolee Stees, CPPB

14. City Manager

[Signature]
W. Mark Pentz

STATEMENT OF WORK NO. 1
PROFESSIONAL SERVICES

This Statement of Work No. 1 ("Statement of Work") is effective August 6, 2008, by and between City of Chandler ("City of Chandler", "you" or "Customer") and SumTotal Systems, Inc. ("we," "us," or "SumTotal").

1. This Statement of Work is subject to all the terms and conditions of the Master Solution Agreement between the City of Chandler and SumTotal Systems, Inc. dated December 11th, 2006 ("Agreement").
2. We will be providing you the professional services under the terms and conditions of the Agreement, in accordance with the Statement of Work set forth in Schedule A, attached hereto and incorporated herein.
3. Personnel. Our personnel and authorized contractors shall perform the professional services.
4. Project Manager. The SumTotal professional Services pre-sales point of contact is Tim Webb. The Customer's project manager is Kim Green.
5. Billing Information. All invoices to you for professional services will be sent to the following address:

Your Billing Information:

Address: City of Chandler, Human Resources Division
55 N. Arizona Place, Suite 204
Chandler, AZ 85225
Chandler Center for Employee Development

Attn.: Cleve Blouch, Employee Development Supervisor
Email: cleve.blouch@chandleraz.gov

Phone #: 480-782-2365

Facsimile #:

This Statement of Work, the Agreement, amendments, and statements of work thereto, contain our entire agreement regarding the subject matter thereof. The Statement of Work may not be modified except by written instrument signed by both parties and referring to the particular provisions to be modified.

Unless specifically changed or added herein, all other terms and conditions in the Agreement will remain in full force and effect and can only be modified in writing and signed by both parties.

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the date first written above.

CITY OF CHANDLER

SUMTOTAL SYSTEMS, INC.

By: _____

By: Paul B. Dumas

Authorized Signature

Authorized Signature

Paul B. Dumas

Printed Name/Title

Printed Name/Title Vice President Finance

Dated: _____

Dated: 9/9/08

Please fax the signed document in its entirety to: Attn: SumTotal Systems, Inc., Contract Administrator at 650-962-5661. SumTotal will return one fully executed copy to you.

Signature page to Statement of Work Number 1 between SumTotal and City of Chandler

Approved
SumTotal
Legal

PD FOR
DIRK W.
9-9-8

Approved
SumTotal
Finance

KL
9/9/08

APPROVED AS TO FORM

CITY ATTORNEY sha



Schedule A – Specifications of Statement of Work

1.0 Overview and Scope

We are pleased to submit this Statement of Work in response to your request for our professional services. This Statement of Work is for professional services required to upgrade Aspen 2.5 to SumTotal Systems TotalLMS 8.0 ("TotalLMS").

The scope for this Statement of Work is as follows:

1.1 Project Management – We will provide part-time project management throughout this phase of the implementation of the TotalLMS. Our Project Manager ("PM") will focus on management of SumTotal Systems-specific tasks and will provide guidance on your tasks that are a dependency for us. The PM will generate weekly status reports and review them in weekly project review meetings with you. The PM will work with your project management to establish and maintain a project plan as well as manage issues and action items throughout this project.

1.2 Implementation Consulting – We will provide part-time implementation consulting in the form of installation support, functional specifications development, configuration support, and management and testing of code development.

1.3 Configuration Workshop – We will conduct a workshop that will walk the implementation team through critical business configurations for implementing the TotalLMS. We assume that your resources staffed during the configuration workshop will be very knowledgeable about your learning business model and will be empowered to make decisions on behalf of their respective learning organizations. We will document all configuration decisions made during the workshop and present such decisions to you in a Configuration Decisions Guide. You will be responsible for implementing and testing all configurations within the TotalLMS.

1.4 HRIS Data Synchronization: We will provide our standard data synchronization utility to import your employee, job and organizational HRIS data into TotalLMS. The data synchronization is developed as a stand-alone application that can be run on demand or run on a recurring basis using NT scheduled tasks. The data synchronization application will be dependent on the creation of data sources from your internal user database. This will be a "batch file" data synchronization application process. We will provide direction on the expected formatting of the files and configuration options. We will provide guidance on how to manage and support the utility and process. You will be expected to develop any extract required from your HRIS system to provide the expected files.

1.5 Upgrade Staging and Production Servers to SumTotal LMS 8.0 from Aspen 2.5

This task is to upgrade the staging and production servers from Aspen 2.5 to STS 8.0 No customizations will be upgraded

- SumTotal will provide installation documentation describing the entire upgrade process.
- SumTotal will provide updated documentation for the installation, data synchronization and data migration based on any changes during the installation/upgrade of the staging and production environment.

This Statement of Work does not cover any other work requested by you.

2.0 Estimated Fees

This Statement of Work is based on preliminary discovery discussions with you. Additional effort will be required to refine your needs. All professional services to be performed by us for each project task listed in the table below will be invoiced as set forth in the Agreement and paid for on a time and materials basis. Actual reasonable and out-of-pocket expenses and tax are not included in rates set forth below and will be invoiced separately.



Project Task	Role	Standard Hourly Rate*	Estimated Time to Complete in Hours	Estimated Total Cost
1.1 Project Management	PM	\$175.25	80	\$ 14,020.00
1.2 Implementation Consulting	IC	\$175.25	32	\$ 5,608.00
1.3 Configuration Workshop	PM	\$175.25	28	\$ 4,907.00
	IC	\$175.25	8	\$ 1,402.00
	SP	\$262.50	32	\$ 8,400.00
1.4 Data Sync	PM/IC	\$175.25	32	\$ 5,608.00
1.5 Install/Upgrade	IC	\$175.25	48	\$ 8,412.00
Estimated Total			260	\$ 48,357.00

*Rate is per person per hour. Does not include Travel Expenses.

This is a time and materials engagement based upon the scope, deliverables and assumptions included in this Statement of Work and the City of Chandler shall pay Sum Total at the rates listed above for hours actually worked not to exceed \$48,357. A change order will be required to go beyond the budgeted estimate of \$48,357.

This estimate is valid for 30 days from the date of this document.

All professional services performed by us under the scope of this Statement of Work, as defined in Section 1 in the table above, will be billed at the rates set forth in the table below. Thereafter, our then-current prevailing rates shall apply.

Government Rates

Role	Role Description	Standard Hourly Rate*
PM	Project, Risk, and Task Management Solution architecture and design	\$175.25
IC	Implementation Consulting	\$175.25
EM	Engagement Management, QA Assessments, Strategy, and Global Client Management	\$196.88
SP	Product Specialist, Expert Product Services, Specialized Services, and Business Consulting	\$262.50
Dev/QA	Iterative design and code generation, test case development, and quality assurance testing	\$125.00
SD	Solution design and Technical Specifications development	\$153.13
TR	On-site delivery of training, including manuals and access to a TotalLMS/TotalLCMS environment	\$687.50
*Rate is per person per hour. Travel Expenses are billed separately.		

It is anticipated that there will be some travel involved in the performance of this Statement of Work. Travel associated with the performance of this scope of work will be limited as deemed necessary to the implementation of this project and reimbursed at cost by you. Our travel standards and practices will be applied.

SumTotal will provide copies of receipts for all reimbursable expenses at the request of the City of Chandler and the City shall pay at face value. Reimbursable expenses include travel cost for airfare (coach), car rental (economy) and



parking and fees. Travel, per diem and all expenses shall be invoiced and reimbursed at actual cost not to exceed the GSA daily rates found at this website:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?queryYear=2006&contentType=GSA_BASIC&contentId=17943&queryState=Arizona&noc=T.

Estimated Travel and Expenses

Project Manager	One trip expected – 3 day duration:	Each	Extended
	Air Fare	300.00	300.00
	Lodging	450.00	450.00
	Taxi	60.00	60.00
	Meals	225.00	225.00
Business Consultant	One trip expected – 3 day duration:	Each	Extended
	Air Fare	300.00	300.00
	Lodging	450.00	450.00
	Taxi	60.00	60.00
	Meals	225.00	225.00
Technical Consultant	One trip expected – 3 day duration:	Each	Extended
	Air Fare	300.00	300.00
	Lodging	450.00	450.00
	Taxi	60.00	60.00
	Meals	225.00	225.00
*Total estimated travel expenses (USD)		\$3,105.00	

*Based upon delivering the core LMS implementation as noted above

3.0 Modifications to the Statement of Work

Any changes to the scope of this Statement of Work shall result in a change order to this Statement of Work or a new statement of work and approved by both parties prior to any change orders being effective. All change orders and new statements of work will also be billed on a time and materials basis.

4.0 Assumptions

You shall dedicate a project manager to this Statement of Work. This project manager will act as the central point of contact for the professional services that we will render for this Statement of Work.

This Statement of Work was developed based on conversations with you. Additional discovery effort may be required to refine and specify each of the Project Tasks in this Statement of Work. You will be notified in advance of this situation and all reasonable efforts will be made to manage expectations to work towards a mutually successful implementation.

We believe the requirements and specifications provided in this Statement of Work are sufficient to allow the work to begin and be completed with a reasonable expectation that the total cost estimate will be realized. The performance of this Statement of Work involves activities to be performed by both parties. These activities will be defined in the detailed project plan created once the project starts. If during the performance of this Statement of Work we do not receive your deliverables as scheduled, then our ability to complete this Statement of Work in a timely manner will be



jeopardized. We will notify you should this occur, and will notify you of the impact with regards to additional expenses and subsequent schedule changes as set forth in the Agreement.

Scheduling for the professional services to be performed will be based upon a first come first serve basis and will be mutually agreed upon by the parties prior to the commencement of the professional services hereunder.

No branding will be completed by SumTotal; branding changes will be completed by the City of Chandler

No training migration from other systems besides Aspen 2.5 has been identified in this work order.

City of Chandler plans to attend public training, therefore no training is included in this SOW.

