

**CITY OF EL PASO, TEXAS**  
**AGENDA ITEM DEPARTMENT HEAD'S SUMMARY FORM**

**DEPARTMENT:** EL PASO POLICE DEPARTMENT

**AGENDA DATE:** April 1, 2008

**CONTACT PERSON/PHONE:** Assistant Chief Tom Whitten/564-7311  
Terrence Freiburg, Purchasing Mgr., 541-4313

**DISTRICT(S) AFFECTED:** N/A

**SUBJECT:**

Recommend City Council award Solicitation 2008-030R, Learning Management System, to Meridian Knowledge Solutions in the amount not to exceed \$198,750 over the next five years (\$168,750 this Fiscal Year).

**BACKGROUND / DISCUSSION:**

This El Paso Police Department (EPPD) seeks a vendor to provide, install, support, and train staff to use and operate a learning management system (LMS) and certain related products and services. EPPD seeks a complete turnkey system that provides advanced learning management functionality for the City of El Paso. The learning management system will be used to receive and manage EPPD's training, registrations, scheduling, and reporting processes for continuing education. The LMS allows customers to register via the World Wide Web for existing technology or soft skills training. It integrates instructor-led classroom training and online training into one system. This integration accommodates both in-house and vendor-developed training.

**PRIOR COUNCIL ACTION:**

This purchase will be funded by out of confiscated drug funding (FY 08 Confiscated Funds) and was identified in the budget approved by City Council on November 6, 2007.

**AMOUNT AND SOURCE OF FUNDING:**

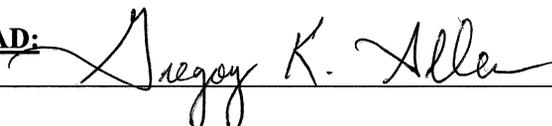
This purchase will be funded by out of confiscated federal drug funding under Dept ID 21150060 Acct 508010 Class 21000 Fund 16371 Proj 500231. Confiscated funds will finance this year's purchase (LMS installation and Year 1 Support Maintenance) totaling \$168,750. The remaining \$30,000 will be incrementally funded over the next four years out of future appropriations for annual maintenance.

**BOARD / COMMISSION ACTION:**

N/A

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**LEGAL:** (if required) \_\_\_\_\_ **FINANCE:** (if required) \_\_\_\_\_

**DEPARTMENT HEAD:** 

**APPROVED FOR AGENDA:** \_\_\_\_\_

**CITY MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



JOHN COOK  
MAYOR

JOYCE WILSON  
CITY MANAGER

GREGORY K. ALLEN  
INTERIM CHIEF OF POLICE



CITY COUNCIL  
ANN MORGAN LILLY, DISTRICT 1  
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STEVE ORTEGA, DISTRICT 7  
BETO O'ROURKE, DISTRICT 8

## POLICE DEPARTMENT

**TO:** Terrance Freiburg, Purchasing Manager  
**FROM:** Diana M. Kirk, EPPD Chief of Staff  
Stuart C. Ed, EPPD Director of Administrative Services  
Jose Aguirre, City of El Paso IT Department Operations Manager  
Ken Mobley, EPPD Training Director  
Terry Manson, Records Manager  
Luis Martinez, EPPD Academy Pre-Service Sergeant  
**RE:** LMS Recommendation, EPPD Evaluation Committee  
**DATE:** March 17, 2008

This memorandum summarizes EPPD's Learning Management System (LMS) Evaluation Committee's has completed its final review of proposals and recommends awarding Meridian Knowledge Solutions based upon a best value analysis of proposals.

Evaluation criteria outlined in the proposal were cost (50%), functionality (30%), customer service (10%), and past big-city contracts that were successful (10%). A total of 1,000 points were available to each proposal. Meridian Knowledge Solutions received the highest total points (928.9 points) by the Evaluation Committee per the Summary Evaluation Matrix below and is, therefore, the Committee's best-value recommendation:

	Learn.com	Alchemy Systems	Meridian Knowledge Solutions	SyberWorks	Plateau Systems	Three C's Contractors	Saba Software	CSS Intn'l
Total Points	618.7	755.1	928.9	905.0	694.2	826.7	566.9	496.8
Cost (50%) - 500 Pts	318.7	455.1	442.4	500.0	250.2	445.7	266.9	123.3
Functionality (30%) - 300 Pts	100.0	100.0	286.5	205.0	244.0	181.0	100.0	173.5
Customer Service (10%) - 100 Pts	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Past Big-City Contracts (10%) - 100 Pts	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Cost** – Cost is worth 500 points and was assessed over a 5-year period, to include the initial purchase price as well as the maintenance costs identified in each proposal. The proposal specifying the lowest total cost (Syberworks) was awarded 500 points, with proposals receiving points depending upon the percentage their cost exceeded the lowest cost proposal. The Cost Evaluation Matrix is provided below:



		Learn.com	Alchemy Systems	Meridian Knowledge Solutions	SyberWorks	Plateau Systems	Three C's Contractors	Saba Software	CSS Intn'l
<b>Cost (50%) - 500 Points</b>		318.7	455.1	442.4	500.0	250.2	445.7	266.9	123.3
Learn.com, Inc.	\$275,820.00								
Alchemy Systems, L.P.	\$193,202.00								
Meridian Knowledge Solutions	\$198,750.00								
SyberWorks, Inc.	\$175,835.00								
Plateau Systems, Ltd.	\$351,340.00								
Three C's Contractors, Inc.	\$197,250.00								
Saba Software, Inc.	\$329,400.00								
CSS International, Inc.	\$712,795.00								

**Functionality** – Functionality is worth 300 points. Functionality was assessed in three stages; Completeness of Proposals (100 possible points), Functionality Checklist (100 possible points), and Presentation (100 possible points). The first stage evaluated the completeness of submitted proposals for a total of 100 points. Proposals were evaluated based upon the RFP's four sections; specifically the Technical, Company, Project Management, and Functional sections. All but three submittals were evaluated as responsive in all areas. The three submittals that were evaluated as unresponsive were Learn.com, Alchemy, and Saba for the reasons specified below:

VENDOR	COMMENTS
Learn.com, Inc.	Under RFP Company Section: did not provide references for five installed systems that are similar in scope and components to the system proposed.
Alchemy Systems, L.P.	Under RFP Company Section: did not describe the organization and staffing for its corporate headquarters, division, and operating units. Under RFP Project Management Section: did not provide key personnel who will be responsible for specific tasks defined in its proposal.
Saba Software, Inc.	Under RFP Project Management Section: did not provide key personnel who will be responsible for specific tasks defined in its proposal.

Unresponsive bids were only awarded a maximum of 100 points, while responsive bids were further evaluated for functionality per the proposal's Functionality Assessment Checklist for an additional 100 points. In evaluating the Functionality Assessment Checklist, the Committee evaluated ten general system areas (Interface, Initial Screen, Course Modification, Class Scheduling and Assessment, Course Registration, Facilities, Instructors, Course Materials, Accounting, and Reporting) totaling approximately 200 specific sub-tasks. Proposals were evaluated as "Fully Functional, Partially Functional, or Not Functional"



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in each specific task. Deductions were then subtracted by zero (0) points (fully functional), one-half (1/2) a point for Partially Functional tasks, and a full (1) point for tasks identified as Not Functional.

Committee scoring on Functionality is provided below, with the total point amount being deducted from the 100 points available in this stage of the evaluation:

VENDOR	'N'	'P'	TOTAL POINTS
Meridian Knowledge Solutions LLC	-7	12*0.5=-6.5	-13.5
SyberWorks, Inc.	-8	14*0.5=-7	-15
Plateau Systems, Ltd.	-6	20*0.5=-10	-16
Three C's Contractors, Inc.	-0	38*0.5=-19	-19
CSS International, Inc.	-20	13*0.5=-6.5	-26.5

The Evaluation Committee then recommended the top three most responsive proposals and invited them to participate in Phase II of the assessment, a Presentation, for an additional 100 points. The top three most responsive proposals determined by the Committee were Meridian Knowledge Solutions LLC, SyberWorks, Inc, and Plateau Systems, Ltd.

Presentations were received and reviewed from:

- a. Meridian Knowledge Solutions on February 5, 2008;
- b. Plateau Systems LTD on February 5, 2008; and
- c. Syberworks on February 12, 2008.

Presentations were one-hour in length. In advance of the presentation, vendors were asked to focus on the following priority capabilities in their presentations:

- a. Roll Call training;
- b. TCLEOSE electronic submission;
- c. Training document repository/storage/library;
- d. Training acknowledgement/audit trail; and
- e. Ease of use/user interface;

Meridian presented a Learning Management Software system that was most responsive to the El Paso Police Department's needs. Meridian's software package demonstrated capacity in all five priority areas of evaluation and was awarded 100 points. Furthermore, Meridian's software was the only vendor to demonstrate "ease of use/user interface" by walking through the learning management cycle "cradle-to-coffin" (course setup, implementation, record, and reporting) without obvious system errors or



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omissions identified by the Evaluation Committee. Meridian's software package demonstrated capacity in all five priority areas of evaluation, including:

- a. Roll Call training – Successfully evaluated as having capacity;
- b. TCLEOSE electronic submission – Successfully evaluated as having capacity;
- c. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- d. Training document repository/storage/library - Successfully evaluated as having capacity;
- e. Ease of use/user interface – Successfully evaluated as having capacity;

Plateau presented a Learning Management Software system that successfully demonstrated capacity in two of the five priority areas evaluated and was awarded 20 additional points:

- a. Roll Call training – Did not successfully demonstrate how Roll Call training no-shows would be properly recorded and reported. In the demonstration, an example of shift training was presented with several names of scheduled attendees. One scheduled attendee was identified as a "No Show." A report was created from the roll call training event, but the individual who had been identified as a training "No Show" was not identified on the report. The Committee asked for the location of the "No Show" and Plateau could not show a report properly identifying the "No Show" from the scheduled roll call training.
- b. TCLEOSE electronic submission – Successfully evaluated as having capacity;
- c. Training document repository/storage/library - Successfully evaluated as having capacity;
- d. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- e. Ease of use/user interface – Did not successfully demonstrate ease of use/user interface. In addition to comment "a." above, the software had numerous default entries that required affirmative action by the user (default entries had to be deleted) in order to proceed to the next screen.

Syberworks presented a Learning Management Software system that successfully demonstrated capacity in one of the five priority areas evaluated and received 10 additional points:



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- a. Roll Call training – Did not successfully demonstrate how Roll Call training would be properly recorded and reported. In the demonstration, an example of shift training was presented with several names of scheduled attendees, to include an Officer Haddad. A report was created from the roll call training event to show attendees, but the report was never successfully created.
- b. TCLEOSE electronic submission – Did not successfully demonstrate capacity for electronic submission to the State. When asked about this capability, the presenters used the example of a manual submission done by another one of their customers to their state agency in another state;
- c. Training document repository/storage/library – Did not successfully demonstrate a manageable document repository/storage/library cataloguing capability. Syberworks mentioned that Beaumont could not successfully manage their system records and finally gave up and hired Syberworks to manage their documents retention.
- d. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- e. Ease of use/user interface – Did not successfully demonstrate ease of use/user interface. As a general comment, Syberworks showed no ability to successfully demonstrate the system's capacity, requiring two presenters to continually rotate at the keyboard while attempting to get the system to perform.

Total points awarded by the Evaluation Committee for functionality are summarized in the chart below:



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			Learn.com	Alchemy Systems	Meridian Knowledge Solutions	SyberWorks	Plateau Systems	Three C's Contractors	Saba Software	CSS Intn'l
	Technical, Company, Project Mgt, Functional (200 Pts)	Presentations (100 Pts)	100.0	100.0	286.5	205.0	244.0	181.0	100.0	173.5
Learn.com, Inc.	100	0								
Alchemy Systems, L.P.	100	0								
Meridian Knowledge Solutions	186.5	100								
SyberWorks, Inc.	185	20								
Plateau Systems, Ltd.	184	60								
Three C's Contractors	181	0								
Saba Software, Inc.	100	0								
CSS International, Inc.	173.5	0								

**Customer Service and Past Contracts** – Customer Service and Past Contracts were worth 100 points each. Proposals were evaluated for customer service capacity and past contracts with comparably-sized big cities. All eight identified customer service and past contract capacity, so all proposals received 100 points for each of these evaluation criteria per the table below:

	Learn.com	Alchemy Systems	Meridian Knowledge Solutions	SyberWorks	Plateau Systems	Three C's Contractors	Saba Software	CSS Intn'l
Total Points	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0
Customer Service (10%) - 100 Pts	100	100	100	100	100	100	100	100
Past Big-City Contracts (10%) - 100 Pts	100	100	100	100	100	100	100	100

If you have any questions, please contact Stuart C. Ed, Director of Administrative Services, at 564-7381.



JOHN COOK  
MAYOR

JOYCE WILSON  
CITY MANAGER

GREGORY K. ALLEN  
INTERIM CHIEF OF POLICE



CITY COUNCIL  
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## POLICE DEPARTMENT

**TO:** Terrance Freiburg, Purchasing Manager  
**FROM:** Diana M. Kirk, EPPD Chief of Staff *DMK*  
Stuart C. Ed, EPPD Director of Administrative Services *Stuart Ed*  
Jose Aguirre, City of El Paso IT Department Operations Manager *Jose Aguirre*  
Ken Mobley, EPPD Training Director *Ken Mobley*  
Terry Manson, Records Manager *Terry Manson*  
Luis Martinez, EPPD Academy Pre-Service Sergeant *Luis Martinez*  
**RE:** LMS Presentation Analysis, EPPD Evaluation Committee  
**DATE:** February 20, 2008

This memorandum summarizes EPPD's Learning Management System (LMS) Evaluation Committee's review of software presentations. The Committee identified Meridian Knowledge Solutions as the LMS system most responsive to EPPD's needs.

The Evaluation Committee consists of the following members:

- a. Diana Kirk, EPPD Chief of Staff
- b. Stuart Ed, EPPD Director of Administrative Services
- c. Jose Aguirre, City of El Paso IT Department Operations Manager
- d. Ken Mobley, EPPD Training Director
- e. Terry Manson, Records Manager
- f. Luis Martinez, EPPD Academy Pre-Service Sergeant

Presentations were received and reviewed from:

- a. Meridian Knowledge Solutions on February 5, 2008;
- b. Plateau Systems LTD on February 5, 2008; and
- c. Syberworks on February 12, 2008.

Presentations were one-hour in length. In advance of the presentation, vendors were asked to focus on the following priority capabilities in their presentations:



**RE:** LMS Presentation Analysis, EPPD Evaluation Committee  
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- a. Roll Call training;
- b. TCLEOSE electronic submission;
- c. Training document repository/storage/library;
- d. Training acknowledgement/audit trail; and
- e. Ease of use/user interface;

**Meridian:** Meridian presented a Learning Management Software system that was most responsive to the El Paso Police Department's needs. Meridian's software package demonstrated capacity in all five priority areas of evaluation. Furthermore, Meridian's software was the only vendor to demonstrate "ease of use/user interface" by walking through the learning management cycle "cradle-to-coffin" (course setup, implementation, record, and reporting) without obvious system errors or omissions identified by the Evaluation Committee. Meridian's software package demonstrated capacity in all five priority areas of evaluation, including:

- a. Roll Call training – Successfully evaluated as having capacity;
- b. TCLEOSE electronic submission – Successfully evaluated as having capacity;
- c. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- d. Training document repository/storage/library - Successfully evaluated as having capacity;
- e. Ease of use/user interface – Successfully evaluated as having capacity;

**Plateau Systems LTD:** Plateau presented a Learning Management Software system that successfully demonstrated capacity in two of the five priority areas evaluated:

- a. Roll Call training – Did not successfully demonstrate how Roll Call training no-shows would be properly recorded and reported. In the demonstration, an example of shift training was presented with several names of scheduled attendees. One scheduled attendee was identified as a "No Show." A report was created from the roll call training event, but the individual who had been identified as a training "No Show" was not identified on the report. The Committee asked for the location of the "No Show" and Plateau could not show a report properly identifying the "No Show" from the scheduled roll call training.
- b. TCLEOSE electronic submission – Successfully evaluated as having capacity;



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**DATE:**  
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LMS Presentation Analysis, EPPD Evaluation Committee  
February 20, 2008

- c. Training document repository/storage/library - Successfully evaluated as having capacity;
- d. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- e. Ease of use/user interface – Did not successfully demonstrate ease of use/user interface. In addition to comment “a.” above, the software had numerous default entries that required affirmative action by the user (default entries had to be deleted) in order to proceed to the next screen.

**Syberworks:** Syberworks presented a Learning Management Software system that successfully demonstrated capacity in one of the five priority areas evaluated:

- a. Roll Call training – Did not successfully demonstrate how Roll Call training would be properly recorded and reported. In the demonstration, an example of shift training was presented with several names of scheduled attendees, to include an Officer Haddad. A report was created from the roll call training event to show attendees, but the report was never successfully created.
- b. TCLEOSE electronic submission – Did not successfully demonstrate capacity for electronic submission to the State. When asked about this capability, the presenters used the example of a manual submission done by another one of their customers to their state agency in another state;
- c. Training document repository/storage/library – Did not successfully demonstrate a manageable document repository/storage/library cataloguing capability. Syberworks mentioned that Beaumont could not successfully manage their system records and finally gave up and hired Syberworks to manage their documents retention.
- d. Training acknowledgement/audit trail – Successfully evaluated as having capacity;
- e. Ease of use/user interface – Did not successfully demonstrate ease of use/user interface. As a general comment, Syberworks showed no ability to successfully demonstrate the system’s capacity, requiring two presenters to continually rotate at the keyboard while attempting to get the system to perform.

We’re also attaching the signed Non-Disclosure Forms and attendance rosters for the presentations.



**RE:** LMS Presentation Analysis, EPPD Evaluation Committee  
**DATE:** February 20, 2008  
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If you have any questions, please contact Stuart C. Ed, Director of Administrative Services, at 564-7381.





MERIDIAN KNOWLEDGE SOLUTIONS,  
LLC  
KEVIN JESKE  
4465 BRROKFIELD CORPORATE DR  
STE. 201  
CHANTILLY, VA 20151

BLACKBOARD, INC.  
SCOTT PAGANELLI  
6 KIMBALL LANE STE 310  
LYNNFIELD, MA 01940

SYBERWORKS, INC.  
BOB GOLDSCHNEIDER  
9 COURT ST  
ARLINGTON, MA 02476

UTK