

**DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

New contract
 OTR
 CO
 SS
 BW
 Emergency
Previous Contract/Project No.

Re-Bid
 Other: (Legacy Agreement)
 LIVING WAGE APPLIES: __ YES NO

Requisition/Project No: ROET1500002 **TERM OF CONTRACT:** 3 years, with 2 three-year OTRs.
Requisition/Project Title: Information Security Awareness Training Solution Maintenance and Support Services

Description:

The Miami-Dade County Information Technology Department (ITD) is requesting a non-competitive legacy agreement with Inspired eLearning, Inc. The County utilizes Inspired eLearning to provide online courses and hosting services for delivery of targeted content inclusive of general information security awareness for all County employees as well as enhanced, targeted curriculum specific to IT staff and knowledge workers who interact with confidential HIPPA, PCI and PII data. No other vendor offers the unique range of online courses required by ITD for their information security training needs. For operational continuity and ongoing training content continuity, it is in the best interest of the County to purchase ongoing hosting, licensing, maintenance and support services from Inspired eLearning.

User Department(s): Miami-Dade County Information Technology Department (ITD)
Issuing Department: ISD **Contact Person:** Kimberly Craig **Phone:** 305-375-1443
Estimated Cost: \$150,000 for initial term **Funding Source:** Internal Service Funds **REVENUE GENERATING:** No

ANALYSIS

Commodity/Service No:	918-38, 205-54	SIC:	
Trade/Commodity/Service Opportunities			
Contract/Project History of Previous Purchases For Previous Three (3) Years Check Here <input type="checkbox"/> if this is a New Contract/Purchase with no Previous History			
EXISTING		PREVIOUS	
Contractor:	Inspired eLearning	Inspired eLearning	
Small Business Enterprise:	No	No	
Contract Value:	* \$94,295 (please see Comments)	\$91,661 (please see Comments)	
Comments: Initial services for this project were provided by Inspired eLearning as a result of a competitive RFQ resulting from 8680-10/19, Professional Training Pre-Qualification Pool. Award was for \$99,661. Subsequent services were provided outside of contract via (unauthorized) confirmation purchase no. CP9818-IT. Award was for \$94,295.			
Continued on another page (s): __ Yes <input checked="" type="checkbox"/> No			

RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		

Basis of Recommendation:

No measures – Bid Waiver/Legacy Agreement

Signed: Kimberly Craig **Date to SBD:** 1/2/2015
Date Returned to ISD-PM: _____



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	Information Technology Department		
Contact Person:	Lars Schmekel	Phone Number:	305-596-8779
Requisition No.:	RQET1500002	Estimated Value:	\$150,000.00 for three years
Proposed Vendor:	Inspired e-learning		
Previous Contract Number:	CP9818 - IT	Previous Contract Value:	\$94,294.40

Purpose of the Purchase

The purpose of this requisition is to establish a legacy contract with Inspired eLearning, Inc. for continued hosting, licensing, maintenance and support of the existing Solution to provide ongoing County-wide employee training on critical information technology security topics.

For the past three years, Miami Dade County has been utilizing Inspired e-learning to provide online courses (training) and hosting services for the delivery of targeted content to improve Information Security Awareness for all County employees as well as provide enhanced, targeted curriculum to IT Staff and knowledge workers who interact with confidential data (HIPPA, PCI and PII).

The initial implementation of the hosting and training modules included extensive work to properly brand the generic training to meet County Standards. This customization also encompassed inclusion of links to County Policy and user acceptance of County policies. Custom interfaces have been jointly developed to allow County to seamlessly login to the learning system and provides metrics and reporting on individual, departmental and County utilization and completion designed to measure completion, compliance and effectiveness of the solution.

From a content perspective, the County has already reviewed the predefined content and made modifications it felt necessary to make the training applicable and relevant to the County. If another vendor were selected, any users with classes in progress would need to re-take the classes in their entirety as content will vary from vendor to vendor.

We are requesting a new contract for a three-year initial term with two three-year Options-To-Renew, payable on a yearly basis, with total value detailed as follows:

Contract Amount: \$ 150,000 for the initial three year term

Estimated Cumulative Value:	Term	Duration	Amount
	Initial Term	3 Year	\$150,000
	OTR1	3 Year	\$150,000
	OTR2	3 Year	\$150,000
		Total:	\$450,000

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

Miami-Dade County has been effectively using the Security Awareness eLearning Solution from inspired eLearning company for past three years. It is in Miami-Dade County's best interest to continue to use this solution as significant time and effort has already been invested on the following:

- The customization work needed to do Miami-Dade branding, inclusion of Miami-Dade policy links and acceptance forms
- Customization of course work and course tests to remove/add/edit the content to meet Miami-Dade County best practices
- Integration with employee portal to allow employees to access training without having to remember another set of username/password
- Integration work done with MDC's Reporting infrastructure to provide role based access to needed information
- Integration and access to existing LMS hosted solution provider has already been established and would need to be re-established and tested both for site to site and desktop configurations as well.
- Continuity with training program and content; many employees are in the middle of training program already. Those in mid-course will have to start the course from beginning in another system. This also eliminates the need for employees to become familiar with another training platform and differing course content.
- Some training modules, specifically HIPPA, were procured after the initial training contract was executed. These online classes would need to remain with inspired elearning, requiring ongoing hosting fees until the HIPPA modules licenses expire and would then need to be repurchased on the new learning system (assuming HIPPA training is available through the selected vendor)

For operational continuity and ongoing training content continuity, it is in the best interest of the County to obtain a new, long term contract with Inspired eLearning.



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**

Market Research

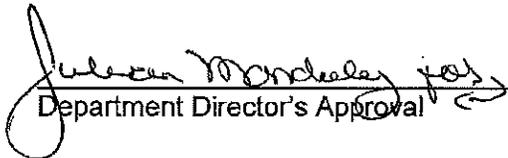
Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

Although many vendors are included in the pre-qualified pool contract 8680-10, few if any offer the basic security training in combination with the PCI, HIPPA and Red Flags requirements. Many of the online training vendors offer vendor specific product security technical training or offer customized classes which do not apply to general information security best practices training.

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

This legacy contract will provide a long term solution to the County's security training needs.


Department Director's Approval

12/30/14
Date Approved

Kimberly Craig
Miami-Dade County

r.Quote 90069-A
December 10th, 2014

Security Awareness Training

3 Year Pricing

Quote Details:

Licenses

**SITE
License**

#	Description	List	Units	Discount	Unit Price	Discount Price
1	Basic Security Awareness Library Monthly eNewsletter 3 Year License (English)	\$59.95	Site License	Site License	Site License	\$99,995.00
2	Extended Security Awareness Library 3 Year License (English)	\$17.99	Site License	Site License	Site License	\$29,998.50
3	"My Reports" Ad Hoc Reporting System	\$2,585.00	1	100.00%	\$0.00	Included
4	1 Dedicated Hosted iLMS Server (1 Year)	\$25,000.00	3	40.00%	\$15,000.00	\$45,000.00
5	Advanced Course Customization Package of 40 Hours of Customization Services. Normal Customization Cost Is \$150 Per Hour	\$4,495.00	1	11.12%	\$3,995.00	Included at No Additional Charge (\$3,995.00 Value)
3 Year License:						\$174,993.50
15% Government Discount						\$26,249.02
3 Year License w/ 15% Government Discount =						\$148,744.48

3 Year License Terms → 4/30/2015 – 4/29/2018

Quote Remarks

Note: Some or all of the following will apply to the options that you choose

SECURITY AWARENESS TRAINING

BASIC Security Awareness Library License Includes:

AP-101: PhishProof Anti-Phishing Training 10 minutes	HTML5
S-101: Security Awareness Basics 50 minutes	Flash & HTML5
S-102: Advanced Security Awareness 40 minutes	Flash & HTML5
S-103: Security Awareness and Literacy 90 minutes (S-103 is S-101 and S-102 combined into a single course.)	Flash & HTML5
S-131: Basic Security Awareness (Strongest Link) 25 minutes	Flash & HTML5
S-132: Advanced Security Awareness (Strongest Link) 20 minutes	Flash & HTML5
S-133: Basic Security Awareness (Strongest Link) 45 minutes (S-133 is S-131 and S-132 combined into a single course.)	Flash & HTML5
S-141: Fundamentals of Information Security 30 minutes	HTML5
S-151: Rise of the Singularity 40 minutes	Flash
S-161-MD: Mobile Data and Devices iModule 10 minutes	HTML5
S-161-SM: Social Media iModule 8 minutes	HTML5
S-161-SE: Social Engineering Standard iModule 12 minutes	HTML5
S-161-SEA: Social Engineering Advanced iModule 22 minutes	HTML5
S-161-PS: Physical Security iModule 11 minutes	HTML5
Monthly issues of our Security Awareness eNewsletter for duration of the license period.	HTML Email

Note: With one year license, you get a choice of Human Firewall (S101-S103), Strongest Link (S131-S133), S141, or S151 supplemented with AP101 & S161 iModules. With three year license, courses listed are included. Flash based courses in Basic Library will be retired at the end of 2014 with the exception of S-151.

EXTENDED Library Includes:

S-105: Security Awareness Refresher 25 minutes	Flash
S-110: Security Awareness for Managers 30 minutes	Flash
S-111: Privileged User Security 20 minutes	HTML5
S-120: Security Awareness for IT Staff 30 minutes	Flash
S-125: Baseline Fundamentals of Information Security For IT Professionals 60 minutes	Flash
S-126: OWASP Top 10 Web Application Vulnerabilities 15 minutes	Flash
S-135: Strongest Link Refresher 20 minutes	Flash
S-155: Rise of the Singularity Refresher 20 minutes	Flash
PCI-101: PCI Requirements for Cardholders and Supervisors 25 minutes	Flash
PCI-120: PCI Fundamentals for It Professionals 40 minutes	Flash
P-101: General Privacy Basics 30 minutes	Flash
GLBA-101: Graham Leach Bliley Act Privacy Training 40 minutes	Flash
DR-101: Data and Record Retention Best Practices 35 minutes	Flash
S-107: Identity Theft Red Flags Awareness 40 minutes	Flash
Security Awareness screensavers (2)	Digital
Print ready digital posters (10)	Digital

613 N.W. Loop 410, Suite 530, San Antonio, TX 78216 ph: 210-579-0224 fax: 866-351-0013, www.inspiredelearning.com

Course Hosting and Support

Standard hosting and support includes web-based course delivery, email notification for students, student tracking and reporting, online testing and certification and basic second-level technical support via email for up to five (5) points of contact at customer site with a maximum response time of 24 hours during normal office hours (9am - 6pm Central Standard US time, Monday-Friday excluding holidays). Customer's employees are to be directed to local technical support, who can escalate issues to Inspired eLearning via email as they see fit.

Advanced Course Customization – 40 Hour package offered at NO Additional Charge (Value = \$3,995)

Optional customization hours can be purchased at \$150/ hour or a bundle of 40 hours for \$3995. Unused customization hours at license expiration can be rolled over to renewal agreement to preserve investment.

Basic Customization (Free of Charge)

- Inclusion of your company logo in the top left corner of player window.
- Inclusion of your company logo in the Introduction page of each course.
- A link to your security policy, at the end of the course, prior to the page where students must select to comply or not comply with your company security policy.
- Removal of pages, quiz questions, and exam questions.
- Changing amount of available exam questions per attempt, and total number of exam attempts prior to failure.
- Setting the exam passing percentage. The default is 70%.
- Removal of audio (Voice Over).
- If you use our hosted LMS, you can quickly and easily create a customized and branded student portal.

Advanced Customization (Fee based)

- Modification of text and audio (Voice Over).
- Modification of graphics.
- Creation of new pages (Graphics, Text, Voice Over).
- Creation of new quiz and exam questions.
- Creation of new glossary entries.

MyReports ad hoc Report Writer

MyReports is an ad hoc report writer which has access to all the fields within the iLMS. MyReports comes with 14 preformatted reports that can be used as is or modified to specific requirements. Reports can be built from scratch as well. Reports can be exported in many file formats such as Excel, Word, PDF, XML, HTML, and more.

Multi-Year Turnkey Update Support

Each subsequent year on a multi-year agreement includes annual content updates to courses, reflecting new legislative and subject matter developments, and up to 10 hours of customization work to rebrand new courses and transfer any customizations from previous year.

Localization Services

Localization fees on quote include Basic Customization. Optional advanced customization done to English version can be replicated to translated versions at the following rates (per language): page edits @ 2hrs/page, new pages @ 4 hrs/page. Rates include voice over if purchased. New pages are limited 200 words per page.

Terms Net 30.

2% late fee per month after due date.

613 N.W. Loop 410, Suite 530, San Antonio, TX 78216 ph: 210-579-0224 fax: 866-351-0013, www.inspiredelearning.com

Quote r.90069-A valid for a maximum of 60 days.

PO # _____ Please scan or fax copy to **866-351-0013**

Please indicate what options you want by marking the applicable check boxes:

License Duration: 3 Year

3 Year License Terms → 4/30/2015 – 4/29/2018

Accepted by: _____ Printed name: _____

Date: _____ Title: _____