

Learning Management and Employee Performance Management Systems

Organizational, Services & Performance Monitoring Committee

June 2, 2026

Project Overview

Purchase a Learning Management System (LMS) and Employee Performance Management System (EPMS)

Current State: Oracle Training Module

GCRTA currently relies on an outdated training module within the Oracle E-Business Suite.

Current System:

- Offers limited functionality, no option exists to upgrade it
- Configured to house training records
- Significant manual effort to create classes, track attendance, and extract data
- Does not host or store e-learning modules

Despite the current system's inefficiencies, we rely on it to meet OSHA, FTA, ODOT, and other regulatory requirements.

Current State: No current EPMS

- GCRTA does not have a centralized performance management system.
- Non-bargaining employee performance evaluations conducted using a combination of tools (i.e. PDFs, MS Word, MS Excel).
- Improved and updated versions over time, yet rework for formatting errors, and limited access to long-term performance history.

Benefits of an LMS and EPMS

- Centralized training content, records, and learning activities.
- Platform for delivering training, tracking completions, and supporting learning plan and path development.
- EPMS provides structured, standardized approach to performance evaluation, aligning goals, and documenting progress.
- Align with industry LMS and EMPS standards to dramatically improve employee development, evaluation, and supports its strategic workforce initiatives.

Additional Uses of an LMS

- Learning plans and paths tailored to job roles, skill development, and compliance needs
- On-demand access to a Public Sector eLearning Library
- On-demand micro-learning for targeted updates and acknowledgments
- Documentation for safety investigations and corrective actions
- Audit-ready reporting for ODOT, FTA, and other oversight bodies
- Storage of videos, reports, corrective actions, and retraining
- Onboarding workflows
- Housing contractor training records

GCRTA Relevance of LMS & EPMS

- GCRTA's Organizational Scorecard – Employee Investment key metrics include:
 - Cultivating Internal Talent Pipeline
 - Professional Development Training Hours (non-bargaining)
- Enterprise-wide solution encompassing Finance, Human Resources, and Procurement delayed due to budget concerns.
 - Move to modern technology platform

Procurement Overview

- RFP issued on March 30,2025
- Accessed on the GCRTA website by 15 interested parties
- Proposals were due on May 14, 2025
- 6 Proposal were received

Procurement Overview

Evaluation Panel Members:

- Training & Employee Development
- Information Technology
- Customer Experience & Organizational Performance
- Procurement
- Management Information Services

Procurement Overview

Evaluation Criteria:

- Experience
- Qualifications
- Demonstrations
- Quality of training, maintenance, and support plans
- Cost

Procurement Overview

Recommended Company

- eSkillz Corporation
 - Located in Washington, DC

Procurement Overview

Experience Includes:

- Proven expertise in LMS/EMS support & administration
- Successful track record with public sector and regulated environments
- Full-Service implementation and support model

Procurement Overview

Clients Include:

- Massachusetts Bay Transportation Authority (MBTA)
- Ohio Department of Aging (ODA)
- U.S. Department of Transportation, Office of the Inspector General (DOT
OIG)

Procurement Overview

Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees an award to eSkillz Corporation for providing a Learning Management and Employee Performance Management System in an amount NTE \$472,717.94 for the base three years, and in an amount NTE \$120,742.92 for option year one, and NTE \$126,176.33 for option year two, for a total contract amount NTE \$719,637.19.

Questions?