



AGENDA REPORT

Library and Community Service

DATE:	February 4, 2025
TO:	Mayor Martinez and Members of the City Council
FROM:	LaShonda White, Deputy City Manager – Community Services Tamara Walker, Deputy Director of Community Services, Employment and Training Division
Subject:	Contract Amendment No. 1 with New York Wired For Education Metrix Learning Management System
FINANCIAL IMPACT:	The Employment and Training Division has allocated the proposed \$17,000 expenditure within the approved Fiscal Year 2025 Budget (Account String: 12579441 400538 42999)
PREVIOUS COUNCIL ACTION:	None.
STATEMENT OF THE ISSUE:	The Employment and Training Division of Community Services is seeking to amend the contract with New York Wired for Education for Metrix Learning. Metrix Learning focuses primarily on providing online job training and career pathways specifically designed for the public workforce, including unemployed, underemployed, and dislocated workers.
RECOMMENDED ACTION:	APPROVE a first amendment with New York Wired For Education to increase the contract amount by \$17,000, for a total not to exceed contract amount of \$25,500, and extend the term through January 29, 2027, for online job training and career pathways – Community Services Department (Tamara Walker 510-307-8006/LaShonda White 510-620-6828).

DISCUSSION:

New York Wired for Education (NYW) is a workforce development company using the internet and technology to deliver effective training, encourage career advancements, and build and sustain partnerships. NYW developed a Career Pathways Portal solely for the public workforce system which features a learning management system (LMS) called Metrix Learning (Metrix). Metrix Learning efficiently delivers technology-based services for job seekers and employers via workforce development boards, libraries, colleges, community-based organizations, and businesses.

Presently, NYW is the only vendor known to provide services in the industry via Metrix Learning, a comprehensive, technology-based learning service. Therefore, a sole-source was approved for this vendor (Attachment 1). Metrix provides flexible and convenient self-paced learning, accessible 24/7 from any computer with internet access, and configurable in any foreign language available on Google Chrome. Customers can access over 6,000 e-Learning activities, including certification training. Additionally, Metrix has career exploration and job search tools.

Metrix Learning is considered "one of a kind" because it focuses primarily on providing online job training and career pathways specifically designed for the public workforce, including unemployed, underemployed, and dislocated workers, by tailoring courses based on local labor market needs and integrating job search tools within the platform, making it a unique solution for workforce development initiatives (Attachment 1). Furthermore, it offers thousands of entry-level pathways that make entry, re-entry, or career advancement simple and manageable.

Metrix delivers over 6,000 courses in manufacturing, business, health, and technology from leading content providers: SkillSoft, Amatrol, and Medcom. The system provides technical skill assessments and automatic remediation. Metrix is the only company to integrate with Certiport testing company in providing seamless training and certification vouchering. Metrix offers training for 100+ industry-recognized certifications, such as: QuickBooks, project management, Cisco, Comp TIA, and Six Sigma. For these reasons, the Employment and Training Division (E&T) entered into a contract with NYW for a term beginning January 30, 2024, through January 29, 2025 (Attachment 2).

Currently, Metrix is being used in 15 states, including New York, Florida, California, Connecticut, Pennsylvania, and New Jersey because of its unique features and capabilities.

To continue providing this service to Richmond residents as part of E&T's service options, City staff recommends amending the contract to increase the amount by a total of \$17,000 (\$8,500 per year) and extend the term for two (2) additional years for a term ending January 29, 2027 (Attachment 3).

Purchasing the license allows Richmond residents and businesses to use the platform, at no charge, from their computer or phone at their own pace to learn new skills and/or upgrade their current skills.

DOCUMENTS ATTACHED:

Attachment 1 – Sole Source Authorization

Attachment 2 – New York Wired for Education Contract

Attachment 3 – New York Wired for Education Contract Amendment #1