



Training Proposal for:
Tech Serve Alliance - So Cal Chapter, Inc.
Agreement Number: ET15-0400

Panel Meeting of: March 27, 2015

ETP Regional Office: North Hollywood

Analyst: M. Paccerelli

PROJECT PROFILE

Contract Attributes:	Priority Rate SB <100 Retrainee	Industry Sector(s):	Technology/IT Aerospace and Defense Technology/Other Biotechnology/Life Sciences Manufacturing Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Statewide	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Turnover Rate:	≤20%		
Managers/Supervisors: (% of total trainees)	≤20%		

FUNDING DETAIL

Program Costs	+	Support Costs	=	Total ETP Funding
\$607,760		\$42,105 8%		\$649,865

In-Kind Contribution:	50% of Total ETP Funding Required	\$326,000
-----------------------	-----------------------------------	-----------

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SB <100 Priority Rate	Computer Skills, Continuous Improvement	157	8-200	0	\$2,224	\$16.44
				Weighted Avg: 80			
2	Retrainee SB<100	Computer Skills, Continuous Improvement	71	8-200	0	\$1,882	\$16.44
				Weighted Avg: 80			
3	Retrainee Priority Rate	Computer Skills, Continuous Improvement	71	8-200	0	\$1,540	\$16.44
				Weighted Avg: 80			
4	Retrainee	Computer Skills, Continuous Improvement	45	8-200	0	\$1,283	\$16.44
				Weighted Avg: 80			

Minimum Wage by County: \$16.44 per hour in Alameda, San Francisco, Contra Costa, Marin, San Mateo, Santa Clara, and Santa Cruz counties; \$15.97 per hour in Los Angeles; \$16.02 per hour in Orange; \$15.93 per hour in San Diego; \$15.75 per hour in Sacramento County; \$15.56 in Alpine; and \$15.07 per hour in all other counties.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Participating employers may use health benefits to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Technical Analyst, PC/Hardware Technician, Sales Representative, Account Representative		27
System Analyst/Administrator		84
Programmer Analyst		31
Network Engineer/Administrator/Architect		87
Database Administrator/Architect		26
Application Architect		22
Manager/Supervisor		67

INTRODUCTION

This is the second proposal for Tech Serve Alliance – So Cal Chapter, Inc. (TSA) www.techservealliance.org.

TSA is an all-volunteer organization providing Information Technology (IT) and Engineering solutions to Technology companies, consultants and suppliers throughout California. One of TSA's key initiatives is developing the skills of employees in its member companies in technology-driven industries such as: automotive, business services, software, manufacturing, health care, entertainment and new media.

PROJECT DETAILS

Employer Demand

The curriculum was developed by Saisoft in direct response to the demand from participating employers for better management and administration of Microsoft Windows Servers, SQL Server Databases, VMWare Virtual infrastructure and Cisco Networking equipment. These technologies power the computing infrastructure and business critical software applications, such as Cloud Computing, Virtualization, ERP, Sales Force Automation and Customer Relationship Management.

Participating employers have indicated a strong need for the proposed IT training because of the constant and rapid change in technology. Employers need workers with current technical skills to remain competitive, and while they do have training programs, they are unable to keep up with the amount and frequency of technical training on their own.

Some employers are training their employees in complementary technologies and the ETP funds will give them the opportunity to broaden their employees' skill base. In other cases, the employers are already training some of their employees in these technologies and the ETP funds augment their efforts and allow them to train more employees in the new technologies. The employers have stated that this training could not be made available to their employees without ETP funding.

Curriculum Development

At the start of the employer recruitment process, TSA directed Saisoft to conduct surveys with managerial staff in Human Resources, Training and IT to understand the current business drivers and challenges their companies are facing and discuss steps they are taking to overcome these challenges. The companies are asked to identify new technologies that are being implemented to improve profitability and business efficiency.

Saisoft obtains direct feedback from the students after each training class by using surveys. This helps them to not only improve the quality of instruction but to also constantly customize the curriculum to remain current and relevant.

Marketing and Support Costs

TSA's marketing and recruitment efforts include outreach to new employers as well as referrals from employers who have participated in previous ETP contracts. Saisoft contacts each potential employer to begin the ETP employer recruitment process. TSA and Saisoft maintain an active web site and use Internet marketing to reach targeted employers to educate them on available training opportunities. TSA and Saisoft also utilize employer and employee evaluations to gauge emerging training needs and to maintain ongoing relationships with employers.

TSA has an extensive database of businesses in electronics, technology, manufacturing and business services industries who are members and clients. Companies are represented in electronics, technology, manufacturing and business services industries. Additionally, Saisoft uses social media marketing extensively to reach out to IT Directors, CIOs and CTOs in these companies to explore their need for IT training. Using a variety of marketing techniques listed

below, TSA and Saisoft conduct an extensive employer training needs assessment. TSA and Saisoft's marketing activities included email marketing, social media marketing, IT industry events/trade shows, telemarketing, internet marketing and in-person visits to companies.

Beyond the core group of employers already identified and surveyed, TSA and Saisoft will continue to recruit participating employers and assess employer-specific job training requirements throughout the term of the project as noted above. TSA's goal is to specifically focus on priority industries and small businesses. Due to the intensive outreach efforts required to market the program, research training requirements and enroll participating employers, TSA has requested an 8% support costs.

Core Group of Employers

All participating employers in the core group have been determined to meet out-of-state competition standards. According to TSA and Saisoft, the core group and all other employers who will be participating in this project will not, or have not, participated in other Saisoft-vendored ETP projects.

Reimbursement Rate

The curriculum is for IT coursework at an advanced level. (See Exhibit B) However, TSA is not asking for reimbursement at the higher AT rate. Instead, the four Job Numbers in this proposal will be reimbursed at the rate for Small Business and standard-size business, Priority Industry and non-priority, as pertinent. For this reason, the trainer-to-trainee ratio will also be standard class lab at 1:20, not 1:10 as required for the AT rate.

TRAINING PLAN

Computer Skills (96%) – This training will be delivered to all occupations. Training will cover topics in Microsoft Windows Server; Oracle SQL; Comptia Server; Amazon Web Services; Microsoft Sharepoint and VMWare.

Continuous Improvement (4%) – This training will be provided to System Analysts, Network Administrators, Programmer Analysts and Database Administrators. These IT professionals need IT-centric Continuous Improvement training in order to improve service delivery efficiency, quality and consistency.

E-Learning

Saisoft will deliver live, instructor-led e-learning training over the Internet using GoToMeeting. Its newly designed courses and lab exercises will greatly enhance the learning experience of the trainees by simulating the 'real world' environment in which IT systems are deployed. Participating employers will provide the equipment that the trainees will need to do lab exercises in the form of servers, software, switches, routers and mobile computing devices.

Although 100% of training was conducted online via GoToMeeting (GTM) in the last ETP Agreement, TSA anticipates approximately 2% will be conducted at the employer work sites. This center-based training will apply to companies that have training facilities equipped with the necessary hardware and software; and those with a large number of employees to make the on-site class economically feasible to conduct.

Training Vendor Qualifications

TSA has selected Saisoft, an IT training provider, to deliver 100% of the training in this proposal.

Training Coordinator

TSA's Co-President will coordinate the delivery and compliance of the proposed ETP-funded training.

Substantial Contribution

TSA serves large and small companies, some of which may have received training in prior ETP contracts. If a large participating employer has received the benefit of training with payment earned in excess of \$250,000 within the past five years, reimbursement for trainees at the same facility will be reduced by 30% to reflect a substantial contribution to the cost of training. Funding for any participating employer previously assessed a substantial contribution will be reduced by 50%. Small businesses with 100 or fewer full-time employees are not subject to this provision.

Electronic Recordkeeping

TSA will utilize Saisoft's electronic recordkeeping to document training. GTM Reports will also be maintained by TSA and Saisoft for monitoring purposes.

Commitment to Training

TSA represents that training funded under this proposal is supplemental and that ETP funds will not displace the existing financial commitment to training by participating employers. These employers provide on-going training in the form of web-based, quality assurance and on-the-job training. Employers stated that although they have training programs, they are unable to keep up with the amount and frequency of technical training needed to remain competitive.

Safety training is provided by the participating employers in accordance with all pertinent requirements under state and federal law.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECT

The following table summarizes performance by TSA under ETP Agreement completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned	
				\$	%
ET12-0377	El Segundo	05/07/12 – 05/06/14	\$198,377	\$175,195	(88%)

**As a result of recent findings during the Final Monitoring, an overpayment of \$20,520 was identified, thereby reducing the earned amount \$154,674 (78%).*

DEVELOPMENT SERVICES

Saisoft, Inc., in Irvine, assisted with the development of this proposal at no cost.

ADMINISTRATIVE SERVICES

Saisoft, Inc. will also perform administrative services for a fee of \$38,988, not to exceed 13% of payment earned.

TRAINING VENDORS

Saisoft, Inc. will provide Computer and Continuous Improvement Skills training for a fee of \$545,832.

Exhibit B: Menu Curriculum

Class/Lab/E-Learning Hours

8-200

Trainees may receive any of the following:

COMPUTER SKILLS

- CMP-CL1: Comptia Cloud Essentials (CLO-001)
- CMP-SR1: Comptia Server+ (SKO-003)
- CRY-RP: SAP Crystal Reports 2011
- AGL-SC: Agile and Scrum Software Development Methodology
- PMT-IT: Software Development Lifecycle (SDLC) Information Technology Infrastructure Library - ITIL
- SAI-467: Designing Business Intelligence Solutions with Microsoft SQL Server 2012
- SAI-466: Implementing Data Models and Reports with Microsoft SQL Server 2012
- SAI-465: Designing Database Solutions for SQL Server 2012
- SAI-464: Developing Microsoft SQL Server 2012 Databases
- SQL-463: Implementing a Data Warehouse with Microsoft SQL Server 2012
- SQL-462: Administering Microsoft SQL Server 2012 Databases
- SQL-461: Querying Microsoft SQL Server 2012
- MSW-AZ: Implementing Microsoft SQL Azure
- AWS-CC: Cloud computing with Amazon Web Services
- MSO-365: Migrating Exchange Server to MS Office 365
- MSW-AZ: Implementing Microsoft SQL Azure
- GOO-AN: Implementing Google Analytics
- GOO-AD: Google Adwords Administration
- MSF-BG: Microsoft Bing Adcenter Administration
- FCB-AD: Facebook Ads Manager Administration
- LIN-AD: LinkedIn AdManager Administration
- MSF-AC: Microsoft Access Programming
- MSF-SPS: Microsoft Sharepoint Designer 2010
- MSF-VS: Microsoft Visio 2010 Administration
- CIT-XA: Citrix XenApp Implementation
- DIS-R1: Disaster Recovery for Information Technology
- IPH-PR: iPhone Programming
- AND-PR: Android Programming
- CIS-NPR: CCNP ROUTE (642-902)
- CIS-NPS: CCNP SWITCH (642-813)
- CIS-NPT: CCNP TSHOOT (642-832)
- MSF-SPA: Microsoft Sharepoint Foundation Administration
- MSF-SPF: Microsoft Sharepoint Foundation
- MSF-SPD: Microsoft Sharepoint Development
- MSF-SPB: Microsoft Sharepoint Business Intelligence
- CPT-SC: Comptia Security +
- CPT-NW: Comptia Network +
- SQL-TS: Programming SQL Server with Transact-SQL
- SQL-AD: SQL Server Advanced Topics

- SQL-RS: SQL Server Reporting Services
- SQL-BI: SQL Server Business Intelligence
- MySQL Database Administration
- Apache Web Server Administration
- CGI (Common Gateway Interface) and PHP (Hypertext Preprocessor) Programming
- Perl Programming
- Perl Programming - Using advanced modules
- Perl Advanced Topics: Serving pages using HTTPS (Secure Hypertext Protocol) with mod_ssl
- ORA-SQ: Oracle – SQL (Structured Query Language)
- ORA-PL: Oracle – PL/SQL (Programming Language in SQL)
- DDT-DM: Data Modeling and Database Design
- DDT-LP: Logical and Physical Data Modeling
- MSF-EX: Microsoft Exchange Server Administration
- MSF-SP: Microsoft Sharepoint Server Administration
- MSF-SEC: Designing Security for Microsoft Networks
- MSF-PS: MS Windows Administration with Powershell
- MSF-SA8: Microsoft Windows 2008 Server Administration
- MSF-NA8: Microsoft Windows 2008 Network Infrastructure
- MSF-AD8: Microsoft Windows 2008 Active Directory
- SEC-NI: Securing Network Infrastructure and Communications (Security+ 1)
- SEC-AP: Application, Operational and Organizational Security (Security+ 2)
- SEC-AI: Designing Security Architecture Infrastructures
- SEC-MA: Designing Security Management Infrastructures
- JAV-OO: Object Oriented Programming in Java
- JAV-AP: Application Development in Java
- JAV-AT: Advanced Topics in Java
- CIS-ND1: Configuring Cisco Network Devices I (ICND1 – 640-822)
- CIS-ND2: Configuring Cisco Network Devices II (ICND2 - 640-816)
- CIS-SC: Configuring scalable Cisco Networks
- CIS-ML: Configuring Multi-layer Switched Cisco Networks
- CIS-RA: Configuring Remote Access Cisco Networks
- CIS-TA: Troubleshooting Advanced Cisco Networks
- PMT: Software Development Lifecycle (SDLC) Project Management
- Information Technology Infrastructure Library (ITIL) Implementation
- Information Technology Infrastructure Library (ITIL) Best Practices
- Network Security – Ethical Hacking
- Network Security – Applied Computer Forensics
- VBS-PR: Programming in VB.NET
- VBS-AS: Programming ASP.NET and ADO.NET using VB.NET
- VBS-EN: Enterprise Application Development in VB.NET
- CSP-PR: Programming in C#
- CSP-AS: Programming ASP.NET and ADO.NET using C#
- CSP-EN: Enterprise Application Development in C#
- MSF-W7: Microsoft Windows7 Administration
- MSF-SP: Microsoft Sharepoint Server Administration
- LIN-SA: Linux System Administration
- LIN-NA: Linux Network Administration
- CRY-RP: Programming Crystal Reports

- DWH-IN1: Data Warehousing Fundamentals
- DWH-IN2: Programming Informatica
- COG-PR1: Implementing Business Intelligence with Cognos
- VMW-AD: VMWare Infrastructure Administration
- OOD-UML: Object Oriented Design and Unified Modeling Language
- CIT-SA: Citrix Presentation Server Administration
- UBU-DS: Ubuntu Linux Desktop Administration
- ORA-DB: Oracle Database Administration
- SQL-SA: SQL Server Database Administration
- SQL-DB: SQL Server Database Design
- MSF-HY: Microsoft Windows Server Hyper-V Administration
- SQL-MD12: SQL Server 2012 Multi-dimensional Expressions and Data Analysis Expressions
- SQL-RS12: SQL Server 2012 Reporting Services
- SQL-AS12: SQL Server 2012 Analysis Services
- SQL-BID: SQL Server 2012 Designing Business Intelligence Solutions
- MSF-SPS: Microsoft Sharepoint Designer 2013
- MSF-SPA: Microsoft Sharepoint Foundation 2010 Administration
- MSF-SPF: Microsoft Sharepoint Foundation 2010
- MSF-SPD: Microsoft Sharepoint 2010 Development
- MSF-SPB: Microsoft Sharepoint 2010 Business Intelligence
- MSF-VS: Microsoft Visio 2010
- MSF-PS1: MS Windows Administration with Powershell I
- MSO-365: Migrating Exchange Server to Office 365
- MSF-410: Installing and configuring Windows Server 2012
- MSF-411: Administering Windows Server 2012
- MSF-412: Configuring Advanced Windows Server 2012 Services
- CIS-NPR: Cisco CCNP Routing and Switching
- CIS-SP1: Computer Information Systems Security Protocol
- CEH-P1: Certified Ethical Hacking Training
- CAP-P1: Computer Systems Authorization Protocol
- WIR-TS: Wireless Technology Specialist
- WIR-NA: Wireless Network Administration
- GGL-GL: Google Glass Application Development
- CMP-MOB: Comptia Mobility+ (MBO-001)
- CMP-SM: Comptia Social Media Security
- BUS-AN: Business Analysis and Modeling
- HAD-DB1: Big Data Management with Hadoop
- MON-DB1: Big Data Management with MongoDB
- PYT-PR: Programming in Python
- PRL-PR: Programming in Perl
- JVS-PR: Javascript Programming
- PHP-PR: Programming in PHP
- WRD-PR: Website design with Wordpress
- LIN-WI: Linux for Windows users
- QCB-A1: Quickbooks Training

CONTINUOUS IMPROVEMENT

- SSC-GB: Six Sigma Green Belt
- PMT-SK: Project Management Skills
- PMT-MP: Project Management using MS Project
- PMT-SD: Information Technology Project Management

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.

**Participating Employers in Retrainee
Multiple Employer Contracts**

Contractor's Name: Tech Serve Alliance - So Cal Chapter, Inc.
Reference No: 15-0096

CCG No.: ET15-0400
Page 1 of 2

PRINT OR TYPE IN ALPHABETICAL ORDER

Company: 8x8, Inc

Address: 2125 O'Neill Drive

City, State, Zip: San Jose, CA 95131

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 150

Total # of full-time company employees worldwide: 472

Total # of full-time company employees in California: 448

Company: Aqua Lung America, Inc.

Address: 2340 Cousteau Ct.

City, State, Zip: Vista, CA 92081

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 15

Total # of full-time company employees worldwide: 156

Total # of full-time company employees in California: 95

Company: Carefusion Resources LLC

Address: 3750 Torrey View Court

City, State, Zip: San Diego, CA 92130

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 2

Total # of full-time company employees worldwide: 150

Total # of full-time company employees in California: 100

Company: Cognizant Technology Solutions

Address: 5000 Executive Parkway, #295

City, State, Zip: San Ramon, CA 94583

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 1

Total # of full-time company employees worldwide: 5000

Total # of full-time company employees in California: 2000

Participating Employers in Retrainee Multiple Employer Contracts

Contractor's Name: Tech Serve Alliance - So Cal Chapter, Inc.

CCG No.: ET15-0400

Reference No: 15-0096

Page 2 of 2

PRINT OR TYPE IN ALPHABETICAL ORDER

Company: ICE Consulting Inc.

Address: 1900 McCarthy Blvd

City, State, Zip: Milpitas, CA 95085

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 14

Total # of full-time company employees worldwide: 14

Total # of full-time company employees in California: 14

Company: Lucrazon, Inc

Address: 18881 Von Karman Ave, Ste 600

City, State, Zip: Irvine, CA 94612

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 8

Total # of full-time company employees worldwide: 8

Total # of full-time company employees in California: 8

Company: Popular Tech

Address: 2081 Business Center Drive

City, State, Zip: Irvine, CA 92612

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 26

Total # of full-time company employees worldwide: 26

Total # of full-time company employees in California: 26

Company: Ray Morgan Company, Inc.

Address: 3131 Esplanade

City, State, Zip: Chico, CA 95973

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained under this Agreement: 10

Total # of full-time company employees worldwide: 100

Total # of full-time company employees in California: 50