

DELEGATION ORDER



**Training Proposal for:
Arrowpoint Corporation
Small Business: ET10-307**

Approved: **November 2009-1**

ETP Regional Office: **Sacramento**

Analyst: L. Lai

CONTRACTOR:

- Type of Industry: Technology/IT Services
Priority Industry: Yes No
- Contractor's # of Full-Time Employees
 - *California:* 40
 - *Worldwide:* 125
 - *Number to be trained:* 30
- Turnover Rate: 10%
- Repeat Contractor: Yes No

CONTRACT:

- Training Project Profile: Priority/Retrainee
- ETP Funding Amount: \$26,520
- In-Kind Contribution: \$30,000
- Average Cost per Trainee: \$884
- Post Retention Wage: \$30.00
- Health Benefits: N/A
- Occupations to be Trained: Database, System, Network Administrator

- Training Menu:
 - Business Skills
 - Commercial Skills
 - Computer Skills
 - Cont. Improvement Technology
 - Literacy Skills
 - Management Skills
 - Manufacturing Skills
 - Other: Advanced

- Range of Hours: 8 - 60 Weighted Average: 34
- Multiple Job Numbers: Yes No
- County(ies) Served: Solano, Contra Costa
- Union Representation: Yes No
- Subcontractor: N/A
- Third Party Services: N/A

INTRODUCTION

Founded in March 2000, Arrowpoint Corporation (Arrowpoint) is a veteran-owned corporation, offering strategic planning, business development, management consultation, software development, and Information Technology planning and operations services. With locations in Concord and Fairfield, Arrowpoint’s primary customers include federal and state agencies, as well as commercial businesses with professional services.

One of Arrowpoint’s most critical services is the support of network operations and software development for Department of Defense customers located in California. Because modern network devices are complex entities and continuously evolving, systems administrators must keep up with the latest technological advances, newest security protocols, and programming services. The proposed training is designed to increase Arrowpoint’s customer satisfaction levels and enhance the company’s competitive edge.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal by the Executive Director in consultation with the Panel Chair (Delegation Order 2009-1).

PRIOR PROJECTS

The following table summarizes performance by the company under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned
ET07-0343	Fairfield	04/30/07 – 04/29/09	\$21,600	\$12,480

Thirteen trainees completed all performance requirements. Arrowpoint earned 58% of the approved amount because 12 of the 13 trainees only completed 40 hours of training, not the required 80. According to the company, the original estimates were too high.

Comments may be submitted by email at delegationorder@etp.ca.gov.
You must identify the ET10 Number for this proposal in the subject line of your email.
The deadline for submitting comments on this proposal is November 18, 2009.