

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

827



FROM: Human Resources Department

SUBMITTAL DATE:
June 23, 2014

SUBJECT: Fourth Amendment to the Professional Services Agreement Between County of Riverside and SHL US Inc. for Web-Based Pre-Employment Assessments Services effective July 1, 2014 - June 30, 2017 [District- All] [Total Cost - \$675,000] [Human Resources Rate and TAP Fund]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the attached Fourth Amendment with SHL US Inc. for Web-Based Pre-Employment Assessment Services for the Human Resources Department for the annual amount of \$220,000 in the first year, \$225,000 in the second year, and \$230,000 in the third year, effective July 1, 2014, through June 30, 2017;
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, to sign amendments that do not change the substantive terms of the Agreement, including amendments to the compensation provision that do not exceed the CPI index;
3. Authorize the Chairperson to sign three (3) copies of the attached Agreement; and
4. Retain one (1) copy of the signed Amendment and return two (2) copies to Human Resources for Distribution.

Michael T. Stock
Asst. County Executive Officer/
Human Resources Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 220,000	\$ 225,000	\$ 675,000	\$ 0	Consent <input type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Human Resources Rate and TAP Fund

Budget Adjustment: No

For Fiscal Year: 2014/15 - 16/17

C.E.O. RECOMMENDATION:

APPROVE

BY

Stephanie Persi

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

- Purchasing:
- Mark Seiler, Assistant Director
- ☐ A-30 ☐ Positions Added ☐ 4/5 Vote ☐ Change Order

Prev. Agn. Ref.: 3.18 6/25/2013,
3.57 7/13/2010

District: All

Agenda Number:

3-22

BACKGROUND:

Summary (continued)

Pre-employment testing is a key part of the County of Riverside's recruiting and selection process for many positions and a requirement for some recruitments in merit-bound, state-funded departments and programs. The County has utilized computerized, web-based testing since 2002. Each year nearly 40,000 testing sessions are completed by County applicants. To manage this volume, the Human Resources Department uses computerized, online pre-employment assessments to efficiently administer the testing program. An advantage of SHL as the selected vendor for the County is that SHL offers exams administered in an unproctored (at applicant's computer, e.g. at home) environment, in addition to traditional (staff observed) proctored exams. Administration of unproctored exams is a business necessity since the Human Resources Department stopped staffing the Assessment Center in 2008 due to the economic downturn.

Originally approved by the Board of Supervisors in 2010, the Agreement with SHL US Inc. expires June 30, 2014 (Contract ID # HRARC-90783 001-06/11). The Human Resources Department is seeking approval of the attached Fourth Amendment for new a three-year period of performance effective July 1, 2014, to June 30, 2017. This agreement includes an unlimited usage of examinations, I/O consultant services, reporting, training, and user and applicant telephone support.

Approval of the Fourth Amendment will allow the County to realize investments Riverside County Information Technology (RCIT) and Human Resources made in integrating SHL's online testing platform with the PeopleSoft Talent Acquisition Manager (TAM) module, the County's new recruiting system. A key part of the 2010 - 2014 Scope of Service was the capability of SHL's testing platform to integrate with TAM. Integration allows for seamless transition between TAM and SHL's testing platform, live return of candidate scores to TAM, and other automating features that will result in significant labor savings on administrative tasks. Implementing the integration required significant development by RCIT and Human Resources, including customization and configuration of PeopleSoft, as well as extensive user testing. Experienced TAM consultants also assisted with the implementation. The configuration of SHL's testing platform and its testing content are proprietary, which means that changing assessment vendors will require implementing a new integration. Because the integration was just recently implemented, it would be premature to change vendors at this time considering the investment of resources to build the integration.

In January 2014, the Human Resources Department piloted the new PeopleSoft applicant tracking system (TAM) and the SHL testing integration services for the Probation Department's high-volume Deputy Probation Officer and Probation Corrections Officer recruitments. The integration has successfully made the testing process more efficient by eliminating intensive manual tasks associated with ordering tests, communicating with candidates about testing, tracking candidate test results, and inputting testing data into the recruiting system. Labor savings from the use of the new applicant tracking system and SHL integration should be significant considering the high volume of testing administered by Human Resources.

Impact on Residents and Businesses

There is no impact on residents and businesses.

Contract History and Price Reasonableness

In 2010, a solicitation of vendors was conducted. Only two vendors responded and SHL was determined to be the most responsive bidder. In 2010, the Board of Supervisors approved the Agreement with SHL US Inc. (formerly Pre-Visor Inc.) with a period of performance of 7/1/2010 – 6/30/2011, with the option to renew for two additional years, renewable in one-year increments by written amendment (Contract ID # HRARC-90783 001-06/11; Minute Order 3.57 7/13/2010). The option to renew was exercised for 7/1/2011 – 6/30/2012 and 7/1/2012 – 6/30/2013. In 2013, the Board of Supervisors approved an amendment to extend the Agreement

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Fourth Amendment to the Professional Services Agreement Between County of
Riverside and SHL US Inc. for Web-Based Pre-Employment Assessments Services effective July 1,
2014 - June 30, 2017 [District- All] [Total Cost - \$675,000] [Human Resources Rate and TAP Fund]
DATE: June 23, 2014
PAGE: 3 of 3

effective 7/1/2013 – 6/30/2014 (Minute Order 3.18 6/25/2013). The attached Amendment is effective 7/1/2014 – 6/30/2017.

Pricing is considered reasonable as compared with the current cost (see price history below) and the significant labor savings gained by further automating the testing process. SHL proposed more favorable pricing for a three-year period of performance under the attached Agreement. Pricing for FY 2014/15 represents an increase of about 1% from the cost in FY 2013/14 (\$217,800). Pricing for Years 2 and 3 represents an increase of about 2% annually.

Price History

FY 10/11	\$166,667
FY 11/12	\$180,000
FY 12/13	\$198,000
FY 13/14	\$217,800
FY 14/15	\$220,000
FY 15/16	\$225,000
FY 16/17	\$230,000

**AMENDMENT # 4 PROFESSIONAL SERVICES AGREEMENT BETWEEN COUNTY OF RIVERSIDE AND SHL US INC.
(FORMERLY PREVISOR INC.)**

This Amendment # 4 (the "Amendment") is entered into as of July 1, 2014 (the "Amendment Effective Date") between SHL US Inc. a corporation having its principal place of business at 555 North Point Center East, Suite 600 (6th Floor), Alpharetta, GA 30022, USA (formerly known as PreVisor Inc.) ("CONTRACTOR") and County of Riverside, a political subdivision of the State of California ("COUNTY").

CONTRACTOR and COUNTY entered into a Professional Services Agreement with Contract ID HRARC-90783-001 06/11, dated as of July 1st, 2010 as amended ("Agreement").

Except as expressly set forth below, the terms and conditions of the Agreement shall remain unmodified and shall continue in full force and effect. All terms used in this Amendment and not otherwise defined in this Amendment shall have the meanings ascribed to such terms in the Agreement. The parties agree to the following amendments to the Agreement:

1. The Parties acknowledge that PreVisor Inc. is now known as SHL US Inc. and therefore all references to "PreVisor Inc." within the Agreement will hereby be replaced with "SHL US Inc."
2. Exhibit A, Scope of Services and Exhibit B, Payment Provision is deleted and replaced with Exhibit A-1, Scope of Services and Exhibit B-1, Payment Provisions as attached to this Amendment.
3. **Section 2** (Period of Performance) is modified, the Agreement shall now continue in effect from July 1, 2010 through July 1, 2017.
4. **Section 3.1** (Compensation) of the Agreement is deleted and replaced with the following:

"3.1 The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed two hundred twenty thousand dollars (\$220,000) for Year 1 of this Agreement including all expenses. The fees for Years 2 (\$225,000) and 3 (\$230,000) of this Agreement are set forth in Exhibit B, Payment Provisions. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products outside of the products and services that COUNTY has committed to purchase at Exhibit A and Exhibit B. Unless otherwise specifically stated in Exhibit B or agreed in a separate statement of work, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement".

5. **Section 3.2** (Compensation) of the Agreement the following sentence is modified as follows: "All Professional Services price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity within the State of California) will automatically be extended to the COUNTY so long as COUNTY agrees to all same identical terms and conditions of the entity receiving the lower prices on Professional Services."

6. **Section 3.3(b)** of the Agreement is modified as follows: "(c) Invoices shall be rendered monthly in arrears unless agreed otherwise."

7. **Section 23.8** of the Agreement, the first sentence is modified as follows: "CONTRACTOR and COUNTY shall comply with all applicable Federal, State and local laws and regulations including those relating to anti-corruption and ethical business practice."

8. For the purposes of CONTRACTOR performing its obligation under this Agreement, CONTRACTOR may use employees of CONTRACTOR GROUP and such employees will not be considered subcontractors. CONTRACTOR GROUP means all wholly owned subsidiaries of CONTRACTOR's parent company, The Corporate Executive Board Company (CEB).

9. The express warranties provided in the Agreement are in lieu of all other warranties implied by law, trade usage or otherwise.

This Amendment may be executed in counterparts, each of which when executed and delivered shall be deemed to be an original, and all of which when taken together shall constitute but one and the same instrument. The parties have caused this Amendment to be executed by their duly authorised representatives as of the Amendment Effective Date.

COUNTY

Signature: _____

Name Printed: JEFF STONE

Title: CHAIRMAN OF THE BOARD

FORM APPROVED COUNTY COUNSEL

BY: NEAL R. KIPNIS

DATE

CONTRACTOR

Signature: _____

Name Printed: _____

Title: _____

DocuSigned by:
Tony Anello
AA8521E4515F400...

Tony Anello

EVP Americas

20 June 2014

EXHIBIT A 1

SCOPE OF SERVICE

FUNCTIONAL REQUIREMENTS

1.1 Support

- 1.1.1 CONTRACTOR shall provide a named account team including an Account Director, Program Manager, Industrial/Organizational Consultant(s), and Executive Sponsor or combination of roles at CONTRACTOR's discretion to provide the services described in this Exhibit.
- 1.1.2 CONTRACTOR shall provide web based helpdesk/technical knowledge support for COUNTY applicants and users as well as web based, email, and phone based support for users from 5:00 am to 5:00 pm PST Monday through Friday.
- 1.1.3 CONTRACTOR shall provide training on a quarterly basis for users.
- 1.1.4 CONTRACTOR shall provide technical manuals to users for all assessments offered.

1.2 Functionality and Compatibility

- 1.2.1 Testing platform is web based.
- 1.2.2 Testing platform is capable of unproctored administration of assessments.
- 1.2.3 Testing platform allows for some paper-and-pencil versions of assessments.
- 1.2.4 Testing platform allows for unlimited user accounts.
- 1.2.5 Testing platform is compatible with the following internet browsers: Microsoft Internet Explorer version 8.01 and higher, Mozilla Firefox version 2.0 and higher, Apple Safari version 4.0 and higher, and Google Chrome version 4.0 and higher.
- 1.2.6 Testing platform allows COUNTY to build custom test items and save them in the testing platform.
- 1.2.7 Testing platform allows COUNTY to build custom tests using pre-existing and COUNTY generated test items.
- 1.2.8 Testing platform allows COUNTY to build custom test batteries using pre-existing and COUNTY generated tests.
- 1.2.9 Testing platform allows custom test items to contain some formatting HTML tags.
- 1.2.10 Testing platform allows COUNTY to build custom test items that include sound and video files.

1.3 Security

- 1.3.1 Testing platform utilizes user roles with varying access levels.
- 1.3.2 COUNTY shall be granted administrator level access.
- 1.3.3 COUNTY administrator can create, edit and inactivate users.
- 1.3.4 COUNTY administrator can create custom user roles.
- 1.3.5 Testing platform has built-in security measures for unproctored testing.
- 1.3.6 Testing platform allows COUNTY super users to review audit logs on testing platform.
- 1.3.7 Testing platform allows COUNTY administrator to run test usage reports.
- 1.3.8 CONTRACTOR shall guarantee provision and maintenance of all relevant encryption and security tools and functionality to provide security of COUNTY test score data.

1.4 Data Management and Reporting

- 1.4.1 CONTRACTOR shall collect, store and regularly backup all data associated with operation of the testing platform, including event log, test sessions status, candidate information, test score information, test unit usage, and user account information.
- 1.4.2 Testing platform allows users to run score reports by test name.
- 1.4.3 Testing platform allows users to run score reports by candidate name.
- 1.4.4 Testing platform allows users to run score reports by date range.
- 1.4.5 Testing platform allows users to run score reports by test battery name.
- 1.4.6 Testing platform allows users to run summary reports and detail reports.

1.5 Assessments and Pre-Packaged Solutions

- 1.5.1 CONTRACTOR shall provide unlimited usage of configured solutions by which an SHL job analysis was conducted.
- 1.5.2 CONTRACTOR shall provide unlimited usage for selection purposes of the standard content listed in this section as well as any new versions or revised standard content for the standard content listed in this section:

Product Name	Test Name
Accounting and Finance	Accounts Payable – AUS
	Accounts Payable – UK
	Accounts Payable – US

Contract ID #

	Accounts Payable Fundamentals
	Accounts Receivable – AUS
	Accounts Receivable – UK
	Accounts Receivable – US
	Accounts Receivable/Billing Fundamentals
	Bookkeeping – AUS
	Bookkeeping – UK
	Bookkeeping – US
	Bookkeeping Fundamentals (U.S.)
	Count Out The Money – US
	Financial Accounting (U.S.)
	Financial Analysis (U.S.)
	Financial Management (U.S.)
	Financial Professional Aptitude - Proctored
	General Accountancy – AUS
	General Accountancy – UK
	General Accounting – US
	Handling Money – US
	Payroll Fundamentals (U.S.)
	Payroll/Payroll Tax Reporting – US
	Peachtree Accounting 2002
	Peachtree Accounting 2002 - Essentials
	QuickBooks 2002
	QuickBooks 2002 – Essentials
	QuickBooks Pro 2008
	QuickBooks Pro 2011
	What is the Value – US
Assessment Series	Cognitive Ability – Proctored
	EI - Customer Service Scale Unproctored
	EI - Performance and Customer Service Scales Unproctored
	EI - Performance Scale Unproctored
	EI - Performance, Sales, and Customer Service Scales Unproctored
	EI - Sales and Customer Service Scales Unproctored
	EI - Sales Scale Unproctored
	Leadership Inventory Plus – Proctored
	Test of Learning Ability – Proctored
Beta	Business Vocabulary – Spanish
	Call Ctr Basic Simulation Spanish/English - 10 Minutes Timed
	Call Ctr Basic Simulation Spanish/English - 11 Calls Not Timed
	Call Ctr Basic Simulation Spanish/English - 6 Calls Not Timed

Contract ID

	Call Ctr Expanded Simulation Spanish/English - 10 Minutes Timed
	Call Ctr Expanded Simulation Spanish/English - 4 Calls Not Timed
	Call Ctr Expanded Simulation Spanish/English - 8 Calls Not Timed
	Classifying and Coding – Spanish
	Collections Scenario - Spanish/English - 4 Calls Not Timed B4
	Contact Center Simulation
	Contact Center Virtual Scenario_Beta
	Filing - Names Spanish B4
	Filing - Numbers Spanish
	Following Instructions - Spanish (R2) B4
	Global Cognitive Index – Quantitative
	Loyalty Index B3
	Math Problem Solving – Spanish
	Math-Intermediate Skills – Spanish
	Microsoft Excel 2000 – French
	Microsoft Excel 2000 – Spanish
	Microsoft Windows 2000 – French
	Microsoft Word 2000 – French
	Microsoft Word 2000 – Spanish
	PreVisor Computer Adaptive Personality Scales
	PreVisor Computer Adaptive Personality Scales_Static
	Pursuit Interest Inventory B2
	Pursuit Work Values Inventory B2
	QA PCAPS
	Retention
	Reveal2 Beta
	Reviewing Forms - Spanish (R1) B4
	Shape-based IQ assessment
	Summit Management Potential Test B2
	Verbal Reasoning - Spanish
	Visual Comparison - Spanish
Call Center	Call Ctr Basic Simulation UK- 10 Minutes Timed
	Call Ctr Basic Simulation UK- 12 Calls Not Timed
	Call Ctr Basic Simulation UK- 6 Calls Not Timed
	Call Ctr Basic Simulation US- 10 Minutes Timed (R1)
	Call Ctr Basic Simulation US- 11 Calls Not Timed (R1)
	Call Ctr Basic Simulation US- 6 Calls Not Timed (R1)
	Call Ctr Expanded Simulation UK- 10 Minutes Timed

Contract ID

	Call Ctr Expanded Simulation UK- 4 Calls Not Timed
	Call Ctr Expanded Simulation UK- 8 Calls Not Timed
	Call Ctr Expanded Simulation US- 10 Minutes Timed (R1)
	Call Ctr Expanded Simulation US- 4 Calls Not Timed (R1)
	Call Ctr Expanded Simulation US- 8 Calls Not Timed (R1)
	Call Ctr General Terms Spanish
	Call Ctr General Terms UK
	Call Ctr General Terms US
	Call Ctr Place Names UK
	Call Ctr Place Names US
	Contact Center Retention Predictor
	CRM Navigation
	Customer Care Simulation
	Collections Scenario - US English
	Contact Center Scenario - Spanish - 5 Calls Not Timed (R1)
	Contact Center Scenario - Spanish - 8 Calls Not Timed (R1)
	Contact Center Scenario - Spanish/English - 5 Calls Not Timed (R1)
	Contact Center Scenario - Spanish/English - 8 Calls Not Timed (R1)
	Contact Center Scenario - US English - 5 Calls Not Timed (R1)
	Contact Center Scenario - US English - 8 Calls Not Timed (R1)
	Contact Center Virtual Scenario
	Contact Center Virtual Scenario - AUS
	Contact Center Virtual Scenario - Bilingual Spanish
	Contact Center Virtual Scenario - UK
	Contact Centre Scenario - Australian English - 5 Calls Not Timed
	Contact Centre Scenario - Australian English - 8 Calls Not Timed
	Contact Centre Scenario - French Canadian - 5 Calls Not Timed (R1)
	Contact Centre Scenario - French Canadian - 8 Calls Not Timed (R1)
	Contact Centre Scenario - UK English - 5 Calls Not Timed (R1)
	Contact Centre Scenario - UK English - 8 Calls Not Timed (R1)
	Credit Control Scenario - UK English
	ServiceView
	WorkView4
	WorkView4 and ServiceView
	WorkView6
	WorkView6 and ServiceView
Clerical	Audio Transcription - AUS

Contract ID #

	Audio Transcription - UK
	Audio Transcription - US
	Business Communications
	Business Communications Writing Sample - General
	Business Communications Writing Sample - Insurance
	Business Letter Compose - AUS
	Business Letter Compose - UK
	Business Letter Compose - US
	Business Letter Edit - AUS
	Business Letter Edit - UK
	Business Letter Edit - US
	Business Writing
	Data Entry Alphanumeric Form 1 - AUS
	Data Entry Alphanumeric Form 1 - UK
	Data Entry Alphanumeric Form 1 - US
	Data Entry Alphanumeric Form 2 - AUS
	Data Entry Alphanumeric Form 2 - UK
	Data Entry Alphanumeric Form 2 - US
	Data Entry Alphanumeric Split Screen - US
	Data Entry Numeric Form 1 - AUS
	Data Entry Numeric Form 1 - UK
	Data Entry Numeric Form 1 - US
	Data Entry Numeric Form 2 - AUS
	Data Entry Numeric Form 2 - UK
	Data Entry Numeric Form 2 - US
	Data Entry Numeric Split Screen - US
	Data Entry Ten Key
	Data Entry Ten Key Split Screen
	Editing & Proofing (Chicago Style)
	English Language Comprehension - US English
	English Vocabulary
	General Clerical Grammar
	General Clerical Spelling - Multiple Choice
	General Clerical Spelling - Short Answer
	Office Management (U.S.)
	Office Procedures (U.S.)
	Reading Comprehension
	Reading Comprehension - English
	Reading Comprehension - Spanish
	Shorthand - AUS

Contract ID #

	Shorthand - UK
	Shorthand - US
	Spelling (U.S.)
	Split Screen Typing Test US
	Technical Writing
	Typing Test 1 - AUS
	Typing Test 1 - UK
	Typing Test 1 - US
	Typing Test 2 - AUS
	Typing Test 2 - UK
	Typing Test 2 - US
	Typing Test 3 - AUS
	Typing Test 3 - UK
	Typing Test 3 - US
	Written English
	Written English (U.K.)
	Written French
	Written Spanish
Cognitive Ability and Aptitude	
	Sales Aptitude Call Center Sales - US
	Sales Aptitude Call Centre Sales - UK
	Sales Aptitude Professional Sales - UK
	Sales Aptitude Professional Sales - US
	Global Cognitive Index - Deductive Reasoning
	Global Cognitive Index - Deductive Reasoning
	Global Cognitive Index - Deductive Reasoning
	Global Cognitive Index - Deductive Reasoning - AUS-ENG
	Global Cognitive Index - Deductive Reasoning - US-ENG
	Global Cognitive Index - Quantitative Ability
	Global Cognitive Index - Quantitative Ability - AUS-ENG
	Global Cognitive Index - Quantitative Ability - US-ENG
	Global Cognitive Index - Verbal Ability
	Global Cognitive Index - Verbal Ability - AUS-ENG
	Global Cognitive Index - Verbal Ability - US-ENG
	Automatically-Scored Written Essay Test
	Cognitive Index
	Multitasking Ability
	Paragon
	Sales Index

Contract ID #

	Service Orientation
Essential Skills	Basic Arithmetic - UK
	Business Math
	Business Vocabulary - UK
	Business Vocabulary - US
	Classifying and Coding - UK
	Classifying and Coding - US
	Filing - Names (R1)
	Filing - Numbers
	Following Instructions - UK
	Following Instructions - UK
	Following Instructions - US
	Following Instructions - US
	Math Fundamentals
	Math Fundamentals (Metric)
	Math Problem Solving - AUS
	Math Problem Solving - US
	Math-Basic Skills - US
	Mathematical Problem Solving - UK
	Math-Intermediate Skills - US
	Paraprofessional
	Proofreading - UK
	Proofreading - US
	Reviewing Forms - UK
	Reviewing Forms - US
	Verbal Reasoning - AUS
	Verbal Reasoning - UK
	Verbal Reasoning - US
	Visual Comparison - UK
	Visual Comparison - US
	Categorizing and Classifying - UK
	Categorizing and Classifying - US
	Editing and Proofing - UK
	Editing and Proofing - US
	Filing Names - UK
	Filing Names - US
	Filing Numbers - UK
	Filing Numbers - US
	Following Written Instructions - UK
	Following Written Instructions - US

Contract ID #

	Forms Checking - UK
	Forms Checking - US
	General Arithmetic - UK
	Math - US
	Math Word Problems - US
	Numerical Problem Solving - UK
	Reasoning - UK
	Reasoning - US
	Sorting and Coding - UK
	Sorting and Coding - US
	Visual Speed and Accuracy - UK
	Visual Speed and Accuracy - US
	Vocabulary - UK
	Vocabulary - US
Healthcare	Chart Notes Transcription - Female voice
	Chart Notes Transcription - Male voice
	Consultation Report Transcription
	Dental Spelling - Multiple Choice
	Dental Spelling - Short Answer
	Dental Surgery Billing and Coding
	Dental Terminology
	Family Practice Billing & Coding ICD-9
	Family Practice Billing and Coding
	Family Practice Spelling - Multiple Choice
	Family Practice Spelling - Short Answer
	Family Practice Terminology
	First Aid Core Knowledge
	ICD-9 and CPT 4 Coding (Hospital)
	Medical Billing
	Medical Office Skills (U.S.)
	Medical Terminology
	OBGYN Billing and Coding
	OBGYN Spelling - Multiple Choice
	OBGYN Spelling - Short Answer
	OBGYN Terminology
	Operation Report Transcription
	Orthopedic Billing and Coding
	Orthopedic Spelling - Multiple Choice
	Orthopedic Spelling - Short Answer
	Orthopedic Terminology

Contract ID #

	Pediatric Billing and Coding
	Pediatric Spelling - Multiple Choice
	Pediatric Spelling - Short Answer
	Pediatric Terminology
	Pharmaceutical Terminology (U.S.)
	Pharmacology Billing and Coding
	Pharmacology Spelling - Multiple Choice
	Pharmacology Spelling - Short Answer
	Pharmacology Terminology
	Surgery Billing and Coding
	Surgery Spelling - Multiple Choice
	Surgery Spelling - Short Answer
	Surgery Terminology
	Vision Billing and Coding
	Vision Spelling - Multiple Choice
	Vision Spelling - Short Answer
	Vision Terminology
Information Technology	.NET Framework 1.0
	.NET Framework 1.0 Fundamentals
	.NET Framework 2.0
	.NET Framework 3.5
	.NET Framework 3.5 Fundamentals
	.NET Framework 4.0
	3D Studio MAX
	ABAP
	Active Server Pages
	ADO.NET 1.0
	ADO.NET 2.0
	AJAX
	Android 4.0 Development
	Apache 1.3.12 Administration
	Apache 2.0 Administration
	ASP.NET 1.0
	ASP.NET 1.0 Fundamentals
	ASP.NET 2.0
	ASP.NET 3.5
	ASP.NET 3.5 Fundamentals
	ASP.NET 4.0
	Assembly Language
	AutoCAD 2000 (U.S.)

Contract ID #

	AutoCAD 2002 (U.S.) (Interactive)
	AutoCAD 2004 (U.S.) (Interactive)
	AutoCAD 2007 (U.S.) (Interactive)
	Bash Shell Scripting 2.0
	BEA WebLogic Application Server 8.1 Administration
	C# 1.0
	C# 1.0 Fundamentals
	C# 2.0
	C# 2.0 Fundamentals
	C# 3.0
	C# 3.0 Fundamentals
	C# 4.0
	C++03
	C++03 Fundamentals
	C++11
	C11
	C99
	C99 Fundamentals
	Cellular Technology
	Check Point FireWall-1 Administration
	Check Point FireWall-1 NG Administration
	CICS
	Cisco Network Design
	Cisco Network Support
	Cisco Networking Concepts
	Cisco Router Fundamentals
	Cisco Security
	Citrix Administration
	Client/Server Concepts
	COBOL I (ANSI 2002)
	COBOL I (ANSI 74)
	COBOL II
	COBOL II Fundamentals
	Cognos Development 8
	ColdFusion 5
	ColdFusion MX
	COM/DCOM (Visual Basic)
	Computer Electronics
	Computer Forensics (U.S.)
	Computer Technical Support

Contract ID #

	Computer Telephony Integration (CTI)
	CORBA 2.3 C++
	Crystal Reports 9
	Crystal Reports XI
	CSS2
	CSS3
	Customer Requirements Analysis
	Data Modeling Concepts
	Data Warehousing Concepts
	DB2 Administration (OS390)
	DB2 Administration (UDB)
	DB2 Administration (z/OS)
	DB2 Programming
	Delphi 6.0
	Delphi 6.0 Fundamentals
	Disaster Recovery and Planning
	Dynamic HTML
	E-Commerce Concepts
	Electronic Data Interchange (EDI)
	Embedded Systems Concepts
	ERP Concepts (U.S.)
	Fiber Optics
	Firewall Administration Concepts
	Hibernate 3.x
	HTML 4.0
	HTML5
	IMS 6.0
	Informatica PowerMart/PowerCenter 6.2.1
	Information Technology Security Fundamentals
	Information Technology Terminology
	Internet Security Concepts
	Internet Technology Fundamentals
	IP Routing & Switching
	ITIL Concepts
	J.D. Edwards OneWorld Report Design (ERW)
	Java - EJB 1.1
	Java - EJB 2.0
	Java - EJB 2.0 Fundamentals
	Java - EJB 3.0
	Java - EJB 3.0 Fundamentals

Contract ID #

	Java 2
	Java 2 - GUI
	Java 2 - Non-GUI
	Java 2 Fundamentals
	Java 2 Platform Enterprise Edition (J2EE)
	Java 2 Platform Enterprise Edition (J2EE) 1.4
	Java 2 Platform Enterprise Edition (J2EE) 1.4 Fundamentals
	Java 2 Platform Micro Edition (J2ME)
	Java 5
	Java 5 Fundamentals
	Java 6
	Java 6 Fundamentals
	Java Platform Enterprise Edition 5 (Java EE 5)
	Java Platform Enterprise Edition 6 (Java EE 6)
	Java Server Pages (JSP 1.1)
	Java Server Pages (JSP 1.2)
	Java Server Pages (JSP 2.1)
	Java XML Technologies
	JavaScript 1.2
	JavaScript 1.5
	JavaScript 1.5 Fundamentals
	JavaScript 1.8
	JCL
	LAN/WAN Communications
	Linux Administration (General)
	Linux Administration (Red Hat 7)
	Linux Administration (Red Hat 9)
	Linux Administration (Red Hat Enterprise Linux 5)
	Linux Administration (SuSE)
	Linux Programming (General)
	LoadRunner 7.x
	Lotus Domino R5 Programming
	Lotus Notes 4.0 Administration
	LotusScript R5 Programming
	Macintosh OS X 10.2 Desktop Administration
	Macintosh OS X 10.4 Desktop Administration
	Microsoft Access 2000 Programming
	Microsoft Exchange Server 2000 Administration
	Microsoft Exchange Server 2003 Administration
	Microsoft Exchange Server 2007 Administration

Contract ID #

	Microsoft Internet Explorer 6.0 Administration
	Microsoft Internet Information Server 5.0 Administration
	Microsoft ISA Server 2000 Administration
	Microsoft Security
	Microsoft SharePoint 2007 (MOSS) Administration
	Microsoft SharePoint Portal Server 2003
	Microsoft SQL Server 2000 Administration
	Microsoft SQL Server 2000 Programming
	Microsoft SQL Server 2005 Administration
	Microsoft SQL Server 2005 Programming
	Microsoft SQL Server 2008 Administration
	Microsoft SQL Server 2008 Programming
	Microsoft SQL Server 2012 Programming
	Microsoft Windows 2000 Active Directory
	Microsoft Windows 2000 Desktop Administration
	Microsoft Windows 2000 Server Administration
	Microsoft Windows 2003 Active Directory
	Microsoft Windows 2008 Active Directory
	Microsoft Windows 7 Desktop Administration
	Microsoft Windows NT 4.0 Administration
	Microsoft Windows Server 2003 Administration
	Microsoft Windows Server 2008 Administration
	Microsoft Windows Vista Desktop Administration
	Microsoft Windows XP Desktop Administration
	Multiple Virtual Storage (MVS)
	MySQL 3.23 Administration
	MySQL 5.6 Administration
	Natural
	Network Authentication
	Network Monitoring
	Network Security
	Network Technical Support
	Networking Concepts
	Novell NetWare 5.0 Administration
	OO Concepts
	OO Design Patterns
	Oracle 10g Administration
	Oracle 11g Administration
	Oracle 8.0 Administration
	Oracle 8i - Administration

Contract ID #

	Oracle 9i - Administration
	Oracle Developer 2000
	Oracle Financials Rel 11
	Oracle Forms 10g
	Oracle Forms 6.0
	Oracle PL/SQL
	Oracle PL/SQL Fundamentals
	OS/400
	PeopleTools 8.4
	Perl 5.12
	Perl 5.6
	Perl 5.8
	PHP 4
	PHP 5
	PHP 5.3
	PHP 5.4
	PowerBuilder 8.0
	PowerBuilder 9.0
	Programmer/Analyst Aptitude
	Programming Concepts
	Project Management (1996)
	Project Management (2000)
	Project Management (2005)
	Project Management (2008)
	Python 2.4
	RDBMS Concepts
	RPG IV
	Ruby 1.9
	SAP Basis Administration
	SAS 6.0 (Base)
	SAS 8.2 (Base)
	SEI Capability Maturity Model Implementation
	SEI Capability Maturity Model Integration (CMMI)
	Server Administration
	Siebel 2000 Administration
	SOAP
	Software Business Analysis
	Software Configuration Management
	Software Quality Assurance
	Software Testing

Contract ID #

	Spring 2.5
	SQL (ANSI)
	SQL (ANSI) Fundamentals
	Storage Area Networks (SAN) Concepts
	Struts 1.2
	Sybase 12.5 Administration
	Systems Analysis
	TCP/IP Administration
	Technical Help Desk
	Technical Help Desk (Microsoft)
	Unified Modeling Language (UML)
	Unix Administration (AIX)
	Unix Administration (General)
	Unix Administration (HP)
	Unix Administration (Solaris 10)
	Unix Administration (Solaris 7)
	Unix Administration (Solaris 8)
	Unix Administration (Solaris 9)
	Unix Korn Shell Scripting
	UNIX Programming (General)
	VBScript 5.5
	Visual Basic 2008
	Visual Basic 2008 Fundamentals
	Visual Basic 6.0
	Visual Basic 6.0 Fundamentals
	Visual Basic.NET
	Visual Basic.NET Fundamentals
	Visual C++
	Visual FoxPro 6.0
	Voice over Internet Protocol (VoIP)
	VSAM
	WAN Technologies
	Web Design for Accessibility
	Web Server Administration
	Web Services Application Engineering
	Web Services Concepts
	WebSphere MQ
	Windows Application Program Interface
	WinRunner 6.0
	Wireless Network Technology

Contract ID #

	XHTML 1.1
	XML
	XML Concepts
	XSL 1.1
Legal	Bankruptcy Law
	Contract Law
	Criminal Law
	General Law
	Legal Audio Transcription
	Legal Research
	Legal Spelling - Multiple Choice
	Legal Spelling - Short Answer
	Legal Terminology
	Legal Typing
	Legal Vocabulary
	Litigation
	WordPerfect 9.0 for Legal
Personality and Behavioral	
	Reveal (R1)
	Qwiz Factor 6 Cognitive - AUS
	Qwiz Factor 6 Cognitive - UK
	Qwiz Factor 6 Cognitive - US
	Qwiz Factor 6 Personality - AUS
	Qwiz Factor 6 Personality - UK
	Qwiz Factor 6 Personality - US
	Qwiz Vantage - Spanish
	Qwiz Vantage - UK English
	Qwiz Vantage - US English
Software Skills	Basic Computer Literacy
	Basic Computer Literacy v2
	Computer Fundamentals - Mac OS 8.6 (adaptive)
	Computer Fundamentals - Mac OS X (adaptive)
	Computer Fundamentals - Mac OS X 10.4 (adaptive)
	Computer Fundamentals - Win 2000 (adaptive)
	Computer Fundamentals - Win 7 (adaptive)
	Computer Fundamentals - Win XP (adaptive)
	Computer Literacy - Windows 7 (adaptive)
	Computer Literacy - Windows XP (adaptive)
	French Basic Computer Literacy
	Internet Explorer 6

Contract ID #

	Internet Explorer 6 - Essentials
	Lotus 1-2-3 97
	Lotus 1-2-3 97 - Essentials
	Microsoft Access 2000
	Microsoft Access 2000 - Essentials
	Microsoft Access 2002
	Microsoft Access 2002 - Essentials
	Microsoft Access 2002 Fundamentals (adaptive)
	Microsoft Access 2003 (adaptive)
	Microsoft Access 2003 Fundamentals (adaptive)
	Microsoft Access 2010 (adaptive)
	Microsoft Access 97
	Microsoft Access 97 - Essentials
	Microsoft Excel 2000
	Microsoft Excel 2000 - Essentials
	Microsoft Excel 2002
	Microsoft Excel 2002 - Essentials
	Microsoft Excel 2003
	Microsoft Excel 2003 - Essentials
	Microsoft Excel 2003 (adaptive)
	Microsoft Excel 2003 Fundamentals (adaptive)
	Microsoft Excel 2007
	Microsoft Excel 2007 - Essentials
	Microsoft Excel 2007 (adaptive)
	Microsoft Excel 2010 (adaptive)
	Microsoft Excel 2010 (adaptive) - CFR
	Microsoft Excel 97
	Microsoft Excel 97 - Essentials
	Microsoft Internet Explorer 6.0 Fundamentals (adaptive)
	Microsoft Office 2003 Fundamentals (adaptive)
	Microsoft Office 2007 Fundamentals (adaptive)
	Microsoft Office 2010 Fundamentals (adaptive)
	Microsoft Outlook 2000
	Microsoft Outlook 2000 - Essentials
	Microsoft Outlook 2002
	Microsoft Outlook 2002 - Essentials
	Microsoft Outlook 2003
	Microsoft Outlook 2003 Fundamentals (adaptive)
	Microsoft Outlook 2010 (adaptive)
	Microsoft PowerPoint 2000

Contract ID #

	Microsoft PowerPoint 2000 - Essentials
	Microsoft PowerPoint 2002
	Microsoft PowerPoint 2002 - Essentials
	Microsoft PowerPoint 2003 - Essentials
	Microsoft PowerPoint 2003 (adaptive)
	Microsoft PowerPoint 2003 Fundamentals (adaptive)
	Microsoft PowerPoint 2007 - Essentials
	Microsoft PowerPoint 2007 (adaptive)
	Microsoft PowerPoint 2010 (adaptive)
	Microsoft PowerPoint 2010 (adaptive) - CFR
	Microsoft PowerPoint 97
	Microsoft PowerPoint 97 - Essentials
	Microsoft Project 2000
	Microsoft Project 2002
	Microsoft Windows 2000
	Microsoft Windows 2000 - Spanish
	Microsoft Windows 98
	Microsoft Windows XP
	Microsoft Windows XP - Essentials
	Microsoft Word 2000
	Microsoft Word 2000 - Essentials
	Microsoft Word 2002
	Microsoft Word 2002 - Essentials
	Microsoft Word 2003
	Microsoft Word 2003 - Essentials
	Microsoft Word 2003 (adaptive)
	Microsoft Word 2003 Fundamentals (adaptive)
	Microsoft Word 2007
	Microsoft Word 2007 - Essentials
	Microsoft Word 2007 (adaptive)
	Microsoft Word 2010
	Microsoft Word 2010 - Essentials
	Microsoft Word 2010 (adaptive)
	Microsoft Word 97
	Microsoft Word 97 - Essentials
	Word Pro 9.0
	Word Pro 9.0 - Essentials
	Word Processing Fundamentals
	WordPerfect 8.0
	WordPerfect 8.0 - Essentials

Contract ID #

	WordPerfect 9.0
	WordPerfect 9.0 - Essentials
	Adobe Illustrator 8.0
	Adobe Illustrator CS
	Adobe InDesign CS
	Adobe InDesign CS3
	Adobe InDesign CS5.5
	Adobe PageMaker 6.5
	Adobe Photoshop 7.0
	Adobe Photoshop CS
	Adobe Photoshop CS3
	Adobe Photoshop CS5
	CorelDRAW 9.0
	Dreamweaver CS3
	Dreamweaver MX
	Dreamweaver MX 2004
	Fireworks MX 2004
	Flash CS3
	Flash MX
	Flash MX 2004
	Macromedia Director 8
	Microsoft Front Page 2000
	Microsoft Publisher 2000
	Quark XPress 4
	Web Design Concepts
	Web Development Concepts
Solution Series	
	Call Center plus Sales Unproctored
	Call Center Unproctored
	Clerical plus Customer Service Unproctored
	Collections Unproctored
	Customer Service plus Sales Unproctored
	Customer Service Unproctored
	General Skilled Unproctored
	Mechanical Operator Unproctored
	Semi-Skilled Unproctored
	Solutions - eP Text Narrative
	Intermediate Sales Unproctored
	IT Professional - Individual Contributor Unproctored
	Professional - Individual Contributor Unproctored

Contract ID #

	Director - Senior Manager Unproctored
	Front Line Manager Unproctored
	Sales Manager Unproctored
	Senior Sales Unproctored

1.6 Integration

1.6.1 Testing platform is integrated with PeopleSoft Talent Acquisition Manager (TAM).

1.6.2 Integration shall allow for seamless transition from TAM to testing platform.

1.6.3 Integration shall allow for live uploading of candidate scores to TAM.

1.7 Additional Items

1.7.1 Testing platform allows for ascertaining unproctored tester identity.

1.7.2 Testing platform allows for some assessments to be modified to meet common Americans with Disabilities Act (ADA) accommodations (e.g., visual impairment, learning disability, hearing impairment etc.).

1.7.3 CONTRACTOR shall provide standard reports at no additional cost to the COUNTY. Custom reports will be scoped in a Statement of Work and agreed to by both parties.

1.7.4 In the event that an applicant files a formal appeal to dispute final results of the applicant's test score, CONTRACTOR shall provide to COUNTY the below documentation to respond to legal challenges for all assessments provided by CONTRACTOR excluding intellectual property owned by the CONTRACTOR, and assessments developed within the custom assessment builder (CAB) by the COUNTY.

Services/Support Provided at No Charge:

- Providing copies of existing standard materials or relevant previously created documentation and data for COUNTY including:
- Assessment technical manuals
- Job analysis reports
- Validation/business outcome study reports/presentations
- Candidate assessment results (i.e., component-level and overall scores) for various locations, time periods, etc.
- Initial phone consultation to provide project history, overview of assessment solution design, input on best practices and guidelines, and review of reporting outputs
- Technical support in relation to employment audits and/or suits as they relate directly to CONTRACTOR
- Recommendation of third-party litigation support specialists or expert witnesses

Fee-based Services/Support (Additional services listed here will incur a cost):

Contract ID #

- Additional validation or job analysis services not conducted within the scope of previous project(s)
- Additional meta-analysis of the existing assessment technical manuals
- Analyses and interpretation of applicant data, including additional adverse impact analyses beyond those provided in automated data reports
- Onsite meetings to provide technical support on CONTRACTOR's assessments used in support of COUNTY's position

Contract ID #

EXHIBIT B 1 PAYMENT PROVISIONS

1.1 Pricing. Annual unlimited usage including the requirements in Exhibit A, Scope of Service, of this Agreement (“**Subscription**”):

Year 1 (2014/15): \$220,000.00 1 July 2014 to 30 June 2015; and

Year 2 (2015/16): \$225,000.00 1 July 2015 to 30 June 2016; and

Year 3 (2016/17): \$230,000.00 1 July 2016 to 30 June 2017 (“**Subscription Period**”)

TOTAL SUBSCRIPTION FEE: \$675,000.00.

Basis of Fees: The total Subscription Fee is based on the estimated annual usage of 40,000 Assessments. (**Assessment(s)**): means when an individual begins a testing session/sitting for a single assessment or test event (each “an Assessment”). Additional or subsequent testing sessions by the same individual using the same tests/assessments are counted as a new Assessment.)

CANCELLATION:

With the exception of termination by COUNTY for CONTRACTOR’s breach or if the COUNTY loses funding in accordance with clause 3.4 of the Agreement, Total Subscription Fee is non-cancellable and non-refundable and COUNTY will be invoiced for Year 1 upon execution of this Agreement. COUNTY warrants and represents that the Basis of Fees set out above is a good faith, best estimate of anticipated usage during the Subscription Period as agreed with CONTRACTOR. COUNTY will provide prompt notice to CONTRACTOR of changing circumstances (such as an acquisition, merger, or a previously unknown significant increase in hiring needs) that would significantly alter the pre-agreed Basis of Fees and the corresponding Total Subscription Fees for the Subscription Period. If COUNTY’s actual usage significantly exceeds the Basis of Fees, CONTRACTOR reserves the right to confirm the accuracy and surrounding circumstances supporting the Basis of Fees and re-evaluate the Basis of Fees with the COUNTY.

Invoicing Schedule

- Year 1 to be invoiced upon execution of this Agreement.
- Year 2 in July 2015
- Year 3 in July 2016

1.2 Pricing includes:

1. Program Support

- a. Monthly, quarterly, and annual reporting package.
- b. Named account team including an Account Director, Program Manager, I/O Consultant(s), and Executive Sponsor or combination of roles at CONTRACTOR’s discretion to provide the services described in this exhibit.

Contract ID #

- c. c. Access to unlimited usage of the standard content listed within Exhibit A, section 1.5.2 as well as any new version or revised standard content as listed in Exhibit A, section 1.5.2. Automatic system upgrades.
- d. Web based technical knowledge support for COUNTY candidates and users as well as web based, email and phone based support for users from 5am-5pm PST Monday-Friday.
- e. The ability to participate in research & development projects for new assessment solutions that would be beneficial to the COUNTY talent measurement programs.
- f. Web-based conferencing for purposes of user training on quarterly basis.
- g. Up to four (4) annual onsite strategic account reviews that track progress against strategic initiatives, discuss assessment best practice, and plan for program needs.
- h. Technical documentation related to SHL's practices/procedures for test development/validation.

2. Products

- a. Unlimited usage for selection purposes of the standard content listed in Exhibit A, Scope of Service, of this Agreement.
- b. Unlimited usage of configured solutions by which an SHL job analysis was conducted.

3. Professional Services

- a. A \$10,000 SHL Professional Services credit per year for the Subscription Period to be used to develop, enhance, and maintain assessment programs and promote best practices within the COUNTY. This credit is included in the fees described in section 1.1. Specific uses of this credit will be at the COUNTY'S discretion and scoped via a Statement of Work to be signed by both parties. Suggested uses:
 - i. Solution builds
 - ii. Solution re-norms and updates
 - iii. Job analyses
- b. One Business Outcome Study during the Subscription Period at no additional charge to evaluate the relationship between assessment scores and outcomes such as performance and turnover. The assessment included in this study must be an assessment recommended by CEB SHL Professional Services through a job analysis.