

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



ITEM
3.32
(ID # 3795)

MEETING DATE:

Tuesday, May 23, 2017


FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Fifth Amendment to Professional Services Agreement with CEB (formerly known as SHL Inc., and as Previsor Inc.) for Web-based Pre-Employment Services, All Districts. [Total Cost - \$491,951][50% HR Rates and 50% TAP ISF Rates]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the attached Fifth Amendment with CEB (formerly known as SHL Inc., and formerly known as Previsor Inc.) for Web-Based Pre-Employment Assessment Services for the Human Resources Department for the annual amount of \$243,960 in the first year and \$247,991 in the second year; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to sign amendments that do not change the substantive terms of the Agreement; and sign amendments to the compensation provisions that do not exceed the Consumer Price Index (CPI);

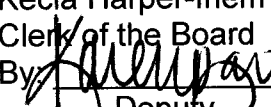
ACTION: Policy


Michael Stock, Assistant CEO/ Director of Human Resources 5/11/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Tavaglione, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None
Date: May 23, 2017
xc: HR, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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| FINANCIAL DATA | Current Fiscal Year: | Next Fiscal Year: | Total Cost: | Ongoing Cost |
|---|-----------------------------|--------------------------|-------------------------------------|---------------------|
| COST | \$ 0 | \$ 243,960 | \$ 491,951 | \$ 0 |
| NET COUNTY COST | \$ 0 | \$ 0 | \$ 0 | \$ 0 |
| SOURCE OF FUNDS: 50% Human Resources Rate and 50% TAP Internal Service Fund | | | Budget Adjustment: No | |
| | | | For Fiscal Year: 17/18-18/19 | |

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Pre-employment testing is a key component of the County of Riverside's recruiting and selection process for many positions. Human Resources ensures examination processes are conducted according to job-related processes and the merit-based hiring processes. The County has utilized computerized, web-based testing since 2002, and each year nearly 40,000 testing sessions are completed by the County applicants. To manage the 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 environments. Administration of unproctored exams is a business necessity for reasons of both efficiency for the Human Resources Department and for the efficient up-to-date applicant experience it offers candidates applying for jobs with the County of Riverside.

The current agreement approved by the Board of Supervisors in 2014, will expire June 30, 2017 (Contract ID # HRARC-90783 001-06/11). The Human Resources Department is seeking approval of the attached Fifth Amendment for a new two year period of performance effective July 1, 2017 through June 30, 2019. This agreement includes unlimited usage of examinations, I/O consultant services, reporting, training, and user applicant telephone support.

Approval of the Fifth Amendment is necessary to continue administration of examinations currently utilized in hiring processes throughout the County. It is anticipated that during the two year term of this agreement, Human Resources will review its processes related to testing and assessment and as it updates the Human Capital Management software system in use throughout the county. A review of assessment services offered by SHL will be conducted at that time.

Impact on Residents and Businesses

There is no impact on residents and businesses.

Contract History and Price Reasonableness

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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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 Previsor Inc.) with a period of performance of 07/01/2010 - 06/30/2011, renewable for two years (Contract ID #HRARC-90789-001-06/11 Minute Order 3.57 07/13/2010). The option to renew was exercised for FY11/12 and FY12/13. In 2013, the Board of Supervisors approved an amendment to extend the agreement effective 07/01/2013 - 06/30/2014 (Minute Order 3.18 06/25/2013). In 2014, the Board of Supervisors approved an amendment to extend the agreement effective 07/01/2014 - 06/30/2017 (Minute order 3.22 07/01/2014).

Pricing is considered reasonable as compared with the current cost (price history below) and the significant labor savings offered by delivering testing via un-proctored methods. Extending the contract will allow us to keep pricing relatively stable for a new two year period of performance. The currently expiring agreement's professional services fees for development and enhancement of assessment programs was \$10,000 per year for FY 14/15, FY15/16 and FY 16/17. The proposed amendment includes professional services project fees in the amount of \$20,000 per year to provide for new testing requirements. While there is a 6% increase in total contract cost from FY 16/17 to FY17/18, the pricing for use of the unlimited test content and administration component of the agreement has increased by only 1.8% in FY 17/18 and 1.8% in FY 18/19.

Price History:

| | |
|---------|-----------|
| FY10/11 | \$166,667 |
| FY11/12 | \$180,000 |
| FY12/13 | \$198,000 |
| FY13/14 | \$217,800 |
| FY14/15 | \$220,000 |
| FY15/16 | \$225,000 |
| FY16/17 | \$230,000 |

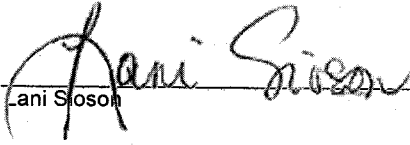
Proposed:

| | |
|---------|-----------|
| FY17/18 | \$243,960 |
| FY18/19 | \$247,991 |

Previous Agenda Reference:

07/13/2010 3.57
06/25/2013 3.18
07/01/2014 3.22

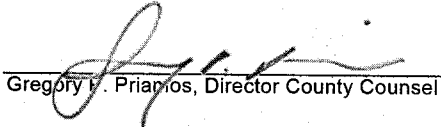
SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA


Lani Sison

5/17/2017


Lisa Brandl, Director of Purchasing and Fleet Services

5/17/2017


Gregory V. Priamos, Director County Counsel

5/17/2017

Contract ID # HRARC-90783-001-06/11

**AMENDMENT # 5 PROFESSIONAL SERVICES AGREEMENT
BETWEEN COUNTY OF RIVERSIDE AND SHL US LLC(FORMERLY SHL US INC.)**

This Amendment #5 (the "Amendment") is entered into as of May 23, 2017 (the "Amendment Effective Date") between SHL US LLC, a limited liability 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 SHL US Inc. is now known as SHL US LLC and therefore all references to "SHL US Inc." within the Agreement will hereby be replaced with "SHL US LLC".
2. Exhibit A, Scope of Services and Exhibit B, Payment Provision is deleted and replaced with Exhibit A-2, Scope of Services and Exhibit B-2, 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, 2017 through June 30, 2019.
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 four hundred ninety one thousand nine hundred fifty one dollars (\$491,951.00) for this Agreement including all expenses. 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. 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, CEB Inc. (CEB).
6. The express warranties provided in the Agreement are in lieu of all other warranties implied by law, trade usage or otherwise.
7. It is acknowledged that following provision has been added to the agreement to EXHIBIT A 2, SCOPE OF SERVICE 1.6 Integration:

"1.6.5 TALENTCENTRAL PLATFORM: This Agreement includes use of the Select2Perform platform ("Current Platform"). At a mutually agreed date within the next 24 months, access to the test ordered under this Amendment will be transitioned to the new TalentCentral platform ("TalentCentral Platform"). COUNTY AND CONTRACTOR will agree, at least six (6) months prior to the transition date, on a detailed transition plan which will ensure that all of the assessment content included as part of this Subscription is available on the TalentCentral, or a suitable alternative identified by CEB Inc. (CEB) and approved by COUNTY.

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 authorized representatives as of the Amendment Effective Date.

COUNTY

Signature:

Name Printed:

[Handwritten Signature]
JOHN TAVAGLIONE
CHAIRMAN, BOARD OF SUPERVISORS
FORM APPROVED COUNTY COUNSEL

CONTRACTOR

Signature:

Name Printed:

DocuSigned by:
Nicole David
64C04685712B4B9...

Nicole David
Market Director

ATTEST:

KECIA HARPER

BY: *[Handwritten Signature]*
HEAL R. KIPNIS

DATE

DEPUTY

MAY 23 2017 3:32

EXHIBIT A 2

SCOPE OF SERVICE

1. 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

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- 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 |
| | 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 |

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|-------------|--|
| | 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 |
| | 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 |
| CAB | 1.5 extended time |
| | 1.5 extended time |
| | 1.5 extended time |
| | Application Form |
| | Appraiser Trainee Math |
| | Appraiser Trainee Public Relations |
| | Appraiser Trainee Written Communication |
| | Banking Center Manager Coaching Simulation |
| | BuildingRelationshipsGPIUS-ENG |

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| | Business Vocabulary - COR - ADA |
| | BusinessAcumenGPIUS-ENG |
| | C_3000v3US_ENGUS-ENG |
| | Candidate Location Information |
| | Community Services Officer Following Instructions |
| | Community Services Officer Visual Error Detection |
| | Community Services Officer Vocabulary |
| | Community Services Officer Writing Clarity and Detail |
| | Comunity Services Officer |
| | County of Riverside - P/IC PCAPS |
| | County of Riverside-Clerical I/II PCAPS |
| | CS_3000US-ENG |
| | CS_ScReqUS-ENG |
| | CSSS II |
| | DriveforResultsGPIUS-ENG |
| | Eligibility Technician Trainee Exam |
| | Engineering Aide/Technician |
| | ER Writing Exercise |
| | Fingerprint Exam |
| | Fingerprint Worksheet |
| | Following Instructions - COR - ADA |
| | Grammar Assessment |
| | Group Counselor - Deputy Probation Officer Information |
| | Group Counselor Location Info |
| | HR Quiz |
| | Math Basic - COR - ADA |
| | Modified Classifying and Coding |
| | Modified Filing Names and Numbers |
| | Modified Proofreading |
| | Modified Reviewing Forms |
| | Park Planner Math |
| | Park Planner Public Relations |
| | Principal Accountant |
| | Reading Comprehension Timed |
| | Research Specialist |
| | Research Specialist I (SSU) |
| | Reviewing Forms - COR - ADA |
| | SelfMotiv_GPIv2US-ENG |
| | Sentence Completion Exercise |
| | Sheriff Correction Assistant Trainee Error Detection |
| | Sheriff Correction Assistant Trainee Proofing |
| | Sheriff Corrections Assistant Trainee Math |
| | Sheriff Investigator III - BETA |
| | Sheriff Service Officer - Basic Math |
| | Sheriff Service Officer - Log Interpretation |
| | Sheriff Service Officer - Math |
| | Sheriff Service Officer - Writing Clarity/Detail |
| | Sheriff Split Screen Typing Test |
| | Sheriffs and Fire Typing Test 1 |
| | Social Worker Examination |
| | Spanish Comprehension Exam |

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|-----------------------------|--|
| | Spanish Demo Test |
| | Spanish Idiomatic Phrases |
| | Spanish Listening Comp New Revised |
| | Spanish Listening Comprehension |
| | Spanish Listening Comprehension_new |
| | Spanish Reading Comprehension |
| | Spelling - COR - ADA |
| | SS Typing Experiment |
| | Supervisor Potential Index |
| | Test of Learning Ability |
| | test01 |
| | TestInvest |
| | Typing Test - Trial |
| | Verbal Reasoning - COR - ADA |
| | Windows 2000 - COR - ADA |
| | Writing Assessment - Clarity/Detail Time and a Half |
| | Writing Assessment - Clarity/Detail Timed |
| | Writing Assessment - Clarity-Detail |
| | Writing Clarity |
| | Writing Detail |
| | Writing Sample - Employee Relations |
| | XBLIS_biodata_Afr-CA |
| | XGCATBDR4US-ENGfr-CA |
| 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 |
| | 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 |
| Call Center Scenario | Collections Scenario - US English |
| | Contact Center Scenario - Spanish - 5 Calls Not Timed (R1) |

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| | 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 |
| ViewPoint | ServiceView |
| | WorkView4 |
| | WorkView4 and ServiceView |
| | WorkView6 |
| | WorkView6 and ServiceView |
| Clerical | Audio Transcription - AUS |
| | 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 |

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|---------------------------------------|---|
| | 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 |
| | 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 | |
| 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 | 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 |

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|-------------------------|---|
| | Global Cognitive Index - Verbal Ability - AUS-ENG |
| | Global Cognitive Index - Verbal Ability - US-ENG |
| Job Performance & Fit | Automatically-Scored Written Essay Test |
| | Cognitive Index |
| | Multitasking Ability |
| | Paragon |
| | Sales Index |
| | 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 |
| Primary Skills | 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 |
| | Forms Checking - UK |
| | Forms Checking - US |
| | General Arithmetic - UK |
| | Math - US |
| | Math Word Problems - US |
| | Numerical Problem Solving - UK |
| | Reasoning - UK |
| | Reasoning - US |

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| | 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 |
| | 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 |

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| 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.) |
| 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.) |

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| | Computer Technical Support |
| | 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 |
| | 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) |

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| 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 |
| 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 |

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| | 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 |
| | 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 |
| | Spring 2.5 |
| | SQL (ANSI) |
| | SQL (ANSI) Fundamentals |

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|-----------------------------------|---------------------------------------|
| | 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 |
| | 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 | |
| Behavioral | Reveal (R1) |

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| Psychometrics | 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 |
| | 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 |

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| | 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 |
| | 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 |
| | WordPerfect 9.0 |
| | WordPerfect 9.0 - Essentials |
| Multimedia & Web Design | Adobe Illustrator 8.0 |
| | Adobe Illustrator CS |
| | Adobe InDesign CS |
| | Adobe InDesign CS3 |
| | Adobe InDesign CS5.5 |
| | Adobe PageMaker 6.5 |

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| | 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 | |
| Solution Series I | 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 |
| Solution Series II | Intermediate Sales Unproctored |
| | IT Professional - Individual Contributor Unproctored |
| | Professional - Individual Contributor Unproctored |
| Solution Series III | 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.
- 1.6.4 If COUNTY elects to change their chosen integration platform during the Subscription Period, the COUNTY and CONTRACTOR will work together on a statement of work for the new integration for any additional work required and any additional fees will be agreed in writing between the COUNTY and the CONTRACTOR.
- 1.6.5 TALENTCENTRAL PLATFORM: This Agreement includes use of the Select2Perform platform ("Current Platform"). At a mutually agreed date within the next 24 months, access to the test ordered under this Amendment will be transitioned to the new TalentCentral platform ("TalentCentral Platform"). COUNTY AND CONTRACTOR will agree, at least six (6) months prior to the transition date, on a detailed transition plan which will ensure that all of the assessment content included as part of this Subscription

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is available on the TalentCentral, or a suitable alternative identified by CEB Inc. (CEB) and approved by COUNTY.

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.

1.8 Services/Support Provided at No Charge:

- 1.8.1 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

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

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

**EXHIBIT B 2
PAYMENT PROVISIONS**

1.1 Pricing:

Annual unlimited usage including the requirements in Exhibit A, Scope of Service, of this Agreement ("Subscription"):

Year 1 (2017/18): \$243,960 1 July 2017 to 30 June 2018

Year 2 (2018/19): \$247,991 1 July 2018 to 30 June 2019

("Subscription Period")

TOTAL SUBSCRIPTION FEE: \$491,951

Basis of Fees: The total Subscription Fee is based on the estimated annual usage of 75,000 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.

1.2 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, the Total Subscription Fee is non-cancellable and non-refundable and COUNTY will be invoiced the Total Subscription Fee in accordance with the invoicing schedule. 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.

1.3 Invoicing Schedule:

- \$243,960 invoiced in July 2017
- \$247,991 invoiced in July 2018

1.4 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.
 - 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.

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- 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 strategic account reviews that track progress against strategic initiatives, discuss assessment best practice, and plan for program needs.
- h) 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 \$20,000 annual SHL Professional Services credit to be used during the Subscription Period to be used to develop, enhance, and maintain assessment programs and promote best practices within the COUNTY. This annual credit will be carried over between the different Subscription years provided that this credit is used within the Subscription Period, otherwise any non used SHL Professional Services credit will expire at the end of the Subscription Period. 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. Year 1 price for a standard solution build is \$2,800, Year 2 \$2,850
 - ii. Solution re-norms and updates
 - iii. Job analyses Year 1 price for a standard job analysis which includes survey and/or linkage is \$5,981, Year 2 \$6,089
- 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.