

CONTRACT SUMMARY

CITY OF FORT LAUDERDALE
PROCUREMENT SERVICES DEPARTMENT

Period Covered:
9/23/10 – 9/22/11

Contract No.:
704-10581

Master Blanket:
N/A

Awarded Vendor:

Governmentjobs.com, Inc. dba/ NeoGov
222 North Sepulveda Blvd. Suite 2000
El Segundo, CA 90245

Delivery: within 90-days
Payment Terms: Net 30

Attn: Scott Letourneau
310-426-6304
Fax 310-426-6305
Email: scott@neogov.com

Insurance Coverage Required: Yes No
Authorized for Purchases: Under \$25,000 Over
Extension Options: Yes No Years: 3, 1 year extensions

ON-LINE EMPLOYMENT SOFTWARE SERVICES

Software Licensing, flat rate cost for all users	\$ 14,000.00
Optional – Test Management System	\$ 2,000.00
Optional – Software Source Code in Escrow, Year 1	\$ 2,000.00

Per Best and Final dated 9/1/10

Department Contract Co-Ordinator: Patricia McKelligett, Human Resources, (954) 828-5819

Procurement Specialist: Richard Ewell, CPPB

THIS AGREEMENT, made and entered into this 22 day of September, 2010, is by and between the City of Fort Lauderdale, a Florida municipality, ("City"), whose address is 100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016, and Governmentjobs.com, Inc. d/b/a NeoGov a California corporation authorized to transact business in the state of Florida ("Contractor"), whose address and phone are 222 North Sepulveda Blvd., Suite 2000, El Segundo, CA 90245, Phone 310-426-6304 x103, Fax: 310-426-6305.

WHEREAS, the City issued Request for Proposal 704-10581 ("RFP"), and the Contractor submitted a proposal in response to the RFP; and

WHEREAS, on September 8, 2010, the Procurement Services Director of the City of Fort Lauderdale, as designee of the City Manager, approved an agreement with Contractor for the goods or services described in the RFP pursuant to Section 2-182 of the Code of Ordinances of the City of Fort Lauderdale, Florida;

NOW, THEREFORE, for and in consideration of the mutual promises and covenants set forth herein and other good and valuable consideration, the City and the Contractor covenant and agree as follows:

1. The Contractor agrees to provide to the City on-line employment software services in accordance with and in strict compliance with the specifications, terms, conditions, and requirements set forth in the RFP and any and all addenda thereto beginning September 23, 2010 and ending September 22, 2011.

2. This contract form G-110 Rev. 01/10, Best and Final dated September 1, 2010, the RFP, any and all addenda to the RFP, and the Contractor's proposal in response to the RFP are integral parts of this Contract, and are incorporated herein.

3. In the event of conflict between or among the contract documents, the order of priority shall be as follows:

- First, this contract form, G-110 Rev. 01/10;
- Second, Best and Final dated September 1, 2010;
- Third, any and all addenda to the City's RFP in reverse chronological order;
- Fourth, the RFP;
- Fifth, the Contractor's response to any addendum requiring a response;
- Sixth, the Contractor's response to the RFP.

4. The Company warrants that the goods and services supplied to the City pursuant to this Contract shall at all times fully conform to the specifications set forth in the RFP and be of the highest quality. In the event the City, in the City's sole discretion, determines that any product or service supplied pursuant to this Contract is defective or does not conform to the specifications set forth in the RFP the City reserves the right unilaterally to cancel an order or cancel this Contract upon written notice to the Contractor, and reduce commensurately any amount of money due the Contractor.

5. The City may cancel this Contract upon written notice to the Contractor in the event the Contractor fails to furnish the goods or perform the services as described in the RFP within 30 days following written notice to the Contractor.

6. The Contractor shall not present any invoice to the City that includes sales tax (85-8012514506C-7) or federal excise tax (59-6000319).

7. Contractor shall direct all invoices in duplicate for payment to Finance Department, City of Fort Lauderdale, 100 N. Andrews Avenue, 6th Floor, Fort Lauderdale, FL 33301. Any applicable discount MUST appear on the invoice.

8. Additional Special Conditions: Includes: Software Licensing, Test Management System option for \$2,000 and Software Source Code for year one at \$2,000. Total expenses including options are \$18,000.

IN WITNESS WHEREOF, the City and the Contractor execute this Contract as follows:

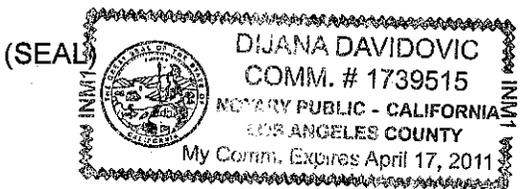
CITY OF FORT LAUDERDALE
By: [Signature]
Director of Procurement Services

ATTEST
By: [Signature]
Print Name: Scott Letourneau

CONTRACTOR
By: [Signature]
Print Name: Damir Davidovic
Title: President
(If not president of corporation please attach proof of authorization)

STATE OF California
COUNTY OF Los Angeles

The foregoing instrument was acknowledged before me this 21 day of September, 2010, by Damir Davidovic as (title): President for Governmentjobs.com, Inc. d/b/a NeoGov a California corporation authorized to transact business in the state of Florida



[Signature]
Notary Public, State of LOS ANGELES
(Signature of Notary Public)
DIJANA DAVIDOVIC
(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known OR Produced Identification _____
Type of Identification Produced _____

NEOGOV

Copy

**CONTRACT
COPY**

PROPOSAL RESPONSE

CITY OF FORT LAUDERDALE

**On-Line Employment Software Services
RFP #704-10581**

Due: August 18, 2010

Submitted By:

NEOGOV™

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Tab 1 – Proposal Signature Page

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. If mailing a hard copy, it will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below **must** be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: _____ August 9, 2010
(signature) (date)

Name (printed) Scott Letourneau Title: President

Company: (Legal Registration) Governmentjobs.com, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit <http://www.dos.state.fl.us/>).

Address: 222 N Sepulveda Blvd, Ste 2000

City El Segundo State: California Zip 90245

Telephone No 310-426-6304, x103 FAX No. 310-426-6305 Email: scott@neogov.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): Within 90

Payment Terms (section 1.03): Net 30 Total Bid Discount (section 1.04): Up to 15% (Please see Section 10)

Does your firm qualify for MBE or WBE status (section 1.08): MBE N/A WBE N/A

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. Date Issued

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. **HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS.** If this section does not apply to your bid, simply mark N/A in the section below.

Variations: N/A

Tab 2 – Non-Collusion Statement

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
<u>Not Applicable</u>	<u>Not Applicable</u>
_____	_____
_____	_____
_____	_____

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

_____ August 9, 2010

Tab 3 – Letter of Interest

August 9, 2010

Richard Ewell
City of Fort Lauderdale
Procurement Services Department
Room 619, City Hall,
100 North Andrews Avenue
Fort Lauderdale, Florida, 33301

Ref: RFP #704-10581 - On-Line Employment Software Services

Dear Mr. Ewell,

GovernmentJobs.com, Inc. (d/b/a NEOGOV) is pleased to submit our response for the City of Fort Lauderdale's request for On-Line Employment Software Services. This submission is in accordance with the requirements set forth in the RFP originally due on August, 2010. As requested, we have provided all proposal items including additional corporate and product information for your consideration. This document is all inclusive and contains all information relevant to the NEOGOV response.

As you will see in the submitted documentation, NEOGOV offers the most comprehensive Applicant Tracking and Workforce Management solutions tailored exclusively for Public Sector and Education organizations. Established in 1998, NEOGOV currently works with more than 550 agencies nationwide delivering the features and functionality sought in the original RFP. We are confident that our proposal will demonstrate our complete understanding of the current processes and objectives and can deliver a proven system and methodology that will meet and exceed expectations including:

- ✓ Consolidation of all functional areas of the hiring process into one system;
- ✓ Quick Deployment;
- ✓ Increasing staff efficiency;
- ✓ A flexible and easy to use platform;
- ✓ Decreasing overall recruitment cycle time;
- ✓ Reducing unnecessary processing time
- ✓ Improving the format of the information and data received from applicants
- ✓ Improving the ability to prepare reports regarding recruitment and applicant activity.

For this project, we are proposing the implementation of our hosted Insight Enterprise platform which will completely automate the current recruitment and applicant tracking process. Once live with Insight, the City will benefit from a solution that has proven to reduce paper, reduce time to hire, and more importantly, increase customer satisfaction for both departments and citizens.

In submitting this document, we declare that NEOGOV is the only party interested in the proposal as principal within the NEOGOV proposal response. We further declare that this response is made without collusion with any other person(s), company or parties submitting a proposal and that it is in all respects fair and in good faith, without collusion or fraud.

I am pleased to serve as the main contact for this proposal and as President of NEOGOV, I am fully authorized to bind our firm to any contract as a result of this proposal. If you have any questions or require any additional information, please do not hesitate to contact me at your convenience. I can be reached at the address below or directly at 310.426.6304, x103 or via email to scott@neogov.com.

Thank you for this opportunity and we look forward to working with you on this exciting project.

Respectfully,

Scott Letourneau
President

Tab 4 – Statement of Proposed Services

NEOGOV Capabilities

GovernmentJobs.com, Inc. (d/b/a NEOGOV) is pleased to submit our response for the City of Fort Lauderdale's request for On-Line Employment Software Services. NEOGOV is a privately held California C-Corp dedicated to the development and delivery of hiring solutions for public sector agencies. We began developing our solutions in 1998 and incorporated in early 2000. The company introduced its first hosted solution, Insight Enterprise, into production in 1998 and has been delivering our fully integrated recruitment, selection, testing, applicant tracking, certification, and hiring solution system designed specifically for public sector employers ever since.

NEOGOV's mission is "To improve the services the public sector agencies deliver to society". We design products and solutions focused exclusively for public sector recruitment, selection, testing, and applicant tracking which are proving to improve HR productivity by reducing the time and effort required to conduct recruitments and recruit and hire more qualified applicants. We are the leading provider of workforce management solutions, delivering innovative solutions exclusively for government recruiting. We currently work with more than 500 agencies with a customer base that continues to grow annually. NEOGOV is also proud to work many Florida partners including **Escambia County, Collier County, Lee County, City of Gainesville** and more. In all, we currently work with **more than 35 agencies in Florida** alone and NEOGOV is the only vendor that can offer access to such a large customer network of local partners.

Our growing success is one of the main reasons that NEOGOV was ranked as one of the top 50 fastest growing private software companies in the US by Inc. Magazine. NEOGOV is also the only vendor providing workforce management solutions exclusively for the public sector that was included on both the 2008 and 2009 Gartner eRecruitment Software Magic Quadrant. While other competitors claim that they were listed in the report, the fact remains that NEOGOV is the only vendor focused on public sector recruitment that truly qualified in the Magic Quadrant – with no direct competitor able to meet the qualifications of the report. This independent 3rd party study helps to protect agencies from beta-testing solutions and provides reasonable assurance as to NEOGOV's commitment to customer service, vendor reliability, dependence, and overall company stability.

Our flagship platform, Insight Enterprise, is a dedicated workforce management solution tailored to meet the needs of public sector recruitment, yet is fully configurable to address the unique requirements of individual agencies. We have thoroughly read and understand the current objectives for this project and are confident that with our experience working with more than 500 public sector agencies nationwide providing the similar services, we will exceed all expectations and ensure a successful project and long-term relationship together. The advantage of our established customer base is extremely important with our proven model, since the companies with the largest network and revenues are best positioned to reinvest into the common product infrastructure and offer best functionality, services, and pricing.

One of the main reasons for agencies choosing NEOGOV to replace their existing systems or processes is a need for a flexible, scalable workforce management solution that can be easily implemented and customized to meet their business needs in the recruitment to hire process. Our commitment to public sector specific product functionality and flexibility, combined with a proven and successful implementation approach, has enabled NEOGOV to emerge as the market and technology leader in on-demand workforce management for government agencies. As further evidence to its implementation success and product flexibility, NEOGOV has also successfully converted more than 50 public sector customers from competing products, such as PeopleSoft, TRAC, JobAps, and others. Their old systems simply could not keep up, or match the ease of use and the customization capabilities of NEOGOV. In fact, two of our more recent customer conversions came from the two largest JobAps customers, San Bernardino County and Santa Barbara County, who represented nearly 20% of the JobAps' installed client base. Both Counties were able to implement full NEOGOV solutions in under 4 weeks.

With over 90,000 users in 500+ agencies in 42 states, NEOGOV's customer-driven success is based on delivering more than a list of comprehensive product features. We focus on results, user adoption, best practices, and ultimately helping HR Departments become more responsive, strategic, and customer centric. Our large customer network is instrumental in translating and shaping ideas into flexible, simple-to-use, most powerful product on the market. As a result of our rapid growth, we can afford to continually keep raising the bar in product innovation, customer service, and value we deliver to our clients.

NEOGOV has proven time and time again that public sector agencies that partner with NEOGOV receive the highest return on their investment by utilizing industry-leading technology solutions and just as

important are able to utilize NEOGOV's implementation, training, and support services to continually advance the system adoption and usability rate. This ensures that our customers are able to effectively and efficiently implement our solutions but are also able to continuously over time able to improve upon their ability to learn and utilize our products and services. We are committed to helping you achieve short and long-term results and will work with your agency to prepare and deliver the most effective implementation, training, and ongoing learning management and support plan to ensure your agency's success well beyond your initial go-live date.

Here are some facts about NEOGOV

- NEOGOV has the largest customer network, supporting the largest number of transactions with proven scalable platform and ability to handle millions of users. **(90,000 users / more than 500 agencies in 42 states / 10 million job applications per year)**
- NEOGOV is the Leading provider for State agencies and departments including **HI, HI DOE, HI Judiciary, WV, SC, NE, OR, IL, MI, OH, NY, LA, TN, MN Colleges & Universities and MN Judicial**
- NEOGOV has the most advanced capabilities and the most flexible customization, integration, and workflow engine platform.
- NEOGOV has **proven implementation methodology** and track record with average implementation running under **60 days**. NEOGOV average **Customer Satisfaction Rating is 9.5 out of 10**.
- NEOGOV **Insight Enterprise is on its 20th generation** with Quarterly **Enhancement Rollouts averaging 50+ new functionality** enhancements
- NEOGOV Customer Success Managers are assigned to each customer
- NEOGOV customers have access to our Ongoing Learning Management (OLM) program featuring:
 - Integrated Customer Success Center
 - Live Online Training Courses (6-8 per month)
 - Annual User Conference in Las Vegas
 - Regional User Groups
 - User documentation
 - Self-running Tutorials & Exercises
 - Implementation and Rollout checklists
 - Best practices and Benchmarking
 - Online Discussion Forums and Searchable Knowledgebase
 - Bi-weekly Conference Calls

NEOGOV Staff Competence and Qualifications

NEOGOV's current staff of dedicated employees includes personnel in development, support, quality assurance, training, sales, marketing, and administration. For your consideration, a roster highlighting key personnel that can be assigned to accomplish the work required by this RFP has been included in Tab 6 as requested. Professional resumes for team members have also been included as an attachment to this proposal. Each member of the assigned NEOGOV project team has direct experience in solution implementation for public sector agencies and can guarantee a successful implementation for the City, on time and on budget. As with all new customers, should a proposed team member need to be replaced during implementation, the City shall receive prior notification and have the right to review, test and approve such substitutions, if deemed necessary.

As the City will find, NEOGOV's staff includes some of the most dedicated team members, all committed to streamlining the public sector recruitment process. Our staff is continually able to successfully meet and exceed our customer demand with respect to development, Quality Assurance, implementation, support, training, and ongoing training and learning development by leveraging the power of the Internet and other valuable resources. To successfully support a large and diverse customer base, NEOGOV has developed proven methodologies and strategies to implement a scalable support and best practices center infrastructure. We conduct regularly scheduled customer conference calls, live online trainings several times per month, free product upgrade release trainings quarterly, free/unlimited customer support call center, and other techniques that help us maintain high customer satisfaction rating and also ensure that our customers get quantifiable returns on their investment.

Estimated Timetables

This sample Insight Enterprise implementation timetable outlines standard project implementation deliverables and milestones. We work directly with each customer, should NEOGOV be selected, to define the final scope and lay out the implementation effort and duration for each project. Based on our experience and the scope for this project, we estimate that the City can be using the Insight platform well before the desired go-live date, with many NEOGOV projects of similar size and scope typically completed in less than 45-days.

ID	Task #	Task Name	Resource Names	Duration	Month -1	Month 1	Month 2	Month 3
1	1	Insight Enterprise Implementation Plan	Both	47 days				
2	1.2	Insight Enterprise kick-off meeting	Both	1 hr				
3	1.2	Environment Preparation	NEOGO	30 days				
4	1.2.1	Establish Agency-specific training environment	Both	5 days				
5	1.2.2	Define integration and Configuration Scope	NEOGO	5 days				
6	1.2.3	Establish Agency-specific production environment	Agency	5 days				
7	1.2.4	Agency enters class specs in Production environment	Agency	20 days				
8	1.3	Train	Both	7 days				
9	1.3.1	Insight System Administrator Training with NEOGOV (online tutorial) & set up tables for training	Both	5 days				
10	1.3.1.1	Attend Administration training	Agency	0 days				
11	1.3.1.2	Set up tables: departments, divisions, benefit groups, bargaining units, physical classes, occupational groups, locations, job types, dispositions, interview results, and ad names)	Agency	5 days				
12	1.3.2	Attend Online Insight User Training with NEOGOV	Both	2 days				
13	1.5	Implement	Both	16 days				
14	1.4.1	Implement and Test Configuration	Both	5 days				
15	1.4.2	Internal Weekly group session 1	Agency	1 day				
16	1.4.3	Training review and Post training conference call	Both	0 days				
17	1.4.4	Internal Weekly group session 2	Agency	1 day				
18	1.4.5	Implementation conference call	Both	0 days				
19	1.4.6	Internal Weekly group session 3	Agency	1 day				
20	1.4.7	Internal Weekly group session 4	Agency	1 day				
21	1.5	Production Preparation and Setup	Both	19 days				
22	1.5.1	Production preparation conference call	Both	0 days				
23	1.5.2	Finalize agency job opportunity and class spec web pages	Agency	5 days				
24	1.5.3	Review and approve job opportunity and class specification websites (NEOGO to make any necessary changes)	Both	0 days				
25	1.5.4	Fully populate production tables (agency wide questions, custom form fields, requisition, PAR, users, agency preferences, and notice templates)	Agency	5 days				
26	1.5.5	Review and approve integration and configuration	NEOGO	5 days				
27	1.5.6	Go-live preparation conference call	Both	0 days				
28	1.6.7	Create Job postings in production	Agency	4 days				
29	1.6.8	Launch Online Application (Agency IT changes existing IP addresses to NEOGOV provided addresses)	Agency IT	0 days				

Proposed Solution

To meet and exceed the requirements of this project, we are proposing our fully integrated, 100% web based Public Sector Applicant Tracking and Management Solution, NEOGOV Insight Enterprise. As your organization will see in this proposal, NEOGOV is fully committed to offering the only solution that can deliver a proven system and methodology that will meet and exceed expectations including:

- ✓ Consolidation of all functional areas of the hiring process into one system;
- ✓ Quick Deployment;
- ✓ Increasing staff efficiency;
- ✓ A flexible and easy to use platform;
- ✓ Decreasing overall recruitment cycle time;
- ✓ Reducing unnecessary processing time
- ✓ Improving the format of the information and data received from applicants
- ✓ Improving the ability to prepare reports regarding recruitment and applicant activity.

For your consideration, we have provided a comprehensive solution overview of the proposed Insight platform. Product screen shots have also been included as an attachment to this proposal. Lastly, in addition to all NEOGOV items, features, functions and services listed here within, we have also provided detailed responses to the RFP response matrix and questionnaire in Tab 8 below. It is important to note that along with the highlighted functionality, Insight also accommodates all of the City's Desired/Enhanced Functional requirements within the system as highlighted below.

Desired/Enhanced Functionality

Personnel Requisition Form and Processing	NEOGOVS Comment
<p>The System shall include a Personnel Requisition Form (initiates the hiring process most of the time), which is to be utilized by the various City departments and Divisions. The form should be routed / accessed online by various departments as needed including the Human Resources Department.</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise users can create, edit, automatically route as well as track all requisitions electronically directly through the browser window – including any and all associated approval steps. Insight Enterprise also includes the Online Hiring Center (OHC) where line departments can create, route, and approve requisitions in real time. Additionally, both HR staff and the authorized department users can view the progress of the requisition without picking up the phone or emailing everyone to find out the requisition status. Anyone involved in the requisition can view the status real time (including hiring manager, HR Recruiter, and any approvers).</p>
<p>The ability to customize the form is required so that current required fields are captured. The form processing will need to conform to the City's current business process and rules.</p>	<p>This is standard Insight Enterprise functionality. NEOGOV Insight provides agency-specific configurations enabling you to quickly and easily customize fields on forms, tailor auto-generated messages, update workflow and approval processes, and modify the look and feel of the application through a step-by-step system configuration wizard. Authorized users can also incorporate unlimited custom form filed throughout the system, including on the requisition form, which can be used to capture, track, and report on any desired data.</p>
Job Descriptions/Announcement Process	
<p>Ability to store and post job descriptions and provide for the ability for potential applicants to complete on-line interest forms for any job description posted and be automatically notified</p>	<p>This is standard Insight Enterprise functionality. Agencies can retain passive applicants without increasing your agency's workload by utilizing the online job interest card. Applicants can create an</p>

<p>by email or hard copy letter in the event and active recruitment begins.</p>	<p>Application Profile and submit job interest cards online for class specifications or general job categories (e.g., finance, engineering, clerical) that they are interested in and when a recruitment becomes available for that class, an automatic email is generated with a link back to your website and to the exact job posting that meets their preferences. Also, you can report on submitted job interest cards and estimate the application influx prior to opening a job. And, if you do not have a job opening coming soon, you can still run a report of the submitted cards and you can send out an email or post card campaign (typically used for an upcoming job fair or other event).</p>
<p>Have an employment opportunities search engine, which will allow for interested parties to search, by word, text string or category, for all job titles and descriptions.</p>	<p>This is standard Insight Enterprise functionality. NEOGOV continually factors in the overall applicant experience, and in fact provides a solution that offers a user-friendly application process that is clear, concise, and efficient. Insight Enterprise allows applicants to quickly and easily find positions and apply online using any standard web browser. To facilitate the applicant experience, NEOGOV offers an easy to use online application – designed around an eighth grade user level, as well as full job search and skills matching capabilities, even a dedicated applicant user guide offering complete help and tips for the applicant.</p>
<p>Allow the job openings / announcements to be created and managed on the Software Provider's application software and accessed via the City's Website.</p>	<p>This is standard Insight Enterprise functionality. As a web based solution, Insight is accessible from any environment that allows for Internet connection. Since all system functionality is hosted on NEOGOV servers, Integrating Insight in to the City's web environment involves simply changing the links on your production website to point to the new, customized City web pages. These are the pages that NEOGOV has built and customized with the City which include job opportunities, class specifications, promotional jobs, and transfer opportunities. NEOGOV will provide the City with the new URL addresses that will be used. This change only takes minutes and once it is complete, the City will be fully implemented and the new system will be available on the City's production website.</p>
<p>Allow for the announcements to be printed for posting and distribution purposes.</p>	<p>This is standard Insight Enterprise functionality. Agencies can create, edit, preview and post job announcements (including an associated job bulletin that can be printed directly from the browser) to either internal or external job boards. All job postings can be posted in real-time or scheduled to post at a future date and time as desired.</p>
<p>Allow for the ability for announcements/current job openings to auto-expire after their closing date and be automatically removed from the website.</p>	<p>This is standard Insight Enterprise functionality. Every job posting or announcement created within Insight is fully configurable dependant on requirements for that particular recruitment and can be set up uniquely for each agency, board, or commission. For example, announcements can be set up with a defined opening and closing date and time or set up to run continuous as needed. Users can even set up a future opening date wherein the position will automatically post online and switch between a closing date or</p>

	<p>continuous open time and can even specify whether it's a promotional position or open for general recruitment and more. Users can also associate the job type, departments, search categories, define the reapply period, salary display, etc. In addition, because the job announcement can be tied to job class, users can quickly incorporate standard job duties or requirements associated with that class directly into the announcement and edit as needed. Finally, users can include unlimited custom form fields within the job posting table to ensure that any and all desired data is captured and tracked during the announcement creation.</p>
<p>Allow flexibility in posting periods and lengths, including extensions, continuous recruitments and acceptance of Job Applications for such position(s).</p>	<p>This is standard Insight Enterprise functionality. Within the posting section of the job's associated exam plan, authorized users can define all aspects of the job announcement including opening and closing periods. Users can also extend closing dates for positions and even transition jobs to a continuous recruitment as required.</p>
<p>Announcement and Supplemental Questionnaires</p>	
<p>Allow for each vacancy announcement to include a set of questions that will be generated by the Human Resources Department using a database maintained in the System. These questions must be able to be automatically loaded into the System and must include multiple-choice, true / false, and narratives, as required.</p>	<p>This is standard Insight Enterprise functionality. The system includes a job specific supplemental question bank which you will populate and can use those questions on postings to conduct actions such as auto minimum qualification screening, auto desirable ratings, and T&E evaluations. Agencies can create or edit their supplemental questions as needed and include these on individual job posting or store them in the item bank for future postings.</p> <p>Agencies can maintain supplemental questions in various formats (e.g., narrative, radio button, multi-select, dropdown, checkbox, yes/no, etc.) and even apply weights/scoring to facilitate minimum qualification screening, applicant ranking, etc.</p>
<p>Employment Applications and Processing</p>	
<p>Allow applicants to apply on-line by completing a customized employment application. The applicant should be able to describe their experience and education in detail.</p>	<p>This is standard Insight Enterprise functionality. Users have the ability to create, maintain and configure multiple application types directly within the system as delivered. During the initial implementation period, NEOGOV will work directly with City to help design the initial application to help ensure all required data is captured during the recruitment process. Customers can then create an unlimited number of application types in house and can run unlimited recruitment types within the system using these applications. Each application can be used to capture applicant information such as personal profile, employment history, education history, skills, certifications, transcripts, references, resumes, or other additional information. Applicants can login to their applicant account online and view their submitted applications and the status of those applications for jobs that they have applied for. This helps to significantly reduce the number of calls our customers receive from applicants wondering where they are in the process.</p>

<p>Applicants must be able to apply for multiple positions and be able to partially complete, save and retrieve the application at a time prior to submitting.</p>	<p>This is standard Insight Enterprise functionality. Applicants can create and store one or more versions of their employment application directly through the browser. At any time prior to submitting any application, the applicant can save and retrieve and edit an application as desired. The applicant even has the ability to upload and attach any additional documents (résumés, certificates, licenses, etc.) as allowed by the City. Applicants can also re-use any application they have previously created or submitted for any future job posting.</p>
<p>The system should have the ability to attach additional information, as well as answer supplemental questions pertaining to the job. All document formats should be viewable even without its associated application for that file type.</p>	<p>This is standard Insight Enterprise functionality. Applicants have the ability to include standard attachments (.PDF, .DOC, etc.) on each submitted application, thereby creating a “unique” application for each open position they apply for. In addition, authorized City users can attach documents to an applicant’s master profile so that the information is also electronically available to authorized users regardless of recruitment – this is especially useful for attaching documents like DD214’s, transcripts, CDL, etc..</p> <p>For documents or files that are included as attachments, these are linked to the application and/or applicant master profile, and can be accessed directly through the browser window with no additional services. Finally, just as with any information within the system, these attachments can be designated as “confidential” so that only users with appropriate security credential will be able to access the information.</p>
<p>All pertinent applicant data should be electronically captured and stored within the System.</p>	<p>This is standard Insight Enterprise functionality. All data submitted is securely retained within the backend database and can be access electronically via the browser window. In addition to accessing recruitment data for a particular recruitment, users can also view candidate data via the applicant’s master profile. Every candidate that submits an application has an associated Applicant Master Profile within the system. Authorized users can access and report on this profile which contains ALL applicant data including submitted applications, uploaded attachments or certificates, current dispositions, internal notes, as well as copies of any notices that have been sent to the candidate. Agencies can even include custom form fields with the master profile to ensure any desired information is captured within the system. Finally, any changes made to the Applicant Master Profile are automatically recorded (complete with a time and date stamp) for complete and accurate auditing purposes.</p>
<p>The City will require the ability and functionality to scan and import paper applications, attachments, and supplemental questionnaires and populate data from these documents. The City desires this to be an automated process if possible (scan/import/ populate data).</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise allows for either online applications or data entry from hard copy applications received in any format (e.g., paper, fax, diskette, etc.). Out of the box HR can scan the paper applications or other hard copy documents and attach these to an electronic applicant record so that images are available to review and screen the application information.</p>

	<p>In addition, Insight supports data imports created by any 3rd party OCR software, such as OmniPage or ExperVision. If desired the City can also elect to utilize intelligent Character Recognition (ICR) which can automatically read the handwriting and complete the demographic data entry. ICR is an additional capability and is available at an additional price, however since users can scan and attach documents into Insight using any standard scanner, ICR or similar type technology is not typically necessary.</p>
<p>The system should send an automatic notification to the applicant acknowledging receipt of an application both on the screen and by e-mail, including the date and time that the application was successfully submitted. The City requires this format to be HH:MM:SS AM or PM.</p>	<p>This is standard Insight Enterprise functionality. Upon submitting any application, applicants are notified immediately through an online confirmation as well as an email notification. In addition, applicants can check their current status for any position they have ever applied for directly online through the incorporated Citizen's Self-Service Portal. Here, your agency can disclose desired information to applicants including status, interview schedules, screening results, etc. Additionally, the system retains an associated log featuring a time and date stamp for submitted applications within each recruitment exam plan (note: the time stamp is down to the second on the backend database for auditing purposes).</p>
<p>If the applicant does not have an e-mail address, the system must have the capability to notify the Human Resources Department staff to send an acknowledgement created by the contractor's software by regular mail.</p>	<p>This is standard Insight Enterprise functionality. When creating a user profile, candidates have the ability to designate how they would like to be notified by your agency. The City can create an unlimited number of customized notice templates. Notices are generated automatically based on the candidate disposition and can be sent to applicants via e-mail or hard copy. You can configure these notices to include specific details of the examination results including scores, ranks, etc.</p>
<p>Provide applicants the ability to respond to job specific questions developed for each vacancy in a job specific questionnaire, which will identify necessary knowledge, skills, and abilities, if necessary.</p>	<p>This is standard Insight Enterprise functionality. This is standard Insight Enterprise functionality. The system includes a job specific supplemental question bank which you will populate and can use those questions on postings to conduct actions such as auto minimum qualification screening, auto desirable ratings, and T&E evaluations. Agencies can create, edit and maintain their supplemental questions in various formats and include these on individual job posting or store them in the item bank for future postings.</p>
<p>Allow processing of each application and any attachments as a single complete document. And also allow for page printing of each application and any attachments.</p>	<p>This is standard Insight Enterprise functionality. Every recruitment has an associated exam plan that contains all recruitment information including advertising details, posting data, as well as all submitted applications for the position. Authorized users can access the applications at any step or hurdle within the exam plan and review or print the applications directly from the browser window.</p> <p>All recruitment data, including attachments, can be accessed by authorized users directly within the browser window, or printed individually or in batch as</p>

<p>Provide security such that the applicant can view and modify only his/her own data.</p>	<p>required.</p> <p>This is standard Insight Enterprise functionality. All system users, including applicants, are required to have a valid username and password to access the system. NEOGOV also utilizes the strongest encryption products to protect applicant data and communications, including 128-bit Verisign SSL Certification and 1024 Bit RSA public keys. The lock icon in the browser indicates that data is fully shielded from access while in transit.</p>
<p>Item Bank</p> <p>Provide the ability to create a database of questions. Specific questions can be coded by task area, position, or job class and accessed for multiple recruitments. Analysts can access questions and "click and choose" appropriate questions for each vacancy.</p>	<p>This is standard Insight Enterprise functionality. Agencies can easily create and manage job specific supplemental questionnaires and add them to your online announcement from the supplemental question item bank. Responses are automatically captured in the system, automatically creating a Supplemental question item bank. This gives the City the ability to create and manage a central repository of supplemental questions using your own item bank. Questions are created and stored once so they can be leveraged for future recruitments. Additionally, Insight customers have the ability to share SQs with other NEOGOV customers if desired.</p>
<p>Scoring will be determined by assigning weights to the questions or category of questions. Weights will be determined by the HR Department in conjunction with the City departments.</p>	<p>This is standard Insight Enterprise functionality. Users can screen applicants at any stage of a recruitment. In addition to establishing weights or scores for associated recruitment steps in the system, Insight Enterprise also includes configurable Scoring Plans that give users the ability to automatically evaluate an applicant based on how they answer job specific supplemental questions. The scoring plan can be as simple as automatic screening for minimum qualifications or as complex as combining work experience, weighted times of work lengths, various educational degrees, skills, etc. Each scoring plan is associated with the recruitment and is comprised of various evaluation scenarios as needed. In addition to screening for minimum qualifications, those applicants that pass the MQ's can also be automatically scored and ranked against each other to immediately display the "good, better, best" applicants for HR Recruiters.</p> <p>As outlined above, the Insight Enterprise Scoring Plans give you the ability to automatically evaluate an applicant based on user-defined supplemental questions. Every scoring plan consists of three components: 1) Structured supplemental questions on the job posting; 2) Scoring Plan factors, cases, and conditions); and 3) Associated Exam Plan Evaluation Step and can be tied directly to the class specification so they are always available.</p>
<p>Applicant Screening, Testing and Scoring</p> <p>The system should allow for the capability to screen applications and questionnaires through an automated process based upon responses to job specific questions, if required.</p>	<p>This is standard Insight Enterprise functionality. The City can create customized questions on the employment application or as a supplemental question on a specific job posting which can then be easily used to screen and/or filter the applicants and eligible list so</p>

	<p>that only applicants meeting certain skills are referred for consideration for a specific vacancy. In addition, agencies can define sophisticated scoring plans which enable you to evaluate applicants based on their responses to supplemental questions. The scoring plan can be as simple as automatic screening for minimum qualifications or as complex as combining work experience, weighted times of work lengths, various educational degrees, skills, etc. The tool is enables you to create your own plan based on the recruitment.</p>
<p>Relevant test score data should be automatically entered and integrated into the applicant's record based on City computerized and manual tests. The HR Department will give final qualifying status of applicants.</p>	<p>This is standard Insight Enterprise functionality. In addition to automatically capturing scores from supplemental questions, users can also import scores from City tests directly into the system. Insight also gives you the ability to create, store, and manage your agency's test information including test locations, test dates, and applicant test scores. If desired, the City can utilize an OMR scanner to automatically import data into Insight to populate test scores (Scantron) which can be used to help rank or score applicants on any exam plan. Features include: Manage and track test location information; Schedule test dates; Establish oral board sessions; Bulk upload applicant test scores; Provide 24 x 7 test score access to applicants via a password protected website. All test items can also be reviewed for key Item analysis, adverse impact, point biserial coefficient, pass point analysis, kr-20, kr-21, score distribution based on ethnicity and gender, and more.</p>
<p>The system should allow multiple hurdle scoring of applicants during initial applicant screening and during merit testing.</p>	<p>This is standard Insight Enterprise functionality. Out of the box, authorized users can define whether position announcements are created for internal or external users, what steps and processes are required by the applicant from the time they apply, go through screening and evaluation steps, get placed on an eligible list, are delivered to hiring managers, and eventually hired. HR can further define what evaluation steps (hurdles), if any, are required, if these steps are scored or not, which formal written/oral/performance evaluations are required, whether to apply weighting to each step score to ultimately determine the applicant ranking on the eligible list. It is important to note that organizations can define each exam plan for each recruitment.</p> <p>Additionally, because Insight is developed for public sector recruitment, the City can incorporate any required hiring or even Civil Service rules into the system so that any referral list automatically adheres to the rule.</p>
<p>Allow for questions to be scored individually or aggregated into composite scores. The system must be able to score an individual item in combination with another item. For example, a position in which either 2 years of college plus 2 years experience or one year of college plus 3 years of experience is acceptable. The scoring methodology must reflect this.</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise also includes configurable Scoring Plans that give users the ability to automatically evaluate an applicant based on how they answer job specific supplemental questions. The scoring plan can be as simple as automatic screening for minimum qualifications or as complex as combining work experience, weighted times of work lengths, various</p>

	<p>educational degrees, skills, etc. Each scoring plan is associated with the recruitment and is comprised of various evaluation scenarios as needed. In addition to screening for minimum qualifications, those applicants that pass the MQ's can also be automatically scored and ranked against each other to immediately display the "good, better, best" applicants for HR Recruiters.</p>
<p>Allow automatic entry and integration of applicant scores on exams such as interviews, video tests, written tests, typing, etc. via hardcopy or data file.</p>	<p>This is standard Insight Enterprise functionality. Insight's comprehensive exam plan allows users to incorporate detailed scoring for individual exam steps and define any applicable weighting for the applicant's overall score on the associated eligible list. Out of the box, HR can define what evaluation steps (hurdles), if any, are required, if these steps are scored or not, which formal written/oral/performance evaluations are required, whether to apply weighting to each step score to ultimately determine the applicant ranking on the eligible list. Users can define exam plan templates by job classification which can then be used for related recruitments or they can define a unique exam plan for each recruitment. For example, the City may wish to incorporate a MQ screening, plus written examination for certain positions while a hard to fill position may simply require a submitted application before applicants are sent to hiring managers for review.</p> <p>Insight also gives you the ability to create, store, and manage your agency's test information including test locations, test dates, and applicant test scores. Features include: Manage and track test location information; Schedule test dates; Establish oral board sessions; Bulk upload applicant test scores; Provide 24 x 7 test score access to applicants via a password protected website. All test items can also be reviewed for key Item analysis, adverse impact, point biserial coefficient, pass point analysis, kr-20, kr-21, score distribution based on ethnicity and gender, and more.</p>
<p>Allow for computerized or on-line testing, with the ability for timed testing.</p>	<p>This is standard Insight Enterprise functionality. In addition to using supplemental questions for testing or screening purposes, NEOGOV customers also have access to a full testing platform. To assist agencies in streamlining their test processes, NEOGOV has introduced a comprehensive Test Management System (TMS) and Computer Based Testing (CBT). NEOGOV's TMS module integrates seamlessly with Insight Enterprise and CBT and is designed to significantly reduce both cost and effort typically associated with standard testing process. If required, NEOGOV can work with the City to discuss scope and pricing before providing cost estimates. Using TMS and CBT, agencies can incorporate many of its written, performance, and/or simulation (or preview) tests into a secure system and deliver the test via hardcopy or electronically. When delivered electronically, tests can be taken on any computer using a standard web-browser and can be given in either a proctored or non-proctored environment. Online tests can even be shared with other departments or agencies.</p>
<p>Send an automatic notification to the applicant</p>	<p>This is standard Insight Enterprise functionality.</p>

<p>of the disposition of the application via email (scheduled for testing, selected for certification, not accepted at this time, etc.). If the applicant does not have an e-mail address, the system must have the capability to print out a hard copy for regular mail</p>	<p>Agencies can define all candidate dispositions which can be used at any recruitment stage as needed. In seconds you can generate specific notices to applicants either via email or hardcopy. For applicants who provide an email address on their hardcopy application, or apply online, you can generate and distribute email notifications, significantly reducing postage, printing, and mailing costs.</p> <p>The City can create an unlimited number of customized notice templates. Notices are generated automatically based on the candidate disposition and can be sent to applicants via e-mail or hard copy. You can configure these notices to include specific details of the examination results including scores, ranks, etc. If desired, the City can also post exam results (i.e., failed exam, Passed, test score, etc.) online based on the candidate disposition via the secure Citizen's Self Service portal. The applicant master profile includes <u>everything</u> about the applicant including all notices ever sent to them per job.</p>
<p>Applications of qualified applicants will be electronically sent to or viewed by the department for review and selection.</p>	<p>This is standard Insight Enterprise functionality. All applicants that have successfully passed through all exam plan steps can be placed onto the associated eligible list(s) for that recruitment. From here they can be referred out to hiring managers for possible hire, or remain on the list for as long as required. This is beneficial in the event that a selected candidate fails to accept the position (did not show, fails background after offer, etc.) at which point HR can simply refer the next candidates out to hiring manager. In addition, HR can utilize existing eligible lists to fill other recruitments of another classification as applicable.</p>
<p>Final information about hiring decisions would be electronically sent to or viewed by the HR Department.</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise enables your agency to significantly reduce time and effort required to complete many paper-driven and labor intensive processes such as requisitions, data entry, and eligible list referrals directly within the system. Users can automatically route and track requisitions electronically allowing agencies to reduce time-to-hire, reduce cost-per-hire by eliminating a complicated requisition (request to fill) process. Insight Enterprise includes the Online Hiring Center (OHC) where line departments can create, define, route, and approve requisitions in real time. Additionally, both HR staff and the authorized department users can view the progress of the requisition without picking up the phone or emailing everyone to find out the requisition status.</p>
<p>Employment Register</p>	
<p>The system should allow for employment registers to be established by ranking candidates according to their overall scores. The candidates must be successful in each part of the examination process.</p>	<p>This is standard Insight Enterprise functionality. Insight includes the most comprehensive set of capabilities with respect to eligible and preferred lists. Agencies maintain open, promotional, department promotional, reduction in force, transfer, lateral, etc. lists within Insight. Lists include the ability to process veteran preference, weighted and combined evaluation step hurdles, promotional points, etc. to establish weighted and ranked eligible lists. You can</p>

	<p>inactivate lists, extend lists, choose to only extend certain candidates on the list, apply days of service/start date (used to determine preference for rehires), and much more. All 425 government customers currently use Insight Eligible Lists.</p> <p>Insight gives you the ability to maintain, filter, manage and/or distribute eligible lists to Hiring Managers electronically and utilize a password protected website to access the information. Hiring Managers can access the Online Hiring Center (OHC) to review lists by recruitment and can take actions to schedule interviews, track pending offers, mark as hired or rejected, and capture actual start dates. Among other functions, authorized users and Hiring Managers can:</p> <ul style="list-style-type: none"> • View Eligible and Referred Lists • Distribute eligible lists to Hiring Managers electronically • Access user-friendly Online Hiring Center hiring manager tool • Access eligible lists utilizing a password protected website • Step applicants from eligible list to hired/rejected • Schedule interviews, track pending offers, and capture actual start dates
<p>To fill each vacancy, the hiring department will make a selection from among the top five ranks on the employment register. A candidate who is not selected will remain on the employment register and will be certified to subsequent vacancies.</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise includes the most comprehensive feature set in terms of eligible, referral, or certification list management. As part of the automated workflow, HR users can refer certified applicants electronically from eligible lists by specifying any filter criteria required by the City. For example, applicants in the top 3 ranks, including, not including ties, number of vacancies plus rule of 10, etc. (Insight will be configured to include the City's certification rules). Additionally, you can create selective certifications and filter on any data gathered from the applicant during the recruitment process (e.g., applicants who speak Spanish, applicants willing to work nights and weekends, have particular certifications/licenses, etc.)</p> <p>Finally, because you can refer applicants from your eligible lists to hiring managers electronically (including application materials) using the Online Hiring Center (OHC), the need to find paper applications, photocopy, and mail the hardcopy material to the hiring manager is eliminated. Hiring managers can also request more names from the eligible list using the OHC, making the process simple, reducing the risk of losing requests, and reducing the overall time-to-hire.</p>
<p>Data Management and Reporting</p> <p>Capture and store with secure access the applicants' personal data including name, address, social security number (other applicant identifier), demographics, EEO data, and positions applied for.</p>	<p>This is standard Insight Enterprise functionality. Every submission received via the Internet is automatically and securely stored in the applicant database and is immediately accessible by your staff.</p> <p>Authorized users can access all recruitment data associated with an individual exam plan and even archive (or activate) exam plans as needed. Users can</p>

	<p>also view all applicant data via the applicant master profile. Applicant master profiles record all transactions to the profile and includes <u>everything</u> about the applicant including their demographic information (only particular users can access confidential information on the profile), all the jobs they applied for, status within those jobs, all eligible lists placed on, all notices ever sent to them per job, any time they were certified (referred) to a hiring manager, what their interview results were, test scores, notes, and any tests they've ever taken.. When a record is changed, Insight will track who made the change, what date and time the change was made, what the old value was, and what the new value is.</p>
<p>The City currently requires two specific EEO reports and the system must have the ability to easily create reports with this required data. (Exhibit G)</p>	<p>This is standard Insight Enterprise functionality. Insight provides a broad array of reporting capabilities, including more than 80 pre-configured (canned) reports designed for public sector including requisition and applicant status reports, cost-per-hire and time-to-fill reports, and EEO compliance reports (EEOC, EEO4, etc.). Insight supports more than 500 government agencies and the government specific reports have been in Insight for years and each time we implement a new agency we include any additional reports into the system as part of the implementation. Insight has the most comprehensive set of public sector reports on the market. Additionally, Insight includes a very powerful and configurable ad hoc reporting tool which Insight users can use to create desired reports against standard system tables.</p> <p>For the City's consideration, a detailed listing of our Standard Reports has been included as Attachment D of this proposal. Should the City require a specific report, NEOGOV will work with the City to scope all required data fields as well as associated costs (if any)</p>
<p>The System will allow the HR Department to develop, track and monitor recruitment and applicant statistics based on both standard and ad hoc reports generated from the system.</p>	<p>This is standard Insight Enterprise functionality. Insight Enterprise Edition provides a broad array of reporting capabilities, including pre-configured (canned) requisition and applicant status reports, cost-per-hire and time-to-fill reports, and EEO compliance reports. Easy to use Ad-Hoc reporting tools are also available that enable non-technical individuals to create 100% customized reports through a step-by-step report generation wizard.</p> <p>Insight Enterprise Edition includes a robust, yet easy-to-use reporting and analysis tool that allows any user to run standard reports or create customized reports to gain valuable insight into your recruitment, selection, and applicant tracking data and processes. With an intuitive web interface, authorized users can create new reports on the fly — without requiring any IT or programming resources. Best of all, Insight's comprehensive reporting engine allows users to drill deep into the backend database, including the ability to access Custom Fields within ad-hoc reports. The results offer an exclusive reporting suite for City's Insight solution allowing reporting capabilities of City</p>

	<p>particular information.</p> <p>All reports built through Insight Enterprise are available electronically directly through the browser and you can easily export data to Microsoft Excel™ or CSV files for additional analysis or integration with external information, minimizing the need for paper documents.</p> <p>Our full-featured reports (including over 80 standard reports) include a variety of pre-set and custom options that give agencies the ability to find, track, and measure data critical to understanding the health of your organization— and ultimately your success. These reports are an accumulation of years of effort and experience working with public sector agencies to identify and build useful, configurable, and powerful reports to provide necessary data in a timely and useful method. (Refer to Attachment D – Standard, Configurable Insight Reports)</p>
<p>Provide security such that the applicant can view and modify only his/her own data.</p>	<p>This is standard Insight Enterprise functionality. To facilitate the application process, applicants can create an online profile and an unlimited number of application templates which can be used when applying for positions as desired. When submitting a new application for example, applicant demographic information is automatically brought in from the selected application template and the applicant can select to auto fill all agency wide questions using the values previously used on prior applications. In addition, applicants can login to their applicant account online and view their submitted applications as well as the real time status of those applications for jobs that they have applied for.</p>

Solution Overview - NEOGOV Insight Enterprise Edition

One of the greatest challenges that NEOGOV faced when first designing the NEOGOV Insight Enterprise system was how to create a system that could be configured and customized easily by agency HR and without costly and sophisticated IT intervention. Insight Enterprise is a fully configurable system that is being used by over 90,000 users to accommodate vastly different business rules, processes, and workflows. We have developed Insight so that each agency can start using Insight out of the box to accommodate any practices, rules, regulations, processes, and workflows without having to customize.

Out of the box, authorized users can define whether position announcements are created for internal or external users, what steps are required by the applicant from the time they apply, go through screening and evaluation steps, get placed on an eligible list, are delivered to hiring managers, and eventually hired. HR can further define what evaluation steps (hurdles), if any, are required, if these steps are scored or not, which formal written/oral/performance evaluations are required, whether to apply weighting to each step score to ultimately determine the applicant ranking on the eligible list. It is important to note that organizations can define an exam plan for each recruitment. For example, users may wish to incorporate a MQ screening, plus written examination for certain positions while a hard to fill position may simply require a submitted application before applicants are sent to hiring managers for review.

All candidate information, from submitted applications, résumés, certificates, licenses, and more, is securely retained within the system's backend database. Any user that has been given access rights to the system can access this data directly through the system from any location, and at any time, using a standard web browser with an internet connection. In addition to using standard applications, the ability to create, maintain and configure multiple application types is available within the delivered system and

does not require ANY customization to support this need. During the initial implementation period, NEOGOV will work directly with you to design the application as required to ensure all required data is captured during the recruitment process. Agencies can then create an unlimited number of application types in house and can run unlimited recruitment types within the system using these applications. This includes the ability to use various evaluation steps for each individual recruitment.

Insight Enterprise also includes a job specific supplemental question bank which you create questions and use those questions on your Job postings to conduct actions such as auto minimum qualification screening, auto desirable ratings, and T&E evaluations or other tests. Agencies can create and maintain unlimited questions within their own item bank within the system. In addition to being used for job specific supplemental questions, these can also be used for internal questions as well. This allows your agency to verify applicant references, education and employment history, oral panel questionnaires, and more.

With Enterprise Edition, agencies receive the best of both worlds: the power to support large organizations, with the ease of use and quick ROI and uniquely provides advanced functionality for automating requisition, selection, and applicant tracking processes.

Enterprise Edition also introduces a built-in Enterprise Infrastructure with advanced customization, integration, and administration tools capable of supporting large-scale deployments. Among other capabilities, these tools allow you to:

- Customize for various workgroups, departments, and divisions
- Integrate with other key business applications using industry-standard interfaces
- Easily administer usage across hundreds of users inside and outside the organization

With NEOGOV Insight, your agency-specific customizations don't mean you have to stop doing business for a re-implementation. When your growing human resources needs require Enterprise Edition, we'll simply give you an instant upgrade, so you can focus on maintaining your organization.

Because of increasing demands on human resource organizations, Insight Enterprise Edition additionally provides functionality uniquely designed to address these needs:

- **Reporting:** Insight Enterprise Edition provides a broad array of reporting capabilities, including pre-configured (canned) requisition and applicant status reports, cost-per-hire and time-to-fill reports, and EEO compliance reports. Easy to use Ad-Hoc reporting tools are also available that enable non-technical individuals to create customized reports through a step-by-step report generation wizard.
- **Flexibility:** Unlike most recruitment, selection, and applicant tracking solutions, Insight Enterprise Edition enables you to quickly and easily customize fields on forms, tailor auto-generated messages, update workflow and approval processes, and modify the look and feel of the application through a step-by-step system configuration wizard.

Recruitment - NEOGOV Insight Enterprise Edition

Insight Enterprise Edition recruitment capabilities enable you to immediately boost the efficiency and effectiveness of your recruitments by increasing the visibility of your job announcements while reducing the effort it takes to create and manage them.

Create announcements quickly. Attract applicants nationwide. Post announcements to your agency's website without effort. Reduce your advertising costs by as much as 75%. Increase the number of applications you receive by 33% while reducing processing time by 90%. This is what our customers achieve with Insight Enterprise Edition.

Among other benefits, Insight Enterprise Edition recruitment allows you to:

- Accept job applications online
Agencies using NEOGOV Insight typically receive over 75% of their applications online. Every application received via the Internet is automatically and securely stored in the applicant database and is immediately accessible by your staff.
- Create and post job announcements quickly

The patent-pending job posting process has been proven to reduce staff-hours required to advertise a position to less than 1 hour--saving you thousands of dollars. NEOGOV Insight will help you advertise more quickly and efficiently, which can drastically reduce your time-to-hire.

- Attract "passive" applicants with automatic job interest cards

In today's world, most applicants look for jobs on the web. What happens when a prospective applicant visits your website and you aren't recruiting for a job in their field? Studies show they leave and never return--hold onto them with the automatic job interest card system. Applicants can enter their contact information for any one of your agency's jobs and will be notified automatically when you open it for recruitment.

- Proactively search your applicant database

Proactively search your entire applicant database for a particular skill, education, etc., using Insight Enterprise Edition's proprietary CandidateMatch™ tool.

- Post job descriptions to your website

Automatically "post" your job descriptions (class specifications) to your website. This gives applicants the ability to easily find jobs they might be interested in even though you may not be recruiting for that position at that time.

- Easily post job ads on other websites

Immediately increase the visibility of your recruitment advertising by cross-posting your announcements to the leading online job boards In-a-Click™ using the GovernmentJobs.com AdNetwork.

- Recruitment and examination planning

As the saying goes, "those who fail to plan, plan to fail." Armed with comprehensive recruitment planning functionality, you have the tools you need to recruit more effectively.

Selection - NEOGOV Insight Enterprise Edition

Your agency's success is directly related to your ability to identify and hire the most qualified applicants. A critical piece to this success is to provide your staff with proven tools to effectively and efficiently screen and identify the most qualified applicants.

Insight Enterprise Edition facilitates applicant selection by providing your staff with the tools necessary to quickly and accurately screen and identify the most qualified applicants.

Among other benefits, Insight Enterprise Edition Recruitment application allows you to:

- Easily create and manage supplemental questionnaires

Quickly and easily create job specific supplemental questionnaires by "adding" them to your online announcement from the supplemental question item bank. Use this ability to expand your current supplemental questions to gather and report on information such as "how did you hear about this position." Responses are automatically captured in the system, which eliminates data entry and is fully reportable.

- Screen applicants automatically as they apply

Dramatically reduce the time it takes staff to review and screen applications with automatic scoring. Applications can be screened for education, experience, desirable qualifications, etc. Simply define a scoring plan and let the software do all the work.

- Supplemental question item bank

Create and manage a central repository of supplemental questions using your own item bank. Questions are created and stored once so they can be leveraged for future recruitments. Statistics are gathered on each item in order to check for validity, reliability, etc.

- Define and store scoring plans

Quickly & easily create simple or complex scoring plans including tests and sub-tests.

- Test processing

Input test results via OMR scanner (Scantron), keyboard, or comma separated values (.csv) import file.

- Test analysis and passpoint setting

Analyze test results to perform passpoint analysis, check for adverse impact, and applicant flow.

- Score, rank, and refer applicants

Use advanced functionality to rank applicants by score, weighted score, or band. Adjust scores and ranking by applying veteran's or promotional points for each eligible list. Filter the referral list using agency defined fields such as work location and skill codes.

Applicant Tracking - NEOGOV Insight Enterprise Edition

Most agencies today are fed up with their DOS-based applicant tracking system, use an ineffective home-grown Access/Excel based-system, or simply "get by" without a system altogether. Insight Enterprise Edition's applicant tracking provides you with a user-friendly, intuitive interface that your employees will quickly adapt to, powerful applicant tracking abilities that your agency demands, and the security to know that your applicant tracking data will remain intact.

Agencies nationwide are making the switch from their existing systems to Insight Enterprise Edition because Insight provides them with the tools and usability that they have been without for years.

Among other benefits, Insight Enterprise Edition Recruitment application allows you to:

- Track applicants by step/hurdle

If your current applicant tracking system makes it difficult to easily view applicant progress through recruitment evaluation steps, Insight's refreshing web-based interface makes it easy to clearly view applicant progress throughout the entire recruitment process. Simply click on the appropriate links to view applicant progress, adverse impact reports, applicant flow, and applicants who passed/failed each step.

- Generate email and hard-copy notifications

In seconds you can generate applicant notifications either via email or hardcopy in Word or WordPerfect. For applicants who provide an email address on their hardcopy application, or apply online, you can generate and distribute email notifications, significantly reducing postage, printing, and mailing costs.

- Schedule written, oral, and other exams. Easily schedule and track applicant exam dates and locations. Insight's user-friendly interface makes it easy to manage applicant exam information.

- Automatically maintain detailed applicant history

With all of your applicant information in one repository, Insight makes it easy to easily and clearly view the applicant history for any of your applicants in the system.

- Track applicant skills

When trying to fill positions, the information stored in your database is crucial. With Insight, you can effectively gather and search on applicant information such as skills.

Reporting and Analysis - NEOGOV Insight Enterprise Edition

Insight Enterprise Edition includes a robust, yet easy-to-use reporting and analysis tool that allows any user to run standard reports or create customized reports to gain valuable insight into your recruitment, selection, and applicant tracking data and processes. With an intuitive interface, your users can create new reports on the fly — without requiring any IT or programming resources. In addition, you can easily export data to Microsoft Excel™ or CSV files for additional analysis or integration with external information.

Our full-featured reports (including over 80 standard reports) include a variety of pre-set and custom options that give agencies the ability to find, track, and measure data critical to understanding the health of your organization— and ultimately your success.

Applicants:

- **Collect and report on EEO Data**
Complete EEO data and statistics is at your fingertips via a user-friendly graphical or data oriented presentation
- **Analyze and report applicant flow**
Quickly identify applicant flow for your entire organization or for each recruitment by gender and ethnicity. Additionally, the web-based interface allows you to “drill down” into the applicant flow to quickly view and report on reject reasons.
- **Analyze and report on key metrics**
Analyze and report on key hiring metrics including number of applications received, application source, number of eligible applicants, number of applicants referred, etc.

Recruitments:

- **Track and analyze recruiting costs**
Quickly identify how much your agency is spending on recruiting. Report on how much you spend by department, job class, time period, etc.
- **Track and analyze staff workload**
Identifies which of your staff is recruiting most often and maybe even more importantly, most effectively.

Workload:

- **Track and analyze staff workload**
Generate reports detailing what recruiters, analysts, and other staff members are working on. Identify the workload placed on your staff so that you can effectively manage your staff and distribute work evenly.

Effectiveness:

- **Measure applicant quality**
Track and analyze the quality of the applicants you refer to your hiring managers. Insight Enterprise Edition can exchange data with your HRIS and performance tracking system for further validation.
- **Track and analyze hiring metrics**
Generate reports on the fly such as Cost-Per-Hire, Days Between Certification and Hire, Requisition Time to Fill by Analyst, and much more.

HR Automation - NEOGOV Insight Enterprise Edition

Insight Enterprise Edition's HR automation enables your agency to significantly reduce time and effort required to complete many paper-driven and labor intensive processes such as requisitions, data entry, and eligible list referrals. Empower your agency to spend less time processing and more time identifying and hiring the best applicants.

Automatically route and track requisitions electronically. Eliminate all paper transfer between departments and HR. Increase internal customer satisfaction. Enable hiring managers with instant, online access to all referred applicant information.

Among other benefits, Insight Enterprise Edition Recruitment application allows you to:

- **Create and route job requisitions**
Improve internal customer satisfaction, reduce time-to-hire, reduce cost-per-hire by eliminating your paper driven requisition (request to fill) process. Insight Enterprise Edition includes the Online Hiring Center (OHC) where line departments can create, route, and approve requisitions in real time. The old paper process that could weeks can now be completed in less than one day.

Additionally, both HR staff and the authorized department users can view the progress of the requisition without picking up the phone or emailing everyone to find out the requisition status.

- Refer certified applicants electronically

Because you can refer applicants from your eligible lists to hiring managers electronically (including application materials) using the Online Hiring Center (OHC), the need to find paper applications, photocopy, and mail the hardcopy material to the hiring manager is eliminated. Hiring managers can also request more names from the eligible list using the OHC, making the process simple, reducing the risk of losing requests, and reducing the overall time-to-hire.

- Scan paper application materials

Hardcopy application materials can be scanned, stored, and associated to the applicant record. Now, all the applicant information (whether online or hardcopy) is accessible anywhere, anytime.

Additional Benefits

Finally, in addition to all requirements and functionality listed within this proposal, we have identified some capabilities and services that we would like to either highlight or add to. The following bullets highlight many of the services and capabilities that differentiate NEOGOV solutions and offerings.

- **Custom Scoring plans** - Define sophisticated scoring plans which enable you to evaluate applicants based on their responses to supplemental questions. The scoring plan can be as simple as automatic screening for minimum qualifications or as complex as combining work experience, weighted times of work lengths, various educational degrees, skills, etc. The tool is enables you to create your own plan based on the recruitment.
- **Professional Services** - Insight Enterprise is designed to meet the strict requirements of public sector recruiting through a flexible and configurable system interface. To provide agencies with enhance features and functionality specific to their individual agency, NEOGOV is proud to offer a dedicated professional Services team. Standard professional services might include Legacy Data Conversion, 3rd party system integration, Business Process Re-engineering, and more. Working with your agency we will conduct project scope, provide additional cost details, review integration plan, discuss timeline, and set schedule for required meetings.
- **Unique Person ID (instead of Social Security Number)** – Agencies have the option to use Insight's unique person ID to identify applicants as opposed to SSN. We have a number of agencies that use the unique Person ID instead of the SSN.
- **Online Applicant Status** – Applicants can login to their applicant account online and view their submitted applications and the status of those applications for jobs that they have applied for. This helps to significantly reduce the number of calls our customers receive from applicants wondering where they are in the process.
- **CandidateMatch** – Agencies can opt to utilize CandidateMatch to proactively search their applicant database for skills, certificates, etc.
- **Supplemental question item bank** – Agencies create their supplemental questions in various formats (e.g., narrative, radio button, multi-select, dropdown, checkbox, yes/no, etc.) and store them in the item bank for future postings.
- **Personnel Action Request Form (PAR) Processing** – The PAR form (the form that is generated after a hire is authorized and before the information is entered into a HRIS system) is generated using NEOGOV. The form is generated upon the hire authorization and then can be routed to the applicable approval authorities electronically and when the final approval is granted, that information can be transferred into a backend HRIS system. This form/process is not required in order to integrate with the HRIS system.
- **Internet delivered software** – Because Insight is web-based and complies with the highest security standards, agencies can safely access Insight from anywhere, anytime and know that they will always be utilizing the most up-to-date system functionality and accessing real-time recruitment data. There is no need to buy and maintain additional hardware or software, which relieves agencies' IT staff from the time and effort required to support, maintain, and upgrade the hardware and software associated with contemporary software.

- **State-of-the-art system security and system redundancy** – NEOGOV adheres to the highest standards in data security, redundancy, and security. We have found in the past that our security infrastructure is even more secure than the agencies that purchase the license.
- **Automated, Online Job Interest Card** – Retain passive applicants without increasing your agency's workload by utilizing the online job interest card. Applicants can submit job interest cards online for class specifications or general job categories (e.g., finance, engineering, clerical) that they are interested in and when a recruitment becomes available for that class, an automatic email is generated to the applicant directing them back to your website. Job Interest cards remain on file for twelve months. Applicants have the option to unsubscribe at any time and are notified one month prior to the expiration of the interest card with the option to renew for another 12 months.
- **Self service custom form fields** – Insight Administrators can customize Insight by utilizing custom form fields throughout the system. This enables agencies to design Insight specific to their individual needs, where applicable.
- **User-friendly ad-hoc reporting tool** – The Insight ad hoc reporting tool is designed to be very user-friendly and allow agencies to run, save, and export their reports using a drop-down driven interface (as opposed to requiring SQL programming knowledge).
- **Encounter – NEOGOV's annual user conference** – Participate at our annual user conference where customers come together and meet each other to discuss how they utilize Insight most effectively and learn about the newest developments from NEOGOV.

Project Management

To achieve a high level of project success, and to ensure both an effective and timely implementation for our agencies, NEOGOV utilizes a dedicated professional services team and a tested and proven project management approach. This approach has been continually refined since our first implementation and is designed to provide the most efficient and effective implementation while producing maximum user adoption and ongoing project success.

As part of our standard implementation process, NEOGOV works directly with the customer at every stage to ensure the system is configured and delivered as expected – on time and on budget. This begins at contract signing as the implementation team reaches out to offer a proven methodology, expectations, and common best practices that have come from more than 500 previous implementations. Over the years, NEOGOV has had to create methodologies and strategies to implement a scalable support and best practices infrastructure. Once live, each customer has access to an exclusive Ongoing Learning Management program all designed to help you find success beyond go live.

One of the many benefits in selecting the Insight platform is that as a Software as a Service, there is significantly less resources required during implementation. Customers benefit from a proven implementation process that has successfully been used by customers nationwide. In 2006, NEOGOV brought 61 customers online all within budget and many ahead of schedule. In 2007, we increased the number of new implementations to 107, with an average timeline of 90-days, and again all on-time and within budget. The number of new implementations increased yet again in 2008 and 2009 and continues to grow annually. More importantly, with each implementation we are able to further streamline our processes to reduce our average implementation timeline. By contrast, another vendor delivering similar solutions since 1998 was only able to roll out 3 new customers in 2007 (only one under 90 days) and has had customer implementations continually run more than 1 year. While just one of the many differentiators NEOGOV offers over the competition, our commitment to successful projects will ensure your team has the solution it deserves, when it requires it, and always within budget – helping to deliver a maximum return on investment to your team, and most importantly, to your citizens.

Prior to the scheduled project kick off meeting the assigned NEOGOV Implementation Consultant (Project Manager) will deliver a series of documents to the customer Project Manager which include the Implementation Task Checklist, Issue Tracking Tools, Project Status Tracking spreadsheets, and Implementation Plan & Timeline. This documentation provides a checklist of each of the tasks, deliverables, responsibilities, and timeline associated with each of the deliverables. Prior to starting the project, NEOGOV and the customer will agree on the 'final' project kick off agenda. The agenda is used to formalize the points of contact, establish project expectations, review deliverable due dates, review previous lessons learned, and establish upcoming tasks.

The NEOGOV IC will be responsible for overall project communications including resource updates, tracking of resource activities, milestone progress and reporting, critical path monitoring, schedule issues, status reporting, and contingency activities. It will be the responsibility of the customer's Project Manager to conduct similar activities involving agency resources, deliverables, activities, and tasks. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and review of issue and issue tracking reports.

At the kick off meeting, NEOGOV will present the customer with the project implementation timeline, deliverables, resources, and issue escalation policies and procedures. This meeting is used to clearly define the roles, responsibilities, deliverables, tasks, and tracking mechanisms which will be utilized throughout the entire project. In the event the project work plan needs to be modified, NEOGOV and the customer can identify, accommodate, and document each specific change and reason. Issue escalations will be handled according to urgency, scope, effort, and impact to timeline. Each instance will be documented, discussed, and agreed upon by both project teams. Finally, an issue tracking log is used to track issues and resolutions throughout the project.

Contingency timeframes are always incorporated into the project plan to allow for some project timeline fluctuation. Each of the major deliverables in the timeline incorporate roughly a 10% contingency estimate added to each activity. Based on the overall timeline requirements and NEOGOV's extensive history working with public sector agencies delivering this type of solution, we are confident that the timeline (including safe contingency planning estimates) will be successfully completed on time and within budget.

Should the project deliverables fall behind schedule, the project managers shall meet to discuss and identify the root cause of the delay, ASAP. If the delay affects other project dependencies, both project managers will discuss the implication to the overall project timeline and make any necessary modifications to the timeline. The project teams will also have an understanding that either, or both, parties will assign additional staff, as required, to ensure that the project deliverables and timeline are met according to the established timeline. Both parties should work to minimize as much as possible any timeline slippage.

In addition, NEOGOV will incorporate an approach to identify all project delays before they occur and impede the project deliverable schedule. The NEOGOV team member assigned to the implementation is experienced in managing and driving the implementation timelines and will communicate with the customer throughout the project during the weekly project manager update sessions to proactively identify upcoming activities and any possible issues with meeting the deliverable schedule. Both project managers will work to identify and implement timely solutions to the delays. In the event that the project timeline is modified, those changes will be reviewed with the project executive staff and the changes and identified resolution will be thoroughly documented and signed off by both Project Managers.

With nearly 600 successful implementations to date, we have found that a clear line of communication combined with structured communication tools is the key to a successful project and implementation. NEOGOV recommends a weekly review of progress reports between both project managers to review accomplished activities, completed deliverables, upcoming deliverables, and review of issue and trouble tracking reports. To help mitigate project risk and ensure our implementations are completed on-time and within budget, NEOGOV incorporates the following documentation and tools into our implementation process:

- Project implementation timeline – NEOGOV utilizes MS Project to manage task, deliverable, and resource allocation for all enterprise implementations (delivered during kick off and reviewed accordingly)
- Implementation activity checklist including steps from contract signature through production implementation and knowledge transfer (delivered during kick off and reviewed weekly)
- Issue tracking log – including issue ID number, detailed issue, person raising issue, accountable resolution party, comments, and resolution status and progress (reviewed weekly and signed prior to go live)
- CRM Issue Tracking Procedures – NEOGOV uses a web-based CRM package to monitor all implementation and ongoing client relations. All agencies are entered into the system, assigned a customer relations representative, and will have direct access to real-time status of their account issue resolution, requests and more.

From a high level, some key activities conducted by NEOGOV during installation and cut over include:

- Assign a qualified NEOGOV Implementation Consultant(s) to deliver project as proposed
- Finalize project team and supporting personnel (if applicable)
- Conduct project kick off session with project Stake Holders.
- Gather business rules, regulations, processes, workflow, and desired external system integrations.
- Create and provide all required deliverable tracking metric tools.
- Receive final approval on all tracking metric tools.
- Create a specific testing environment which is used during training and afterwards to train in prior to moving into production.
- Analyze and scope out available integration options and conversion strategies (if applicable)
- Design, configure, and test required NEOGOV integration points and data migration mapping scope and effort when needed
- Perform any configuration customizations required during initial set up of the system.
- Define and validate integration scope, including business requirements, and timelines. (if applicable)
- Conduct weekly implementation status meetings between the NEOGOV implementation specialist and the customer Project Manager (and required staff).
- Configure system capabilities and requirements
- Configure all required external-facing web sites.
- Integrate your new production job opportunities, promotional opportunities, transfer opportunities, and class specifications web pages into your existing agency website.
- Establish the Insight Enterprise production environment.
- Provide overall production planning and rollout support.
- Create transition documentation
- Conduct transition activities at the end of the project
- Provide overall project support, where needed

User Training and Support

Training is one of the most critical components of any new software rollout. NEOGOV Insight implementation includes training for your project team and you can be confident that our training staff is experienced in public sector HR recruitment, selection, and applicant tracking processes.

During the early stages of the implementation, NEOGOV will extend all required initial training for 'core' staffing personnel users – this is a train-the-trainer approach typically accomplished in a 2-day session using NEOGOV's on-demand, online training. If customers would like to have NEOGOV train users outside of the train-the-trainer community such as technicians and HR support staff, we can certainly add those sessions and address that user community, as well. Most agencies opt for NEOGOV to offer comprehensive trainings for the core HR community (and in some cases agency training staff) so that they can then train the rest of the community on agency-specific practices. The core training is usually two days of intense system, process, workflow, and business rules training, while the technician staff and support staff training is typically less than half a day. Utilizing a train-the-trainer approach leads to a lower price of training and delivers an equivalent result. NEOGOV will discuss the training curriculum and approach with the customer prior to scheduling and conducting training so that we can design and deliver training that will make the most impact for the user community.

System Administrator training for staffing personnel designated by the customer is also provided via online tutorial. This 50 minute comprehensive tutorial includes Insight System Administration Role, Set-up of tables in Training and Production Environment, and Instructions for setting up system Administration tables, and can be viewed as often as necessary.

In addition to your initial two-day Insight training, NEOGOV provides the following **FREE online** trainings which are scheduled and can be attended by any customer:

- Insight 101: Training Refresher
- Insight 102: System Administrator's Training
- Insight 203: Auto-Scoring and Minimum Qualification Screening
- Insight 204: Exam Processing
- Insight 205: Filtering
- Insight 206: Eligible List Management
- Insight 207: Reports

NEOGOV also hosts a regularly scheduled customer conference call as part of our continued training program and all NEOGOV customers, both existing and new, are invited to attend for free. The attendance is typically between 75 and 150 agencies (from our 500+ customers). The meetings are designed to stay in constant contact with all of our customers, provide them with any updates, ask any questions to the group, allow the group the opportunity to speak with and share ideas with each other, and also the session includes two structured topics. The first topic is a topic that is a "best practice" and user experience on particular capabilities within NEOGOV. The second topic is a more general topic that covers how agencies are addressing challenges and new regulations within public sector HR. In short, these bi-weekly user conferences are a "mini online user conference" and our customers find them extremely beneficial.

Once live with the Insight platform, NEOGOV customers have access to a customer success program that is second to none. In addition to the proposed system features, training and standard documentation, NEOGOV offers an extended Ongoing Learning Management program (OLM) that is designed to ensure your agency's success well beyond the initial go-live date. The program is open to all NEOGOV customers, included as part of the NEOGOV license and includes online video tutorials, unlimited customer support, system user guides, bi-weekly customer support conference calls and more.

Unlimited NEOGOV Customer Support Help Desk access (both online and phone) – Speak with NEOGOV customer help desk representatives between 6:00 AM and 6:00 PM Pacific Time to answer any user questions and resolve any issues. Additionally, agencies have access to online support to log cases such as issues, enhancement requests, or functionality questions that are tracked using CRM software and responded to by our customer support help desk. The following list outlines some of the customer support and services that we offer all of our customers with their paid license:

- Unlimited Customer Support Help Desk
- Unlimited online case support
- Free attendance to online trainings
- Free attendance to customer conference calls
- Free attendance to quarterly release online training
- Free unlimited access to online user forums
- Free updated online user guides per quarterly release
- Free attendance to regional user groups
- Free invite to Annual user conference in Las Vegas

Free Multiple online trainings per month – NEOGOV conducts multiple online trainings per month that are delivered in two formats: the Insight 101 series for beginner users and Insight 201 for more advanced users. We have found this to be a great avenue for users to become more familiar with Insight, learn best practices, and advanced Insight capabilities that may not have been explored by the agencies before.

Free Customer Conference Calls – NEOGOV provides a free forum for all NEOGOV customers to call into a conference call to speak directly with NEOGOV and each other on any topics, questions, and ideas. These conference calls are a great service to our customers due to the fact that NEOGOV is providing a free forum for agencies to discuss the "topics of the day" such as new HR public sector challenges, what other agencies are doing in the way of advancements, etc. Our objective is to create and facilitate a strong network community of public sector agencies nationwide.

Free Quarterly release trainings – NEOGOV offers free online quarterly release training that reviews all of the enhancements and provides a demonstration of all of the new capabilities, as well. The online training guides are updated with these quarterly rollouts.

Free NEOGOV User Forum – NEOGOV hosts an online user forum for all of our customers within Insight and agencies have free, unlimited access to that forum. There are many great ideas, topics, suggestions, thoughts, etc. in the user forum and it is a great tool for any public sector agency.

Strong Networking Community – Our user community of more than agencies and 90,000 users provides a powerful network to leverage each other's experience and share process improvements that others have implemented. Both our professional staff and our extensive customer network helps new and existing customers maximize their return on investment and implement techniques that they may not have identified otherwise.

Acceptance

NEOGOV has been involved in more than 500 customer implementations to date and is fully aware of the complexities and issues that can arise in a technology project and have developed a proven methodology to help ensure that the system is delivered as required. Our historical performance of on time/within budget implementations is a great demonstration of our ability to quickly understand, document, and incorporate extremely specific and rigorous public sector process rules into Insight. During implementation, NEOGOV will establish a testing environment which can be used to access and test system capabilities, functionality as proposed, business rules, and requirements. As part of our standard implementation process, once Insight Enterprise is implemented into the production environment, customers can conduct 60 days on User Acceptance Testing and will work with NEOGOV to inform and escalate any issues with the production system. NEOGOV will work to resolve any identified issues in a timely manner.

Warranty/Maintenance Specifications

As a hosted solution, NEOGOV's Service Level Agreement constitutes as NEOGOV's license agreement and support agreement and includes warranty and availability terms. For your consideration, a copy of this SLA has been included as an attachment to this proposal. In addition to the terms listed in our SLA, NEOGOV is willing to review and incorporate approved City requirements into any final contract. By default, standard system availability is typically listed at 24x7x365 with a minimum uptime of 99.9%, excluding scheduled downtime. Customer support is available to assist NEOGOV customers 6:00 AM and 6:00 PM Pacific Time, Monday through Friday (excluding NEOGOV holidays), and Online and emergency support available 24-7.

In terms of the Insight platform, NEOGOV is dedicated to the ongoing maintenance and enhancements of its products and services. We have a quarterly enhancement release schedule for rolling out new product features and capabilities on an ongoing basis to our customers. Each enhancement release includes updates user guides and written communication to our customers about the new features as well as live online trainings of the new features and updated user documentation.

Software Updates/Scheduled Maintenance

NEOGOV is dedicated to the ongoing maintenance and enhancements of its products and services and we have developed a standardized process to help ensure our customers are always up to date on the latest platform. For your consideration, we have provided a detailed overview of our upgrade and maintenance policy below.

In addition, as requested we have provided the following responses for your review:

- a) *List of specific exclusions from the maintenance/license agreement*
Not applicable. All proposed functionality and associated upgrades and maintenance is included as part of the Insight Annual license.
- b) *Statement of response time for repair*
All NEOGOV customers have access to a staffed help desk as well as online support to log cases such as issues, enhancement requests, or functionality questions that are tracked using CRM software and responded to by our customer support help desk. The NEOGOV Customer Support Help Desk is fully staffed from Monday – Friday, 6:00 am – 6:00 pm Pacific Time for phone support. Online support and emergency technical support is available 24x7 to help users address issues at any time.

Based on the case priority, the following response times are established:

- Priority 1: System outage – Response and resolution is ASAP and work is started immediately.

- Priority 2: Able to conduct daily work, but encountered issue – Response time is 2 hours for communication and resolution is investigated immediately. Resolution communications are initiated and followed up with by support desk. Resolution timeline varies by the type of case, timeline, and scope.
 - Priority 3: Can conduct daily work, no error messages, would like feature to work more effectively, "nice to have" feature – Response time is 8 hours for communication and resolution is investigated within 2 working days. Resolution communications are initiated and followed up with by support desk. Resolution timeline varies by the type of case, timeline, and scope.
 - Enhancement Requests: Can conduct daily work, no error messages, wish to communicate a suggestion to NEOGOV – Response time is 16 hours for communication and suggestion is added to enhancement list. Enhancement communications are conducted via the support desk, bi-weekly meetings, and quarterly rollout email communications. Enhancement timeline varies by the type of enhancement, timeline, and scope.
 - Functionality Question: User Question – Response time is 8 hours for communication and question follow up. Resolution communications are initiated and followed up with by support desk either via email or phone. Question answer timeline varies by the type of question and available answer options.
- c) *Hourly rate for repair of customizations/equipment services not covered under the maintenance / license agreement*
Based on the functional requirements and scope for this project, there is no additional work or customizations required. However, should the City require items that are out of scope, NEOGOV is proud to offer a dedicated Professional Services team. As requested, the hourly rate for this service has been included Tab 10 of this proposal.
- d) *Cost for extension of maintenance agreement for subsequent years.*
Not applicable. NEOGOV is proud to offer cost effective solutions to all of our customers and does not increase the license fee on service level agreement extensions. Should the City wish extend any contract as a result of this project, NEOGOV will honor the proposed annual license fee for subsequent years.

Under a Software as a Service model, NEOGOV installs standard upgrades according to the same schedule for which we release those enhancements to our other production customers and all upgrades are seamless or transparent to end-users. We currently maintain a quarterly enhancement release schedule for rolling out new products features and capabilities on an ongoing basis to our customers and all system upgrades are included as part of the Insight annual license.

Each enhancement release includes written communication to our customers about the new features as well as live online trainings of the new features and updated user documentation. NEOGOV announces upgrades and generates a notification outlining new system capabilities and a description on how to utilize the functionality. Customers are always notified via email of the new items and the process in which to use the functionality. We also conduct quarterly online training sessions (included as part of the license agreement) to provide further instruction on how to utilize new features and improve our customer's overall workflow.

For standard enhancements, NEOGOV's typical method to announce upgrades is to generate an email outlining new system capabilities and a description on how to utilize the functionality two months prior to a release. Customers are again notified via email two weeks prior to the rollout. In terms of critical patches and fixes, these are applied as soon as available and customers are given as much notice as possible. By design, all upgrades are scheduled for off peak hours (usually Saturdays at 1am) and maintenance notices are displayed on any associated web page.

Hardware and internal software upgrades are also managed by NEOGOV for hosting infrastructure equipment underlying software and hardware fixes and patches. NEOGOV maintains support contracts with software, hardware, and network infrastructure vendors and we keep up to date with security vulnerabilities and belong to many security related community lists. New critical security patches are regularly applied for all appliances, applications, and operating systems. We apply all required Microsoft

patches typically on the third Thursday of the month. Any critical vulnerabilities and related security patches are applied immediately without affecting customers, and with no downtime. We also maintain security updates for all network infrastructure as well as application related appliances and up-to-date virus protection.

In regards to long-term strategy and future upgrades, NEOGOV is constantly improving its technology and functionality to provide a better service to our customers. NEOGOV has a strong commitment to use technological advances to increase its competitive advantage and continue to provide the most comprehensive and the most usable workforce management system for the public sector market. NEOGOV Insight Enterprise has been built using the latest Web and database standards and will continue advancing its products and technology to support the future standards and technology advancements. Our functionality advancements are driven by our large customer network and our commitment to the public sector HR. NEOGOV has adopted a product leadership strategy to make Insight the most comprehensive and usable workforce management system on the market. We have made tremendous progress in the last five years by listening to our customers, incorporating their enhancement requests and making them successful. We plan to continue listening to our users and advancing our products to increase our services and our competitive advantages.

Technical Requirements

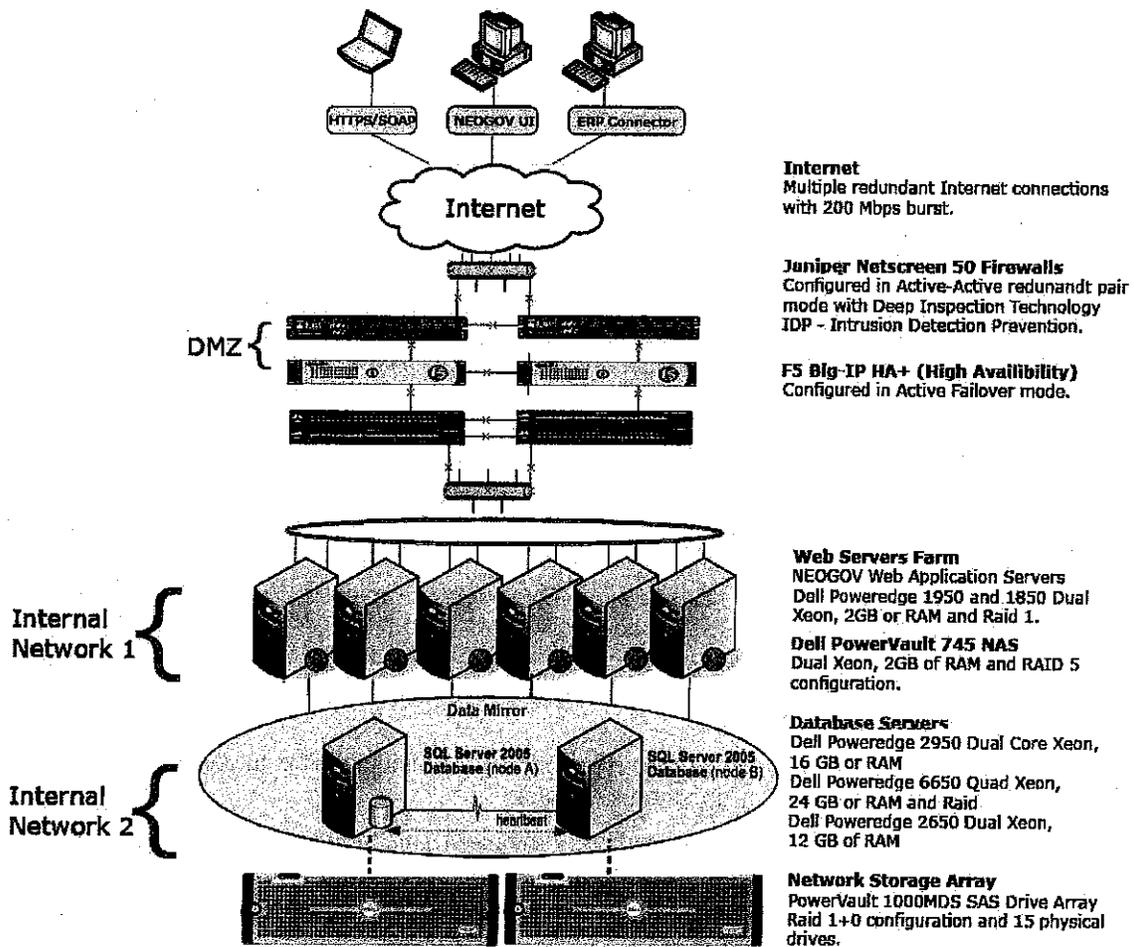
Insight Enterprise is a hosted, software as a service (SAAS), solution available through dedicated NEOGOV hosting services requiring no additional City hardware or infrastructure. NEOGOV maintains compatibility with major browsers including Microsoft Internet Explorer 6.0 and higher, and Firefox 3.0 and higher. In addition to these, Insight is also currently compatible with other browsers including Google Chrome, AOL, and Apple Safari however compatibility with these and other browsers may vary depending on version, subsequent releases, etc. For security purposes, NEOGOV recommends that system users always use the latest browser technology with the latest security patches. Additionally, all users, including applicants, must have a username and password to access the system. It is important to note that agencies can elect to utilize individual Person IDs instead of SSN if desired.

In terms of system access, NEOGOV's hosting infrastructure is designed to help ensure our users have access to system data when they need it. Although system access and associated response times are dependent on a variety of factors including network connections, ISPs, etc., Insight has been designed to provide access to the system even using a dial up connection. The platform was developed to be a "light", fast system and typically provides response time within 5 seconds over a dial-up connection; however faster connections (broadband) when possible are recommended. NEOGOV hardware architectures are designed to use servers and storage that is available from leading hardware vendors. All networking components, firewalls, load balancers, Web servers, and application servers are configured in a redundant high availability configuration.

NEOGOV has failover connectivity to our datacenter switching equipment providing complete redundancy. NEOGOV is responsible for managing, configuring, and maintaining the computer and networking equipment and each piece of networking and server equipment is configured to be redundant with no single point of failure. NEOGOV is utilizing multiple Internet connections load balanced through firewalls and switches enabling NEOGOV to get up to 200 Mbps burst to provide for maximum bandwidth scalability. NEOGOV owns, operates and manages all its network and security equipment – including firewalls, switches, load balancers, SAN/NAS devices etc. Customer databases are stored on a primary database server cluster that is clustered for redundancy. All customer data is stored on disk storage that is mirrored across different storage arrays and controllers. We use BIG-IP load balancers to balance traffic for our web servers and server clustering and data mirroring features maximum data redundancy and scalability.

All data in the system is securely retained within the backend database. Insight Enterprise currently utilizes Microsoft SQL Server 2005 as its backend database for its dependability and adoption levels. All data, including agency custom form fields is available within the system via one of our more than 80+ standard reports and/or ad-hoc report engine. Data can also be exported out of system reports in a standard data format (XML, Excel, Csv, etc), utilizing NEOGOV's ad-hoc reporting capabilities. As with all NEOGOV customers, the City owns and retains all rights to its data maintained within Insight.

For the City's consideration, we have included the following diagram of a scaled down version of NEOGOV environment to illustrate a sample network and web infrastructure environment. Additional Technical and Security information may also be found as an attachment to this proposal.



Training and User Assistance

As noted above, training is one of the most important aspects of any new software rollout. In addition to standard training for new customers, NEOGOV also offers an exclusive Ongoing Learning Management (OLM) program to help ensure customer success well beyond the initial go-live. The program is open to all NEOGOV customers, included as part of the NEOGOV license and includes online vides, unlimited customer support, system user guides, customer support conference calls and more. The OLM program also features a series of tutorials that function much like an online movie in which users (HR, Hiring Managers, etc.) can view specific online tutorials which demonstrate functionality such as creating requisitions online, reviewing and approving requisitions online, creating job postings and build supplemental questionnaires, reviewing applications online, scheduling tests and exams, sending applicant notices, establishing eligible lists (rosters), electronically referring certified lists, viewing certified lists online (by the Hiring Manager), etc. Following is a list of the online tutorials available in Insight:

- **For Insight Administrators:**
 - **Insight 102: Insight System Administration** (50 minutes) This tutorial includes Insight System Administration Role, Set-up of tables in Training and Production Environment, and Instructions for setting up system Administration tables.
- **For Hiring Managers:**

- **Insight 110: OHC Dashboard Overview** (5 minutes) This tutorial includes OHC Overview, User Roles/Definitions in the OHC, and an Overview of Features (Dashboard Screen).
- **Insight 111: Create a Requisition/Route for Approvals** (6 minutes) This tutorial includes Requisition Overview, Creating a New Requisition, Route Requisitions for Approvals and a Demonstration of Creating and Routing a Requisition.
- **Insight 112: Approve a Requisition** (3 minutes) This tutorial includes Requisition Approval Overview, Actions that an Approver can take on a requisition, automatic e-mail notifications, tracking the progress of a requisition, and a demonstration on Approving a Requisition.
- **Insight 113: Subject Matter Expert (SME) Review** (3 minutes) This tutorial includes Subject Matter Expert (SME) Role/Overview, Processing Applications as an SME and a demonstration of an SME Review.
- **Insight 114 – Referred List (interview, offer, hire, reject)** (6 minutes) This tutorial includes Reviewing the referred list of candidates electronically as a Hiring Manager, how to take an "action" on the applications, and routing "Hires" electronically for approvals using Personnel Action Form.
- **Insight 115 – Approve Hire** (3 minutes) This tutorial includes Hire Personnel Action Approval Overview, actions an Approver can take on a hire request, automatic e-mail notifications, tracking the progress of a hire request, and a demo on Approving a Hire.
- **For Human Resources/Recruiting Staff:**
 - **Insight 125 – Insight Dashboard Overview** (3 minutes). This tutorial includes an overview of the 'My HR' dashboard page in Insight. The purpose of the dashboard is described and information about each section is provided including helpful tips on using the dashboard links to quickly access relevant recruiting data for postings and requisitions assigned to each recruiter.
 - **Insight 126 - Authorize (open) Requisition** (3 minutes) This tutorial includes Authorize a Requisition and Requisition status options.
 - **Insight 127 –Exam Plan Overview** (2 minutes) This tutorial includes Exam Plan Overview and Section Definitions of the Exam Plan.
 - **Insight 128 – Create Exam Plan** (2 minutes) This tutorial includes Two ways to create an Exam Plan.
 - **Insight 129 – Create Job Posting and Supplemental Questions** (8 minutes) This tutorial includes Definitions of Exam Plan, Job Posting, Supplemental Questions, Item Bank. Job Posting Overview.
 - **Insight 130 – Create Evaluation Steps** (5 minutes) This tutorial includes an explanation of the various types of evaluation steps that can be used in Insight and a demonstration of how evaluation steps are created.

Access Rights

Insight Enterprise employs a roles based security model ensuring users only have access to areas for which they have been given access rights. As an example, various users may be given access to the same core applicant data, however depending on their user rights, certain users may or may not have access to any confidential information, may only have rights to view, but not edit/update/archive, etc. Each customer may assign System Administrators who will maintain all access rights throughout the system. Other levels of security include department/division level security ensuring that users only access their applicable department/division data, as well as restricting the ability to view, update, edit, and archive various information throughout the system, and role based security that restricts actions by group such as a hiring manager, subject matter expert, approver, etc.

Function Rights

As noted above, NEOGOV Insight Enterprise employs a roles-based security model to ensure only those users with proper security credentials can access data at any level. In addition to controlling department (or agency) wide access, NEOGOV provides the ability to secure data based on the following roles and access rights:

- Administrator – Overall system administrator (create and manage users, custom form fields, agency defined data tables, and other administrative functions)
- HR User (Recruiters that have access to HR-specific type data and can create and manage exam plans, applicants, tests, lists, and other recruiter-specific functions) – Additionally, there are sub-security options to further regulate user security around functional areas such as exam plans, job announcements, test announcements, eligible and certified lists, and other areas to include or restrict access such as read-only, read, write, read & write.
- Hiring Manager – A role which is designed for users who will be receiving certified lists from Insight, can schedule interviews, and other post-certified list candidate screening and selecting activities (such as drug tests, polygraph tests, background checks (if applicable)).
- HR Liaison – A role designed to manage users from within non-HR departments. A Liaison is similar to a Department Administrator. They can manage their respective Department/Division user accounts (such as managers, approvers, and requisition creators)
- Requisition Originator – Role which provide users the ability to create requisitions for their respective departments/divisions (limited to their assigned department/ division(s)).
- Requisition Approver – Role which allows users to be set up to receive requisitions electronically and review/approve requisitions within the system. They can only access and view requisitions that have been assigned to them specifically.
- Outside User (SME, rater, proctor, etc.) – Insight can include Agency and non-Agency users which can be used as Subject Matter Experts (SMEs), raters, proctors, etc. which can only view particular information that is electronically made available to them within the system. The security is very tight and SMEs for example can be assigned temporary access to applications within Insight by a HR user (this allows SMEs to review, score, and annotate applications electronically without requiring paper, photocopying, or having the recruiter travel to their location).

Tab 5 – Business Licenses

<<NEOGOV Business License – Submitted with Original>>

<<CA Corporate Certificate – Submitted with Original>>

<<FL Corporate Certificate – Submitted with Original>>

Tab 6 – Project Staff

NEOGOV's current staff of dedicated employees includes development, support, quality assurance, training, sales, marketing, and administration. Our staff is able to successfully meet and exceed our customer demand with respect to development, Quality Assurance, implementation, support, training, and ongoing training and learning development by leveraging the power of the Internet and other valuable resources. This dedication allows NEOGOV to provide extremely high levels of service to all of our customers and continuously improve on and deliver additional products and services to our entire customer base at a low cost of operation, leading to a lower license and maintenance price, while a high level of services.

The allocated NEOGOV project team to all implementations is highly experienced in delivering solutions to public sector agencies which have consistently proven to reduce time and cost per hire, and significantly increase personnel effectiveness and internal and external customer satisfaction. Our customers rely on NEOGOV's knowledge of the industry to help them successfully implement software solutions and continually realize ongoing benefits. For the successful completion of this project, NEOGOV shall allocate only experienced personnel to fulfill the required project roles. While additional resources may be added to the project as required, the approved project team will remain assigned throughout the project duration.

Although the final project team is dependent on several factors including final scope, date of contract, project schedule, etc., NEOGOV shall strive to fill all proper roles accordingly. As with all new customers, should a proposed team member need to be replaced during implementation, the City shall receive prior notification and have the right to review, test and approve such substitutions, if deemed necessary.

Based on the functional and technical requirements for this project, as well as the overall project scope, NEOGOV has defined key project roles that are typically assigned to new projects. Descriptions for each role have been included here for your consideration. As requested, we have included professional résumés of the project management team that could be allocated for this project as an attachment to this proposal.

NEOGOV Staffing Requirements

- Executive Lead/Project Supervisor
- Implementation Lead/Project Manager
- Integrations Consultant/ Lead Developer
- Implementation Consultant
- Training Specialist

Name	Scott Letourneau
Role	Executive Lead
Duties and Responsibilities	Mr. Letourneau has managed and/or led more than 350 public sector customer implementations and is the executive point of contact to work with the executive team. In addition, he leads deployment awareness activities to best position the new services and technology and promote overall constituent adoption. He has served as the lead project manager for several of NEOGOV's ERP (both PeopleSoft and SAP) integration projects. Prior to working for NEOGOV, Scott worked at the consulting firm Accenture and was involved in a number of HRIS/Payroll/HR projects involving data exchange, migrations, and implementation management.

Name	Michelle Cline
Role	Implementation Lead
Duties and Responsibilities	Ms. Cline has led and/or managed 250+ public sector NEOGOV implementations and serves as the main point of contact, as well as leading the day-to-day project implementation and configuration efforts. In addition to her work for NEOGOV, Michelle has eighteen years experience working in the public sector human resource field within Oregon and involved in the management team responsible for the City's

	PeopleSoft HRIS/Payroll implementation, as well as lead on the City's NEOGOV implementation and migration.
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Name	Joanne Hilty
Role	Implementation Consultant
Duties and Responsibilities	Ms. Hilty has been employed with NEOGOV since 2005. To date, she has worked on 200+ Insight implementations, serving as the Lead Implementation Manager for more than 50 projects. On assigned projects in this role, Ms. Hilty serves as the assistant to facilitate the implementation. Prior to serving as an implementation manager, Joanne led project training and has conducted 65+ trainings for new NEOGOV customers. In addition to her work with NEOGOV, Ms. Hilty also has six years experience in the human resource field as a recruiter and recruitment manager in the public sector.

Name	Robert Nishimuta
Role	Lead Developer
Duties and Responsibilities	Mr. Nishimuta has been employed as the Senior Product Developer for NEOGOV since 2004 and serves as the point of contact for any integration and conversion aspects of the project. He will also manage any technical requests with the customer as needed. Robert has been involved in 145 public sector customer implementations. Robert is responsible for managing technical enhancement design and build, 3rd party system integrations, NEOGOV API's, and web services.

Name	Amy Quinones
Role	Lead Training Specialist
Duties and Responsibilities	Ms. Quinones joined NEOGOV to focus on the development of enterprise training programs (and associated documentation) exclusively for individual agencies. Ms. Quinones serves on the project team to help develop all documentation specific to the customer's system, including documents, online tutorials and more as well as deliver all Agency training. She has nearly 6 years of experience working for a public sector agency, including direct experience in delivering both classroom and computer-based trainings to agency staff.

Tab 7 – Project Plan and Approach

One of the many benefits in selecting the Insight platform is that as a Software as a Service, there is significantly less resources required during implementation. Customers benefit from a proven implementation process that has successfully been used by customers nationwide. In 2006, NEOGOV brought 61 customers online all within budget and many ahead of schedule. In 2007, we increased the number of new implementations to 107, with an average timeline of 90-days, and again all on-time and within budget. The number of new implementations increased yet again in 2008 and 2009 and continues to grow annually. More importantly, with each implementation we are able to further streamline our processes to reduce our average implementation timeline. By contrast, another vendor delivering similar solutions since 1998 was only able to roll out 3 new customers in 2007 (only one under 90 days) and has had customer implementations continually run more than 1 year. While just one of the many differentiators NEOGOV offers over the competition, our commitment to successful projects will ensure your team has the solution it deserves, when it requires it, and always within budget – helping to deliver a maximum return on investment to your team, and most importantly, to your citizens.

NEOGOV has proven time and time again that public sector agencies that partner with NEOGOV receive the highest return on their investment by utilizing industry-leading technology solutions and just as important are able to utilize NEOGOV's implementation, training, and support services to continually advance the system adoption and usability rate. This ensures that our customers are able to effectively and efficiently implement our solutions but are also able to continuously over time able to improve upon their ability to learn and utilize our products and services. We are committed to helping you achieve short and long-term results and will work with your agency to prepare and deliver the most effective implementation, training, and ongoing learning management and support plan to ensure your agency's success well beyond your initial go-live date.

During implementation, NEOGOV works closely with the City's implementation team to gather and understand your existing recruitment, selection, and applicant tracking processes/workflow. This enables us to understand your existing processes and how you can facilitate them using Insight and also allows us the opportunity to work with you to identify areas of workflow improvements that we can suggest to get the most out of the project. Typical workflow that is automated in the system include requisition processing and approvals, exam plan evaluation steps, job postings, personnel action routing, online applications, and more. Additionally, NEOGOV will work with the City to help design the online applications as required to help ensure all required data is captured during the recruitment process. Agencies can then create an unlimited number of application types in house and can run unlimited recruitment types within the system using these applications. This includes the ability to use various evaluation steps for each individual recruitment. Each application can be used to capture applicant information such as personal profile, employment history, education history, skills, certifications, transcripts, references, resumes, or other additional information. Submitted electronically, this information is available to authorized users in real time for complete applicant tracking and screening purposes.

As the implementation period begins, NEOGOV will work directly with the customer using a tested staged implementation approach. From initial contract signing through project go-live, NEOGOV will work directly in partnership with the customer at each stage to ensure all project deliverables are met. NEOGOV has included the implementation timeline and deliverables in the Sample Insight Enterprise implementation timetable above. The proven installation and cut over management approach is as follows:

Stage I

During this stage, we will work closely with the implementation team to further gather and understand your existing recruitment, selection, and applicant tracking processes/workflow. This enables us to understand your existing processes and how you can facilitate them using Insight and also allows us the opportunity to work with you to identify areas of workflow improvements that we can suggest to get the most out of the project. The end result will enable us to design each training session to teach Insight functionality in a manner specifically tailored to your agency's recruitment and selection processes.

NEOGOV has created and validated a nationwide public sector industry benchmark and workflow that consists of 160 individual steps involved in public sector recruitment, selection, testing, applicant tracking, and certification. We continually incorporate these steps and best practices as part of the implementation and validate the workflow aligns with existing processes and workflow and then we will train the customer based upon the findings. This process has proven very successful and allows NEOGOV to provide even more relevant and applicable training to the Staff.

Additionally, NEOGOV and the project team will discuss possible integration scope and requirements further to develop a detailed implementation plan for the analysis, design, build, and testing phases.

In addition to the guidance provided by our in-house Implementation Specialist, NEOGOV also provides an online user guide, user exercises and implementation tracking tools to assist you in the set-up of the system and management of the project. Support documentation includes:

- o **Online user guide** – The online user guide covers every capability, functionality, and link throughout the entire system. The user guide is approximately 200 pages and is available on any Insight Enterprise screen by clicking the 'Help' link. The online user guide functions much like Microsoft help guides wherein the help documentation is available online and interactive including text and topic searching, indexes throughout the document, and a glossary of terms.
- o **User Exercises** – NEOGOV has documented thorough step-by-step user exercises that system users can access to learn, refresh, or train on Insight Enterprise. The exercises are very detailed and cover the majority of Insight functions that are used on a day-to-day basis. This document is over 70 pages.
- o **Implementation Task Checklist and Issue Tracking Tools** – NEOGOV will provide you with a checklist of each of the tasks and set-up tables that need to be completed prior to implementation. Our Implementation Specialist is available to guide you through the set-up process. Additionally, we provide a template for issues tracking to assist you in project management and coordination of question/issue resolution with NEOGOV. During the weekly phone calls, NEOGOV's Implementation Specialist will review the Issues List with staff to respond to questions and issues that arise during the implementation process.

Stage II

As noted above, training is one of the most critical components of any new software rollout and the NEOGOV Insight implementation includes training for your project team. During the initial implementation NEOGOV will provide unlimited online training for 'core' staffing personnel users – this is a train-the-trainer approach. Though onsite training is available at an additional cost, most customers undergo training using the NEOGOV University program featuring online, on-demand training sessions (including tutorials, triaging guides, and more) which can be taken as needed by agency staff. If the City would like to have NEOGOV train users outside of the train-the-trainer community such as technicians and HR support staff, we can certainly add those sessions and address that user community, as well. Most agencies opt for NEOGOV to provide comprehensive trainings for the core HR community (and in some cases agency training staff) so that they can then train the rest of the community on agency-specific practices. The core training is typically two days of intense system, process, workflow, and business rules training, while the technician staff and support staff training is typically less than half a day. Utilizing a train-the-trainer approach leads to a lower price of training and delivers an equivalent result. NEOGOV will discuss the training curriculum and approach with the City prior to scheduling and conducting training so that we can design and deliver training that will make the most impact for the City user community.

In addition to standard training and associated materials, NEOGOV also offers an exclusive Ongoing Learning Management (OLM) program that is designed to help ensure your agency's success well beyond the initial go live date. The NEOGOV OLM program includes bi-weekly conference calls, online video tutorials, user groups and more.

Stage III

Following training, users will have full access to the training environment. We will work with you to design Administrator led training sessions which will enable your users to become familiar with the system in a controlled environment, but also allow them to safely experiment and learn the best ways to use Insight. Additionally, your agency has unlimited use of our Customer Support Help Desk during the training to help new users fully utilize Insight. Our existing customers find that this unique implementation approach enables their users to become familiar with Insight in a safe environment, promoting system use and leading to a more successful rollout.

The rollout activities are quite straight forward and are designed to be effective, yet minimize required effort. New customers have access to the production environment weeks prior to the go-live date and will begin populating production information such as job classifications. We recommend that the Administrator set up the Insight tables such as the custom form fields, departments, divisions, inactivation

reasons, hiring interview results, and benefits. This information can be cut and pasted from existing locations, if available. Additionally, we recommend that each of the recruiters create their own job postings in the production environment that will be live the day of rollout.

The last step in the cut over activities is changing the links on the customer's current production website to point to the new, customized the NEOGOV web pages. These are the pages that NEOGOV has built and configured with the customer which include job opportunities, class specifications, promotional jobs, and transfer opportunities. The existing links point to pages that exist on agency servers and NEOGOV will provide the new URL addresses that will be used as the system goes live. This change only takes minutes and once it is complete, the customer is fully implemented and the new system will be available on the customer's production website.

Towards the end of Stage III, agencies can begin introducing pilot departments onto the system and allowing them to learn how to create and route requisitions as well as receive and process applicant material electronically. After implementation is complete, the customer can incorporate the remainder of department users (i.e., department liaisons, department approvers, and hiring managers) at a desired pace. We will also work with the customer to help define the best approach to roll out the Online Hiring Center to other departments. We have gathered many different approaches and process documentation from our existing customers that will aid in designing and rolling out the OHC across the agency. We will share those experiences, approaches, best practices, and documents with you during implementation to design the best approach specific to the new customer.

Once Insight Enterprise is implemented into the production environment, customers can conduct 60 days on User Acceptance Testing and will work with NEOGOV to inform and escalate any issues with the production system. NEOGOV will work to resolve any identified issues in a timely manner.

Agency Staffing Requirements:

During implementation, customers are responsible for organizing a team consisting of at least one project manager and one Insight administrator who will work with agency staff and NEOGOV during the project. The project manager should be familiar with project plans and understand the tasks associated with managing a team, working with a timeline, and interacting with an external vendor. The Insight Administrator should be familiar with using a personal computer and Internet Explorer. Within the team, there should be an understanding of the existing recruiting processes as the team will be responsible for reviewing, and revising where necessary, the existing processes to incorporate Insight.

STAGE I – CONTRACT & ENVIRONMENT SET-UP		
RESOURCE	RESPONSIBILITIES	EFFORT
Project Manager	Manage overall project activities Review and confirm functional/technical requirements with NEOGOV Manage internal project scope Attend project kick-off meeting with NEOGOV Work with NEOGOV to provide project status Coordinate with NEOGOV to schedule user training session(s) Define integration scope and deliverables if applicable Schedule training	2 hours / week
Insight Administrator	Attend project kick-off meeting with NEOGOV Work with project team to create/update/review/approve business process Standardize and provide application form and job bulletin Work with NEOGOV to integrate Insight look and feel with existing the website Attend Insight System Administrator training	4 – 8 hours / week

STAGE II – USER TRAINING		
RESOURCE	RESPONSIBILITIES	EFFORT
Project Manager	Attend user training	2 Days
Insight Administrator	Attend user training	2 Days
Insight users	Attend user training	2 Days

STAGE III – IMPLEMENTATION OF ONLINE APPLICATION AND APPLICANT TRACKING SYSTEM		
RESOURCE	RESPONSIBILITIES	EFFORT
Project Manager	Validate system functionality meets functional/technical requirements Manage integration scope and deliverables Attend weekly status meeting (via phone) Select and coordinate with pilot departments	1 – 2 hours / week
System Administrator	Validate overall system functionality Validate system look and feel Lead Insight user training sessions Validate payroll import Train pilot department users on Insight	8 – 10 hours / week
Insight Users	Attend scheduled user training sessions (led by the Insight Administrator) Identify additional applicant tracking functionality or processes not addressed during training	3 - 4 hours / week
Web/IT Resource	Work with NEOGOV to finalize web page design Define-execute integration scope and deliverables if applicable	1 hour / week

"One of the easiest, most efficient implementations our shop has been involved with. We were up and running on time and under budget!"

Satish Ajmani – Chief Information Officer
County of Santa Clara, CA

Tab 8 – Proposal Questionnaire and Compliance Matrix

PART IX - PROPOSAL PAGES – PROPOSAL QUESTIONNAIRE

1. What security measures are in place to safeguard customer data?

NEOGOV Comment: NEOGOV currently works with more than 500 agencies and to help ensure continued success, NEOGOV maintains a complete security and disaster recovery plan and corresponding procedures are in place for business continuation purposes in the event of emergency. NEOGOV utilizes the strongest encryption products to protect customer data and communications, including 128-bit Verisign SSL Certification and 1024 Bit RSA public keys. All data is secured and encrypted both in transmission and at rest. NEOGOV protects sensitive data by protecting the network and server accessibility through standard security practices. We also carefully analyze existing database security frameworks to make sure that the security frameworks comply with recent regulatory requirements for the storage of sensitive data. This affects data transfer mechanisms, database authorization and access controls, and database auditing.

As part of our hosting services, NEOGOV has established a proven infrastructure to help ensure our customers have access to the system when they need it. Our production equipment is collocated at a tier 1 data center which offers the highest level of security and redundancy available. The facility provides 24-hour physical security, palm print and picture identification, redundant electrical generators, earthquake protection, fire protection, and other backup equipment designed to keep servers continually up and running. Additionally, the data center maintains dual Internet backbone connections to ensure connectivity in the event of a failure.

The network perimeter for our platform is protected by multiple firewalls and monitored by intrusion detection systems — all sourced from industry-leading security vendors. In addition, NEOGOV monitors and analyzes device logs to proactively identify security threats. We also maintain standards for server and network hardening since it is the first line of defense against a possible intrusion. We audit our infrastructure on a regular basis to ensure that all non-essential services are shutdown and a strict access control policy is in place. All relevant security updates are applied to the system to safeguard against all known vulnerabilities. In addition to automated security detection with firewalls, intrusion detection systems, and anti-virus systems, we have also outlined manual security procedures that enforce our security policy.

In case of primary data center outage we can switch operations to our geographically remote secondary data center within minutes, allowing for DNS fail-over. In the event of disaster, the City's system would be operational after the primary data center fails over to the secondary which will happen in minutes. In the event that both geographically separated data centers which house NEOGOV production equipment are destroyed, we have outlined the procedures to reconstruct all data center infrastructure necessary to run NEOGOV applications. Those procedures include detailed plans of rebuilding the infrastructure and bringing the alternate site at a different location online. Live offsite backups stored on the East Coast location would be restored and used to rebuild customer data. The plan is reviewed and updated regularly and we perform full disaster recovery testing on a bi-annual basis.

For your consideration, additional Technical information has been included as an attachment of this proposal.

2. Have process management controls been instituted to prevent unauthorized users to various areas of the application

NEOGOV Comment: Yes. Insight Enterprise employs a roles based security model ensuring users only have access to areas for which they have been given access rights. The City may assign System Administrators who will maintain all access rights throughout the system. In terms of the backend system, by design, NEOGOV employees do not have direct access to the NEOGOV production equipment, except where necessary for system management, maintenance, monitoring, and backups. Access to production databases is also limited to a number of points, and production databases do not share a master password database.

3. What access controls are in place?

NEOGOV Comment: All system users, including applicants, are required to have a valid username and password to access the system. As noted above, Insight Enterprise employs a roles based security model ensuring users only have access to areas for which they have been given access rights. As an example, various users may be given access to the same core applicant data, however depending on their user rights, certain users may or may not have access to any confidential information, may only have rights to view, but not edit/update/archive, etc. The City may assign System Administrators who will maintain all access rights throughout the system. Other levels of security include department/division level security ensuring that users only access their applicable department/division data, as well as restricting the ability to view, update, edit, and archive various information throughout the system, and role based security that restricts actions by group such as a hiring manager, subject matter expert, approver, etc.

4. Who can make changes to various user groups within the application and are those changes logged?

NEOGOV Comment: The City may assign System Administrators who will maintain all access rights throughout the system. Other levels of security include department/division level security ensuring that users only access their applicable department/division data, as well as restricting the ability to view, update, edit, and archive various information throughout the system, and role based security that restricts actions by group such as a hiring manager, subject matter expert, approver, etc. By default, any changes made by authorized users to core applicant data is automatically tracked for complete auditing purposes within the associated applicant master profile. Changes made to the master profile include a complete audit trail with a time and date stamp of what changes were made, by whom, etc. Insight Enterprise also has the capability to provide audit trails not only for individual records, but also to create historical snapshots of data, such as snapshot of historical eligible and certified list standings. Historical logs and snapshots are available throughout the system and all transactions and modifications are automatically time and date stamped to provide additional auditing capabilities.

5. What change control processes are in place?

NEOGOV Comment: As a Software as a Service provider for nearly 600 agencies, NEOGOV has developed processes to help ensure Insight development continues without impeding the access for our customers. NEOGOV has established methodology that combines version control, configuration management, build management, and release management for the software updates and new versions to ensure high level of the product quality. NEOGOV developers are responsible for unit, product, and assembly testing, while NEOGOV Q&A is responsible for regression testing. Through this process, customers can always rely on a solution that has been thoroughly tested.

From a system perspective, NEOGOV utilizes separate environments prior to deployment of any software changes onto the Production environment. The initial environment, called DEV, is used for development of new functionality and modules and the implementation of current fixes. Once these have been unit tested in the DEV environment, the changes are then moved to STAGING where both unit level testing and system wide testing is performed. Also, at this time, versioning of the software occurs and the change scripts (to database and application code) are approved and finalized. All software version control is managed in Microsoft Visual Sourcesafe 2005 to maintain software versions and programming change control. As changes are accepted, they are then moved to production at predetermined scheduled times.

6. When can the systems be brought down for scheduled maintenance or patches? Does it require client approval or is it determined by the service provider?

NEOGOV Comment: NEOGOV currently adheres to a quarterly release schedule for the Insight platform. As a Software as a Service model, new releases (upgrades) are scheduled by NEOGOV and customers are always notified of the release schedule. According to the Service Level Agreement we include as part of the Insight contract, we are obligated to notify all customers at least two weeks prior to any scheduled outage. Notices are generated and sent via email to the system administrators and their backups and displayed as notices within the platform itself. All system upgrades are scheduled for off peak hours, typically Sundays at 12am. Enhancements are then applied to the Insight platform and the entire process is fully monitored

throughout the entire process. During the upgrade, a notification page is displayed stating the undergoing maintenance and also states the scheduled outage times.

7. Does the service provider conduct regular external 3rd party security audits on their systems?

NEOGOV Comment: Yes. Regularly scheduled system and software audits are conducted internally by NEOGOV personnel. 3rd party audits are also scheduled when needed, usually on an annual basis. As a Software as a Service provider for more than 500 agencies nationwide, NEOGOV fully understands the importance of system security. We have taken extensive measures to ensure the data integrity of every customer. We have standards for all server and network hardening and we audit and monitor our infrastructure on a regular basis to ensure that all non-essential services are shutdown and a strict access control policy is in place. Finally, it should be noted that NEOGOV currently meets the Federal requirement of the FISMA Security and Categories and Levels of Confidentiality, Integrity, and Availability. All three of these levels are at a MODERATE rating and our overall rating is MODERATE as well.

8. What kind of security vulnerability tests does your company have in place? Does the service provider have a penetration test conducted by an external firm?

NEOGOV Comment: NEOGOV performs vulnerability tests on all ports for all external applications and devices. The tests include testing against the OWASP 2007, the Google Hack Database, and more. All relevant security updates are applied to the system to safeguard against all known vulnerabilities. We also have procedures for identifying security breaches. In addition to automated security detection with firewalls, intrusion detection systems, and anti-virus systems, we have also outlined manual security procedures that enforce our security policy.

9. Are these reports made accessible to the clients for their systems upon request?

NEOGOV Comment: Yes. NEOGOV can provide an executive summary report upon request.

10. What kinds of backup and recovery methods exist?

NEOGOV Comment: NEOGOV currently works with more than 500 agencies to ensure continued success, NEOGOV maintains complete data retention and disaster recovery plan processes as part of our hosting services. NEOGOV has failover connectivity to our datacenter switching equipment providing complete redundancy. NEOGOV is responsible for managing, configuring, and maintaining the computer and networking equipment and each piece of networking and server equipment is configured to be redundant with no single point of failure. Customer databases are stored on a primary database server cluster that is clustered for redundancy. All customer data is stored on disk storage that is mirrored across different storage arrays and controllers for both archival and retrieval purposes. We use BIG-IP load balancers to balance traffic for our web servers and SQL Server 2005 clustering and data mirroring features maximum data redundancy and scalability. All customer data, up to the last committed transaction, is automatically backed up on a nightly basis. Additionally, data is continuously backed up online in real-time using Iron Mountain's Electronic Vaulting, and it is stored in the secure off-site storage facilities.

NEOGOV also maintains a complete disaster recovery plan and corresponding procedures are in place for business continuation purposes in the event of emergency. In case of primary data center outage we can switch operations to our geographically remote secondary data center within minutes, allowing for DNS fail-over. In the event of disaster, customer systems would be operational after the primary data center fails over to the secondary which will happen in minutes. In the event that both geographically separated data centers which house NEOGOV production equipment are destroyed, we have outlined the procedures to reconstruct all data center infrastructure necessary to run NEOGOV applications. Those procedures include detailed plans of rebuilding the infrastructure and bringing the alternate site at a different location online. Live offsite backups stored on the East Coast location would be restored and used to rebuild customer data. The entire plan is reviewed and updated regularly and we perform full disaster recovery testing on a bi-annual basis.

For your consideration, additional Technical and Security information has been included as an attachment to this proposal.

11. Can the service provider restore data deleted either accidentally or maliciously? Can this be tested before going live?

NEOGOV Comment: Yes. As a Software as a Service provider, NEOGOV maintains both onsite and off-site backups of production data and can restore deleted data into our production environment when applicable.

12. Can you provide security certifications from the provider's network engineers- CCIE, CCISP, or similar.

NEOGOV Comment: Yes. As a Software as a Service provider, all NEOGOV IT Operations personnel are fully trained and have extensive experience in NEOGOV's hosting infrastructure. If desired, certifications from associated personnel can be provided upon request.

Need to come back to.

13. Does the service provider have a Statement on Accounting Standards (SAS-70) certifications?

NEOGOV Comment: Yes. Our hosting facilities are SAS-70. NEOGOV can provide a SAS-70 certification upon request.

14. Does the service provider give agreeable Service Level Agreements on all the services?

NEOGOV Comment: Yes. All functional items and services proposed here within are covered under our standard Service Level agreement. Our SLA serves as our standard warranty and includes additional terms and conditions that may be applicable or advantageous to City. Additional items or clauses required by the City may also be considered and included when applicable. For your review, a copy of our standard SLA has been included as Attachment E of this proposal.

15. What are the consequences for clients not being able to access your systems- refunds, credits, ability to exit the contract? What remediation will contractor provide to the City for downtime up to and including reduction of fees and / or reimbursement of payments?

NEOGOV Comment: In terms of system availability, NEOGOV is proud to have achieved and continually maintained a minimum 99.9% uptime level, excluding scheduled downtime. According to the Service Level Agreement we include as part of the Insight contract, we are obligated to notify all customers at least two weeks prior to any scheduled outage. Since NEOGOV is a hosted solution, it is critical that we provide our customers with continuous high performing system accessibility and we can include restitution for unscheduled system outages according to the terms set forth in the Service Level Agreement. Typically, any credit for unscheduled or unplanned system downtime is derived from a standard matrix based on calendar year and also incorporates customer license/system downtime/payment schedule. When applicable, exit clauses related to service levels may also be included in the SLA and can be reviewed with the customer prior to contract signing. Please note that system credit is not available for customers with outstanding balances or past due amounts for their Insight license.

16. What controls and methods are in place to ensure password policy, account lock-outs, detailed log files that record unauthorized access?

NEOGOV Comment: To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, NEOGOV has put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information collected online from applicants. First and foremost, all system users, including applicants, are required to have a valid username and password to access the system. NEOGOV also utilizes the strongest encryption products to protect applicant data and communications, including 256-bit Verisign SSL Certification and 2048 Bit RSA public keys. The lock icon in the browser indicates that data is fully shielded from access while in transit.

All users access NEOGOV only with a valid username and password combination, which is encrypted via SSL while in transmission. Encrypted session tracking is used to uniquely identify

each user. For added security, the session key is automatically scrambled and re-established in the background at regular intervals.

In addition, the system's roles based security model is fully controlled by agency administrators that can create, edit, and maintain all user accounts and associated access rights. Additionally, administrators can define password requirements (password length, required characters, expiration, etc.) as needed directly within the system.

17. Are passwords sent over the internet encrypted or clear-text?

NEOGOV Comment: All sensitive data submitted to NEOGOV is over SSL and encrypted.

18. Since the application is accessed via a web browser, who is responsible for updating the security certificate?

NEOGOV Comment: As a Software as a Service model, under standard operating procedures NEOGOV IT Operations handles all security certificates for our services.

19. What tools are used within your application (such as Java or similar)? Do you routinely plug holes for java or similar tool?

NEOGOV Comment: Not applicable. Insight Enterprise is a 100% web-based Software as a Service with no Java (or similar type) tools required by external customers.

20. Is your security up to date against the latest threats?

NEOGOV Comment: Yes. As the leading provider of workforce management solutions for the public sector, NEOGOV makes system security and data integrity a top priority. We currently host our solutions for more than 500 agencies and NEOGOV provides state-of-the-art security to ensure that agency data is never compromised. We continually monitor all infrastructure activities, including virus scans, and ALL firewall and database security patches are applied to the systems as soon as there are released by the associated vendor where applicable. In addition, all anti-virus components are continually updated and scheduled to download the latest virus definitions on the hourly basis.

NEOGOV's network perimeter is also protected by multiple firewalls and monitored by intrusion detection systems — all sourced from industry-leading security vendors. In addition, NEOGOV monitors and analyzes device logs to proactively identify security threats. We also maintain standards for server and network hardening since it is the first line of defense against a possible intrusion. We audit our infrastructure on a regular basis to ensure that all non-essential services are shutdown and a strict access control policy is in place. All relevant security updates are applied to the system to safeguard against all known vulnerabilities. In addition to automated security detection with firewalls, intrusion detection systems, and anti-virus systems, we have also outlined manual security procedures that enforce our security policy.

For your consideration, additional technical and security information has been included as an attachment to this proposal.

22. What mechanisms are in place to permit customers to regain their data?

NEOGOV Comment: As a Software as a Service model, agencies can access their recruitment data in realtime directly via the browser window. If desired, data can be pulled from the system using ad-hoc reports for retention purposes, offline analysis, etc. The ad-hoc report is drop-down driven and queries all data within the system and all reports can be marked as public or private, saved for later use, and can be exported as needed. Users can specify the format of the data (CSV, XML, Pipe Delimited, TIFF, Web Archive, PDF, or Excel) and the delivery method (Email, file download, or FTP). Reports can also be scheduled to run at a specific time including set on a recurring schedule of hourly, daily, weekly or monthly.

Lastly, as part of our dedicated hosting policies, we maintain complete disaster recovery procedures that can be used to restore data in the event of any unplanned outage. In addition to the full nightly backups, continuous log shipping, mirrored disk arrays, and tape backups,

NEOGOV also utilizes Iron Mountain's Electronic Vaulting which uses patented technology to continuously back up data online in real-time and vault that data offline in the East Coast off-site facility equipped with top-of-the-line security.

23. Please provide a copy of your Service Level Agreement (SLA) which stipulates these and other protections?

NEOGOV Comment: As a Software as a Service provider our support agreement with customers is included as part of our Standard Service Level agreement. Our SLA serves as our standard warranty and includes additional terms and conditions that may be applicable or advantageous to the City. Additional items or clauses required by the City may also be considered and included when applicable. Additionally, standard clauses related to service levels, escrow agreements, data retention, etc. may also be included in the SLA and can be reviewed with the customer prior to contract signing.

For your review, a copy of our standard SLA has been included as an attachment to this proposal.

24. Are there export capabilities? Can the City export the data in a format that can be easily re-used? Can the City obtain copies of backups on a routine basis?

NEOGOV Comment: Yes. NEOGOV is proud to offer our customers several options for both exporting AND importing of data with the Insight platform.

Out of the box, users can access the ad-hoc reports within the system and data can be exported as needed. Users can specify the format of the data (CSV, XML, Pipe Delimited, TIFF, Web Archive, PDF, or Excel) and the delivery method (Email, file download, or FTP). This is standard functionality and is documented within the supplied user guide or associated tutorials.

NEOGOV also offers standard integrations to external systems (such as Lawson, PeopleSoft, SAP and others) for new hire data exports, position control numbers, etc. Additionally, because Insight Enterprise can integrate with virtually any system, this represents a tremendous advantage to your agency should you decide to migrate to another backend system at a later date. All NEOGOV integrations are conducted by NEOGOV Professional Services and are offered on a per integration basis at an additional cost. All NEOGOV integrations are architected around the latest standards, including SOAP, WSDL, and XML. As an open service, the utility is available to all platforms that support the core Web services standards, including Java, .NET, and different EAI tools.

Lastly, should customers require any custom integration for data exports; NEOGOV can work with the project team to determine the project scope and timeline. Documentation developed as part of this process can be made available as applicable. Costs for integrations are dependent on final project scope and customers are always provided with a cost summary prior to the start of any new development.

25. Please describe how the City can obtain any data on an as-needed basis

NEOGOV Comment: All data, including agency custom form fields is available within the system directly through the browser window or via one of our more than 80+ standard reports and/or ad-hoc report engine. Insight Enterprise provides a broad array of reporting capabilities including preconfigured (canned) reports such as time to hire, cost of recruitment, etc. that can be run using its own dynamic reporting suite. In addition to the 80+ standard reports available, Insight Enterprise features an easy to use Ad-Hoc reporting tool which enables non-technical individuals to create customized reports through a step-by-step report generation wizard. The system even allows agencies to report against any custom field they have incorporated into the system. This offers agencies an exclusive reporting suite for its dedicated Insight Enterprise solution.

All reports built through Insight Enterprise are available electronically directly through the browser and you can easily export data to Microsoft Excel™ or Crystal Reports for additional analysis or integration with external information, minimizing the need for paper documents. The ad-hoc reports can also be marked as public or private, saved for later use, and can be exported as needed. Users can specify the format of the data (CSV, XML, Pipe Delimited, TIFF, Web Archive, PDF, or Excel) and the delivery method (Email, file download, or FTP). Reports can also be scheduled to run at a specific time including set on a recurring schedule of hourly, daily, weekly or monthly.

26. Is your production equipment housed in a state-of-the-art collocation facility?

NEOGOV Comment: Our production equipment is collocated at a premier data center and is used to host the Insight platform for more than 500 customers nationwide. We offer a tier 1 data center which offers the highest level of security and redundancy available.

27. What are the security arrangements for the facility? Are they in place 24 hours a day 365 days a year?

NEOGOV Comment: NEOGOV's hosting facility provides 24-hour physical security, palm print and picture identification, redundant electrical generators, earthquake protection, fire protection, and other backup equipment designed to keep servers continually up and running. Additionally, the center maintains dual Internet backbone connections to ensure connectivity in the event of a failure. These and other arrangements are in place 24 hours a day 365 days a year.

28. On what type of infrastructure do you host data? (Virtualization, on-demand, or multitenant environment)

NEOGOV Comment: NEOGOV hosts Insight services through our collocation facilities and provide our own multitenant environment.

29. How many different locations are currently used to store customer data? Where are the locations and at what physical location will the City's data reside?

NEOGOV Comment: NEOGOV currently has 2 fully redundant collocation facilities to store customer data. Due to security practices NEOGOV does not divulge collocation facility information, however, under a redundant model the City's data will reside at both locations.

30. What is the database that is used?

NEOGOV Comment: Insight Enterprise currently utilizes Microsoft SQL Server 2005 as its backend database for its dependability and adoption levels.

31. Is Client data stored on a database server that resides behind a "hardware firewall" or directly on the Internet?

NEOGOV Comment: NEOGOV servers reside behind multiple hardware firewalls configured in Active-Active redundant pair mode with Deep Inspection Technology IDP - Intrusion Detection Prevention. It should be noted that NEOGOV owns, operates and manages all its network and security equipment – including firewalls, switches, load balancers, SAN/NAS devices etc. and all NEOGOV hardware architectures are designed to use servers and storage that is available from leading hardware vendors. All networking components, firewalls, load balancers, Web servers, and application servers are configured in a redundant high availability configuration.

32. Do you utilize Redundant Network Systems?

NEOGOV Comment: Yes, all devices are multi-pathed and fully redundant.

33. What are the virus protection arrangements?

NEOGOV Comment: NEOGOV utilizes Symantec Endpoint on all of our production servers. By design our antivirus is scheduled to download the latest virus definitions on a regular basis. Firewall and database security patches are also applied to the systems as soon as there are released by the associated vendor.

33. Do you contract with an independent third party vendor to receive periodic external and internal vulnerability scans?

NEOGOV Comment: Yes. In addition to continual internal audits, NEOGOV has a third party entity perform annual audits of our internal infrastructure as well as monthly audit of our external infrastructure.

34. How often do you back up your data and where are backups stored?

NEOGOV Comment: NEOGOV creates complete backup copies of customer data nightly and transactional backups are done every few minutes. We also utilize database mirroring and log shipping from our primary database cluster to a geographically remote secondary data database servers to serve as a backup in the event of primary data center fail-over. Data is transmitted over the secure encrypted VPN channel. NEOGOV also takes database snapshots regularly to instantly create a completely new set of data files that are used to store the original state of data at a point in time. The snapshot appears to the outside as a read-only version of the original database, which was frozen at a point in time, and can be used to help restore data as applicable without impacting the production server.

In addition to the full nightly backups, continuous log shipping, mirrored disk arrays, and tape backups, NEOGOV also utilizes Iron Mountain's Electronic Vaulting which uses patented technology to continuously back up data online in real-time and vault that data offline an off-site facility equipped with top-of-the-line security.

35. What level of data encryption do you use to protect website transactions?

NEOGOV Comment: NEOGOV utilizes the strongest encryption products to protect customer data and communications, including 128-bit Verisign SSL Certification and 1024 Bit RSA public keys. The lock icon in the browser indicates that data is fully shielded from access while in transit. For additional protection data is also encrypted at rest.

36. What is your privacy policy?

NEOGOV Comment: As a Software as a Service provider with more than 500 customers nationwide, NEOGOV is committed to protecting the privacy of our users. It is important to note that each customer owns and retains the rights to their recruitment data maintained within the system and we ensure that the information submitted to us remains private and is used only for the purposes described within our standard privacy policy. This can be found online at the governmentjobs.com web site. The policy further stipulates that we shall not disclose information about individual visits to our site, or personal information that is provided, such as name, address, E-mail address, telephone number, etc., to any outside parties, except when we believe the law requires it. To help prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have also put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. Lastly, in addition to our privacy policy, NEOGOV also includes a non-disclosure clause as part of our standard service level agreement to help further protect specific customer data.

37. What safeguards are in place to ensure near constant availability of the application?

NEOGOV Comment: NEOGOV is the leading provider of hosted applicant management and recruitment systems dedicated for public sector agencies and we have established a proven and tested infrastructure to ensure our customers have access to the system 24x7x365 with reserved downtime typically associated to scheduled maintenance. NEOGOV is proud to historically maintain an uptime level of at least 99.9%. To help ensure system availability, NEOGOV hosts its production computers and networking hardware at a TIER 1 Internet Data Center with multiple redundant OC-192's and OC-48's SONET Ring circuits that connect to multiple ISP backbones. The Data Center runs on a completely redundant, end-to-end CISCO network. Enhanced Interior Gateway Routing Protocol and Hot Standby Routing Protocol are enabled, providing seamless connectivity in a fail-over situation. All components of the NEOGOV system are proactively monitored and managed so that faults are detected before system outages. We realize there may occasionally be system outages due to issues beyond our control. NEOGOV has established numerous escalation procedures to notify the proper personnel in the event of any system outage and remedy any issues as quickly as possible. Since the application is managed by NEOGOV for all customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues.

38. Can you guarantee a specific percentage of uptime and performance in the SLA?

NEOGOV Comment: By default, standard availability is listed at 24x7x365 with a minimum uptime level of 99.9%. In addition to the terms listed in our SLA, NEOGOV is willing to consider and incorporate approved City requirements into a final contract.

39. Do you offer full hardware redundant power supplies such as battery and generator backups to avoid consequences from power failure?

NEOGOV Comment: Yes. As noted above, our facilities are located at a tier 1 data center which offers the highest level of security and redundancy available. The facility provides 24-hour physical security, palm print and picture identification, redundant electrical generators, earthquake protection, fire protection, and other backup equipment designed to keep servers continually up and running. Additionally, SBC maintains dual Internet backbone connections to ensure connectivity in the event of a failure.

40. Is your server farm scalable to quickly meet a sudden increase in demand?

NEOGOV Comment: One of the benefits in selecting the NEOGOV platform is that new agencies are able to implement a reliable system that is fully tested and is already in production use by agencies nationwide. Under the Software as a Service (SaaS) model, all customers utilize the same code-base and hosting services, thus the system has to exceed the performance requirements of any one customer and in fact has to exceed the requirements of all of our customers combined. By design, Insight must allow for many more (millions of) transactions or associated workload than any one agency would ever add.

To accomplish this, NEOGOV's SaaS model and the associated production environment is fully scalable from our network infrastructure through our system applications. NEOGOV currently supports over 500 concurrent agencies and constantly monitors its environments for increased load. In the event that new customers are added or in the event of increased demand, NEOGOV can add more resources including hardware as needed with no effect on end-user performance. From the application side, NEOGOV also adheres to standard practices of stress testing during our development process. Stress testing is required and incorporated at three points during our code lifecycle. The first test is performed by NEOGOV developers as they unit test code and functions. The second test is performed by our QA staff (removed from the development team) on our internal test environment using sample data that is generally more than 10x the size of what would be actual production data. The third test is performed within our staging environment by our IT Operations team to not only ensure the quality of the code being deployed into our production environments, but more importantly to assure that end user performance does not suffer. After each step, the testing cycle results must meet or exceed our standards before they may be allowed to move through the lifecycle. If at any point the code does not meet or exceed our standards the code is placed back in the initial testing step until it can pass through all three testing points.

41. Does your staff include a highly qualified Operations team that monitors the site 24 hours a day, 365 year?

NEOGOV Comment: Yes. In addition to an experienced team of HR professionals who staff our Customer Support Help Desk, NEOGOV is proud to offer a dedicated IT team (IT Apps) who continually monitor our Insight production environment.

NEOGOV security measures responsible of our IT Apps include the following:

- Expert team of experienced, professional engineers and security specialists dedicated to round-the-clock protection of data and systems
- Continuous deployment of proven, up-to-date firewall protection, SSL encryption, and other security technologies
- Ongoing evaluation of emerging security developments and threats
- Redundant architecture
- Total commitment to a secure, scalable, private co-located system (Unlike a hosted system arrangement, NEOGOV manages all aspects of its operations.)

42. Please describe your license pricing model and Usage Rights? Please indicate if there is a minimum license purchase requirement?

NEOGOV Comment: Insight Enterprise is offered as a Software as a Service (SaaS) model and is fully hosted, maintained, and supported by NEOGOV. Our pricing model revolves around a site license for all customers based on agency size, project scope and required NEOGOV platforms.

All NEOGOV annual costs are based on the renewal of the Insight License which includes:

- o Unlimited users
- o Unlimited Customer Support
- o Unlimited Technical Support
- o Unlimited access to Ongoing Learning Management Center
- o Unlimited applications
- o All scheduled system Upgrades (released quarterly)
- o All system Maintenance
- o All Hosting

43. Does your company escrow source code (deposit with a neutral third party)?

NEOGOV Comment: Yes. NEOGOV is fully willing to place the Insight source code into an escrow account for any customer. We currently utilize Iron Mountain for our escrow services and agencies can elect to participate in this program at an additional cost. Discounted pricing for this service is available at any time to customers during their active contract with NEOGOV.

44. Does your SLA include a provision to report all events of unauthorized access of data?

NEOGOV Comment: Yes. Customer data integrity is a top priority and NEOGOV has developed procedures for identifying and preventing security breaches. As part of our standard services, NEOGOV advises all affected parties upon any breach.

45. Describe the requirements, implementation, configuration process of your software application to the City's Web Site.

NEOGOV Comment: As a web based solution, Insight is accessible from any environment that allows for Internet connection. Since all system functionality is hosted on NEOGOV servers, Integrating Insight in to the City's web environment involves simply changing the links on your production website to point to the new, customized City web pages. During implementation, NEOGOV will work with your agency to incorporate your existing brand (including logos, links, color schemes, etc.) into the system. NEOGOV creates three web pages for job postings for our agencies which have the same "look and feel" as their existing web brand. The first page is used for regular job opportunities that are open to the public. The second and third pages are for listing internal only openings. Many agencies use these to post internal/promotional only job openings are lateral transfer opportunities. Once the pages are completed, NEOGOV will provide the City with the new URL addresses that will be used. This change only takes minutes and once it is complete, the City will be fully implemented and the new system will be available on the City's production website.

46. In the event of an outage or major emergency, how would the proposer respond? What personnel would be involved?

NEOGOV Comment: NEOGOV has established numerous escalation procedures to notify the proper personnel in the event of any system outage and remedy any issues as quickly as possible. Since the application is managed by NEOGOV for all customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues and all NEOGOV IT Operations team members are fully trained in our recovery policies and procedures.

As part of our dedicated hosting policies, we maintain complete disaster recovery procedures that can be used in the event of any unplanned outage. In addition to the full nightly backups, continuous log shipping, mirrored disk arrays, and tape backups, NEOGOV also utilizes Iron Mountain's Electronic Vaulting which uses patented technology to continuously back up data online in real-time and vault that data offline in the East Coast off-site facility equipped with top-of-

the-line security. With this, data backup is always up-to-date and can be recovered up to the time data loss occurred within couple of minutes of the last transaction. Estimated timelines for a recovery are obviously dependent on the nature of the outage, however recovery times can be within a few minutes from a basic failure to within a day from a major catastrophe. During any recovery operations, all NEOGOV customers are kept informed and updated through resolution.

47. How long would the outage occur before a response?

NEOGOVS Comment: As a Software as a Service provider to more than 500 agencies nationwide, NEOGOV has established a proven escalation procedure and response timeline for all Insight customers. Based on the case priority, the following response times are established:

- **Priority 1:** System outage – Response and resolution is ASAP and work is started immediately.
- **Priority 2:** Able to conduct daily work, but encountered issue – Response time is 2 hours for communication and resolution is investigated immediately. Resolution communications are initiated and followed up with by support desk. Resolution timeline varies by the type of case, timeline, and scope.
- **Priority 3:** Can conduct daily work, no error messages, would like feature to work more effectively, “nice to have” feature – Response time is 8 hours for communication and resolution is investigated within 2 working days. Resolution communications are initiated and followed up with by support desk. Resolution timeline varies by the type of case, timeline, and scope.
- **Enhancement Requests:** Can conduct daily work, no error messages, wish to communicate a suggestion to NEOGOV – Response time is 16 hours for communication and suggestion is added to enhancement list. Enhancement communications are conducted via the support desk, bi-weekly meetings, and quarterly rollout email communications. Enhancement timeline varies by the type of enhancement, timeline, and scope.
- **Functionality Question:** User Question – Response time is 8 hours for communication and question follow up. Resolution communications are initiated and followed up with by support desk either via email or phone. Question answer timeline varies by the type of question and available answer options.

48. Describe how system enhancements are proposed; decided upon; and implemented.

NEOGOVS Comment: NEOGOV is constantly improving its technology and functionality to provide a better service to our customers. NEOGOV has a strong commitment to use technological advances to increase its competitive advantage and continue to provide the most comprehensive and the most usable workforce management system for the public sector market. NEOGOV Insight Enterprise has been built using the latest Web and database standards and will continue advancing its products and technology to support the future standards and technology advancements. Our functionality advancements are driven by our large customer network and our commitment to the public sector HR. We release quarterly product enhancements that improve existing system functionality and usability, and also enhancements that further extend the system.

NEOGOVS has made tremendous progress in the past by listening to our customers and making them successful, and we plan to continue advancing our products to increase our services and our competitive advantages. Our upgrade policy adheres to this by allowing all customers to provide enhancement requests via our customer support center and even rate or rank enhancement items of other agencies. We then review all enhancement items and rank accordingly by critical need and overall benefit to the entire Insight customer base.

Our overall process to identify system enhancements comes from many years of working with a wide variety of different types of agencies and customers and working to identify, analyze, and build enhancements with the most business impact. We allocate our development team to 65% general enhancement development and 35% of the team to agency specific development effort. This way, Insight continues to expand based on organizing and grouping a large number of enhancements into configurable and flexible system enhancements while also allocating enough effort to agency specific requests so that each agency has development resources allocated when needed. When required, we can include system enhancements and even agency-specific customizations for all customers.

When finalized, all enhancements are then placed into engineering for complete design, analysis, development, and testing. As required, agencies are selected to assist with both functional analysis and beta testing of the new enhancement. This helps to ensure that any Insight upgrade is tailored specifically for public sector recruitment. The enhancement then undergoes complete QA/QC.

Prior to release, all enhancements are documented outlining the new upgrade, new capabilities and a description on how to utilize the functionality. These are provided to customers as internal system notices, email notifications, release notes, and/or individual guides as required. We then conduct quarterly online training sessions (included as part of the license agreement) to provide further instruction on how to utilize new features and improve our customer's overall workflow. Finally, the documentation is placed into the customer support center where customers can find functional and technical enhancements included in releases over the past five years.

49. Provide a detailed description of any miscellaneous software and hardware required from other vendors, including estimated costs and available sources.

NEOGOV Comment: Insight is a hosted, web-based solution and as such there is no need to buy and maintain additional hardware or software, which relieves agencies' IT staff from the time and effort required to support, maintain, and upgrade the hardware and software associated with contemporary software. Insight is 100% accessed via the internet, and therefore does not require any additional hardware or software systems other than a standard workstation with a current web browser and an Internet connection in order for the City to achieve full functionality. With respect to PC system requirements, agency users (HR and Department) will need Internet Explorer 5.5+ to utilize the system. Applicants can use any browser they wish (including Firefox).

RECRUITING SERVICES APPLICANT TRACKING AND TESTING SOFTWARE SYSTEM

The City is soliciting proposal for a web-based Applicant Tracking and Testing Software System responsible for maintaining a robust personnel recruitment sourcing, screening, testing, tracking and selection system to successfully meet the recruitment goals of the City .

Should the vendors submit a partnered solution, one vendor must be defined as the Primary integrator / implementor for a complete relational solution. The following functions are Technical and Functional requirements.

Please interpret each numbered line as a question or requirement. If an item is indicated as "Y" for Comment, please provide attachments indicating line number.

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY	VENDOR RESPONSE				Comment	
			Technical/Functional Requirements					
REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	Fully Provided	Provided With Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Requisition	1	Personnel Requisition initiated in departments and divisions routed to various approvers, in various departments	Y					Y
Requisition	1	Modify requisition form fields and permissions	Y					
Requisition	1	Ability to customize and incorporate required/mandatory fields on personnel requisition	Y					
Requisition	1	Ability to route the personnel requisition online for pre determined personnel and ability to easily change this routing	Y					

VENDOR NAME:

VENDOR NAME:		BUSINESS REQUIREMENTS SUMMARY		VENDOR RESPONSE				Comment	
		PRIORITY	REFERENCE	Fully Provided	Provided With Modification	Custom Development Required	Provided by Reporting Tool		Not Provided
		1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)						
Requisition	1		Ability to attach documents to the personnel requisition electronic copies or scanned images	Y					Y
Requisition	1		Ability to locate the personnel requisition in the approval process date and time stamped	Y					
Requisition	1		Ability to send an email notification of personnel requisition for each stage of the process	Y					
Requisition	2		Track and report all requisition activities, status and progress	Y					
Job Postings	1		Ability to import job salary ranges, Min/Max annually, monthly, bi-weekly, or hourly into to the system	Y					
Job Postings	1		Ability to create, display and modify Job Descriptions, Job Announcements, maintain previous versions and disable / enable what is displayed as required	Y					
Job Postings	1		Ability to automatically post and expire job announcements based on start and end dates	Y					
Job Postings	1		Ability to post Announcements 'continuously' or until a sufficient number of applications have been received; ability to provide for periodic cut off dates during continuous job postings as needed	Y					
Job Postings	1		Ability for potential applicants to express interest in a job and request email or hard copy notification when job is available for recruitment, display a list of interested applicants or automatically email once a job is posted for recruitment	Y					

VENDOR NUMBER:

		BUSINESS REQUIREMENTS SUMMARY		VENDOR RESPONSE					Comment
				Technical/Functional Requirements					
REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	(Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating "Yes in the Comments" column and attaching a separate sheet.)		Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Job Postings	1	Have an employment opportunities search engine which will allow for applicants to search, by word or text string, for all active vacancy postings.		Y					Y
Job Applications	1	Ability for applicants to apply on-line for positions which city is currently recruiting for		Y					
Job Applications	2	Ability for applicants to check status of their applications real time.		Y					
Job Applications	1	Ability to customize the Job Application and incorporate required fields whereas the applicant cannot submit unless responded to or completed		Y					
Job Applications	1	Ability to search the applicant database and associated attachments		Y					
Job Applications	2	All document formats should be viewable even without it's associated application for that file type.		Y					Y See below, Item 1
Job Applications	1	Applicants and recruiters must have the ability to 'attach' additional documents to the applications/recruitments		Y					
Job Applications	1	Applicants should be able to save a partially completed job application and retrieve at a later time for final completion		Y					

VENDOR NAME:

REFERENCE		PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment
				Technical/Functional Requirements					
				Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Job Applications	1	Email notification sent once Job Applicant submits an application. The date and time of each application submitted must be captured and easily accessible/viewable with in the system as well (format required 00:00:00)	Y						Y Item 2
Job Applications	1	The ability for an applicant to apply for multiple positions without having to repeat standard information such as work and education history; ability to update this information and customize for current job postings	Y						
Job Applications	1	The ability to view and print applications properly formatted (logical layout), any attachments and associated questionnaires anytime by the applicant and HR staff	Y						
Job Applications	1	The City currently accepts hard copy employment applications and supplements and intends to continue this practice for those without internet access, the system must have the ability to accept scanned images of hard copies and upload data to the system.	Y						
Job Applications	1	Ability to hide or redact information from applications or other documents by access permissions and users	Y						
Job Applications	3	Ability to eliminate data entry with ICR scanning.	Y						
Applicant Screening	1	Ability to pre score and pre screen applicants based on the supplemental questions and requirements	Y						

VENDOR NAME:

REFERENCE		PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment
				Technical/Functional Requirements					
				Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Applicant Screening	2	Ability to pre screen applicants on narrative responses	Y						Y
Applicant Screening	1	Allow multiple hurdle scoring of applicants such as on minimum qualifications or minimum qualifications plus desirables, or multiple exams.	Y						
Exam Plan	1	Ability to define unique examination plans per recruitment	Y						
Exam Plan	1	Ability to revise exam plans as needed for recruitments without affecting any previous exams	Y						
Exam Plan	1	Ability to apply weights to individual exams or subscales of an exam	Y						
Item Bank	1	Ability to create, store and print written exams and answer keys	Y						
Item Bank	1	Ability to create and maintain oral board questions/dimensions and interview rating forms.	Y						
Item Bank	1	Ability to create, store, reuse and display a list of supplemental questions for each job posting/recruitment	Y						
Item Bank	1	Scoring to be determined by assigning weights to the questions or category of questions. Weights to be determined by the HR Department in conjunction with the City departments.	Y						

VENDOR NAME:

REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment
			Technical/Functional Requirements					
			Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Exams	2	Ability to administer computerized or on-line testing, with the ability for timed testing.	Y					Y Item 3
Recruitment Tracking	1	Ability to track applicants by step/hurdle	Y					
Recruitment Tracking	1	Ability to process specific groups of applicants based on test cut dates.	Y					
Recruitment Tracking	3	Ability for agency users to track recruitment status on-line	Y					
Scheduling	1	Ability to schedule written, oral board and other exams; and generate hardcopy and/or email notifications of such exam for each applicant.	Y					
Scheduling	2	Ability for applicants to self schedule exams	Y					
Scoring	1	Ability to add additional points to final scores (seniority points, educational points, paramedic points, etc.).	Y					
Scoring	1	Ability to add points to final scores and appropriately rank applicants for veterans' preference based on the Veteran's information contained within and Florida State Statute 295.07 (Exhibit D)	Y					
Scoring	1	Ability to compute final scores as whole numbers as well ability to round to the nearest quarter of a point, and tenth of a point.	Y					

VENDOR NAME:

REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment
			Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Scoring	1	Ability to import test scores and populate applicant scores and gather item analysis statistics.	Y					Y
Scoring	1	Ability to import paper-and-pencil answer keys and score applicant answer sheets	Y					
Scoring	1	Relevant test score data to be entered and integrated into the applicant's record based on City computerized tests	Y					
Scoring	1	Ability to scan bubble sheet test answer forms per applicant	Y					
Employment Register	1	Ability to rank order of the applicants by final grade on the employment register	Y					
Employment Register	1	Ability to list all applicants who passed the exam process on an employment register by rank/score	Y					
Employment Register	1	Ability to manually and/or automatically expire eligibles off the employment register	Y					
Employment Register	1	Ability to merge new eligibles onto the employment register	Y					
Employment Register	1	Ability to extend an employment register if required.	Y					

VENDOR NAME:

REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment	
			Technical/Functional Requirements						
			Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided		
Employment Register	1	Retain records of expired employment registers	Y						Y
Certification	1	Ability to refer application (including attachments) materials electronically to hiring managers	Y						
Certification	1	Ability to certify multiple times from the same employment register	Y						
Certification	1	Ability to create certifications without a requisition	Y						
Certification	1	Ability to list applicants in the top 5 ranks on the Certification of Eligibility form	Y						
Certification	1	Ability to list only one specific applicant on the Certification of Eligibility form	Y						
Certification	1	Recall /Cancel Certification	Y						
Notices	1	Ability to generate and send email and/or hardcopy notices for applicants (reject notices, schedule notices, ranking notices, etc).	Y						
Notices	1	Ability to track all notices sent by email/ paper copy	Y						

VENDOR NAME:

REFERENCE		PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE					Comment
				Technical/Functional Requirements					
				Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Reporting	2	Ability to track recruitment plan tasks and notes per recruitment.	Y						Y
Reporting	1	Maintain a history of all recruitments and exam plans.	Y						
Reporting	2	Should be able to track, analyze and report on key hiring metrics; such as time to hire, advertising effectiveness, days between certification and hire, quality of applicants and quality of service	Y						
Other Vacancy	2	Ability to manage layoff lists, including expiration date(s) of individual(s)	Y						
Other Vacancy	2	Ability to manage transfer/demotion process	Y						
Miscellaneous	3	Ability to populate new hire information to the city's Payroll System	Y						Y Item 4
Miscellaneous	1	Ability to receive archived records on a quarterly basis.	Y						Y Item 5
Miscellaneous	1	The system should provide for user friendly navigation for the applicants and staff	Y						
Miscellaneous	1	Users should be able to use Microsoft Internet Explorer, Firefox and/or Netscape Navigator	Y						

VENDOR NUMBER:

REFERENCE	PRIORITY 1 = Critical 2 = Desirable 3 = Optional	BUSINESS REQUIREMENTS SUMMARY (Vendors should refer to the "Scope of Services" for complete details of the requirements summarized here. Explain variances, if any, by indicating Yes in the "Comments" column and attaching a separate sheet.)	VENDOR RESPONSE				Comment	
			Technical/Functional Requirements					
			Fully Provided	Provided with Modification	Custom Development Required	Provided by Reporting Tool	Not Provided	
Miscellaneous	1	Provide a flexible and configurable interface	Y					Y
Miscellaneous	1	Website must be ADA/Section 508 Compliant	Y					
Access Security	1	Security Configuration - restrict access to supervisors, managers and agency HR staff, defining various levels of restricted access and flexibility to change security as employee responsibilities change	Y					

NEOGOV Comments:

1. All document formats should be viewable even without it's associated application for that file type. NEOGOV customers have the option to define what file types are allowed to be included as attachments within the system. Should customers not wish to allow certain file types, authorized users can simply modify the configuration settings as needed. As a web based solution, Internet ready files (html, jpg, gif, etc.) can be viewed directly within the browser window, while others (txt, rtf, etc.) can be accessed using standard applications. Additional file types (such as pdf, doc) can be viewed without the native application (Adobe Acrobat, MS Word) using standard utilities readily available.
2. Email notification sent once Job Applicant submits an application. The date and time of each application submitted must be captured and easily accessible/viewable within the system as well (format required 00:00:00). Upon submitting any application, applicants are notified immediately through an online confirmation as well as an email notification. In addition, applicants can check their current status for any position they have ever applied for directly online through the incorporated Citizen's Self-Service Portal. Here, your agency can disclose desired information to applicants including status, interview schedules, screening results, etc. Additionally, the system retains an associated log featuring a time and date stamp for submitted applications within each recruitment exam plan (note: the time stamp is down to the second on the backend database for auditing purposes).
3. Ability to administer computerized or on-line testing, with the ability for timed testing. In addition to using supplemental questions for testing or screening purposes, NEOGOV customers also have access to a full testing platform. To assist agencies in streamlining their test processes, NEOGOV has introduced a comprehensive Test Management System (TMS) and Computer Based Testing (CBT). NEOGOV's TMS module integrates seamlessly with Insight Enterprise and CBT and is designed to significantly reduce both cost and effort typically associated with standard testing process. If required, NEOGOV can work with the City to discuss scope and pricing before providing cost estimates. Using TMS and CBT, agencies can incorporate many of its written, performance, and/or simulation (or preview) tests into a secure system and deliver the test via hardcopy or electronically. When delivered

electronically, tests can be taken on any computer using a standard web-browser and can be given in either a proctored or non-proctored environment. Online tests can even be shared with other departments or agencies.

4. *Ability to populate new hire information to the city's Payroll System.* NEOGOV is proud to offer our customers several options for both exporting AND importing of data with the Insight platform.

Out of the box, users can access the ad-hoc reports within the system and data can be exported as needed. Users can specify the format of the data (CSV, XML, Pipe Delimited, TIFF, Web Archive, PDF, or Excel) and the delivery method (Email, file download, or FTP). This is standard functionality and is documented within the supplied user guide or associated tutorials.

NEOGOV also offers standard integrations to external systems (such as Lawson, PeopleSoft, SAP and others) for new hire data exports, position control numbers, etc. Additionally, because Insight Enterprise can integrate with virtually any system, this represents a tremendous advantage to your agency should you decide to migrate to another backend system at a later date. All NEOGOV integrations are conducted by NEOGOV Professional Services and are offered on a per integration basis at an additional cost. All NEOGOV integrations are architected around the latest standards, including SOAP, WSDL, and XML. As an open service, the utility is available to all platforms that support the core Web services standards, including Java, .NET, and different EAI tools.

Lastly, should customers require any custom integration for data exports; NEOGOV can work with the project team to determine the project scope and timeline. Documentation developed as part of this process can be made available as applicable. Costs for integrations are dependent on final project scope and customers are always provided with a cost summary prior to the start of any new development.

5. *Ability to receive archived records on a quarterly basis.* All data, including agency custom form fields is available within the system directly through the browser window or via one of our more than 80+ standard reports and/or ad-hoc report engine. Insight Enterprise provides a broad array of reporting capabilities including preconfigured (canned) reports such as time to hire, cost of recruitment, etc. that can be run using its own dynamic reporting suite. In addition to the 80+ standard reports available, Insight Enterprise features an easy to use Ad-Hoc reporting tool which enables non-technical individuals to create customized reports through a step-by-step report generation wizard. The system even allows agencies to report against any custom field they have incorporated into the system. This offers agencies an exclusive reporting suite for its dedicated Insight Enterprise solution.

All reports built through Insight Enterprise are available electronically directly through the browser and you can easily export data to Microsoft Excel™ or Crystal Reports for additional analysis or integration with external information, minimizing the need for paper documents. The ad-hoc reports can also be marked as public or private, saved for later use, and can be exported as needed. Users can specify the format of the data (CSV, XML, Pipe Delimited, TIFF, Web Archive, PDF, or Excel) and the delivery method (Email, file download, or FTP). Reports can also be scheduled to run at a specific time including set on a recurring schedule of hourly, daily, weekly or monthly.

Tab 9 – NEOGOV References

Currently, NEOGOV is used by **more than 500 public sector agencies by over 90,000 users in 42 different states and processing over 10,000,000 applications annually** (a partial list of existing customers is available in **Attachment A – NEOGOV Customer List**), providing unique services and requirements found in public sector recruiting. One of the greatest benefits of selecting a proven company like NEOGOV is that agencies can leverage our past experience with similar organizations to ensure the project is completed successfully.

Included for consideration are the following references complete with contact information and project description. NEOGOV has served as the primary vendor for each customer and all customer implementations were completed on time and on budget. We are proud to maintain a **customer satisfaction rating of 9.5 out of 10** and we invite agencies to contact more NEOGOV partners as evidence of our commitment to our customers. For your convenience, additional references are always available upon request.

City of Gainesville, Florida

Address: Human Resources Department
Old Library Building
222 East University Avenue
Gainesville, FL 32602

Primary Contact: Tiffany Davis
Phone: (352) 334-5077, x
Email: davista@cityofgainesville.org

Project Summary: The City selected NEOGOV in 2004 to replace their outdated applicant tracking process with the Insight Enterprise system. The agency had struggled with several attempts at using different systems to manage this process before utilizing NEOGOV as its dedicated ATS. The City has a structured recruiting process and utilizes Insight to facilitate their entire recruitment, selection, and applicant tracking processes from creating and approving requisitions out in departments through the recruitment process eventually hiring candidates.

The City has been live with NEOGOV since 2004.

Santa Clara County, California

Address: 70 West Hedding Street
San Jose, California 95100

Primary Contact: Sherae Moresco
Phone: (408) 299-5831
Email: sherae.moresco@esa.sccgov.org

Project Summary: Santa Clara County is regarded as NEOGOV's most sophisticated and advanced user agency. The County management is fully dedicated to utilizing NEOGOV products to the maximum extent of their abilities and they have dedicated the most effort of all NEOGOV customers to evaluate their HR processes, qualify and quantify their benchmark results, make process improvements, and implement enhancements to their public sector recruitment and selection workflow. The County utilizes PeopleSoft HRMS in conjunction with NEOGOV.

The County of Santa Clara selected NEOGOV in March of 2002 to implement the full Insight Enterprise system. The County utilizes Insight to facilitate their entire recruitment, selection, and applicant tracking processes from creating and approving requisitions out in departments through the recruitment process eventually hiring candidates. The County has fully implemented their HR staff as well as implemented over 500 department users (i.e., Department Liaisons, Approvers, Subject Matter Experts, and Hiring Managers). The County was able to reduce their HR staff by 40% while continuing to report increased department customer satisfaction and more ability to provide better services to citizens. They attribute this success with working with NEOGOV and Insight Enterprise.

We recently conducted a benchmarking analysis with the County and they reported the following results:

- Recruiter effort hour reduction: 40%
- Technician/support staff effort hour reduction: 70%

- Average time-to-hire reduction: 35% (from three months to two)

The County converted from a SIGMA system and has been live with NEOGOV since 2002.

San Bernardino County, California

Address: 157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440
Primary Contact: Sylvia Zayas
Phone: (909) 387-5575
Email: szayas@hr.sbcounty.gov

Project Summary: As one of the nation's fastest growing counties, the County of San Bernardino required an applicant tracking system that was capable of maintaining a high volume of transactions, without exception. Furthermore, with its increased exposure, the County also wanted to position itself as an employer of choice, utilizing proven and innovative technologies to service its citizens. They selected NEOGOV to deliver on these goals, replace its legacy system, and offer a dynamic solution that was:

- Totally dependable to handle its increased application transactions
- Fully adaptable to accommodate its expanding workforce, job positions, and business rules
- Extremely user friendly to increase adoption amongst department users

The County converted from a JobAps system and has been live with NEOGOV since early 2007.

San Mateo County, California

Address: 455 County Center
Redwood City, CA 94063
Primary Contact: Belle Sierra
Phone: (650) 363-4329
Email: bsierra@co.sanmateo.ca.us

Project Summary: The County selected NEOGOV in 2002 to replace their legacy applicant tracking system and applicant tracking database with Insight Enterprise system. The County has a structured recruiting process and utilizes Insight to facilitate their entire recruitment, selection, and applicant tracking processes from creating and approving requisitions out in departments through the recruitment process eventually hiring candidates. The County has fully implemented their HR staff as well as department users (i.e., Department Liaisons, Approvers, Subject Matter Experts, and Hiring Managers).

The County has been live with NEOGOV since 2002.

Tarrant County, TX

Address: 100 E. Weatherford Suite 301
Fort Worth, TX 76196-0105
Primary Contact: Ann Smith
Phone: (817) 884-3252
Email: asmith@tarrantcounty.com

Project Summary: The County currently utilizes NEOGOV for their entire staff of and conducts all aspects of their recruitment within a single system. Tarrant was utilizing disconnected systems and required that the chosen solution, NEOGOV, could replace the systems and provide a central repository of information. The County currently utilizes Insight Enterprise for requisitions, job postings, applicant tracking, list maintenance, and hire processing. The County manages thousands of applications annually and has been able to streamline their recruitment and selection processes dramatically, while increasing their ability to quickly generate recruitment reports instantly. Working with NEOGOV Insight, they are able to quickly click on an exam plan (a recruitment process) and within minutes verify and validate that the County is following defined rules and regulations as well as meeting compliance.

Tarrant County has been live with NEOGOV since 2004.

Tab 10 – Cost Proposal Page

PART VII - PROPOSAL PAGES – COST PROPOSAL

This section shall include a description of the proposed costs and prices. All pricing information shall be limited solely to this section of your proposal. This section should address all requirements set forth in PART IV, as well as any other items pertinent to your proposal pricing such as additional discounts for increased quantities, prompt payment, etc. The requirements have been developed to allow the City to uniformly evaluate prices submitted for the work/services. Accordingly, you should follow these instructions carefully and provide all data requested in the formats specified herein and in any referenced attachments.

The vendor must complete pricing submission in the following format (estimated quantities listed are for information and tabulation purposes only. No warranty or guarantee of quantities needed is given or implied. It is understood that the Contractor will furnish the City's needs as they arise):

A. Software Licensing:

Flat rate cost for all users

Total \$ 14,600.00

B. Hardware/Server/Networking/ Storage Costs

Provide a detailed description of items and costs/Other

Total \$ Not Applicable

C. Implementation Costs

Total \$ WAIVED

D. Maintenance and support costs (4 Year Total)

Total \$ 43,800.00

Provide a detailed description of items and costs

Year 1	\$ <u>Included</u>
Extended Year 2	\$ <u>14,600.00</u>
Extended Year 3	\$ <u>14,600.00</u>
Extended Year 4	\$ <u>14,600.00</u>

E. Training Costs

(Provide detail, total hours, cost per hour, and all related travel costs)

Total \$ WAIVED

FINAL PROPOSED GRAND TOTAL*

\$ 58,400.00

Misc Items

Consulting/Professional/Technical Services \$ 200.00 per hour

Export of required data for New Hires

For import to the Payroll System \$ TBD based on scope

*Any omissions in this RFP shall be identified by each proposer and incorporated into their proposal. The City will not increase the Purchase Order (either dollar or time) for items not included in the submitted bid documents. The City reserves the right to purchase any part of, or the entire proposal.

For this response, NEOGOV is proposing implementation of our Insight solution. We have reviewed all items and requirements as set forth in the original document and are confident that the delivered system will meet and exceed expectations. The pricing for NEOGOV Insight includes Training, Provisioning, and Annual License components. The Insight license is all inclusive and features:

- Unlimited Site License
- Unlimited Users (HR and Agency)
- Unlimited Applications
- Unlimited Customer Support
- Unlimited Technical Support
- Unlimited System Maintenance
- Unlimited Quarterly Enhancement Upgrades
- Unlimited Hosting

Training

- Training is a one-time cost and includes unlimited online, on-demand training as part of our NEOGOV University program. Two day On-site training is available at an additional price.

Price: WAIVED

Provisioning (Setup and Installation)

- Assign a NEOGOV project implementation specialist
- Conduct project kick off, review implementation plan, discuss deliverables timeline, and set schedule for weekly implementation meetings
- Create an agency-specific training environment which is used by your agency during training and afterwards to train in prior to moving into production
- Customize examination form
- Configure printable examination bulletins and printable class specifications
- Integrate your new production job opportunities, promotional opportunities, and job descriptions web pages into your existing agency website
- Establish your agency's Insight Enterprise production environment

Price: WAIVED

Annual License (Includes Hosting, Maintenance and Support)

The annual license for the NEOGOV Insight Software includes all of the following:

Recruitment

- Accept examinations online
- Online exam integration with current agency website
- Online position announcements and descriptions
- Attract "passive" candidates with automatic job interest cards
- Proactively search your applicant database
- Real-time database of all exam information
- Recruitment and examination planning

Selection

- Create, store, and reuse supplemental questions in the Insight item bank
- Screen candidates automatically as they apply
- Define unique scoring plans per recruitment, or copy existing scoring plans

- Item bank and item analysis
- Score, rank, and refer candidates

Reporting and Analysis

- Collect and report on EEO data
- Analyze and report on applicant flow
- Track/analyze data such as time-to-hire, recruitment costs, staff workload, etc.
- 80+ standard system reports
- Ad Hoc reporting tool

HR Automation

- Create and route requisitions
- Refer and certify applicants electronically
- Scan and route paper application materials

Additionally, during the term of the license, NEOGOV customers are provided:

Unlimited Customer Support

Customer Support shall be provided both on-line and by telephone Monday – Friday, 6:00 AM – 6:00 PM Pacific Time (excluding NEOGOV holidays).

Ongoing Customer Training and Conference Calls

Included with your paid license is the following:

- Extended Ongoing Learning Management (OLM) Program
- Free participation in the NEOGOV bi-weekly customer conference calls
- Free attendance to the NEOGOV quarterly Insight online training sessions
- Free attendance to NEOGOV monthly beginner and advanced training sessions
- Invitation to the NEOGOV annual user's conference in Las Vegas

Product Upgrades to Licensed Software

Agencies receive all product upgrades to purchased package. Product upgrades are automatic and available upon the next login following a product upgrade rollout. Product upgrade rollouts are generally released every three months.

Price: \$14,600.00

Discounted Pricing – Optional: In addition to a one year term, customers may elect to establish an extended contract based on an annual license rate at its discretion. NEOGOV also provides pre-payment discounts for multi-year contracts according to the following schedule:

- Two year contract – 4% discount
- Three year contract – 7% discount
- Four year contract – 10% discount
- Five year contract – 15% discount

Professional Services – Optional: Insight is designed to meet the strict requirements and processes of public sector recruiting through a flexible and configurable system. In order to provide agencies with enhanced features and functionality specific to their individual agency, NEOGOV is proud to offer a dedicated Professional Services team. When needed, NEOGOV will define and validate scope, business requirements, timelines, and associated costs (if applicable). Standard professional services for this project can include:

- Legacy Data Conversion (One time fees – dependent on # of records, data type, etc.)
- Dedicated system integration into HRMS system
 - Business Process Re-engineering
 - Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings

Price: TBD

Tab 11 – Attachments

**Attachment A:
NEOGOV Customer List**

NEOGOV™

Currently, NEOGOV is used in more than 500 public sector agencies by over 90,000 users in 42 different states and processing over 10,000,000 applications annually. A partial list of existing customers utilizing similar services and requirements outlined in the original RFP has been included here for consideration.

Organization	Number of Employees	Applications per Year
Alachua County, FL	1,500	8,000
Alameda County, CA	10,000	35,000
Albany, City of (GA)	1,000	8,000
Albany, City of (OR)	1,000	8,000
Allen, City of (TX)	1,400	7,000
Anchorage (City), AK	3,500	20,000
Anne Arundel County, MD	4,000	15,000
Anoka County, MN	2,000	10,000
Arapahoe County, CO	2,000	10,000
Arlington County, VA	3,500	20,000
Atlanta, City of (GA)	8,000	50,000
Aurora (City), CO	2,500	7,000
Bakersfield (City), CA	2,000	7,000
Baltimore County, MD	10,000	60,000
Bassett USD, CA	1,000	6,000
Beverly Hills (City), CA	1,200	9,000
Blue Springs (City), MO	1,500	6,000
Board of Public Defense (MN)	200	2,500
Cape Coral (City), FL	2,000	6,500
Champaign, City of (IL)	1,400	6,500
Charter Oak USD, CA	800	5,000
Chattanooga, City of (TN)	3,500	14,000
Clark County Department of Aviation, NV	500	3,500
Clovis (City), NM	1,000	5,000
Cobb, County of (GA)	7,000	40,000
Coconut Creek (City), FL	350	2,000
Collier County Board of County Commissioners (FL)	450	4,000
Collier County, FL	1,600	9,000
Community Transit, WA	2,000	15,000
Conejo USD (CA)	600	4,000
Contra Costa County, CA	7,500	9,000
Culpeper, County of (VA)	2,000	10,000
Cypress, City of (CA)	500	4,000
Dakota County, MN	2,000	10,000
Dallas (City), TX	20,000	100,000
Davenport (City), IA	1,200	10,000
Davis, City of (CA)	700	4,000
Delray Beach PD, FL	200	3,000
Denver, City/County, CO	8,000	60,000
Des Moines, City of (IA)	1,400	8,000
Dougherty, County of (GA)	1,000	8,000
Downey USD, CA	1,500	5,000
Eau Claire, County of (WI)	1,200	8,000
Emerald Coast Utilities Authority	100	500
Escambia County Sheriff's Office, FL	1,200	6,000

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Escambia County, FL	2,000	8,000
Eugene (City), OR	2,000	8,000
Fayetteville, City of (NC)	3,000	15,000
Forsyth, County of (GA)	2,500	14,000
Fountain Valley, City of (CA)	550	2,000
Fulton County, GA	8,000	30,000
Gainesville (City), FL	2,000	14,000
Goodyear (City), AZ	1,000	5,000
Grand Traverse County (MI)	1,200	5,000
Gresham, City of (OR)	600	3,000
Gwinnett County, GA	4,500	65,000
Hampton (City), VA	2,000	10,000
Harnett County, NC	2,800	14,000
Hawaii, State of (Dept. of Education)	12,000	40,000
Hawaii, State of (HI)	12,000	25,000
Hawaii, State of (Judiciary), HI	5,000	30,000
Hennepin County, MN	7,500	44,000
Honolulu City and County, HI	8,000	20,000
Houston Dept. of Aviation, TX	2,000	10,000
Houston, City of (TX)	22,000	200,000
Huntington Beach, City of (CA)	700	4,000
Huntsville, City of (AL)	1,500	8,000
ICMA Internship Program (Organization), MN	100	1,000
Illinois, State of (IL)	50,000	150,000
Irvine, City of (CA)	500	4,000
Jefferson Parish, LA	1,400	8,000
Johnston, County of (NC)	1,200	4,000
Kauai County, HI	3,000	20,000
King County Sheriff (WA)	250	1,000
King County, WA	4,000	20,000
Kings, County of (CA)	6,000	20,000
La Mesa, City of (CA)	600	3,000
LACERA (Los Angeles County Employees Retirement Association), CA	120	2,000
Laredo (City), TX	1,900	15,000
Las Vegas PD, NV	2,500	10,000
Las Virgenes, Water District of (CA)	120	1,000
Lee County Clerk of Courts, FL	2,300	25,000
Lee County, FL	350	5,000
Long Beach (City), CA	4,500	10,000
Los Angeles County Office of Education (CA)	2,000	12,000
Los Angeles County Superior Court (CA)	500	4,000
Lynchburg, City of (VA)	900	4,000
Lynwood USD, CA	1,000	5,000
Marin County Superior Court, CA	120	1,000
Metropolitan Council MN	500	3,000
Minneapolis Municipal Airport Commission (MAC) (MN)	250	2,000
Miramar (City), FL	1,000	8,000
MN, Metro Transit	300	2,000
Modesto, City of (CA)	700	3,000

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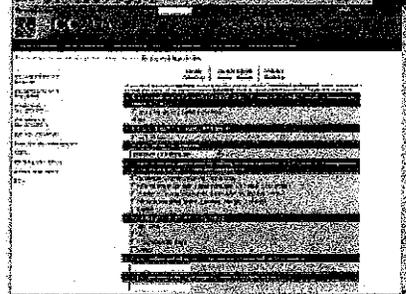
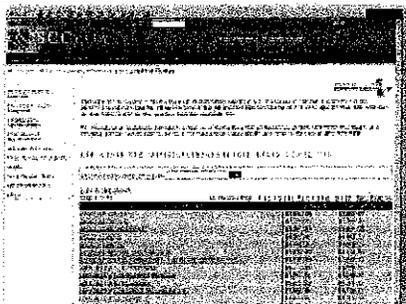
Montebello USD, CA	1,000	8,000
Multnomah County, OR	8,000	15,000
Nacogdoches, City of (TX)	1,000	3,000
Napa (City), CA	800	5,000
Napa County, CA	1,500	6,000
Nashville/Davidson County Metro (TN)	6,000	50,000
New Orleans (City), LA	6,900	10,000
Newport Beach, City of CA	1,200	8,000
Norfolk, City of (VA)	2,000	10,000
Okaloosa County, FL	1,500	8,000
Orange County Fire Authority, County of (CA)	250	2,000
Orange County Superior Court, CA	1,200	9,000
Orange County, CA	17,000	80,000
Orange, City of (CA)	1,800	6,000
Oxnard School District (CA)	800	2,000
Palm Bay, City of (FL)	1,200	5,000
Palos Verdes, Library District of (CA)	100	800
Pasadena (City), CA	2,000	7,000
Pasco County Clerk of the Circuit Court, FL	1,000	5,000
Pasco County, FL	1,000	6,000
Port of Long Beach (CA)	450	4,000
Poway, City of (CA)	1,200	7,000
Prince George's, County of (MD)	5,000	25,000
Pueblo, City of (CO)	1,200	5,000
Ramsey, County of (MN)	8,000	20,000
Rancho Cordova (City), CA	20	250
Regional Transportation, Commission of Southern Nevada (NV)	300	2,000
Reno (City), NV	2,000	8,000
Rice, County of (MN)	1,200	5,000
Richmond, City of (VA)	1,500	4,000
Riverside County, CA	14,000	40,000
Rochester, City of (MN)	850	5,000
Rockford Police Department	250	1,000
Rockville, City of (MD)	600	1,500
Rowland Unified School District (CA)	1,400	8,000
Rowlett, City of (TX)	900	2,500
Sacramento (City), CA	2,000	10,000
Sacramento County, CA	15,000	20,000
Sacramento Metro Fire Department	300	2,000
San Bernardino, City of (CA)	2,000	9,000
San Bernardino, County of (CA)	14,000	60,000
San Francisco Municipal Railway, CA	1,000	8,000
San Mateo, County of (CA)	7,500	10,000
San Rafael (City), CA	1,400	9,000
SANDAG (San Diego Association of Governments)	200	1,000
Santa Barbara, City of (CA)	1,400	4,000
Santa Barbara, County of (CA)	8,000	15,000
Santa Clara County, CA	16,000	60,000
Santa Monica (City), CA	1,650	7,000
Santa Monica-Malibu USD, CA	2,000	5,000

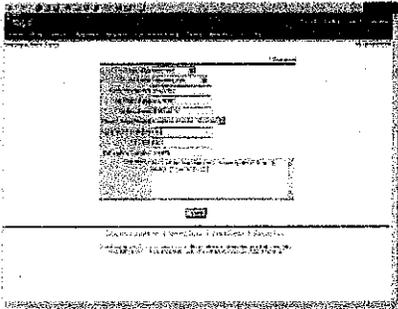
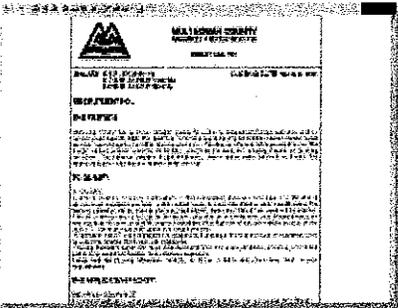
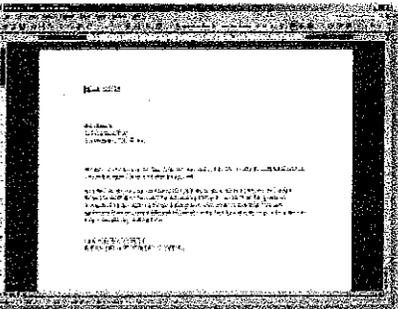
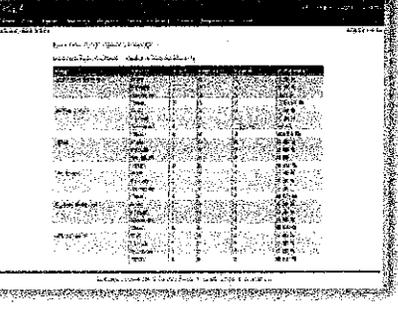
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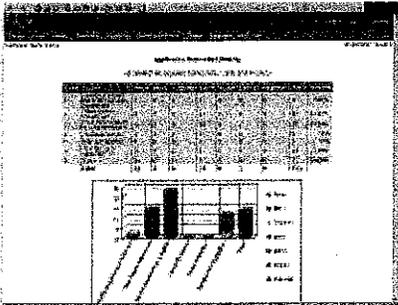
Santa Rosa (City), FL	1,000	4,000
Savannah (City), GA	3,800	20,000
Schaumburg, Village of (IL)	850	5,000
Scott, County of (IA)	800	3,000
Seattle & King County, Public Health Reserve Corps	100	800
Shasta County, CA	2,000	10,000
Sherburne, County of MN	1,400	5,000
Sonoma, County of (CA)	4,000	10,000
South Carolina, State of (SC)	45,000	100,000
Southern Nevada Health District	150	2,000
Sparks, City of (NV)	1,600	8,000
Spotsylvania County, VA	2,000	8,000
St. Louis, County of (MO)	2,500	10,000
Stafford County, VA	1,000	5,000
Stearns, County of (MN)	850	2,000
Stockton (City), CA	1,700	5,000
Sunnyvale (City), CA	2,000	8,000
Surprise (City), AZ	4,000	30,000
Tarrant County, TX	4,500	15,000
Tennessee, State of (TN)	60,000	150,000
Texas Education Agency (TX)	1,500	10,000
Tulare County, CA	4,500	20,000
Tustin, City of (CA)	700	3,000
Union County Sheriff (NC)	300	1,000
Union County, NC	2,500	10,000
University City (City), MO	1,000	5,000
Vacaville, City of (CA)	600	2,000
Vallejo, City of (CA)	1,400	10,000
Ventura County Superior Court (CA)	500	4,000
Ventura County, CA	7,000	25,000
Visalia, City of (CA)	500	6,000
West Hollywood	1,000	8,000
West Virginia (State), WV	30,000	60,000
Westerville, City of (OH)	900	6,000
Whittier (City), CA	2,000	10,000
Yuma (City), AZ	2,000	10,000

**Attachment B:
Insight Screenshots**

The following screen shots are taken from Insight Enterprise and customer websites to depict a general look and feel for the solution from an applicant, HR, and Hiring Manager perspective.

Customized Online Examination	
	<p>Customized online job application integrates seamlessly with your agency's website.</p>
	<p>Candidates complete job specific supplemental questionnaires online.</p>
Position Announcements and Descriptions	
	<p>Automatically post announcements to your website without any IT involvement.</p>
	<p>Automatically post descriptions to your website without any IT involvement.</p>

Recruitment Planning	
	<p>Track advertising costs for each recruitment.</p>
	<p>Instantly create hard-copy job bulletins.</p>
Email and Hard-copy Notices	
	<p>Generate and send email notices to applicants.</p>
	<p>Automatically generate hard-copy notices and mailing labels based on an applicant's status.</p>
EEO Data Collection and Reports	
	<p>View applicant flow by ethnic category and gender to ensure fairness in the selection process.</p>



A screenshot of a software interface showing a data visualization. At the top, there's a header with some text. Below it, there's a table with columns for various categories. At the bottom, there's a bar chart with several bars of varying heights, representing data points for different categories.

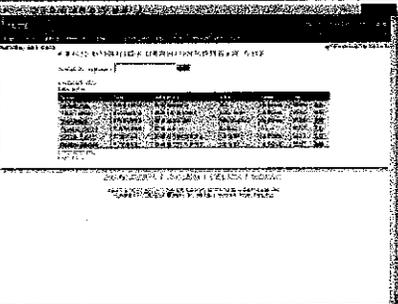
View application source by ethnicity and gender to verify your outreach efforts.

Skill Tracking and Skill Matching



A screenshot of a software interface for skill tracking. It features a list of skills on the left and a corresponding list of candidates on the right. The interface is designed to allow users to track and match specific skills across a candidate database.

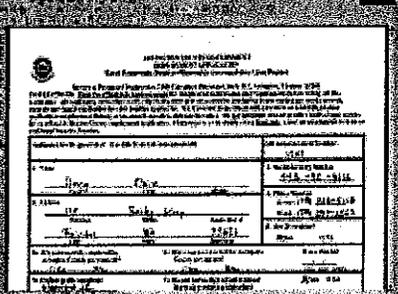
Track each candidate skills.



A screenshot of a search interface. It shows a search bar at the top, followed by a list of search results. The results appear to be organized in a table format, with columns for different attributes of the candidates.

Search your candidate database and return results for a specific skill set.

Scanning Applications & Other Documents



A screenshot of a scanned document, likely a form or application. The document contains various fields, checkboxes, and text, which have been digitized and made searchable within the software.

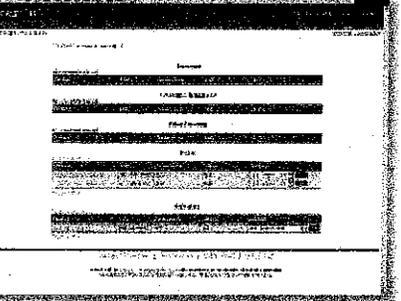
Scan paper examination materials.

Item Bank and Item Analysis



A screenshot of an item bank interface. It displays a list of test questions or items, each with associated metadata such as difficulty level, category, and other analysis data. The interface allows for organizing and managing these items.

Categorize and store test questions in your item bank.

	<p>Quickly associate questions from the item bank to a recruitment or test.</p>
<p>Create and Route Job Requisitions</p>	
	<p>Line departments can create, route, and track job requisitions (request to fill a vacancy) using the Online Hiring Center.</p>
	<p>Agency staff, such as department directors or finance personnel, can approve or reject requisitions from the Online Hiring Center.</p>
<p>Electronic Eligible Lists</p>	
	<p>Hiring managers have instant access to their certified list from the Online Hiring Center.</p>
	<p>HR users can view the referred applicants status (hired, rejected, offer pending, etc.) in real time.</p>

**Attachment C:
NEOGOV Insight Technical Overview**

NEOGOV's application and hardware infrastructure is one of the reasons why agencies nationwide have chosen us to provide them with workforce management software. Please find below a brief overview of our security practices followed by our responses to your technical questions.

Security Overview

World-Class Security Infrastructure

NEOGOV provides state-of-the-art security to ensure that your data is never compromised. At NEOGOV, we know that security is crucial to you — that's why security is our top priority. We devote significant resources to continually develop our world-class security infrastructure. The result: We deliver unsurpassed security and privacy of our customers' information.

When you sign up with NEOGOV, you'll enjoy the protection and peace of mind that only our world-class security infrastructure can provide.

Security Measures

Our security measures include the following:

- Expert team of experienced, professional engineers and security specialists dedicated to round-the-clock protection of data and systems
- Continuous deployment of proven, up-to-date firewall protection, SSL encryption, and other security technologies
- Ongoing evaluation of emerging security developments and threats
- Redundant architecture
- Total commitment to a secure, scalable, private co-located system (Unlike a hosted system arrangement, NEOGOV manages all aspects of its operations.)

Security Details	Description
Physical Security	Our production equipment is collocated in the SBC Data Center in Irvine, CA. SBC is a tier 1 data center which offers the highest level of security and redundancy available. The facility provides 24-hour physical security, palm print and picture identification, redundant electrical generators, earthquake protection, fire protection, and other backup equipment designed to keep servers continually up and running. Additionally, SBC maintains dual Internet backbone connections to ensure connectivity in the event of a failure.
Perimeter Defense	The network perimeter is protected by multiple firewalls and monitored by intrusion detection systems — all sourced from industry-leading security vendors. In addition, NEOGOV monitors and analyzes device logs to proactively identify security threats.
Data Encryption	NEOGOV utilizes the strongest encryption products to protect customer data and communications, including 128-bit Verisign SSL Certification and 1024 Bit RSA public keys. The lock icon in the browser indicates that data is fully shielded from access while in transit.
User Authentication	Users access NEOGOV only with a valid username and password combination, which is encrypted via SSL while in transmission. Encrypted session tracking is used to uniquely identify each user. For

Security Details	Description
	added security, the session key is automatically scrambled and re-established in the background at regular intervals.
Application Security	Our robust application security model prevents one NEOGOV customer from accessing another's data. This security model is reapplied with every request and enforced for the entire duration of a user session.
Internal Systems Security	Inside of the perimeter firewalls, systems are safeguarded by network address translation, port redirection, IP masquerading, non-routable IP addressing schemes, and more. Exact details of these features are proprietary.
Operating System Security	NEOGOV enforces tight operating system-level security by using a minimal number of access points to all production servers. We protect all operating system accounts with strong passwords, and production servers do not share a master password database. All operating systems are maintained at each vendor's recommended patch levels for security and are hardened by disabling and/or removing any unnecessary users, protocols, and processes.
Database Security	Whenever possible, database access is controlled at the operating system and database connection level for additional security. Access to production databases is limited to a number of points, and production databases do not share a master password database.
Server Management Security	All data entered into the NEOGOV application by a customer is owned by that customer. NEOGOV employees do not have direct access to the NEOGOV production equipment, except where necessary for system management, maintenance, monitoring, and backups. NEOGOV does not utilize any managed service providers. The NEOGOV team provides all system management, maintenance, monitoring, and backups.
Reliability and Backup	All networking components, firewalls, load balancers, Web servers, and application servers are configured in a redundant configuration. Customer data is stored on a primary database server that is clustered with a backup database server for redundancy. All customer data is stored on disk storage that is mirrored across different storage cabinets and controllers. All customer data, up to the last committed transaction, is automatically backed up on a nightly basis. Additionally, data is continuously backed up online in real-time using Iron Mountain's Electronic Vaulting, and it is stored in the secure off-site storage facilities. Disaster recovery plans are in place.

Question	Response
Is all access to and from the servers encrypted?	Yes, all access to and from the servers is encrypted using 128-bit SSL certificates.
Do you have procedures for identifying security breaches?	Yes, we have procedures for identifying security breaches. In addition to automated security detection with firewalls, intrusion detection systems, and anti-virus systems, we have also outlined manual security procedures that enforce our security policy.
Do you have standards for server & network hardening? Are these resources periodically audited to ensure integrity?	Yes, we have standards for server and network hardening since it is the first line of defense against a possible intrusion. We audit our infrastructure on a regular basis to ensure that all non-essential services are shutdown and a strict access control policy is in place. All relevant security updates are applied to the system to safeguard against all known vulnerabilities.
How are firewall, o/s, database, anti-virus and other security patches kept up to date?	Firewall and database security patches are applied to the systems as soon as there are released by CISCO and Microsoft respectively. Anti-virus is scheduled to download the latest virus definitions on the hourly basis.
How often are backups performed and are they being stored off site?	In addition to the full nightly backups, continuous log shipping, mirrored disk arrays, and tape backups, NEOGOV also utilizes Iron Mountain's Electronic Vaulting which uses patented technology to continuously back up data online in real-time and vault that data offline in the East Coast off-site facility equipped with top-of-the-line security.
If a catastrophic event happen to the database server and the entire server is lost, what is the worst case scenario in terms of data recoverability? How much data will be lost in such event?	With Iron Mountain's Electronic Vaulting, data backup is always up-to-date and can be recovered up to the time data loss occurred within couple of minutes of the last transaction. If the catastrophic event occurs that completely destroys SBC Data Center facility in Irvine, CA, the hardware infrastructure would have to be rebuilt in a different location.
Do you have procedures for disaster recovery?	Yes, a disaster recovery plan and corresponding procedures are in place. The plan is reviewed and updated regularly. Therefore, it is strict company policy not to share specific information regarding security procedures.
Do you have service agreement with multiple ISPs?	SBC Data Center is fully switched using Cisco network gear and is engineered with redundant network and building power. The network has multiple fiber-optic connections to high-speed Internet backbones. These connections to multiple backbones offer full redundancy in case of failure.
What was your uptime for the past year?	NEOGOV has built redundancy into all its systems in order to minimize any system failures that could be perceived as customer outages. Last year, we have achieved 99.9% uptime level. All components of the NEOGOV system are proactively monitored and managed so that faults are detected before system outages. We realize there may occasionally

	<p>be system outages due to issues beyond our control. NEOGOV has established numerous escalation procedures to notify the proper personnel in the event of any system outage and remedy any issues as quickly as possible. Since the application is managed by NEOGOV for all customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues.</p>
<p>How do you ensure performance does not degrade as you add new customers?</p>	<p>NEOGOVS has the capacity to scale to the largest of enterprises. The architecture behind the NEOGOV solution was designed to handle millions of users. We use the most scalable hardware equipment, and can scale as rapidly as our customers require. We have procedures and tools that monitor server performance, as well as load test simulations to anticipate the infrastructure needs as we add new customers.</p>
<p>How do you ensure performance during peak times?</p>	<p>We are not limited in the amount of bandwidth our servers can use, hence our high speed Internet connectivity. During peak times, the bandwidth is automatically bursted to the amount necessary to handle the traffic load; therefore the performance does not suffer.</p>
<p>How do you schedule downtime for major upgrades to servers? What would our applicants see if they tried to apply during this downtime?</p>	<p>According to the Service Level Agreement we include as part of the Insight contract, we are obligated to notify all customers at least two weeks prior to any scheduled outage. Notices are generated and sent via email to the system administrators and their backups. During the system outage, a notification page is displayed stating the system is undergoing maintenance and also states the scheduled outage times.</p>
<p>How do you announce upgrades to your customers before modifying functionality?</p>	<p>NEOGOVS's process to announce upgrades is to generate an email outlining new system capabilities and a description on how to utilize the functionality. Customers are notified via email of the new items and the process in which to use the functionality. We conduct quarterly online training sessions (included as part of the license agreement) to provide further instruction on how to utilize new features and improve our customer's overall workflow.</p>

**Attachment D:
Standard, Configurable Insight Reports**

Report Name	Description	Fields
Adverse Impact Analysis / Score Distribution Curves	Display applicant adverse impact data by ethnicity and gender per evaluation step (hurdle) and display score distribution curves for applicant test scores for applicable evaluation steps.	Evaluation Steps (Written Test, Oral Board, Performance Exam), Ethnicity, Gender, Step Score, Distribution Graph broken down by ethnicity and gender which displays Mean, Median, Max, Skewness, and Standard Deviation.
Agency-Wide Questions Filter	Filter the questions and answers to agency-wide questions. Select Date Range, Job(s), Application Status, Agency-wide questions/answers	Name, Person ID, Home Phone, Alternate Phone, Email, Job, Date Recvd., Time Recvd
Applicant Flow	Displays the applicant flow information by the selected exam plan. Select Exam Number, Exam Title, Breakdown Type (Gender, Ethnicity, Source, Age Group), Include Applications (All, Active Only, Archive Only)	Exam Step Type, Group (Gender, Ethnicity, Source Age Group), Start, Passed, Failed, Pass Rate
Applicants Assigned for SME Review	Displays applicants that were sent for SME Review by exam plan. Select Exam Plan(s), Applicant contact fields, Agency-wide Questions, Job-Specific Questions	Name, Address, City, State, Zip, Home Phone, Alternate Phone, Email, Date App Received, Person ID (or SSN), SME Reviewer(s), Agency-wide questions, Job-specific questions
Applicants by Filled Requisition	Displays applicant's information/status by filled requisition using specified dates. Select Date Range	Req.#, Req. Title, Date Filled, Exam#, Exam Plan, Class Code, Job#, Job Title, Last/First Name, Person ID (or SSN), App. Recvd., Gender, Ethnicity, Source, Work Type, Status, Disposition, Start Date
Applicants by Job	Displays applicant's information by selected criteria. Includes custom form fields from Applicant Master Profile. Select Job Number, Job Posting, Start/End Date, Application Status	Last/First Name, Person ID (or SSN), Address, City, State, Zip Code, Home Phone, Msg Phone, Email, Email Notify, Gender, Ethnicity, Conviction, Date Received, Status, Source, Job Type, Custom Fields
Applicants by Step	Displays applicant step information by exam plan. Select Exam Plan and Application Status	Exam#, Exam Plan, Working Title, Class Title, Recruiter, Hiring Manager, Step#, Step Type, Last/First Name, Person ID (or SSN), Score, Disposition, Reject Reason, Online/Paper, Gender Ethnicity, Source.
Application Source	Displays each application source based on gender or ethnicity, includes totals and detailed percentages. Select Application Source by, Date Range, Application Status	Application Source, Gender or Ethnicity, Heading Key, Total #, Percentages for each Source by Category, Overall Total and Percentages

Report Name	Description	Fields
Application Statistics	Displays total applications received by day for a specific date range and percentage. Select Job Posting, Date Range, Application Status	Date Range, Date and Day of Week, # Online Apps Received, % of Online Total, # Paper Apps Received, % of Paper Total, Total # of Apps Received, % of Total
Application Statistics by Job	Displays the number of applications received by job, includes department. Select Date Range	Date Range, Department, Job#, Job Description (title), # Apps Received
Application Summary	Displays applications received online vs. paper with percentage by job and totals. Includes EEO breakdowns. Select Date Range, Job(s)	Date Range, Job#, Job Title, Ethnicity breakdown, Gender breakdown, # Online Apps Submitted, # Paper Apps Submitted, Total, Percentage Online, Overall Totals
Archived Postings	Displays job postings that have been archived.	Job#, Job Title, Status, Last Updated, Assigned To
Barred From Applying	Displays a list of applicants that have been barred from employment, with the reason.	Last/First Name, Rejection Code, Rejection Reason
Class and Salary Listing	Displays current class and salary information in .PDF format.	Class Title, Class Code, Hourly (min/max), Monthly (min/max), Annually (min/max), Benefit Code
Closed Postings	Displays postings that have closed. Select Date Range	Job#, Job Title, Advertise From, Advertise To, Last Updated, Assigned To
Cost-Per-Hire Detail	Displays advertising information with associated costs. Select Date Range	Date Range, Exam#, Job Title, Ad Type, Ad Start Date, Ad Name, Amount
Cost-Per-Hire Detail by Department	Displays advertising information with associated costs by Department. Select Date Range	Date Range, Department, Job Title, Ad Type, Ad Start Date, Ad Name, Amount
Cost-Per-Hire Summary	Displays cost-per-hire based on advertising costs, calculates average cost-per-hire. Select Date Range	Date Range, Exam#, Job Title, Department, Total Amount, Grand Total, Average Cost Per Hire
Cost-Per-Hire Summary by Department	Displays cost-per-hire by department based on advertising costs, calculates average cost per department. Select Date Range	Date Range, Department, Exam No. Job Title, Amount, Grand Total, Average Cost Per Department
Current Postings	Displays a list of current job postings with salary information. Select Date Range	Job#, Job Title, Adv From, Adv To, Assigned To, Min/Hour, Max/Hour, Min/Biweekly, Max/Biweekly, Min/Month, Max/Month, Min/Year, Max/Year
Days Between Cert and Hire	Displays the number of recruitments that were filled in fewer days than the target date, and the number of days between target dates. Select Job(s)	Average Days Between Cert and Hire, # Announcements (recruitments), # Target Days from Cert to Hire

Report Name	Description	Fields
Department Users	Displays department users and their access in the system. Select Users (All, Active, Inactive)	Last/First Name, Email, Phone, Status, Hiring Mgr, HR Liaison, Originator, SME, Approver, Department Assigned, Division Assigned, Req Group
Department with Divisions Listing	Displays each department and the division associated for each.	Division Code, Division, Department, Active/Inactive Status
Departments	Displays a list of departments with their associated code.	Department Code, Department Name
Divisions	Displays a list of divisions with their associated department	Department, Division
Draft Postings	Displays postings that are currently in a draft status.	Job#, Job Title, Adv From, Adv To, Last Updated, Assigned To
Duplicate Master Profile Records	Displays a list of applicants that have duplicate Master Profile records in the system based on SSN or Unique ID.	Last/First Name, SSN (or Person ID) Address, City, State, Zip, Home Phone, Alternate Phone, Email Address
Eligible List	Displays a list of candidates placed on selected eligible list, with agency-wide question answers. Select Date Range, Eligible List(s), Fields to Display, Agency-wide Questions	Date Range, Exam Plan, Exam#, Eligible List Name, Analyst, Established Date, List Expiration, #Days Eligible, #Active, Candidate Name, Person ID (or SSN), Score, Inc. Rank, Seq. Rank, Date Candidate Expires, Agency-wide Questions (Can show all fields, or only selected fields)
Eligible List by Exam Plan	Displays the eligible list details by each Exam Plan. Select Date Range	Date Range, Exam Plan, Eligible List Name, Expires, Req.#, Candidate Name, Person ID (or SSN), Inc. Rank, Seq. Rank, Total Score, Status, Date Eligible
Eligible List by Department	Displays the eligible list details by each department. Select Date Range	Date Range, Department, Exam Plan, Eligible List Name, Expires, Req.#, Candidate Name, Person ID (or SSN), Inc. Rank, Seq. Rank, Total Score, Status, Date Eligible
Eligible List by Requisition	Displays the eligible list details by each requisition. Select Date Range	Date Range, Requisition, Eligible List Name, Expires, Candidate Name, Person ID (or SSN), Inc. Rank, Seq. Rank, Total Score, Status, Date Eligible
Eligible List Summary	Displays an eligible list summary for each exam plan selected. Select Exam Plan, Date Range, Sorting Options	Date Range, Job Title, Eligible List Name, Analyst, Promulgated Date, Established Date, List Expiration, # Days Eligible, # Active

Report Name	Description	Fields
Eligible List Summary by Eligible Date	Displays an eligible list summary for each exam plan selected by date range. Select Exam Plan, Date Range, Sorting Options	Date Range, Exam#, Job Title, Eligible List Name, Analyst, Promulgated, First Established in Date Range, List Expiration, Days, # Active in Date Range
Eligible List Supplemental Questions	Displays eligible list with agency-wide and job specific questions. Select One Eligible List, Date Range, Report Fields, Agency-wide Questions, Job Specific Questions	Date Range, Exam Plan, Exam#, Eligible List Name, Analyst, Established Date, List Expiration, #Days Eligible, #Active, Candidate Name, Person ID (SSN), Score, Inc. Rank, Seq. Rank, Date Candidate Expires, Agency-wide Questions, Job Specific Questions
Employment Opportunities	Displays a listing of current employment opportunities, including promotional and transfer, in one document (PDF or Word). Select from multiple job posting fields	Job Number, Job Title, Job Type, Salary, Advertise From, Advertise To, Description, Job #, Open Jobs Heading, Open Jobs Intro, Promotional Jobs Heading, Promo Jobs Intro, Transfer Jobs Heading, Transfer Jobs Intro
Evaluation Step Results	Displays the evaluation step results by exam plan. Select Exam number, exam title, include applications (active, archive or both), select from additional fields.	Exam Number, Exam Title, Step Type, Number of candidates passing/failing each step, Candidate Name, SSN (or Person ID), Address, City, State, Zip, Home Phone, Alternate Phone, Email, Ethnicity, Gender, Raw Score, Raw Max Score, Raw %, Type (online/paper)
Exam Plan by Recruitment	Displays the job/exam plan information, requisition information, recruiting plan information and evaluation step information for the selected recruitment. Select Job, Job Posting Custom Fields, Exam Plan Custom Fields, Requisition Custom Fields	JOB/EXAM PLAN INFO: (Job#, Title, Exam#, Exam Type, Adv From, Adv To, Custom Fields). REQUISITION: (Req.#, Req. Title, Department, Division, Analyst, Liaison, Hiring Manager, Custom Fields). RECRUITING PLAN: (Ad Type, Ad Name, Requested Date, Start Date, End Date). EVALUATION STEPS: (Step Type, Weight %, Passing Score, Comments)
Exam Plan Count by Step Type	Displays each exam plan at the step type selected with total number at each step. Select Date Range Created, Evaluation Step Types, Summary Only (Optional)	Date Range, Evaluation Step Type(s) Chosen, Exam#, Exam Plan Title, Exam Plan Date Created

Report Name	Description	Fields
Hires by Date	Displays candidates hire information by date range selected. Includes custom form fields from Hire/Personnel Action. Select Date Range	Date Range, Date Filled, Department, Job#, Req. Title, Last/First Name, Person ID (or SSN), Gender, Ethnicity, Orientation Date, Start Date, Offer Amount, Bonus Amount, Custom Form Fields
Hires by Department	Displays candidates hired during a specific date range by department. Select Date Range	Date Range, Department, Job Title, Last/First Name, Person ID, Date Filled, Orientation Date, Start Date, Offer Amount, Bonus Amount
HR Users	Displays HR User name with status. Select Users to Include (Active, All, Inactive)	Last/First Name, Department Access, Admin, View Confidential, Status (active/inactive)
Interest Card by Category	Displays the number of applicants interested in a specific job category, includes percentage of total, with a link to view interested applicants contact information. Select Date Range, Job Category	Date Range, Job Category, Total # of Interests Cards (by Job Category), Percentage of Total by Job Category, Link to View Applicants Contact Information
Interest Card by Classification Specification	Displays the number of applicants interested in a specific classification, includes percentage of total, with a link to view interested applicants contact information. Select Date Range, Class Specification	Date Range, Classification, Classification Code, Total # of Interests by Classification, Percentage of Total Selected, Link to View Applicants Contact Information
Interviews Scheduled	Displays candidates that have an interview scheduled. Select Date Range	Date Range, Req.#, Req. Title, Department, Exam#, Job#, Last/First Name, Person ID (or SSN), Location, Interview Date, Time, Duration
Item Analysis	Displays test item analysis by question and overall performance on test	Point Bi-Serial Coefficient, KR-20, KR-21, Kurtosis, difficulty, 4/5 rule violations
Job Posting Hits	Displays the number of applicants who viewed a job posting. Select Date Range	Date Range, Exam#, Job Title, # Hits
Job Postings	Displays the selected information for the job postings fields (all, active, archived, draft, pending, expired). Select Job Categories, Job Type, Posting Fields	Date Range, Class Code, Class Title, Job #, Job Title, Advertise From/To, Department, Location, Min/Max Salary, Salary Paid, Job Type, Point of Contact, Job Status, Promotional, Transfer, Apply Online, Assigned To, Category
Locations	Displays an alphabetical list of current locations by address.	Location Address

Report Name	Description	Fields
Offers Accepted/Rejected	Displays employment offers, Accepted/Rejected status. Select Date Range	Date Range, Department, Job Title, Last/First Name, Person ID (or SSN), Amount Offered, Bonus Amount, Offer Date, Answered Date, Status (accepted/rejected)
Offers Extended	Displays a list of employment offers that were extended by each department	Department, Job Title, Last/First Name, Person ID (or SSN), Amount, Bonus, Date Offered
Open Requisitions	Displays a list of requisitions currently open.	Req.#, Title, Department, Assigned To
Pass Point Analysis Statistics and Graph	Display a matrix of applicant ethnicity and gender by score along with a visual graph to identify the step pass point.	Ethnicity, Gender, Step Score, and graph
Received Requisitions	Displays a list of requisitions received for a specific date range. Select Date Range	Date Range, Req.#, Req. Title, Department, Assigned To, Status, Approved
Recruitments by Class	Displays a list of recruitments conducted for each classification, with date range. Select Date Range, Job Type (Active only or All)	Date Range, Class Code, Class Title, Job#, Job Title, Status, Adv From, Adv To, Department
Recruitment by User	Displays a list of recruitments conducted by each user, with date range. Select Date Range, Job Type (Active only or All)	Date Range, User, Job#, Job Title, Status, Adv From, Adv To, Department
Referred List by Classification	Displays the referred list for each classification, with the status. Select Date Range	Date Range, Classification, Req.#,
Referred List by Department	Displays the referred list for each department, with the status. Select Date Range	Last/First Name, Person ID (or SSN), Status
Referred List by Requisition	Displays the referred list for each requisition, with the status. Select Date Range	Date Range, Department, Classification, Req.#, Last/First Name, Person ID (or SSN), Status
Requisition Life Cycle	Displays the date and number of days the requisition spent at each step in the process. Select Requisition(s), Req. Status, Date Range, Continuous Postings, Application Status	Date Range, Req.#, Req. Title, Last/First Name, Person ID (or SSN), Status
Requisitions by Analyst	Displays the requisition assigned to each analyst, with the status. Select Date Range	Date Range, Req. Status, Application Status, Req.#, Title, Status, Analyst, Department, Date Created, Days Adv From to Adv To, Days for Last Exam, Eligible Date, Days from Eligible to Referred Date, Days from Referred to Interviewed, Days from Interviewed to Offer, Days from Offer to Start Date, Total Number of Days

Report Name	Description	Fields
Requisitions by Department	Displays the requisition assigned to each department, with the status. Select Date Range	Date Range, Department, Req.#, Title, Assigned To, Date Created, Status, Referred Date, # Referred
Requisitions Filled	Displays requisitions filled with the hire information for a specific date range. Select Date Range	Date Range, Req.#, Position Title, Recruiter, Hiring Manager, New/Replace Position, Date Filled, # Days to Fill, Cost to Fill, Name Filled By, EEO Info., Start Date
Requisitions Filled by Department	Displays requisitions filled for each department within a specific date range. Select Date Range	Date Range, Department, Req.#, Position Title, Recruiter, Hiring Manager, New/Replace Position, Date Filled, # Days to Fill, Name Filled By, EEO Info., Start Date
Requisitions Filled by User	Displays requisitions filled by each user within a specific date range. Select Date Range	Date Range, Recruiter, Req.#, Position Title, Hiring Manager, New/Replace Position, Date Filled, # Days to Fill, Cost to Fill, Name Filled By, EEO info., Start Date
Supplemental Questions by Job	Displays the answers to agency-wide and job specific questions per job posting. Select Job, Date Range, Select Report Fields, Agency-wide Questions, Job Specific Questions	Job Title, Date Range, Last/First/Middle Name, Address, City, State, Zip, Home Phone, Alternate Phone, Email, Person ID (or SSN), Answers to Agency-wide Questions, Answers to Job Specific Questions
Supplemental Questions Statistics	Displays each supplemental question with the number and type of responses for each question, with percentage breakdown for each answer. Select Job(s), Start Range, Application Status	Date Range, Job Title, Application Status, Supplemental Questions, Answer Types, # of Answers Received for Each Response, Percentage of Total for Each Response
Test Analytics	Item, test, and performance statistics for test items and overall tests.	Point Bi-Serial Coefficient, KR-20, KR-21, Kurtosis, difficulty, upper/middle/lower performance, 4/5 rule violations, and Sub-Test Evaluations and Statistics
Test Results	Displays a list of candidate test scores using selected test. Select Test, Date Range	Test Name, Date Range, Last/First Name, Person ID (or SSN), Test Date, Test Time, Test Location, Gender, Ethnicity, Raw Score, Score %
Tests Administered	Displays tests administered for specific date range. Select Date Range	Date Range, Test Title, Location, Date, Time, Scheduled, Results
Tests by Location	Displays test location and name of test.	Test Location, Test Title, Date, Time
Tests Scheduled	Displays a list of scheduled tests.	Test Title, Date, Time

Report Name	Description	Fields
Vacancies by Department	Displays vacancies by each department. Select Date Range	Date Range, Department, Req.#, Title, Recruiter, Date Received, Date Referred, # Vacancies
Vacancies by Position	Displays vacancies with position numbers and previous incumbent. Select Date Range	Date Range, Department, Req.#, Req. Title, Req. Creation Date, Position #, Previous Incumbent, Vacancy Date, Status, Assigned To
Vacancies by Requisition	Displays the number of vacancies by requisition. Select Date Range	Date Range, Req.#, Req. Title, Recruiter, Date Received, Date Referred, # Vacancies
Vacancies by User	Displays the number of vacancies by each User. Select Date Range	Date Range, Recruiter, Req.#, Req. Title, Date Received, Date Referred, # Vacancies
Workload by Analyst	Displays the number of items performed by each Analyst. Select Date Range, Application Status	Date Range, Analyst, # Lists Opened, # Apps Entered, # Apps Rejected, # Exams Scheduled, # Eligible Candidates, # Candidates Referred
Workload Summary	Displays the overall numbers for work performed for all, or individual Analysts. Select Date Range, Analyst, Department, Application Status	Number of Requisitions Received, Applications Received (online/paper), Applications Rejected, Total Exams Administered, Exam Types, # Passing/Failing/No Show for each Exam Type, Eligible Candidates, List Referred, Candidates Hired, Hires

**Attachment E:
Standard Service Level Agreement**

Sample Service Agreement

THIS ON-LINE SERVICES AGREEMENT (this "Agreement") is made and entered into this _____ day of _____, 2009, by and between **GovernmentJobs.com, Inc.**, a California corporation (d/b/a "NEOGOV"), and the **AGENCY NAME, STATE**, a public entity acting by and through its duly appointed representative ("Customer").

1. Provision of On-line Services.

(a) Customer hereby engages NEOGOV, and NEOGOV hereby agrees (subject to the terms and conditions set forth herein), to provide the services outlined within this Agreement (the "Services"). Customer hereby acknowledges and agrees that NEOGOV's provision and performance of the Services is dependent and conditioned upon Customer's full performance of its duties, obligations and responsibilities hereunder.

2. Additional NEOGOV Responsibilities. In connection with the performance of this Agreement, NEOGOV shall be responsible for the following:

(a) NEOGOV shall provide all required hosting and operations support for the applications described in the System Overview in a centralized facility.

(b) NEOGOV shall follow those support, maintenance and other procedures and shall provide those support, maintenance and other services to Customer more fully described in this Agreement and the System Overview.

3. Customer Responsibilities. In connection with the performance of this Agreement and the provision of the Services, Customer shall be responsible for the following:

(a) NEOGOV's logos, including the "powered by" logo, may appear on the "employment opportunities", "job description" and other pages of Customer's web site.

(b) Customer shall be responsible for ensuring that Customer's use of the Services and the performance of Customer's other obligations hereunder comply with all laws applicable to Customer.

(c) Customer shall be responsible, as between NEOGOV and Customer, for the accuracy and completeness of all records and databases provided by Customer in connection with this Agreement for use on NEOGOV's system.

4. Ownership, Protection and Security.

(a) The parties agree that the NEOGOV marks and the Customer marks shall both be displayed on and through NEOGOV's system(s).

(b) Ownership of any graphics, text, data or other information or content materials and all records and databases supplied or furnished by Customer hereunder for incorporation into or delivery through the application(s) described in the System Overview shall remain with Customer, and NEOGOV shall cease use of all such material upon termination of this Agreement.

(c) Customer acknowledges and agrees that nothing in this Agreement or any other agreement grants Customer any licenses or other rights with respect to NEOGOV's software system (source code or object code) other than the right to receive Services as expressly provided herein. NEOGOV shall retain all ownership in the intellectual property and all other proprietary rights and interests associated with NEOGOV's software system and Services and all components thereof and associated documentation, except as expressly provided herein.

(d) NEOGOV grants to Customer a limited license during the term of this Agreement to use and reproduce NEOGOV's trademarks and logos for purposes of including such trademarks and logos in advertising and publicity materials and links solely as permitted hereunder. All uses of such trademarks and logos shall conform to Customer's standard guidelines and requirements for use of such trademarks and logos.

5. NEOGOV Representations and Warranties.

(a) *Service Performance Warranty.* NEOGOV warrants that it will perform the Services in a manner consistent with industry standards reasonably applicable to the performance thereof.

(b) *No Other Warranty.* EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS SECTION 5, THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND CUSTOMER'S USE OF THE SERVICES IS AT ITS OWN RISK. NEOGOV DOES NOT MAKE, AND HEREBY DISCLAIMS, ANY AND ALL OTHER EXPRESS AND/OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. NEOGOV DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE.

(c) *Disclaimer of Actions Caused by and/or Under the Control of Third Parties.* NEOGOV DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM THE NEOGOV SYSTEM AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES. AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CUSTOMER'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH NEOGOV WILL USE COMMERCIALY REASONABLE EFFORTS TO TAKE ALL ACTIONS IT DEEMS APPROPRIATE TO REMEDY AND AVOID SUCH EVENTS, NEOGOV CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, NEOGOV DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS.

6. **Publicity.** Following execution of this Agreement, the parties hereto may issue a press release, the form and substance of which shall be mutually agreeable to the parties, announcing the relationship created by this Agreement. Except as expressly contemplated herein, neither party shall issue any additional press release which mentions the other party or the transactions contemplated by this Agreement without the prior consent of the other party, which consent shall not be unreasonably withheld.

7. **Nondisclosure.** Through exercise of each party's rights under this Agreement, each party may be exposed to the other party's technical, financial, business, marketing, planning, and other information and data, in written, oral, electronic, magnetic, photographic and/or other forms, including but not limited to (i) oral and written communications of one party with the officers and staff of the other party which are marked or identified as confidential or secret or similarly marked or identified and (ii) other communications which a reasonable person would recognize from the surrounding facts and circumstances to be confidential or secret ("Confidential Information") and trade secrets. In recognition of the other party's need to protect its legitimate business interests, each party hereby covenants and agrees that it shall regard and treat each item of information or data constituting a trade secret or Confidential Information of the other party as strictly confidential and wholly owned by such other party and that it will not, without the express prior written consent of the other party or except as required by law including the Public Records Act of the State of California, redistribute, market, publish, disclose or divulge to any other person, firm or entity, or use or modify for use, directly or indirectly in any way for any person or entity: (i) any of the other party's Confidential Information during the term of this Agreement and for a period of three (3) years after the termination of this Agreement or, if later, from the last date Services (including any warranty work) are performed by the disclosing party hereunder; and (ii) any of the other party's trade secrets at any time during which such information shall constitute a trade secret under applicable law.

8. Liability Limitations.

(a) If promptly notified in writing of any action brought against Customer based on a claim that NEOGOV's Services infringe a United States patent, copyright or trademark right of a third party (except to the extent such claim or infringement relates to any third party software incorporated into NEOGOV's applications), NEOGOV will defend such action at its expense and will pay any and all fees, costs or damages that may be finally awarded in such action or any settlement resulting from such action (provided that Customer shall permit NEOGOV to control the defense of such action and shall not make any compromise, admission of liability or settlement or take any other action impairing the defense of such claim without NEOGOV's prior written approval).

(b) Customer acknowledges and agrees: (i) that NEOGOV has no proprietary, financial, or other interest in the goods or services that may be described in or offered through Customer's web site; and (ii) that except with respect to any material supplied by NEOGOV, Customer is solely responsible (as between NEOGOV and Customer) for the content, quality, performance, and all other aspects of the goods or services and the information or other content contained in or provided through Customer's web site.

(c) OTHER THAN THOSE WARRANTIES EXPRESSLY SET FORTH IN THIS AGREEMENT, NEOGOV DOES NOT MAKE ANY WARRANTIES TO CUSTOMER OR ANY OTHER PERSON OR ENTITY, EITHER EXPRESS OR IMPLIED (INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) WITH RESPECT TO THE SERVICES PROVIDED HEREUNDER. NEOGOV SHALL NOT BE LIABLE TO CUSTOMER OR TO ANY OTHER PERSON OR ENTITY, UNDER ANY CIRCUMSTANCE OR DUE TO ANY EVENT WHATSOEVER, FOR CONSEQUENTIAL OR INDIRECT DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT, LOSS OF USE OR BUSINESS STOPPAGE.

(d) Under no circumstances shall NEOGOV's total liability to Customer or any other person, regardless of the nature of the claim or form of action (whether arising in contract, tort, strict liability or otherwise), exceed the aggregate amount of fees and revenue received by NEOGOV hereunder for the prior twelve (12) month period; provided, however that the foregoing limitations set forth in this Section 8(d) shall not apply to actions brought under 8(a) above or to any injury to persons or damages to property arising out of NEOGOV's gross negligence or willful, gross misconduct.

9. Term and Termination.

(a) This Agreement shall commence as of the date hereof and remain in effect for twelve (12) months unless terminated by either party as set forth herein ("Initial Term").

(b) This Agreement may be renewed for additional terms ("Renewal Term") equal in duration to the Initial Term provided Customer notifies NEOGOV at least thirty (30) days prior to the end of the Initial Term or a Renewal Term.

(c) NEOGOV reserves the right to terminate this Agreement immediately if the Services provided hereunder become illegal or contrary to any applicable law, rule, regulation or public policy. Each party shall have the right to terminate this Agreement upon sixty (60) days prior written notice to the other party.

(d) Within sixty (60) days of notification of termination of this Agreement, NEOGOV shall provide Customer with a dedicated data files suitable for importation into commercially available database software (e.g., MS-Access or MS-SQL). The dedicated data files will be comprised of Customer's data contained in NEOGOV's system. The structure of the relational database will be specific to the Customer's data and will not be representative of the proprietary NEOGOV database.

10. Payments.

(a) *Initial Term.* See Exhibit A (Order Form).

(b) *Renewal Term(s).* For each Renewal Term, NEOGOV will continue to provide Customer with the Services, and will provide maintenance and support services as described herein, provided Customer issues a purchase order or modification to this Agreement and pays NEOGOV in advance the annual recurring charges then in effect. If there is an increase in annual maintenance and support charges, NEOGOV shall give Customer written notice of such increase at least thirty (30) days prior to the expiration of the applicable term.

11. **Force Majeure.** NEOGOV shall not be liable for any damages, costs, expenses or other consequences incurred by Customer or by any other person or entity as a result of delay in or inability to deliver any Services due to circumstances or events beyond NEOGOV's reasonable control, including, without limitation: (i) acts of God; (ii) changes in or in the interpretation of any law, rule, regulation or ordinance; (iii) strikes, lockouts or other labor problems; (iv) transportation delays; (v) unavailability of supplies or materials; (vi) fire or explosion; (vii) riot, military action or usurped power; or (viii) actions or failures to act on the part of a governmental authority.

12. **Piggyback Clause.** It is understood and agreed by Customer and NEOGOV that any local governmental entity may purchase the services specified herein in accordance with the prices, terms, and conditions of this agreement. It is also understood and agreed that each local entity will establish its own contract with NEOGOV, be invoiced therefrom and make its own payments to NEOGOV in accordance with the terms of the contract established between the local governmental entity and NEOGOV. It is also hereby mutually understood and agreed that Customer is not a legally bound party to any contractual agreement made between NEOGOV and any local entity other than Customer.

13. **Miscellaneous.** Either party may not assign its rights or obligations under this Agreement without the prior written consent of the other party. This Agreement may not be modified or amended (and no rights hereunder may be waived) except through a written instrument signed by the party to be bound. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and shall be governed by and construed in accordance with the laws of the State of California, without giving effect to conflict of law rules. Customer acknowledges and agrees that this Agreement is not intended to be and shall not be construed to be a franchise or business opportunity.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their respective duly authorized officers as of the date set forth above.

Customer

By: _____

Name: _____

Title: _____

GovernmentJobs.com, Inc., a California corporation

By: _____

Name: _____

Title: _____

**Attachment F:
Professional Resumes**

Scott Letourneau

Experience

President (2000 - Present)

NEOGOV, Inc., El Segundo, CA

- Member of Executive Leadership Team to establish and execute strategy involving public sector hiring systems
- Project manager on one hundred and fifteen public sector recruitment system automation systems
- Establish and validate nationwide public sector HR workflow benchmarks
- Work with public sector agencies to map and redesign recruitment, selection, and applicant tracking processes to align with industry standards
- Manage Customer Support Help Desk operations
- Manage implementation and training staff
- Establish internal customer support policies and procedures
- Establish professional services policies and procedures to streamline implementations
- Develop and execute sales and marketing strategies
- Responsible for developing strategic alliances

Communications/Electronics & High Tech Consultant (1998 –2000)

Accenture, LLP., El Segundo, CA

Project Manager - Global eProcess Web Content Management Implementation

- Managed a team consisting of twelve consultants and clients
- Created the 'project investigation and planning' (PIP) and Statement of Work (SOW) for the \$450K project defining scope, assumptions, issues, risks, cost, and timeline.
- Defined and implemented internal global web content management processes
- Developed processes enabling users to draft, approve, and archive content in five (5) languages across the world.
- Completed the first successful in-house eProcess/content repository/web publishing software integration
- Project was demonstrated to customers extensively by the CIO and Marketing Director
- Implement and integrate PeopleSoft solutions into global web content management support deployment
- Delivered global user training sessions to utilize the new content management processes

Project Lead - Customer Service and Support (CSS) Web Site Reorganization

- Managed a team consisting of five consultants and clients
- Created the PIP and SOW for the project defining scope, assumptions, issues, risks, cost, and timeline.
- Implemented a customer-centric CSS web portal by defining content management processes, restructuring web site navigation, and developing a more robust search engine
- Defined internal content management processes to increase web site security and relevancy of search results

Consultant – Professional Services (PS) Time Reporting System (TRS)

- Coordinated and facilitated meetings to gather international 'as-is' business practices
- Created the PIP and SOW for the \$120K project defining scope, assumptions, issues, risks, cost, and timeline.
- Responsible for identifying system components and developing the technical architecture
- Facilitated vendor demos with VP of Sales and Director of Professional Services

Consultant – CSS CMS Implementation

- Managed development team to incorporate CMS enhancements
- Developed functional and technical designs including complete database mapping
- Completed extensive PeopleSoft CMS migration from Scopus to ORACLE database
- Developed automated conversion scripts using PL/SQL and UNIX scripting

Satellite Payload Design Engineer (1997 – 1999)

Hughes Space and Communications, El Segundo, CA

- Managed a team of two design engineers and two programmers
- Reduced satellite insert manufacture process cycle time 10:1
- Supervised technician team, planned weekly integration schedule, and tracked part procurement
- Utilized CADDs to design 702 satellite payload infrastructure

Computer Skills

Computer Systems:	IBM PC and Compatibles, Macintosh, SunOS
Operating Systems:	Windows 95/98/2000/NT, UNIX, Solaris
Languages:	SQL, PL/SQL, HTML, Shell Scripting (UNIX)
Software Applications:	ORACLE (v8) RDBMS, Microsoft Office 2000, Microsoft Project, Microsoft Access, Crystal Reports

Education

BS, Mechanical Engineering emphasis on Design, Worcester Polytechnic Institute, Worcester, MA, 1997

Professional Associations

Member of International Personnel Management Association (IPMA)

IPMA Benchmarking Committee Member

Member of Western Region Intergovernmental Personnel Assessment Council (WRIPAC)

Michelle Cline

Experience

NEOGOV, Inc. (2004 – Present)

Senior Customer Success Manager

- Lead Manager for NEOGOV Insight Enterprise implementations.
- Consult with customer agencies to evaluate current processes, provide knowledge of Insight Enterprise, and recommend best practices to implement and rollout Insight within each jurisdiction. Assist customers in the identification and resolution of issues.
- Establish data migration and HRIS integration protocols: leads data migration mapping activities, implementation and testing of data migrations; primary liaison between customer agencies and NEOGOV technical staff in the development of HRIS integration protocols.
- Oversee and develop training curriculum for both classroom and web-based trainings.
- Oversee delivery of customer support from Customer Support Help Desk through online case management and phone support; monitor case response times to ensure timeliness in resolving support issues.
- Oversee Quarterly Product Enhancement Releases including planning, prioritization, customer announcement, design, development, testing, documentation, training and delivery.
- Oversee the development and maintenance of user documentation.
- Manage Customer Success Program staff of 4 FTE, providing leadership, coaching and supervision.
- Establish data migration and 3rd party integration protocols: leads data migration mapping activities, implementation and testing of data migrations; primary liaison between customer agencies and NEOGOV technical staff in the development of integration protocols.

City of Eugene, Human Resources (2000 – 2004)

Human Resource Information Systems Manager Eugene, Oregon

- Manage the City of Eugene's Human Resource Information System Program:
- HR senior implementation manager for PeopleSoft HRMS 7.5 and migration to 8.3:
- Led implementation and testing of all functional aspects of HR and Benefits system components with significant involvement in implementation and testing of Payroll processes.
- Developed specs for design of COLA; tested and managed the process for mass salary adjustments for all employee groups.
- Developed specs for all HR reports; completed testing on all reports to ensure data accuracy.
- Primary security administrator responsible for set-up, testing and administration of all security accounts in PeopleSoft HRMS.
- Led the transition from semi-monthly to bi-weekly payroll process, including analysis of employee and budget impact, presenting for executive approval, union negotiations, employee communications, and system testing.
- Analyzed the need for management information reports. Developed written specs, coordinated with systems analysts to develop and test reports.
- Served as primary liaison to department managers, payroll and budget representatives to deliver management information tools to meet the agency's needs.
- Project Manager for the implementation of Insight Enterprise, including securing funding, developing RFP, facilitating RFP review and vendor selection, vendor contract negotiation, and leading recruiting staff in the implementation of the system.
- Oversee and participate in the design, testing, and implementation of new systems, automated processes and reporting tools.
- Research and evaluate complex human resource issues; develop effective solutions and options; develop costing and implementation proposals.
- Provide analytical support for the collective bargaining process including compiling and analyzing data, issue assessment, costing complex proposals, preparing and presenting exhibits at formal arbitration, and drafting bargaining proposals.
- Oversee the review and approval of personnel actions for all City employees.
- Strategic planning for human resource functions and services; recommend goals and objectives and oversee and/or participates in the development and implementation of human resource policies and procedures.

City of Eugene, Human Resources (1995 – 2000)

Human Resources Analyst

Eugene, Oregon

- Analysis of job classifications and market salary data.
- Management of a number recruitment processes, including developing job postings and screening tools and advising hiring supervisors throughout hiring process.
- Lead HR staff in the recruitment and selection of Eugene City Manager ('95 – '96)
- Cost analysis for collective bargaining.
- Liaison to IT in the design, development and testing of in-house developed Salary Management and Position Management systems.

Metro, Human Resources (1991 – 1995)

Compensation Analyst Portland, OR

- Managed the Human Resource Information System in coordination with Payroll and Information Systems staff.
- Managed classification and compensation program for Metro (a regional government) and the Metropolitan Exposition-Recreation Commission.
- Development of annual Affirmative Action plan statistics for Metro and the Metropolitan Exposition-Recreation Commission.
- Oversight of personnel action processing for the agency.
- Supervised 1 FTE.

City of Eugene, Human Resources (1989 – 1991)

Employee Relations Specialist Eugene, OR

- Assisted in collective bargaining.
- Prepared market salary data and cost analysis for collective bargaining.
- Developed databases and statistical reports of sick leave, grievances and temp employee usage.
- Researched employment laws; drafted employment policies.

City of Eugene, Human Resources (1987 – 1989)

Human Resource Clerk Eugene, Oregon

- Processed employment applications; provided assistance to job applicants
- Maintained employee personnel files.
- Prepared collective bargaining agreements.
- Served as receptionist to staff of 25 in the Human Resource & Risk Services Department.

Computer Skills

Computer Systems: IBM PC and Compatibles

Operating Systems: Windows 95/98/2000/XP

Software Applications: PeopleSoft, Microsoft Office Suite, Microsoft Access, Microsoft Project, Captivate, RoboHelp

Education

1987 – 1991 B.A., Business Management; Accounting, University of Oregon Eugene, Oregon

Professional Memberships

Society for Human Resource Management (www.shrm.org) with certification as a Senior Professional in Human Resources (SPHR)

Robert Nishimuta

Experience:

Senior Programmer (2004 - Present)

NEOGOV, Inc., El Segundo, CA

- Analyze, design, build, test, rollout, and support of Insight Enterprise solution based on business requirements.
- Work with customers to define and confirm enhancement request business requirements in order to implement enhancements that are applicable and meet customer requirements and needs.
- Design, build, and integrate NEOGOV APIs and Web Services with external HRIS/Payroll and ERP systems including PeopleSoft/Oracle, SAP, CGI-AMS, and Lawson)
- Design and modify Teleforms based forms for Intelligent Character Recognition (ICR) project.
- Agency pages modifications to match the look and feel of clients pages with the pages of the business application.
- Provide Install and support to network infrastructure including Windows 2000 Server and SQL Server.

Senior Software Developer (2002-2005)

Various Clients

- **Cardiology Catheter Lab Program.** Gather Business Requirements, System Design, Database Design, Programming, Program Management. This application was designed to assist the cardiologist in automating his dictation of cases he had just performed. It could also be used as an automatic report generator, gather statistics about success / failures of cases.
- **System Consultant / System Integrator.** Assisted various clients in setting up medium to large size networks, workstations and networks depending on client needs.

Senior Software Developer (2000 – 2002)

Mayo Clinic Scottsdale, Scottsdale, AZ

- As part of clinical application deployment, developed and managed an n-tiered application that provided a portal view into the results of the main 3 Clinical programs.
Project Scope
When a Physician request tests to be performed on a patient, the results must be accessible from the computer to meet the year 2001 goal of electronic medical records. To help collate the test results from the 3 clinical databases a custom application called Kaleidoscope (K-scope) was written in Visual Basic. K-scope uses Microsoft Transaction Server, Microsoft Messaging Queue, Microsoft DCOM, and distributed Network. The use of these technologies in K-scope gave Mayo a connectionless messaging system and an integrated network messaging monitoring utility. Mayo had a way to assure the test results on the clinical databases would be accessible by the Physicians and there was a mechanism to troubleshoot problems. Microsoft Messaging Queue provides the capability to provide message ordering, prioritization, confirmation, transactional control, logging and other mechanisms related to moving messages through an enterprise. At any given time, 300+ concurrent Users would use K-scope. In addition, helped develop a State screening software application (VB/SQL) for caregivers. Senior Network Architect for EBC network. Managing internal networking staff. Supporting numerous clients with networking design and maintenance functions.

Senior Integration / System Administrator (Consulting)

Trident Data Systems / Interaccess Corp / Electronic Business Corp (1994 – 2002)

- Assisted various clients in setting up medium to large size networks, workstations and networks depending on client needs.

Computer Skills

Operating Systems: Windows 2003 Server, Windows 2000 Server, Windows XP, Windows 2000, Windows NT (4.0, 3.51), Windows Me, Windows 98, Windows 95, Windows For Workgroups 3.11, Windows 3.1, MS-DOS, Redhat Linux 9.0

Languages: .Net Development (Visual Basic.Net, Visual C#.Net, ASP.NET) using Visual Studio 2003, Microsoft SQL Server 2000, 7.0, 6.5, 6.0, 4.21a (using Stored Procedures, T-SQL and SQL-DMO). Microsoft Transaction Server 2.0, eVB/eVC for PocketPC, SQL 2000 CE, VBScript, Javascript, Microsoft Message Queuing (MSMQ 1.0, 2.0), COM and DCOM using Visual Basic 6.0 and Visual C++ (ATL). Application programming Visual Basic 6.0. Access Program development (2.0, 95, 97, 2000, XP). Turbo Pascal, COBOL, FORTRAN, Java.

System Integration: Windows 2000/2003 Server, Windows 2000 Small Business Server (SBS), MS SQL Server, MS Systems Management Server, MS Exchange Server (4.0,4.5,5.5,2000), Netware (4.1, 3.11,2.12), Banyan Vines, TCP/IP, NetBEUI, IPX, Active Directory.

Education

BS, Aerospace Engineering, University of California at Los Angeles, 1989. Microsoft Certified System Engineer 1995. Microsoft Certified System Developer 1995.

Joanne Hilty

Experience

NEOGOV, Inc. (2005 – Present)

Customer Success Analyst

- Lead and Assistant Manager for NEOGOV Insight Enterprise implementations.
- Consult with customer agencies to evaluate current processes, provide knowledge of Insight Enterprise, and recommend best practices to implement and rollout Insight within each jurisdiction. Assist customers in the identification and resolution of issues.
- Establish and execute customer training approaches which enable self-learning and user 're-tooling' via the Internet
- Develop online user tutorials, guides, exercises, and other tools necessary to enable self-training
- Design and implement new and progressive training exercise guides and training documentation
- Conduct new user training (both on site and on line)
- Provide online and phone customer support
- Coordinate and execute NEOGOV partnership activities
- Coordinate marketing activities and promote NEOGOV solutions and services to public sector agencies via conferences and workshops
- Develop curriculum for NEOGOV regional training and seminar activities
- Deliver NEOGOV regional training and seminar activities
- Conduct public sector workflow benchmarking activities to identify process efficiencies and bottlenecks as well as develop strategies to work with NEOGOV and internally to address and solve recruitment workflow challenges

Lee County Government – Fort Myers, FL (2002-2005)

HR Staffing (7/03) & Compensation (10/04) Coordinator

Responsible for the overall Staffing Services and Compensation functional units. Participate as a member of the Management Team including responsibilities as departmental trainer. Provide supervision for four direct reports. Maintain a Staffing budget of \$98,000 and Internship budget of \$300,000. Instrumental in researching a new applicant tracking system and developing information to support our ROI. Develop and maintain statistical reporting. Responsible for the design, implementation and administration of the County's comprehensive compensation programs (i.e. salary structure, variable pay, incentive pay, etc.). This includes job evaluations, market pricing, survey completion, and variable pay programs design and implementation. Oversee the research and analyses of the County's compensation programs. Ensure compliance of compensation programs with legislated requirements, such as wage and hour law, equal pay legislation, etc. Serve the community on advisory boards.

HR Staffing Analyst (10/02- 7/03)

Created new guidelines and coordinated the County's Student Internship Program (125 Students). Processed staffing requisitions and maintained the County's job list via the website and Access. Researched and selected a new provider to conduct our employment background checks. Provided hiring training to our various departments. Assisted departments on interview panels.

HR Staffing Specialist (7/02-10/02)

Performed application processing and restructured the Veteran's Preference program. Made process improvements to increase efficiency. Assisted departments on interview panels. Created Standard Operating Procedures for Staffing.

HR Specialist - (3/02-7/02)

Assisted Staffing, Benefits and Compensation. Processed intent-to-hires by conducting background checks (criminal, education, driving, employment). Assisted with benefits administration (medical, dental, vision, STD, LTD, death claims) and conducted benefits new hire orientation. Created summary job descriptions from position questionnaires for various County positions.

Communications & Commerce – Indiana, PA (2000-2001)

Recruiting Coordinator

Accountable for overall recruitment process and guidelines. Provided supervision for five reports. Implemented HR policies and procedures. Maintained accurate recruiting data including interview/hire/turnover ratios. Created and maintained Access Database for applicant tracking.

- Received approval and secured state funding for the development of internal training programs; saving the company over \$50,000 per year.
- Instrumental in the development of incentive programs for actively recruiting of non-exempt employees; increased employee retention and satisfaction by improving employee morale.
- Implemented programs for enhancing quality, productivity and quality of work life by proposing new schedules to include compressed workweek and part-time schedules.
- Provide orientation to 50+ new hires per week. Discussed company policies and procedures, completed all HR paperwork.

Golden Sands Condominium – Ocean City, MD (Summers - 1997-2000)

Human Resources Assistant

Conducted job analysis for department managers to revise job descriptions. Held meetings informing employees of new/changes to benefit programs. Researched information for updating the Employee Policy Manual. Attended career fairs at colleges to recruit seasonal employees. Processed computerized payroll/weekly.

- Introduced new HR forms that enhanced efficiency.
- Conducted training to improve employees in cross-functional roles, reduced hiring cost.
- Supervised front desk, acting as first point of contact for customers.

Computer Skills

Computer Systems: IBM PC and Compatibles

Operating Systems: Windows 95/98/2000/XP

Software Applications: HRIS databases, Microsoft Office Suite, Microsoft Access, Microsoft PowerPoint, Captivate, Breeze, Crystal Reports

Education

Indiana University of Pennsylvania, Indiana, PA

Bachelor of Science, Business Administration / Human Resource Management

Professional Memberships

PHR - Professional Human Resources Certification

SHRM - Society for Human Resources Member

FPPA - Florida Public Personnel Association Member

Florida Notary Public.

Amy Quinones

Experience

NEOGOV, Inc. (June, 2006 – Present)

Director of Training & Development

- Ensure alignment of core training initiatives throughout the sales team by conducting training needs analyses and restructuring /redeveloping training program.
- Deliver corporate and field training to public sector agencies.
- Provide on-going coaching and mentoring on sales and customer service strategies.
- Develop process maps, workflow documentation, and training manuals for key areas of production.
 - Conduct job studies and skill analyses to determine critical knowledge, skills, and abilities of each position, as well as determine performance skills gaps.
 - Analyze and document work flow based on employee work processes, and product development processes. Recommend changes as needed.
 - Develop training materials (Forms, Powerpoint Presentations, Online Tutorials, Video, Pictures, etc) for all studied processes and positions.
- Facilitate/deliver training for production processes including position roles and responsibilities.

Los Angeles Unified School District (2000 – 2006)

Human Resources Specialist III, Human Resources - Personnel Services and Research Branch
(September, 2005 – June, 2006)

- Developed and delivered training to exam raters on interviewing and oral presentation evaluation techniques, and on fair and legal evaluation procedures.
- Developed a full range of assessment tools such as, multiple-choice knowledge tests, situational judgment exercises, as well as assessment criteria.
- Created processes for an online application/career management system.
 - Developed system functionality and structure (blue print) in order to achieve fully automated capabilities that would allow users the ability to create/manage/track all aspects of their career, including: examination application requirements, experience portfolios, performance goals, and professional development.
 - Revised and updated as needed; reported process status to department directors.
- Conducted full examination process for selecting District Administrators by developing recruitment advertisements, qualifying candidates; developing and conducting exam process (written knowledge tests, interviews, oral presentations); analyzing candidate results for each exam part and producing eligibility lists; and providing performance feedback to candidates.

Human Resources Specialist II & III - Organizational Excellence Classified Training Branch
(June 2000- August 2005)

- Designed, developed, and delivered classroom-based, self-study, and computer-based training programs contributing to the staff development of over 19,000 employees, in areas such as Career Development, Performance Management, Technical Improvement Strategies, and Computer Software Skills.
- Measured training programs' effectiveness by analysis of surveys and assessments, and recommended and implemented revisions as needed.
- Conferred with various administrative branches to design and implement strategic programs to improve organizational processes.
 - Conducted needs analyses, including facilitation of focus groups and development, administration, and analysis of organizational surveys.
 - Designed and recommended strategic solutions to management team for program improvements.

- Executed proposed strategies to impact organizational effectiveness in areas such as customer service, employee satisfaction, productivity, and improving group dynamics (teamwork, conflict resolution, and cohesion).
- Developed a web-based interface to initiate an E-Learning training program in order to electronically deliver training throughout the District.
- As part of a team, developed and managed a web-based District-wide learning management system:
 - Designed technical scheme for web implementation.
 - Collaborated with IT personnel on system structure and process to develop system in order to make necessary changes to the design.
- Created and maintained department website.
 - Developed technical and creative scheme for website to increase communication with customers throughout the District while still achieving an efficient user-friendly interface.
- Provided project management support for large-scale training programs, which involved interfacing with external consultants, providing content expertise, and conducting logistical coordination.

Independent Consultant - Waksul & Associates, Long Beach, CA (2003 - 2004)

- Consulted client on assessment techniques and intervention processes to implement change.
- Researched current organizational issues and assessment tools.
- Developed a wide variety of assessment surveys, depending on current client need.
- Recommended revisions based on client feedback.

Computer Skills

Competent in the use of Microsoft Office: Word, Excel, PowerPoint, and Access; Macromedia Dreamweaver, Microsoft Front Page, Camtasia Studio, Desktop Author, and Moodle – online course management system; S.P.S.S. (statistical software); Internet applications, SIGMA IV; OTIS (Occupational Training Information System); and HRRT (Human Resource Reporting Tool).

Education

California State University, San Bernardino

Master of Science -Industrial Organizational Psychology

Thesis: The Effects of Goal Congruence on Withdrawal Behavior as Mediated by Organizational Commitment

California State University, Stanislaus

Bachelor of Arts - Psychology

Certifications and Trainings

ASTD: Interactive E-learning, Selling Techniques for the Internal Consultant, and Donald

Kirkpatrick: The Four Levels of Training Evaluation.

Jeanne Hartley Consulting: Train the Trainer Certification.

Society for Industrial Psychology: Measuring the ROI in Consulting Projects: Developing a Balanced Profile of Consulting Success - Jack Phillips Center for Research, a Division of Franklin Covey; Fit to Compete: Developing Strategic Alignment in Organizations - Michael Beer, The Center for Organizational Fitness.

Language

Verbal and written proficiency in Spanish.

**Attachment F:
Standard Certificate of Insurance**

<<Certificate of Insurance – Submitted with Original>>



City of Fort Lauderdale • Procurement Services Department
100 N. Andrews Avenue, #619 • Fort Lauderdale, Florida 33301
954-828-5933 FAX 954-828-5576
purchase@fortlauderdale.gov

RFP No. 704-10581
On-Line Employment Software Services

BEST AND FINAL OFFER

CONTRACT
COPY

August 30, 2010

Dear Bidder:

The City of Fort Lauderdale, Procurement Services Department, is continuing to evaluate the responses received for the above referenced RFP.

In accordance with Fort Lauderdale City Code Sec. 2-194 (f),

"Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted through negotiations after submissions and prior to award for the purpose of obtaining best and final offers."

the City is requesting that each finalist submit a "Best and Final Offer" according to the revised Cost Proposal Page.

In accordance with Fort Lauderdale City Code Sec. 2-194 (g),

"Award shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City taking into consideration price and the evaluation factors set forth in the request for proposals."

Attached you will find the form to be completed and returned to the City. Do not use any other method to submit your information. The form will need to be returned via sealed bid envelope no later than 2:00 pm on September 3, 2010. Your submittal envelope must state the following information on the outside of the envelope:

RFP 704-10581
"Best and Final Offer"
Opening Date: 9/3/10, 2:00 pm EDT

All proposals must be received by the City of Fort Lauderdale, in the Procurement Services Department, Room 619, City Hall, 100 North Andrews Avenue, Fort Lauderdale, Florida, 33301 prior to 2:00 pm on the date specified.



City of Fort Lauderdale • Procurement Services Department
 100 N. Andrews Avenue, #619 • Fort Lauderdale, Florida 33301
 954-828-5933 FAX 954-828-5576
 purchase@fortlauderdale.gov

**PROPOSAL PAGES – COST PROPOSAL
 BEST AND FINAL**

This proposal should address all requirements set forth in PART IV of the original RFP, as well as any other items pertinent to your proposal pricing. The proposer must complete pricing submission in the following format. All pricing MUST be based on an FTE count of 2550.

A. Software Licensing:

Flat rate cost for all users Total \$14,000.00

OPTIONAL
 Test Management System (optional) Total \$2,000.00

B. Hardware/Server/Networking/ Storage Costs Total \$N/A
 Provide a detailed description of items and costs

C. Implementation Costs Total \$WAIVED

D. Maintenance and support costs (4 Year Total) Total \$42,000.00
 Provide a detailed description of items and costs

Year 1	<u>\$INCLUDED</u>
Extended Year 2	<u>\$14,000.00</u>
Extended Year 3	<u>\$14,000.00</u>
Extended Year 4	<u>\$14,000.00</u>

OPTIONAL
 Test Management System Total \$2,000.00
 Year 1 \$INCLUDED
 Extended Year 2 \$2,000.00
 Extended Year 3 \$2,000.00
 Extended Year 4 \$2,000.00

E. Training Costs Total \$WAIVED
 (Provide detail, total hours, cost per hour, and all related travel costs)

Test Management System Total \$WAIVED

FINAL PROPOSED GRAND TOTAL*	<u>\$56,000.00</u>
OPTIONAL Test Management System	<u>\$8,000.00</u>



City of Fort Lauderdale • Procurement Services Department
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Misc Items:

Consulting/Professional/Technical Services \$125.00 per hour

Export of required data for New Hires
 For import to the Payroll System \$WAIVED*
 *NEOGOV will configure an ad-hoc report within the system to export new hire data.

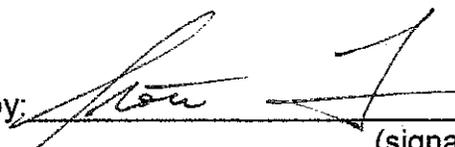
Software Source Code in Escrow (4 Year Total) Total \$5,000.00**

Year 1	<u>\$2,000.00</u>
Extended Year 2	<u>\$1,000.00</u>
Extended Year 3	<u>\$1,000.00</u>
Extended Year 4	<u>\$1,000.00</u>

***Escrow is an optional service and the City can elect to be added to at its discretion, at any time during its contract with NEOGOV.*

Questionnaire:

Will your system allow the Human Resources Department easy access to view date, time (hour, minute, seconds) for the date employment applications are received?
 X Yes No

Submitted by: 
 (signature)

Name: Scott Letourneau Title: President

Company: (Legal Registration) Governmentjobs.com, Inc.

Date: September 1, 2010

September 3, 2010

Richard Ewell
Procurement Specialist II
City of Fort Lauderdale
Procurement Services Department
100 N. Andrews Avenue, #619
Fort Lauderdale, Florida 33301

RE: RFP CLARIFICATIONS – On-Line Employment Software Services RFP # 704-10581

Dear Mr. Ewell,

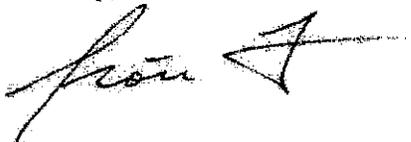
Thank you for the opportunity to provide you with the following clarifications for this proposal. Should you have any additional questions or require any further information, please do not hesitate to contact us at your convenience.

Our intent with the pricing regarding the Test Item Bank was to specify the platform that would be used (our TMS platform) AND to clearly specify that this was an optional service. Based on the scope and requirements from the RFP, the City may not require all of the TMS functionality and we wanted the City to know that they could elect to use the TMS system at its discretion.

Should the City elect to use TMS, the cost would be an additional \$2,000.00 per year. As part of the BAFO, NEOGOV has "WAIVED" the associated training costs for TMS for the City. The YEAR 1 Maintenance for TMS is also included (or waived) as part of our offer

Please note that NEOGOV's "FINAL PROPOSED GRAND TOTAL" remains \$56,000.00.

Sincerely,



Scott Letourneau