



**CritiCall® Personnel Selection Software**  
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July 24, 2017

Jennifer Hutchinson  
City of Columbus  
50 West Gay Street  
Civil Service Commission, 6th Floor  
Columbus, OH 43215

Thank you for your interest in our **CritiCall®** Pre-Employment Testing Software for public safety dispatchers and calltakers.

The purpose of this letter is to certify that we are the publisher and sole distributor (sole source) of the CritiCall software application and CritiCall Elite service in this marketplace.

- CritiCall is generic enough to be used as a training or selection tool in most dispatcher and/or call-taker settings (e.g., it includes 22 tests that are broadly applicable to a wide range of skills and abilities with more test modules being added on a regular basis).
- Using CritiCall's proprietary **Test Writer** program, CritiCall has the capability to allow the development and storage of hundreds of tests that are custom-tailored to suit your agency's specific needs.
- CritiCall is fair to applicants by measuring only their core skills and abilities. Work sample tests have been shown to have much higher levels of validity than other types of tests. Applicant perceptions of this test's fairness are maximized because the relationship between the test and the job is self-evident.
- The tests in the CritiCall System are self-validating. Using our proprietary **Validation Wizard**, our customers can determine the tests that are most relevant for their positions, and develop fair and defensible cutoffs that match the level of skill needed for the job according to the federal *Uniform Guidelines on Employee Selection Procedures*.
- The purchase of a CritiCall Personnel Selection Software license includes one year of **CritiCall Elite** service at no extra charge. This extended service plan includes free and automatic software upgrades and unlimited toll-free phone support. Subsequent years of CritiCall Elite are optional and available at a reasonable charge. You will be mailed a letter one month prior to the expiration of the current year's service informing you that your membership renewal is due to continue this service.

If you have further questions or comments, please do not hesitate to contact me at (916) 294-4250 ext. 151 or by email at [hpearsol@biddle.com](mailto:hpearsol@biddle.com).

Best regards,

*Howie Pearsol*  
Client Relations Manager