



OPAC Testing Software

Howie Pearsol, Customer Relations Manager
193 Blue Ravine Road – Suite 270
Folsom, CA 95630
800.999.0438 ext. 151
Fax: 916.294.4255

September 15, 2015

Jennifer Hutchinson
City of Columbus
77 North Front St, 3rd floor
Columbus, OH 43215

Dear Erin:

The purpose of this letter is to certify that, to our knowledge, the software (OPAC) is the most stringently developed and validated software-testing program of its type. We are the publisher and sole distributor (sole source) of this application in this marketplace.

- OPAC is broad enough to be used as a training, selection, or promotion tool in most office settings (e.g., it includes over 50 tests that are broadly applicable to a wide range of knowledge, skills, and abilities).
- Using OPAC's proprietary Test Writer program, OPAC has the capability to allow the development and storage of hundreds of tests that are custom-tailored to suit your business or educational needs.
- OPAC uses live software (such as Microsoft Excel®, Microsoft Word®, WordPerfect®, and others), so it can effectively mirror the skills actually needed for the job.
- OPAC is fair to applicants by measuring concrete knowledge, skills, and abilities. Work sample tests have been shown to have much higher levels of validity than other types of tests. Applicant perceptions of test fairness are maximized because the relationship between the test and the job is self-evident.
- The tests in The OPAC 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.
- The purchase of an OPAC System software license includes **OPAC Plus** Premium Customer Support. This extended service plan includes free and automatic software upgrades and unlimited toll-free phone support for the length of membership. Subsequent years of OPAC Plus are optionally available at a reasonable price. You will be mailed a letter informing you of your ability to continue this service one month prior to the expiration of the current year's service.

If you have further questions or comments, please do not hesitate to contact me toll-free at (800) 999-0438 X 151 or by email at howie@biddle.com

Best regards,

Howie Pearsol
Client Relations Manager
Biddle Consulting Group