NEOGOV Insight Enterprise Project
SCOPE OF WORK – <u>City of Columbus, OH</u>

1.   OVERVIEW

NEOGOV's mission is to improve the services public sector agencies deliver to society. We do this by working with agencies to improve the ways they attract, hire, and retain the best and the most qualified employees. In turn, this leads to increased retention and employee satisfaction, increased overall organizational productivity, and the ability to increase the level of service to the citizens.

NEOGOV's Insight Enterprise is the leading workforce management solution specifically designed for public sector. It goes beyond simple applicant tracking to incorporate all aspects of recruitment, selection, applicant tracking, workflow automation, reporting and analysis into fully integrated enterprise-wide solution. Insight Enterprise includes many time, effort, and cost saving features and capabilities such as class specifications online, accept applications online, create and route requisitions online, scan hardcopy application materials which are read directly into the database to eliminate manual data entry, refer certified lists online, and gather and report on key hiring metrics.

NEOGOV's public sector workforce management software can help you in:

- **Becoming a strategic partner.** Insight Enterprise automates workflow between your HR department and hiring managers, so you can contribute more strategically to the agency's goals.

- **Increasing efficiency and save money.** Insight Enterprise automates many of the manual processes you perform today, resulting in higher productivity of an empowered workforce.

- **Enhancing customer service.** The powerful Job Center and Online Hiring Center increase your communication with applicants and hiring managers without increasing your workload.

Teaming with NEOGOV to develop value added relationships with your departments and citizens, will enable you to focus on building agency's image, increasing customer satisfaction (both internal and external), and maximizing the return on investment of public funds.

2.   SCOPE OF WORK
The project will consist of the following components:
- Conduct a project kick off meeting to review the project timeline, deliverables, and establish project expectations
- Agency HR completes NEOGOV workflow process questionnaire to help NEOGOV understand the existing recruitment, selection, and applicant tracking workflow
- NEOGOV will establish a Agency-specific training environment that will be used during training and post-training to allow the Agency to learn the system and begin defining new roles, responsibilities, and activities within the HR staff
- NEOGOV will provide access to all proposed user training. User training can incorporate the Agency's existing business rules combined with new processes that are enabled by using Insight.
- NEOGOV will provide online training access for an initial 2-week session for users to conduct training using all self-guided tutorials. Unlimited online training is also available beyond go-live.
- Upon completion of the self-guided training session (above), NEOGOV will conduct a 1-day user validation meeting between users and an assigned NEOGOV representative.

This meeting is conducted remotely and is scheduled according to staff availability. Additional online user validation activity requiring the assistance of an assigned NEOGOV representative will be made available at a rate of $160 per hour, for a maximum of sixteen (16) additional hours.

- Following training, the Agency will conduct user sessions led by the Insight Administrator which will allow the Agency HR users to gather and utilize the training environment to familiarize themselves with the system.
- Once the core user community is comfortable with the system (typically within 10 hours of hands-on use) they will train the remaining HR staff to complete their tasks using Insight.
- Between the training and go-live, NEOGOV will complete the following activities:
  - Creating an agency-specific training environment which is used by your agency during training and afterwards to train in prior to moving into production
  - Configure printable job bulletin
  - Integrate your new production job opportunities, promotional opportunities, and class specifications web pages into your existing agency website
  - Establish the Agency's Insight Enterprise production environment

- On the go-live date, Agency IT will need to change the IP addresses for the following three Agency website links (NEOGOV will provide the new link addresses):
  - Job openings
  - Class Specifications
  - Promotional job openings

- Following production rollout, NEOGOV and the Agency will conduct two post go-live conference calls to ensure that the rollout was completed successfully and that any production questions are addressed promptly.

3. SERVICE OVERVIEW (Standard)

A. System Design

Insight Enterprise is web-based, there is no need for you to buy and maintain additional hardware, software, or bandwidth; upgrades are included and occur in real time, ensuring that you always have the most up-to-date functionality.

Insight Enterprise is designed to address five major areas of Human Resource activities including recruitment, selection, applicant tracking, reporting and analysis, and HR automation. Insight Enterprise enables agencies to post class specifications online, post job announcements on the agency website, accept online applications, conduct applicant tracking including EEO and other statistical analysis, create email/hardcopy applicant notices, complete item analysis, create/route/and approve requisitions online, and certify eligible lists electronically.

B. Implementation and Integration / Installation

Insight Enterprise is implemented off site and consists of all activities outlined in Section 2 – Scope of Work (above). The agency can export data from Insight using web services to integrate with other systems, but the specifications and scope must be defined prior to agreeing to a timeline or price.

C. Training

Insight Enterprise training is delivered onsite and is conducted by a NEOGOV representative. Training consists of a complete Insight walk-through and then a series of hands-on exercises. For this project, NEOGOV will provide online training access for an initial 2-week session for users to conduct training using all self-guided tutorials. Unlimited online training is also available beyond

go-live. Additional training sessions are delivered as proposed in accordance with the supplied order form.

D.   Maintenance

All system maintenance to licensed features is covered in the license price. Since Insight is a hosted solution and fully web-based new features and functions are released and available upon next login by the user. System software and hardware maintenance is completed by NEOGOV.

4.   IMPLEMEMTATION & INTEGRATION / INSTALLATION
Insight Enterprise is implemented off site and consists of all activities outlined in Section 2 – Scope of Work (above). The agency can export data from Insight to integrate with other systems, but the specifications and scope must be defined prior to agreeing to a timeline or price. Insight does not require any installation from the agency side. The only software required is a NEOGOV supported web-browser. Users will need Microsoft Word to generate hardcopy notices and Acrobat Reader to view PDF files.

5.   LICENSING
Your Insight Enterprise license includes the following items:

- Unlimited Insight Enterprise access to all system functionality and enhancements to the items listed in the capabilities section of this document

- Unlimited number of Insight Enterprise users (HR and departments)

- Unlimited customer support

- NEOGOV customer support help desk (6:00 AM – 6:00 PM PST), excluding NEOGOV holidays

- Online customer support to log cases 24 x 7

- Free attendance to monthly on line user trainings

- Free participation in Insight Enterprise customer conference calls

6.   MEETINGS
Implementation is conducted remotely and will consist of scheduled phone implementation meetings throughout the implementation. The agency and NEOGOV may also have (if proposed) scheduled meetings following go live to ensure a successful rollout and address any new questions/issues.

7.   CUSTOMER SERVICE
NEOGOV offers unlimited customer support and support is provided via the NEOGOV customer support help desk from 6:00AM – 6:00PM M-F PST and online 24 X 7. Customer support is also provided throughout the entire implementation. Additionally, conference call attendance and quarterly on-line Insight Enterprise training attendance is included in the Enterprise license.

8.   MAINTENANCE & SUPPORT

NEOGOV maintains the entire hardware/software infrastructure and is responsible for maintaining server operation, software delivery, and security. Available customer support is addressed in Section 7 – Customer Service (above).

9.   TRAINING
A.   Customer Education / Training Methodology

NEOGOV provides access to unlimited online user training to Agency recruiters and technicians. We provide the Training Exercises electronically as well as access to the complete User's Guide online.

For this project, NEOGOV will provide online training access for an initial 2-week session for users to conduct training using all self-guided tutorials. Unlimited online training is also available beyond go-live. Additional training sessions are delivered as proposed in accordance with the supplied order form.

A NEOGOV trainer will conduct onsite training at your agency according to the number of days defined on the Order Form.

Following the training, your agency will have full access to the training environment. Additionally, your agency has full access to 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.

B.   Training curriculum design

NEOGOV training will consist of an Insight Enterprise walk-through as well as a series of hands-on exercise designed to introduce the most common features and functions in an organized fashion which will be used by the staff following training to conduct their day-to-day activities. The exercises are designed flexible enough to allow the sessions to introduce agency specific requirements and processes into them in order to learn the system as closely as possible to the agency's true recruitment processes going forward.

C.   Training Media Selection

Electronic

D.   Training Schedule

Unlimited online training is provided

E.   Training Delivery

I.   Hardware (If applicable)

NEOGOV recommends your training environment be a training room with Internet access, conference phone (when applicable), projector, and screen, one computer for each attendee with a NEOGOV supported web-browser, Adobe Reader, and MS Word.

II.   Software

NEOGOV supported web-browser, Adobe Reader, and MS Word

III.   Custom Design Applications

None

10. SOFTWARE MODULES OVERVIEW
A. Insight Enterprise

Insight Enterprise includes the following functionality:

Recruitment

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

Selection

- Create, store, and reuse supplemental questions in the Insight item bank
- Screen applicants automatically as they apply
- Define unique scoring plans per recruitment, or copy existing scoring plans
- Item bank and item analysis
- Test processing (automatically input Scantron test data sheets)
- Test analysis and passpoint setting
- Score, rank, and refer applicants

Applicant Tracking

- Email and hardcopy notifications
- EEO Data collection and reports
- Track applicants by step/hurdle
- Schedule written, oral, and other exams
- Detailed applicant history record
- Skills tracking and matching

Reporting and Analysis

- Collect and report on EEO data
- Analyze and report on applicant flow
- Track and analyze data such as time-to-hire, recruitment costs, staff workload, applicant quality, etc.
- Over 70 standard system reports
- Ad Hoc reporting tool

HR Automation

- Create and route job requisitions
- Refer and certify applicants electronically
- Scan paper application materials
- Position Control Module having functionality that will allow for the creation/maintenance via workflow of individual position records that include position number, position title, typical tasks performed and associated work percentages, along with various other data elements associated with the position. The Customer's subscription to the Custom Objects Processing tool, which will be made available for use to the customer upon payment of the Insight Enterprise software license fee, includes all functionality typically made available to customers.
- Integrated Z-Score Conversion utility that will allow for the computation of the following: Z-scores on multiple phases of the same test, a Z-total/weighted composite

by adding the Z-scores with assigned weightings for each phase, Z-score of the Z-total/composite Z, and conversion of the Re-Z score to a standardized score with an assigned mean and standard deviation on a per test basis.

B.   NEOGOV Test Management System (TMS)

Your Insight TMS license includes the following items:

- Store an unlimited number of items within the test item bank (they could be created by the Agency's staff, purchased from a test vendor, copied from an item bank, or other method and have metrics like difficulty indices and performance ratings across multiple tests calculated)

- Test Management System Reports include:

  - Performance Analysis (upper/middle/lower performance)

  - Test/Section Analysis (by overall test and by individual section)

    - Mean, Max, Standard Deviation, Alpha, KR-20, KR-21, Standard Error, Skewness, Kurtosis

  - Item Analysis

    - Upper Correct, Lower Correct, Index of Difficulty, Index of Discrimination, Maximum Discrimination, Discrimination Efficiency, Point-Biserial Coefficient

    - Item analysis grouped by Section including breakdown by ethnicity/gender and highlighted 4/5 rule (80% rule) violations by question

  - Step Statistics

    - Score/Frequency distribution curve

    - Adverse impact (by Ethnicity/Gender)

  - Pass point analysis

    - Frequency at each score

    - Cumulative percentages at each score

    - Cumulative frequency at each score

    - Percentage groups of cumulative total

Can create and print an unlimited number of test booklets in MS Word

C.   NEOGOV Custom Objects Processing Tool and all associated functionality to be made available to customers. The Customer's subscription to the Custom Objects Processing tool, which will be made available for use to the customer upon payment of the Insight Enterprise software license fee, includes all functionality typically made available to customers.

11.   PRODUCT UPGRADES
All product upgrades to licensed modules and Insight Enterprise are included in the Insight Enterprise license. Product upgrades occur in real time and are available upon next login.

12.   REQUIREMENTS PUT UPON THE AGENCY
A.   Technical or Otherwise

The agency HR staff is considered "level 1 support", meaning that the agency should designate the Insight Administrator as the point of contact for Insight related questions or issues. If the Administrator cannot answer the question, they should contact the NEOGOV Customer Support Help Desk.

13.   DOCUMENT OF WEB INTERFACE

NEOGOV will integrate the Insight website pages into the agency's existing web pages using the existing headers, footers, and navigation. If the web pages change in the future, the agency should notify NEOGOV two (2) weeks prior to the change in production to allow for updates to the pages.

14.   MAINTENANCE & SUPPORT

A.   Service Types

- Base Maintenance and Update Support

  - Software Upgrades

  All product upgrades to licensed modules and Insight Enterprise are included in the Insight Enterprise license. Product upgrades occur in real time and are available upon next login.

  - Phone Support

  Phone support is available from 6:00AM – 6:00PM PST Monday – Friday, excluding NEOGOV holidays.

  - Remote Connectivity Support

  Online support is available 24 x 7. Any cases logged online during off hours (outside of standard support hours) will be responded to the next business morning.

  - Response Times

  Both phone and online case receipt are confirmed immediately. The length of time for a resolution is fully dependant on the type of case (i.e., High/Medium/Low priority, question, enhancement request). High priority issues such as system down are addressed immediately and resolved ASAP. When any other cases are logged (that are not system down) those cases are reviewed internally by NEOGOV, and then discussed and reviewed with the customer to identify priority and resolution timeline.

  - Preventative System Maintenance

  Preventive system maintenance is conducted by the NEOGOV staff and is addressed in a variety of methods including scalable architecture and infrastructure, log checking, performance maintenance, and other preventative tasks. The agency is not responsible for system maintenance.

15.   Custom Development

As Insight Enterprise is delivered as a SaaS (Software as a Service) and utilizes one standard code base across all customers, NEOGOV does not typically create and implement custom code. Should the need arise during the contract license, the following hourly rates apply:

- Project Manager - $220

- Technical Lead - $200
- Developer - $160
- QA Test/System Test - $135