

NEOGOV

PROPOSAL



Prepared by:

EXECUTIVE SUMMARY

NEOGOV is the market and technology leader in on-demand human resources software for the public sector and higher education institutions. The company's software solutions, including Insight, Onboard, and Perform decrease hard dollar costs, reduce staff effort, and streamline human resources processes.

NEOGOV Background

More than 1,500 public sector agencies and educational institutions of all shapes and sizes use NEOGOV's hosted solutions to recruit, select, and evaluate their workforce. NEOGOV serves more than 2 million employees and processes more than 10 million applicants annually. Because our solutions are both easy-to-use and fast to implement, we are able to offer a public sector model that is low risk, but offers a high ROI at the same time.

1,500+

CUSTOMERS

10,000,000

APPLICANTS PROCESSED ANNUALLY

98%

3-YEAR GROWTH

ONE OF THE
FASTEST GROWING
PRIVATE COMPANIES
IN LOS ANGELES

LOS ANGELES
BUSINESS JOURNAL

ONE OF THE
FASTEST GROWING
COMPANIES IN
NORTH AMERICA



ONE OF THE
FASTEST GROWING
COMPANIES

Deloitte.
Technology Fast500



Insight

Insight automates the entire hiring and selection process from requisition to hire and is tailored for the unique needs of public sector organizations and higher education institutions.



Requisition routing & approvals



Online job posting & interest cards



Electronic job application & self service portal



Online hiring managers' portal



Panel interviews & search committee reviews



90 standard reports & ad hoc reporting tool

Advanced Screening

Reduce application review and screen time with Insight's auto-scoring applicant tracking software. Produce weighted scores and rankings by combining online tests, screening protocols, performance exams, and situational tests.

Eligible Lists & Online Referral

Generate and manage your weighted eligible list, including configurable scoring rules and additional points processing to rank and refer applicants.

Test Statistics, Analysis, & Scheduling

Analyze results, perform pass point analysis, check for adverse impact, view applicant flow, mean and standard deviation, item analysis, item discrimination, reliability, standard error of measurement, and more.

Search Committee Review and Scoring

Create a search committee and associate it to a job posting with the ability to add and remove committee members. This feature allows you to add scoring calculations.

Reports & Dashboards

Optimize your processes, visualize and analyze data, and fully grasp the impact of your HR initiatives. With Insight you have more than 90 standard reports, advanced ad-hoc reporting, and the dashboards you need to make your job easy.

Online Job Application & Career Portal

List open positions on your company website while maintaining its look and feel. Accept online job applications and ask job-specific supplemental questions. Track traffic and advertising sources and do away with the time and effort spent posting jobs and processing applications.

Applicant Tracking

Quickly manage all applicant and recruiting data throughout the applicant selection process. Enhance applicant and staff experience by eliminating paper and reducing bottlenecks. Generate email notifications, maintain applicant history, track applicant skills, and more.

“With our old system only 54% of applicants were applying online. Within the first three months of using NEOGOV, we have 95% of applicants applying online.”

DEBBIE NISHIYAMA
State Of Hawaii



Onboard

Onboard enables new hires to become more productive from their first day on the job by streamlining new hire paper work, processes and training.



Welcome page for new hires



I9, W4 and custom forms



Onboarding checklists



Digital Signatures



Internal approvals and workflow



Standard and ad hoc reports

I-9 & W-4 Forms

New hires complete I9 and W4 forms online in minutes. Employees can sign forms using a mouse, allowing them to complete their new hire checklist online prior to day one.

Online Forms

With Onboard, you can assign forms to specific employees, groups, and departments. Set up your required fields and approval routing, and you're done.

Digital Signatures

Signatures look just like wet signatures because employees can use their hand and mouse to sign any online form. Additionally, new employees have their own access accounts with unique credentials for strengthened authentication and security.

New Hire Self Service Portal

Configure your new hire portal with interactive social collaboration, questions and answers, documents, trainings, and videos. Communicate your organization's mission and values, and relevant training information to new hires while they are going through the onboarding process.

"Onboard greatly cut backs on the amount of time we need to spend with every employee. It's nice to be able to give the new employee information before they start. They are excited to get started and learn more about us."

MARLENE ERGEN

College of Saint Benedict
Saint John's University



Perform

Perform is the only full-featured employee performance management software in the marketplace that's packed with functionality for the public sector and educational institutions.



Configurable performance evaluation forms



Competency and goal management



360 feedback and self evaluations



Automatic email reminders



Social collaboration



Reports and dashboards

Online Performance Evaluation Forms

Automate year-end and probationary employee appraisals and allow your HR team to replace manual systems. Measure competencies and goals, develop succession plans, and automate the employee evaluation process.

Manage Competencies

Identify competency and skill gaps within your organization using one-on-one and/or 360 feedback, self-ratings, and competency models. Generate individual development plans and recommend trainings based on an employee's competency scores.

Reports And Dashboards

Analyze employee performance data to identify skill gaps and optimize employee development. Track progress on measured organizational alignment and progress against goals.

"The ease and flexibility of having performance evaluations online has been a huge factor that generates positive feedback from employees."

DARCY LOWERY

City of Avondale

IMPLEMENTATION STEPS

NEOGOV's world-class implementation, training, and support help you make the most of NEOGOV's powerful solutions. As part of your Insight implementation, NEOGOV conducts a project kick-off meeting to review the project timeline, deliverables, and establish project expectations. As your proactive partner, NEOGOV will establish an agency-specific training environment that will be used during training and post-training to allow you to learn the system and begin defining new roles, responsibilities, and activities within the HR staff.

In order to ensure your success, NEOGOV will deliver online training videos to agency recruiters. We also provide all required user exercises and user guides to the agency.

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 NEOGOV. 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.

1 Build your team



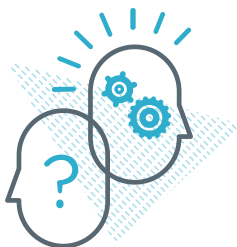
2 Project kickoff



3 Online training



4 Practical learning



5 Prepare production environment



6 Go live!



Order Form

Customer:

Bill To:

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

Quote Date:

Revision:

1

Valid From:

Valid To: Today plus 60 days

Employee Count:

Initial Term:

12 Months

Requested Service Date:

Order Summary

Annual Recurring Fees

| <u>Line</u> | <u>Description¹</u> | <u>Annual Recurring Cost</u> |
|-------------------|--|------------------------------|
| 1. | Insight Enterprise Edition (IN) IN License | |
| 2. | GovernmentJobs.com Job Posting Subscription (GJC) GJC License | |
| 3. | Perform (PE) PE License | |
| 4. | Onboard (ON) ON License | |
| 5. | NEOGOV Integrations Integration Maintenance | |
| <u>Sub Total:</u> | | |

Order Form

Non-Recurring Fees

| Line | Description ¹ | <u>Non-Recurring Fees</u> |
|----------------------------|--|---------------------------|
| | NEOGOV Services | |
| 6. | Insight (IN) | |
| | Setup and Implementation | |
| | Training | |
| | Perform (PE) | |
| | Setup and Implementation | |
| | Training | |
| | Onboard (ON) | |
| | Setup and Implementation | |
| | Training | |
| | Onboard form building as Professional Service ² | <i>See below</i> |
| | NEOGOV Integrations | |
| | Setup and Configuration | |
| <u>Sub Total:</u> | | |
| <u>Order Total:</u> | | |

¹More detailed descriptions of the services are contained in the order detail for each service, which are incorporated herein and made a part hereof by this reference.

Note: Items designated as Not Applicable (N/A, NA) on the Summary form are not included. Customers may request a quote for these services at their discretion through the term of this contract.

²NEOGOV ON includes I9 and W4 standard forms that are regularly updated by NEOGOV. Additional forms or form maintenance are available by NEOGOV Professional services at the following cost:

- Background forms \$295 per form
- Dynamic Form \$195 per form
- Updates to existing forms \$200 an hour

Additionally, during the term of any subscription license, the Customer will be provided:
Customer Support - Provided to the Customer both on-line and by telephone Monday – Friday, 6:00 AM – 6:00 PM PT (excluding NEOGOV holidays).

Product Upgrades to Licensed Software - Customer shall receive all product upgrades to purchased package. Product upgrades are automatic and available upon the next login following a product upgrade rollout.

Order Form

Order Detail

Note: Items designated as Not Applicable (N/A, NA) on the Summary form are not included. Customers may request a quote for these services at their discretion through the term of this contract.

1.0 Insight Enterprise (IN)

License Subscription to NEOGOV IN

The Customer's subscription to the Insight platform includes the following functionality:

Recruitment

- Online job application
- Online applications integration with current Customer website
- Online job announcements and descriptions
- Automatic online job interest cards
- Recruitment and examination planning

Selection

- Configurable supplemental questions
- Define unique scoring plans
- Test analysis and pass-point 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
- Candidate Self-Service Portal for scheduling and application status

Reporting and Analysis

- 90 standard system reports
- Ad Hoc reporting tool

HR Automation

- Create and route position requisitions for approval
- Certification/eligible lists

2.0 GovernmentJobs.com Job Posting Subscription

(GJC) License Subscription

- Enables organizations to advertise their job postings created in Insight on the GovernmentJobs.com website.
- May add an unlimited number of postings

Note: jobs advertised on the promotional and transfer webpage's are not advertised on GovernmentJobs.com as these are typically for internal employees.

Order Form

3.0 NEOGOV Perform (PE)

License Subscription to NEOGOV PE

The annual license for the NEOGOV Performance Evaluations Software includes the following:

- Configurable Performance Evaluations
- Goal Library
- Shareable Competency Content
- Development Plans
- Configurable Process Workflows
- Ability to build Content sections for re-use
- Configurable Rating Scales
- Ability to build Library of Writing Assistants
- 360 Reviews
- Configurable Email Notifications
- Automatic Evaluation Creation
- Ability to perform actions in bulk for Employees & Evaluations

4.0 NEOGOV Onboarding (ON)

License Subscription to NEOGOV ON

- Electronic Employee File
- W4
- I9
- Configurable Workflow
- Task Manager
- Employee data upload
- Attachments
- Build your own Onboarding forms*

*NEOGOV ON includes I9 and W2 standard forms that are updated by NEOGOV. Additional forms or form maintenance is available by NEOGOV Professional services at the following cost:

- Background forms \$295 per form
- Dynamic Form \$195 per form
- Updates to existing forms \$200 an hour

5.0 NEOGOV Integrations

NEOGOV offers Standard Integrations as well as platform APIs for 3rd party system integration(s).

Standard Integrations include:

- Business Process Re-engineering
- Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings
- Annual Maintenance By NEOGOV to re-configure integrations

Note: NEOGOV APIs are to be configured directly by Customer staff using NEOGOV documentation. If required, Professional Services may be included by NEOGOV to help define and validate scope, business requirements, timelines, and associated costs (if applicable).

6.0 NEOGOV Services

Setup and Provisioning

The following activities are conducted as part of the NEOGOV implementation:

- Customer to review the project kick-off tutorial for information on the project timeline, deliverables, and establish project expectations.
- NEOGOV will establish the Customer’s production environment

Training

NEOGOV training is available online (web-based, pre-built, content) unless otherwise proposed as included in the Order Form. All customers have full access to the demo/training environment setup for Insight.

NEOGOV’s pre-built, online training consists of a series of web courses as well as a series of hands-on exercise designed to introduce the standard features and functions and may be used as reference material by the staff following training to conduct day-to-day activities. The pre-built, online training includes exercises that are designed to be flexible enough to allow Customer led training sessions internally to introduce user-specific requirements and processes for staff to learn the system as closely as possible to the customer’s actual recruitment processes after go-live.

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 and education 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:

• **Position Control Integration (standard flat/file, SFTP)**

- o Annual Maintenance: \$3,000.00
- o Set up: \$6,000.00

• **New Hire (standard flat/file, SFTP)**

- o Annual Maintenance: \$1,500.00
- o Set up: \$3,000.00

• **Single Sign On (SSO)**

- o Annual Maintenance: \$1,000.00
- o Set up: \$2,000.00

• **Legacy Data Conversion: TBD**

• **Dedicated 3rd party system integration: TBD**

o **Business Process Re-engineering**

*Conduct project scope, review integration plan, discuss timeline, and set schedule for required meetings

Order Form

Order Form Terms and Conditions:

(1) The Customer hereby orders and GovernmentJobs.com, Inc. (d/b/a NEOGOV, Inc., hereafter "NEOGOV") agrees to provide the services described in this Order Form. THE SERVICES ARE PROVIDED PURSUANT TO THE TERMS AND CONDITIONS OF THIS ORDER FORM AND THE SERVICE AGREEMENT BETWEEN NEOGOV AND THE CUSTOMER.

(2) The Customer agrees that the payment schedule is as follows:

Provide all required software and Licenses

- One hundred percent (100%) of the annual license price (including any Integrations) is payable within thirty (30) days of the NEOGOV creation of the associated production environment for the Customer. (LICENSE)

Training

- One hundred percent (100%) of the training price is payable within thirty (30) days of NEOGOV delivery of training materials for the associated production environment. (TRAINING)

Software Implementation

- One hundred percent (100%) of the non-recurring costs are to be paid to NEOGOV within thirty (30) days of NEOGOV delivery of implementation materials for the associated production environment. (SETUP)

(3) Neither the Customer nor NEOGOV will be bound by this Order Form until it has been signed by authorized representatives of both parties.

(4) Changes or alterations to this Order Form will not be accepted.

THERE ARE SIGNIFICANT ADDITIONAL TERMS AND CONDITIONS, WARRANTY DISCLAIMERS AND LIABILITY LIMITATIONS CONTAINED IN THE SERVICE AGREEMENT BETWEEN THE CUSTOMER AND NEOGOV.

DO NOT SIGN THIS ORDER FORM BEFORE YOU HAVE READ THE SERVICE AGREEMENT IN ITS ENTIRETY. YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE READ THE SERVICE AGREEMENT AND AGREE TO BE BOUND BY ITS PROVISIONS.

| <u>Customer</u> | <u>NEOGOV</u> |
|------------------------|----------------------|
| Signature: _____ | Signature: _____ |
| Print Name: _____ | Print Name: _____ |
| Title: _____ | Title: _____ |
| Date: _____ | Date: _____ |