

Extract from Contract with Geographic Solutions

TERM: January 2005 – January 2010 (with one- five-year renewal option)

Scope of Contract. This is a contract for the acquisition of web-based job listing services that meet the needs of, 1) the workforce system in the State of Florida comprised of twenty-four regional workforce boards and state-level policy and oversight entities including the Board of Directors of Workforce Florida. Inc.; 2) the Florida business community to include individual employers and business associations; and 3) the job seekers within the State of Florida who are seeking the assistance of the workforce system and those throughout the country who may be seeking employment opportunities in Florida.

The web-based job listing system will interface with Florida's One Stop Management Information System (OSMIS) and will be developed in such a way to facilitate the placement of job openings by employers, be user friendly to job seekers and "Spider" for Florida job postings on the internet. The system will contain a resume component that will allow job seekers to easily upload their resumes and update them as necessary and the system will make it easy for employers to access those resumes.

As a part of ongoing maintenance of the system once it is accepted and fully deployed, the Contractor will do random customer satisfaction surveys in a manner prescribed by Workforce Florida and provide the results to Workforce Florida. 'Customer' as used here means job seekers who have used the system and employers who have listed jobs on the system. The scope of this survey will be defined by mutual agreement between the Contractor and Workforce Florida.

The specific services to be provided by the Contractor under this Contract are enumerated in Attachment A, Schedule of Deliverables and Payments, and Attachment B.

This Contract incorporates a Scope of Work (Attachment B) that was developed and accepted for inclusion in this Contract by Workforce Florida. In case there should arise a discrepancy or disagreement between this Contract document and the Scope of Work, the controlling document in order of precedence, one over the other is,

First, this seven-page Contract document signed by the parties with Attachments A, C and D; and then, Second, the Scope of Work for the Florida Web-Based Jobs Listing Project (Attachment B).

Contract Renewal/Extension. Subject to need, availability of funds and satisfactory performance, this Contract may be renewed for one five-year period. As used here, the determination of need, availability of funds and satisfactory performance is at the sole discretion of Workforce Florida. There are no obligations to agree to such renewal by either party. The renewal shall be negotiated and executed by the parties prior to the expiration date of this original Contract or any duly executed extension.

Schedule of Deliverables

The Contractor shall provide the services outlined in Section XIII., Scope of Contract. The details of the services to be provided under the web-based job listing system are included below and in Attachment B, Scope of Work of the Florida Job-Listing Project. Attachment B describes the methodologies that will be used to deploy the system in conjunction with the general requirements contained in Section XIII. This Attachment A, Schedule of Deliverables and Payments, and the attached Scope of Work for the Florida Web-Based Job Listing Project,

Attachment B, establish the services to be provided and pay points for each. Where there may exist or arise a conflict between this Contract document, including Attachments A, C and D, and Attachment B, the Contract document including Attachments A, C and D, will prevail. All activities that are specified below and are therefore eligible for payment under this Contract must be accrued during the term of the Contract. Activities that occur before the effective date of this Contract or after its expiration or termination are not eligible to be paid under this Contract. Workforce Florida shall be the final authority in determining if the system meets performance and volumetric requirements sufficient for payment. The Contractor shall provide and Workforce Florida shall pay upon receipt of web-based job listing services within the following parameters:

Service	Description
Phase I - VOSJobs Individual Services Subscription, Maintenance and Support.	Includes Individual Registration, Labor Exchange for Individuals, Resume Builder, Letter Builder, Advanced Job Search, Job Market Trends, Virtual Recruiter Job Alert, Career Services, Career Informer, Career Explorer, Job Seeker Services, Education Services, LMI (ALMIS), Skills Assessment and Matching.
Phase I - VOSJobs Employer Services Subscription, Maintenance and Support.	Recruitment Services, Advanced Candidate Search, Post Job Orders, Message Center, Job Market Trends, Candidate Market Trends, Virtual Recruiter, Education Services, Labor Market Services.
Phase I - VOS Jobs Staff Services Subscription, Maintenance and Support.	Core Services for Managing Individuals, Create an Individual Account, Assist an Individual, Individual Profiles, Core Services for Managing Employers, Create an Employer Account, Assist an Employer, Employer Contact Management, Employer Profiles, Ad Hoc Reports.
Phase I - VOSJobs Administration System Subscription, Maintenance and Support.	Includes Security Settings, Integrated Web Content Management System.
Phase I - VOSJobs Spanish Version	Spanish version for employers and individuals. Includes conversion of ONET and NAICS data.
Phase II - Web Based Job Listing Service Development Cost	Creation of a Web Based Job Listing Service. This system will display Spidered job orders and OSMIS job orders. All the OSMIS job orders will be suppressed and require the job seeker to visit the one-stop to apply. OSMIS Job Orders will be imported in a one time batch process.
Phase III OSMIS Integration Cost	Creation of a System with Direct Communication with OSMIS. This system will include Spidered job orders and will exchange employer, individual and job order data with OSMIS in real time.
Documentation	Individual, Employer, Staff and Administrator Manuals
System Training	25 Train the Trainer Classes. Duration 2 days. Trainers 1. Class size limited to 20 students
Annual Hosting	Hosted at Geographic Solutions Secure Facility. Includes 24 x 7 availability, required software licenses, full redundancy, power backup and emergency roll over to California and available connection back to servers in Tallahassee. Will host up to 400,000 Employers.

Administration Training for Workforce Florida Staff	Administration Training. Duration 1 day, trainers 1. Class size limited to 10 students.
Full Spider *	Job Postings for all Employers in Florida, Major National Job Boards, Fortune 500 corporations, Major National Recruiters, Military Branches Sites, Major Non Profits, National Government Sites, Major National Newspapers. Within Florida - All Local Job Boards, Job Postings of all Florida Newspapers, All Hospitals, All Florida State, County and City Government Job Sites, Job Postings for All Local Non Profits, Job Posting on all Florida Chamber of Commerce Sites, Specific Industry Organization Sites (Provided by the State of Florida).

*To qualify for spider, organization must have web site with online job postings or post to a third party site that permits spidering.

System Performance Requirements.
The application must be built to handle a concurrent user load of 250,000 users with a central processing unit (CPU) load of 70% or less and return times as follows:
<ol style="list-style-type: none"> 1. an average response time of 1-3 seconds for basic transactions such as insert, update, delete and queries from a single table. 2. an average response time of 5-25 seconds for complex transactions such as multiple table updates and queries involving complex join and search conditions. 3. an average response time between 5-200 seconds for generation of ad-hoc reports, depending upon the complexity of the join and search conditions, and, 4. an average response time of 5 to 20 minutes for generation of analytical reports, depending upon the number of records and search aggregation criteria.

Scope of Work for the Florida Web-Based Job Listing Project

1. Business Function Summary

The purpose of this project is to provide Web-based job listing services to include:

- 1) The deployment and maintenance of a job bank for Florida businesses to list job openings and get maximum exposure of job openings
- 2) A web crawler that will allow Florida jobseekers to access job listings from multiple job banks and websites
- 3) A component that will allow Florida jobseekers to complete their resumes online.

The proposed solution will combine job listings into a comprehensive database so job seekers will access accurate information on job openings in an easy-to-use Internet site. Job seekers will be able to store resumes in the system which are available to employers for search and review. Other tools will be available to assist job seekers in furthering their job search such as Skills Assessment and Matching, Virtual Recruiter Job Alert, and the availability of Education and Labor Market Information (LMI) data.

2. Scope of Software Functionality to be Deployed

This Florida Web-Based Job Listing System will be built from the proprietary VOSJobs Software Component Library. The state-of-the art Florida Web-Based Job Listing System will operate as a dynamic tool for labor exchange services for individuals, employers and staff and will provide staff assisted as well as self-service registration. The system will also interface with other state systems as defined in this scope of work.

VOSJobs is a fully featured commercial-off-the-shelf (COTS) software solution that is easily implemented in a short timeline. Other components can be added for future enhancements and modification.

2.1 Registration

The VOSJobs Component Library includes customizable Internet application forms to allow individuals and employers to self register and establish access to the system. Geographic Solutions will configure these forms so that only the data elements required by the State of Florida will be displayed. This will include information such as name, address, telephone number, and e-mail address. The data elements will be defined to meet the specific functionality and flow of service defined for the State of Florida site.

Information about individuals and employers will be built in a step-by-step approach such that information will only be asked when needed. Individuals and employers accessing the system will be presented with the option of registering or simply entering the system as a guest so they can learn what is available to them before any information is required.

2.2 Labor Exchange for Individuals

Geographic Solutions will configure VOSJobs to provide a full self-service labor exchange capability for Florida individuals with self-service access to create online resumes, and match to jobs and openings via multiple criteria. Individuals will also be able to create cover letters and assess the labor market. Individuals will also access data on a job's requirements and the nature of the work extracted from the O*NET database and BLS occupational outlook handbook.

Individuals, students, and youth will build and store resumes, create letters, look for jobs, review trends in the job marketplace, and gather important job seeker information in the online employment plan folder.

The VOSJobs Job Search Component provides an intelligent, easy to use mechanism that allows a job seeker to quickly find a suitable job. The component was developed as a result of intensive field-testing of a variety of search mechanisms by Geographic Solutions. The system combines simple broad job searching and more advanced job search options that allow the sophisticated job seeker the flexibility of performing a "targeted" job search.

When job seekers select an internal job (that is, the employer sponsoring the job is registered in the system), they may apply for the job directly by clicking the *Interested in Applying* button. Information on applying will then be presented based on the parameters of the job order, open, partially suppressed, or totally suppressed.

When job seekers select a non-VOS job (that is, the employer sponsoring the job is not registered in the system), individuals may apply directly by clicking the *Interested in Applying* button. At this point, the System opens a new window to display the external Web site (for example, America's Job Bank). Job seekers follow the Web site's screen instructions to complete the application process.

2.3 Labor Exchange for Employers

Geographic Solutions will configure VOSJobs to allow Employers to post job orders, view applicants for open job positions, search for candidates, assess job market trends, analyze occupations and labor market information, view web links on employment topics, and store collected data in online recruitment folders.

Employers will be able to complete an online form to post a job order with specific skills required for the position and other items such as whether the job order is accessible online. Standard occupational descriptions will be easily selected by occupational code. Employers will choose options on how they want to receive resumes and responses, such as by fax, by email, telephone calls, US mail, or other sources.

The VOSJobs Component Library includes a module that provides an interface for employers to record the result of any referral made to their specific job orders. When the employer changes the status of a job order to indicate that a position has been filled, the system displays a list of the candidates that were referred to that specific job asking the employer to indicate whether the individual was hired and, if so, the date and hourly rate.

The VOSJobs Component Library also includes a module that lets employers and staff search resumes entered through the system by staff or individuals. This includes searches by keyword, skill set, occupation group, location, advanced criteria such as salary level, and all resumes in the system.

2.4 Virtual Recruiter

The VOSJobs Component Library contains a module known as Virtual Recruiter. The Virtual Recruiter allows customers to create a job or resume search, then save the search and run it periodically. Results are reported to the customer's message box, to an e-mail address, or to both. Users may also modify the search agents or run them manually whenever they choose.

2.5 Skills Matching

VOSJobs uses the O*NET "Detailed Work Activities" to facilitate skills matching and labor exchange. These are referred to as "Job Skills" in VOSJobs (to differentiate from O*NET skills) and are based on concise, consistent and clear descriptions of work performed that were specifically written for labor exchange applications. These statements have historically been called "Labor Exchange Skills" or "Work Content Statements". Each statement is now linked to two or more O*NET occupations, and each O*NET occupation is linked to at least one statement. The statements are written to reflect O*NET tasks at a less detailed level. The VOSJobs O*NET based job skills are refined statements that are content consistent, meaningful and are unique descriptors. The following list outlines the functions that will use this classification:

- To provide succinct yet detailed information about occupational work activities that can aid career exploration.
- To provide a structure for describing work experience that is used in resume building.
- To permit cross-occupational correspondence and help displaced workers identify new areas of work that match their capabilities. Educators, job seekers, researchers and employers can all use the classification to perform analysis of transferable skills and skill gaps.
- To provide a structure for profiling work requirements that employers can use to write job orders or position descriptions.

2.6 Labor Exchange for Staff

In addition to the Labor Exchange for Individuals and Labor Exchange for Employers modules, the VOSJobs Component Library contains a staff services module to provide Labor Exchange, Staff Management of Clients (Employers and Individuals), Service Tracking . This module allows staff to assist job seekers and employers, and manage other daily responsibilities such as generating reports. The Staff functionality will include:

- Manage Individuals—create accounts for new customers and manage existing customer account data.
- Manage Employers—create accounts for new employers and manage account data for existing employers.

- Manage Job Orders—administer job orders on behalf of employers, create and manage job referrals, and record referral results for job seekers.
- View Reports—create reports that measure system use and track user activity.

Staff will be able to track services provided to both individuals and employers. The system can automatically record services or staff can manually record them. These include supportive services, workshops, career counseling, and many other service types for tracking purposes.

2.7 Software Deliverables Summary

The following table summarizes the VOSJobs components that will make up the Florida Web-Based Job Listing System:

Item	Description
VOSJobs Individual Services	Includes Individual Registration, Labor Exchange for Individuals, Resume Builder, Letter Builder, Advanced Job Search, Job Market Trends, Virtual Recruiter Job Alert, Career Services, Career Informer, Career Explorer, Job Seeker Services, Education Services, LMI (ALMIS), Skills Assessment and Matching.
VOSJobs Employer Services	Recruitment Services, Advanced Candidate Search, Post Job Orders, Message Center, Job Market Trends, Candidate Market Trends, Virtual Recruiter, Education Services, Labor Market Services.
VOS Jobs Staff Services	Core Services for Managing Individuals, Create an Individual Account, Assist an Individual, Individual Profiles, Core Services for Managing Employers, Create an Employer Account, Assist an Employer, Employer Contact Management, Employer Profiles, Ad Hoc Reports.
VOSJobs Administration System	Includes Security Settings, Integrated Web Content Management System.
VOSJobs Spanish Version	Spanish version for employers and individuals. Includes conversion of O*NET and NAICS data.

3. Scope of Job “Spidering” Services

Geographic Solutions will use VOSJobs technology to load third party jobs into the Florida Web-Based Job Listing System by using “spidering” or “crawling” technology to copy them from a number of commercial Web sites. This enables thousands of external job openings to be available in “real-time” and accessed easily by the end user.

The VOSJobs' spider technology is unique in its operation and intelligence. The system recognizes three classes of job data sources and parses these sites with separate techniques. These sources are:

- 1) Fully Structured Sites – These are sites similar to America’s Job Bank that contain jobs that are classified by location at the county level and SOC code. The spider technology will parse the structures such as job titles, descriptions, occupational codes, etc.

- 2) Partially Structured Sites – These are sites similar to Career Builder that contain a geographic coding and a broad occupational classification. The spider technology will parse the structures such as job titles, descriptions, etc.
- 3) Non-structured Sites – These are sites such as corporate Web sites, community organization sites, hospital sites, local newspapers and government sites that contain little or no occupational classification. In these sites, the job title and description are parsed and an occupation classification is computed if possible.

The following table summarizes the scope of the “Spider” to be provided for the Florida Web-Based Job Listing System:

Spider Option	Description
Full Spider	Job Postings for all Employers in Florida , Major National Job Boards, Fortune 500 corporations, Major National Recruiters, Military Branches Sites, Major Non Profits, National Government Sites, Major National Newspapers. Within Florida - All Local Job Boards, Job Postings of all Florida Newspapers, All Hospitals, All Florida State, County and City Government Job Sites, Job Postings for All Local Non Profits, Job Posting on all Florida Chamber of Commerce Sites, Specific Industry Organization Sites (Provided by the State of Florida).

4. Scope of Hosting Services

The Florida Web-Based Job Listing System will be hosted at the state-of-the-art facility located at the Geographic Solutions’ headquarters in Palm Harbor, Florida for the period of the contract. The system will be accessible to job seekers, employers, and staff 24 hours per day, 7 days per week except for regularly scheduled maintenance.

The Geographic Solutions’ facility is engineered to provide high speed hosting service for VOSJobs Systems. Geographic Solutions understands that labor exchange systems require intensive data access and Geographic Solutions uses special Dell/EMC2 high speed Clustered Data Servers with external disk arrays. These systems use fiber optics communications between multi-channel disk controllers for maximum speed and efficiency. High performance is also insured by our use of high speed web servers that use network load balancing, which serves to balance incoming IP traffic among multi-node clusters. The redundancy and clustering configuration used at the Geographic Solutions’ technical facility for hosting a large system effectively handles overload and balancing issues, ensuring 24/7 reliability. The site includes power backup and emergency roll over to California and available connection back to servers in Tallahassee. The system will host up to 400,000 Florida Employers.

5. Scope of Development Services

Geographic Solutions will perform the following development services as part of the Florida Web-Based Job Listing Project:

5.1 Website Branding

Geographic Solutions will modify the VOSJobs system to incorporate an interface to fit the needs of the State of Florida and its customers. The system’s Web site branding and color schemes are tailored according to the State of Florida specifications.

5.2 Configure Registration Screens

Geographic Solutions will configure the VOSJobs Individual and Employer Registration screens to fit the needs of State of Florida.

5.3 Configure Job Order Entry Screens

Geographic Solutions will configure the VOSJobs Employer Job Order Entry screens to fit the needs of State of Florida.

5.4 Develop Initial Data Import

Geographic Solutions will develop software to perform a one-time import of all OSMIS job orders into the VOSJobs database.

5.5 Develop Job Spiders

Geographic Solutions will identify viable web sites with employment related content and, on a regular basis, use the VOSJobs spider technology to search those sites for employment opportunities listed in Florida. Geographic Solutions will import job posting information and integrate these jobs into the system.

5.6 Develop OSMIS Interface

Geographic Solutions will develop software to permit employer, individual, and job order data to be exchanged with the Florida OSMIS system via an intermediary replication database. New and updated VOSJobs data will be sent to this database for processing by OSMIS and OSMIS data will be sent to VOSJobs in the same fashion.

5.7 Develop FRED Integration

Geographic Solutions will integrate the Florida Regional Economic Database (FRED) System with the Florida Web-Based Job Listing System so that users will be able to transfer directly to FRED to analyze labor market data in detail.

6. Scope of Project Management Services

Geographic Solutions has developed a project management approach that blends the essential ingredients needed for a low risk, cost effective, reliable system that is implemented successfully. The company's experience is based on successful implementations of 50+ Internet based one-stop, labor exchange, and/or labor market information systems in the last ten years

The methodology is based on customizing an off-the-shelf product rather than building one from scratch. This methodology, referred to as the Geographic Solutions' Rapid Integrated Development (GRID) method, is the organization's standard approach to managing projects. The GRID method is targeted at overcoming challenges of complex software systems in varying environments.

The GRID methodology is based on tested and proven project management practices from many years of managing workforce development projects. The methodology covers the project management activities for all the phases of a project, including change control management. The methodology conforms to the IEEE Standard for Application and Management of the Systems Engineering Process (Std 1220-1998 IEEE).

The GRID project life cycle is a mechanism for planning, monitoring, and managing activities across the entire project life cycle, from requirements analysis, through design, development, and testing and culminating in successful product implementation.

7. Scope of Support and Maintenance Services

During the term of this contract, Contractor will provide maintenance and support services in support of the for the Florida Web-Based Job Listing System during regular business hours from 8:00 a.m. to 5:30 p.m. eastern time

These services shall consist of:

7.1 Telephone Support. Contractor shall provide Workforce Florida priority telephone support during regular business hours that permits Workforce Florida to report problems and seek assistance in use of the Florida Web-Based Job Listing.

7.2 Fax Support. Contractor shall provide Workforce Florida priority fax support during regular business hours that permits Workforce Florida to report problems and seek assistance in use of the Florida Web-Based Job Listing.

7.3 E-mail Support. Contractor shall provide Workforce Florida priority E-mail support during regular business hours that permits Workforce Florida to report problems and seek assistance in use of the Florida Web-Based Job Listing.

7.4 Online Support. Contractor shall provide Workforce Florida priority online support during regular business hours that permits Workforce Florida to report problems and seek assistance in use of the Florida Web-Based Job Listing via a sophisticated interactive web site known as the Online Project Communication (OPC) System. The OPC will provide 24 hours a day, 7 days a week access to track the status of issues that have been reported. The OPC is the Contractors preferred method of receiving notification off issues and problems.

7.5 Error Correction. Contractor shall use reasonable diligence to correct verifiable and reproducible errors when reported to Contractor in accordance with its standard reporting procedures. The error correction, when completed, may be provided in the form of a "temporary fix," consisting of sufficient programming and operating instructions to implement the error correction.


7.6 New Releases. Contractor will periodically issue new releases to the Florida Web-Based Job Listing application, containing updates, error corrections and/or enhancements.

Workforce Florida agrees to designate up to ten (10) experienced, trained users as the qualified primary contacts that will approve all technical support and maintenance communications with Contractor.

8. Scope of Documentation Services

Geographic Solutions will deliver a variety of documentation for the Florida Web-Based Job Listing System. Most of these are living documents and are revised, under change control, as appropriate through the life of the project. The system documentation that will be provided is outlined in the following table:

Document	Description
Requirements and Configuration Document	This document defines the requirements of the Project and outlines the various VOSJobs configuration options and customer configuration choices.
Project Plan and Resources	This document defines the planned timeline for the Project as well as the

Document	Description
Document	associated tasks and resources that will be applied to complete the Project. This document also outlines the roles and responsibilities that the parties involved will undertake.
Communications, Process and Procedures document	This document outlines the protocols that will be used to communicate between the Customer and Geographic Solutions throughout the Project. This will include the GRID process that will be followed and the associated procedures.
VOSJobs Staff User Guide	Describes how one-stop staff members can use your Virtual OneStop solution to assist them in carrying out their responsibilities.
VOSJobs Individual User Guide	Describes how individual job seekers can use your VOSJobs solution to assist them in their job search and employment plan.
VOSJobs Employer User Guide	Describes how companies can use VOSJobs to find qualified job seekers for their open positions.
VOSJobs System Administration Guide	Describes how system administrators should maintain the VOSJobs solution.
Online Help	VOSJobs provides online help  and an assistance page used to send email to an expert user for 'real-time' advice.

9. Scope of Training Services

Geographic Solutions will provide training courses in support of Florida Web-Based Job Listing System. Attendees will be trained in a classroom setting with opportunities for questions and answers. An emphasis will be placed on real world examples in exercises and workshops that are carried out "hands on" using the latest computer hardware and software technology. Web conference training can also be provided as a distance learning tool to save costs

The proposed user-training schedule is summarized below.

Class Title	Target Trainees	Class Size	Number of Classes	Number of Days	Proposed Locations
System Training	Labor Exchange Staff	20 Attendees or less	25	2	Tampa, Tallahassee, Pensacola, Jacksonville, Orlando, Fort Lauderdale and two other locations to be agreed to by the parties, all in Florida
Administration Training	Technical Staff	10 Attendees or less	1	1	Tallahassee, Florida