

**EXHIBIT A**

**SCOPE OF SERVICES**

## **Scope of Services**

The Agency shall perform the following recruitment services for Detention Officers for the Fulton County Sheriff's Office:

### **RECRUITMENT & HIRING PROCESS**

#### **1. Application and Whalls Group Screening & Packet Submission**

- Whalls Group will be responsible for driving marketing efforts; candidates will be directed to apply through the designated platform.
- All applications that come to the County will be turned over to Whalls Group immediately. To ensure seamless and consistent communication with candidates, we request a **designated Fulton County Sheriff email address** for our team. As Whalls Group operates in a true partnership with Fulton County Sheriff, this measure will help maintain transparency, streamline outreach, and reinforce the credibility of the recruitment process.
- We will contact candidates within 48 to 72 hours to begin pairing them with a recruiter and initiate pre-screening.
- Whalls Group will:
  - Collect all required documentation digitally
  - Obtain a signed consent to run an NCIC check
  - Collect and QA a completed background/personal history packet
  - Conduct up to three reference checks
  - Gather paperwork for credit check authorization (Fulton-approved format)
  - Ensure documentation for the Eye Detect booklet is completed
- The full background packet will include:
  - 10 years' work history
  - 10 years of residence
  - Schooling information
  - Questionnaire regarding law enforcement interactions
  - Drug use disclosure
  - All legally required identification and certificates
  - Disclosure regarding interactions with inmates over the course of their lifetime
- A recorded Whalls Group background interview will focus on areas of concern in the packet. In addition, Whalls Group will hold collaborative meetings to gather any supplemental questions or areas of focus that the Fulton County team would like to include during candidate screenings.
- Candidates that pass our screening are submitted via our SOC -2 Compliant Client portal in a Packet for review by the Background Investigation team.

## **2. Background Investigation (5-Business-Day SLA)**

- The Background Investigation team will have 5 business days to review submitted packets and provide final feedback on whether the candidate can move forward.
- Whalls Group ensures:
  - All documents are complete, signed, and reviewed for completeness
  - Preliminary NCIC and credit checks are run before submission through Fulton County's system by our designated onsite personnel.
- The Background team remains responsible for:
  - Verification of packet truthfulness
  - Any necessary neighborhood checks, follow-up, or investigative actions
- Whalls Group will provide an on-site team member should both Whalls Group and the County deem it necessary.

## **3. Weekly On-Site Testing**

Candidates who pass the Background Review stage will be scheduled for a pre-selected, weekly on-site testing day. Whalls Group will manage all candidate scheduling. On this day:

- Physical Abilities Test (PAT): Conducted in the morning
- Polygraph: Minimum of 8 polygraph tests must be available per session
- Psychological Evaluation:
  - Administered same day unless candidate availability is limited
  - If not completed, second psych evaluation appointment must be scheduled before candidate leaves site
- Medical Evaluation:
  - Scheduled immediately following psych test results
  - Time and date must be given to candidate prior to leaving the testing site

Whalls Group will provide hands-on support for all logistics and schedule management to ensure no candidate drops out due to poor communication or unnecessary delays. The goal is to allow candidates to complete the entire hiring process in only one onsite visit, requiring candidates to take less time off work.

Additionally, we may suggest this be done on a Saturdays to accommodate candidate availability. Whalls Group can assist where needed.

## Implementation Plan

Whalls Group's implementation process will be complete. However, we will continue to improve and implement new strategies as we collaborate to ensure success.

## **PERFORMANCE MANAGEMENT & CONTINUOUS IMPROVEMENT**

Whalls Group's model is built on a partnership. We don't just fill jobs—we stay engaged throughout the entire recruitment life cycle to ensure classes are full and the agency remains on track with staffing goals.

### **Ongoing Collaboration & Success Tracking:**

- 30-, 60-, and 90-Day Reviews: Real-Time Data Analysis & Insights

### **Proposed Engagement and Review Process**

- During the initial three-month period, we will conduct monthly meetings with **key stakeholders** to evaluate program performance, identify opportunities for improvement, and collaboratively develop effective solutions. These sessions are **essential** to maintaining the program's overall health and ensuring a sustainable path to long-term success.
- Following the initial 90-day review phase, we will transition to quarterly meetings with key stakeholders. These meetings will focus on reviewing Service

Level Agreements (SLAs) and Key Performance Indicators (KPIs), assessing the impact of previously implemented solutions, and addressing any newly identified risks along with recommended remediation strategies.

### **Key Points:**

- Early and regular check-ins to ensure alignment and proactively address any friction points
- Inclusion of all key stakeholders, with mandatory attendance to foster accountability
- Programmatic alignment to continuously identify and prioritize areas for improvement
- Ongoing review of SLA compliance to maintain service standards
- Commitment to continuous improvement through transparent discussion of successes, challenges, and collaborative solution development
- Real-time funnel tracking identifies market responsiveness and bottleneck
- Whalls Group provides immediate feedback on:
  - Funnel attrition points and reasons
  - Exit interviews if requested (additional cost)

### **Process Expertise**

- We identify where candidate processing stalls and fix it collaboratively
- We understand the real bottlenecks and how to relieve pressure from internal staff

## COMPENSATION

The County agrees to compensate Consultant for all services performed under this Agreement in an amount not to exceed **\$1,404,000** (One Million Four Hundred Four Thousand Dollars and No Cents), which is full payment for a complete scope of work.

**Whalls Group operates with a Monthly Management fee plus Success Fee per hire.**

### COMPENSATION

#### 1. Monthly Management Fee (MMF): \$702,000

- **Amount:** \$58,500 per month
- **Payment Terms:** Payable in monthly installments upon invoice
- **Scope:** Covers all dedicated staff, technology, sourcing infrastructure, candidate pipeline development, and professional services described in *Exhibit A*
- **Non-Refundable:** MMF secures Agency resources and availability through December 31, 2026

#### 2. Success Fees: Estimated at \$702,000

- **Amount:** \$3,510 per hire
- **Estimated Hires:** 200
- **Definition of Hire:** A "Hire" is defined as the candidate's first day on payroll
- **Application of Retainers:** Any funds remaining from retainers paid in 2025 shall be applied to the first billing(s) until the retainer is fully depleted
  - October 2025 credit for Monthly Retainer (only applicable if no hires): \$70,200
  - November 2025 credit for Monthly Retainer (only applicable if no hires): \$70,200
  - December 2025 credit for Monthly Retainer (only applicable if no hires): \$70,200