

## METRIX LEARNING SERVICES AGREEMENT

THIS AGREEMENT (“Agreement”) is effective as of the date of the last signatory hereto (“Effective Date”), by and between **New York Wired for Education, Inc dba Metrix Learning**, located at 225 E Robinson Street, Suite 570, Orlando, FL 32801, and **CareerSource Broward** located at 2610 W Oakland Park Blvd. , Oakland Park, FL 33311.

### I. DESCRIPTION OF SERVICES –Premier Package

- a. Learning Management System (“LMS”): The Metrix Learning LMS provides user management and delivery of training content. The LMS is accessible 24/7 from any computer with internet access. Features include:
  - i. Dashboards: Easy-to-use customer and administrator dashboards.
  - ii. Career Pathways Tool: Skill assessment and learning plans for ten (10) industry paths, 200+ growth occupations.
  - iii. Certificates of Completion and Badges: Customers are awarded a certificate of completion for passing each course module. Customers can also receive digital badges for completion of bundles of courses.
  - iv. Reporting: There are both automated reports delivered via email monthly, and standard reports accessible in the LMS administrator functions. These reports include registrations, course launches, and completion data.
- b. Customizations: Other customizations not listed as included in the list below will be billed at \$175/hour. Quotes will be provided on estimated hours for approval before any development work begins.
  - i. Premier package included customizations:
    - Organization’s logo on login page and certificate of completion
    - Custom Metrix site URL
    - Custom SkillUp portal URL
    - Self-directed registration form with system default form fields
    - Up to 5 partner locations/groups
  - ii. Examples of additional customizations and/or development billed at hourly rates:
    - Making changes to default system emails
    - Uploading CareerSource Broward’s custom course content
    - Adding registration form data fields outside of system default fields
    - Creating custom pathways or clusters
    - Bulk editing

- Customized reports
  - Third-party integrations
- c. Learning Content Licenses: Eligible individuals served by CareerSource Broward qualify to receive a one hundred and eighty (180) day license to eLearning content. Each license grants an individual access to take unlimited courses in the assigned content library.
- i. Content licenses included in this contract:
    - Unlimited licenses to Skillsoft Business/Desktop/IT content library
    - Unlimited licenses to TPC Manufacturing/Skilled Trades content library
    - Integrated SHL skills assessments
    - Unlimited 1Huddle gamification access
- d. Implementation & Administrator Support: Metrix Learning will conduct periodic reviews with CareerSource Broward to address usage, goals, and critiques.
- i. Premier package included services and support:
    - Virtual launch/strategy meeting with key staff.
    - Unlimited administrator accounts to access system reports and edit/add user accounts.
    - 2 virtual training sessions at the start of contract for frontline staff responsible for hosting orientation sessions, delivering services, managing customers, tracking data, etc.
    - 1 refresher training session
    - 5 custom course clusters
    - 5 virtual training sessions for community partners/employers
    - 1 in-person training session for community partners/employers
- e. Outreach services:
- i. Premier package outreach services include:
    - Weekly emails to registered users
    - Email templates, brochure/flier template, and sample social media graphics for CareerSource Broward to utilize
- f. Technical Support: Technical support is available Monday through Friday from 9AM - 5PM EST excluding holidays. Support is available via phone at 518-462-1780 (toll free: 1-844-691-1780) or via email at [customersupport@metrixlearning.com](mailto:customersupport@metrixlearning.com).

## II. COSTS, SERVICE TERM, AND PAYMENT

- a. Cost: The service described above is at a fixed cost of **\$43,000**.
- b. Service Term: The service term is 12-months: **November 1, 2024 to October 31, 2025**.
  - i. Auto-Renewal: Contract will renew automatically upon end date. The renewal service term is 12 months. CareerSource Broward must notify Metrix Learning in writing if they do not wish to renew within 60 days of contract.
- c. Payment Terms: A bill will be submitted to CareerSource Broward at the contract start for **\$43,000** with payment due within 30 days.

## III. AMENDMENTS

- a. Either party upon mutual agreement may modify this Agreement. No modification of this Agreement will be effective unless it is in writing, signed and dated by both parties.

The undersigned parties agree to work together in the manner described.

IN WITNESS WHEREOF, the parties have executed this agreement on the date below.

*Kerry Twomey September 5, 2024*

Signature

Date

Kerry Twomey, Director, Account Management  
Name/Title

*Carol Hylton*

10/29/2024

Signature

Date

Carol Hylton, President/CEO  
Name/Title