

MR Recruiter

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v1.2 June 2009

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DEPLOYMENT

System Requirements

M R Recruiter uses FileMaker® Pro as its database engine and can operate on both the Windows and/or Apple Mac platforms.

Client Operating Systems supported:

- Windows Vista Ultimate, Business, Home (Service Pack 1)
- Windows XP Professional, Home Edition (Service Pack 3)
- Mac OS X 10.5 & 10.4.11

Server (optional) Operating Systems supported:

- Windows Server 2003 Standard Edition SP2
- Windows Server 2008 Standard Edition SP1
- Windows Vista Business SP1
- Mac OS X and Mac OS X Server version 10.5.4
- Mac OS X and Mac OS X Server version 10.4.11

Please contact us for minimum CPU specifications or see the FileMaker™ manufacturer's site at <www.filemaker.co.uk>.

For integrated EMail functionality:

An internet connection with Pop3 or IMAP EMail account running on a non internet-based EMail Client, such as:

- Mac: Entourage, Mail, Eudora,
- Windows: Outlook, AOL, Eudora, Windows Mail

Additional Software

Depending on your deployment you may need to purchase additional FileMaker® Pro software to run M R Recruiter.

Deployment Options

We offer a number of different deployment options depending on your needs

1) Single user installation

M R Recruiter can be supplied in one of two configurations.

a) Free Standing

With Runtime Engine - doesn't require extra FileMaker Pro client software. However, this version cannot automate the production of PDF's for Emailing and cannot be networked without a full copy of FileMaker Pro 10, (or higher).

b) Without Runtime Engine

This will require the additional purchase of a full copy of FileMaker Pro 10 (or above). It includes the full PDF to Email functionality.

DEPLOYMENT Deployment Options

2) Multi user (Networked) installation

Networking M R Recruiter so that the same file is shared over a network among several users requires each user to have a full copy of FileMaker Pro 10, (or higher). A network is required, preferably at Gigabit and without managed switching as this can interrupt packet sends.

One computer acts as host, 'broadcasting' (serving) the solution to users, who do NOT open the file directly but connect to the host over TCP/IP instead.

There are two approaches available to achieve this:

- a) Dedicated Server. We very strongly recommend the deployment of **FileMaker Pro Server** software on a wholly dedicated computer on your network.

FMPS then takes care of serving, maintaining and updating your master file. Users then connect as clients (guests) to that server (host). Whilst this involves additional investment in hardware and software it carries a number of significant advantages

- i. Automatic backup schedules
- ii. Very robust error handling
- iii. Superior performance
- iv. No need to have a peer-to-peer host active
- v. Up to 250 connections possible

- b) Peer-To Peer. A regular copy of FileMaker Pro installed on a computer can host files too.

One user can serve on a peer-to-peer basis, though this means that the 'master' file is on their computer and not on that of other users. Though cheaper, this does have a number of limitations and potential problems

- i. Backup requires user intervention.
- ii. If any user has a crash the file is very likely to be damaged and/or data lost
- iii. Performance likely to be severely limited by hosting computer because its likely to be being used by its own user to do other things. This can lead to unacceptable lags and delays for users.
- iv. Without the primary host being present on the network and the solution open in FileMaker, other users have no host to connect to
- v. Maximum 9 users, (including host)
- vi. Mostly because sooner or later data is inevitably compromised when something goes wrong, and with this set-up it is at least 75% more likely to, we strongly recommend against this deployment.

WHAT'S INCLUDED IN THE LICENCE PRICE

The actual price per user licence will depend on the chosen deployment option, the version or upgrade purchased and the number of licences required.

The Solution File

One copy of the latest version of M R Recruiter on CD or DVD media

Runtime Engine (if freestanding single user version supplied)

This adds to the initial licence cost, but is significantly less expensive than purchasing a full copy of FileMaker Pro, though it has limited functionality. (See deployment details below).

Free Start Up Support Package

One hour of engineering, technical support and/or training time is included with first licence. (Travel to/from sites is at half rate). After this any time expended by us directly on a licensee's behalf is chargeable.

WHAT'S NOT

FileMaker Pro Software

Client & Server software, (except for Runtime, if applicable, as above).

As FBA members we can source discounted official FileMaker Pro software and may well be able to save you money against RRP.

Hardware

Computers, Back Up Hard Drives, Network infrastructure, Etc

Data Import

If you have existing data that you have access to and that you would like pre-loaded into your new copy of M R Recruiter we can usually extract and import it for you. The process depends on the amount of data and the form in which it exists. It may not be possible to do this within the included free hour's support time.

Customised Features or Additional Functionality

Though we are very happy to add more or less any new features or functionality to your copy of M R Recruiter, again, it is unlikely that such work can be done within your free support time.

OPTIONAL EXTRAS

M R Recruiter already comes as standard with some pretty comprehensive features.

But on top of this great range, additional modules to further extend M R Recruiter's functionality may be released according to demand. These optional extras are not included in the basic cost for the solution, so that you only pay for them if you decide you need them.

Depending on the module, a certain amount of individual customisation may be necessary, which may add to the extra cost, as may re-integrating a module with M R Recruiter if a module is added after M R Recruiter has already been deployed.

Because we aim for seamless integration, sometimes we may need to import existing data into a new module-integrated version of M R Recruiter.

For this reason, it is often more cost-effective to order optional extras, (if available and required), at the time of initial purchase.

The Respondent Application Module

The Respondent Application is designed to make the input of respondent contact and demographic data copy-error free, easy and fast.

The module, comes complete with a specially programmed PDF form for recruiters to send by eMail to candidate respondents. This special form is easy to complete using the Adobe Acrobat Reader application that is already installed on most computers, (or can be downloaded for free on the internet).

The form has drop-down menus to ensure consistent entry by candidates. When ready, by simply selecting the submit button, their data is then automatically sent back to the recruiter in an eMail.

Once received, all the recruiter needs to do is to save the attachment, tell M R Recruiter where it is and all this candidate data is then processed and imported directly into M R Recruiter without any copy-typing at all. Simple as that!

The cost of this module includes all standard respondent data fields with standard drop-down value menus. It also includes the addition of the recruiter's name and/or logo as well as having the return eMail address as specified by the licensee encoded. Additionally a licensee-specified release statement - so that candidate respondents make suitable declarations - can be included if required, (for which we provide a suggested starting point, though it is the sole responsibility of the licensee to take proper legal advice and make amendments as they deem fit).

The RA module can also be adjusted to include non-standard items at standard consultancy rates.

The Respondent Application Module requires an internet connection and an Email account.

KEEPING YOU UPDATED & READY FOR THE FUTURE

Maintenance releases

Whilst every endeavour has been made to ensure that M R Recruiter will operate reliably and as intended, as with all software it remains possible that there may be occasional programming errors (Bugs) that could affect operation of M R Recruiter.

The Supplier will seek to provide revisions to address any such Bugs fixes from time to time, though users should only anticipate escalated responses if serious malfunctions are reproducible by The Supplier - minor issues may not be addressed until enough are present to justify a maintenance release.

Solution Versions

It is probable that if there is sufficient demand new versions of M R Recruiter may be released, containing enhanced functionality and improvements.

If and when released, these will be made available to existing Licensees at preferential upgrade rates.

An honest limitation

What we can't promise is that the release of M R Recruiter that you licence from us will necessarily continue to run forever on the operating systems or hardware of the future. Nobody can.

After all, the software you were using ten years ago probably can't run on what you have now - and goodness knows what Microsoft or Apple have in store for us. The good news is that FileMaker generally produce a new version every two or three years that keeps up - and any new versions we release should leverage their mighty product too.

OTHER SERVICES AVAILABLE AT ADDITIONAL COST

Additional Customisation

For any Licensee requiring changes to M R Recruiter, such as additional or enhanced functionality; for additional fees we are prepared to make adjustments as required. Because of the solution's architecture we can often make changes very quickly and cost-effectively.

Additional Training

Training is available for additional fees.

That said, M R Recruiter is designed to be extremely simple and intuitive in use. It reflects best practices in the industry and should at once be familiar to experienced recruiters. So much so that no user manual is included.

However, some users may benefit from a short period of instruction, when some of the more advanced features can be demonstrated and general familiarity with M R Recruiter's operation ensured. There are a number of ways that this can be achieved, ranging from shared screens on the web, training at our Shepherds Bush offices or on site visits.

Additional Technical Support

Available for additional fees

- **Telephone / EMail Support**

Generally available from 9:30 AM to 5:30 PM, Mon-Fri

Charged in 5 minute segments

- **Installation**

On site installation.

Can include, putting the solution on your computer(s), installing FileMaker Pro runtime or Client and/or FileMaker Server and setting up, tuning as necessary...

Travel time to sites charged at just 50% of hourly fees, expenses and materials, if any, extra. Minimum call-out, 1 hour.

Additional Technical Support

- **Data Import**

Getting legacy data from previous systems into M R Recruiter.

Depending on what you may already have, this may require some data manipulation, but we've yet to be defeated!

- **Back Up Strategy & Advice**

We do this for a living and we think this is one of the most critical things there is.

Hard drives can and do fail and you need to protect your valuable data. We can help you plan so that you'll be ready to cope with minimum disruption.

If you have FileMaker Server this can be fully automated. If not, then you need to know how to do it right. Whatever, you should have a disaster recovery plan in place.

Note: Whatever you do, DO NOT run a backup utility on live FileMaker files such as M R Recruiter.

- **Troubleshooting**

Setting up your email client, handling printer issues, etc.
Data recovery

- **Technical Problems/Bug reports**

Calls regarding any bona fide bugs in M R Recruiter that are reproducible by us and considered faults in the solution's design or programming will not incur fees.

Note however, that issues that are related to incorrect deployment or set-up, (if not executed by us), damaged files or elements the result of user misuse will usually be chargeable.

THE CONTRACTUAL STUFF

Description

M R Recruiter, (The Solution), is a copyright solution by BabelFix Limited, (The Supplier), specially written in FileMaker® Pro designed to aid market research respondent recruiters (The User).

It provides comprehensive functionality allowing recruiters to enter contact and demographic data on potential respondents, to search this data and to produce candidate lists based on specified parameters. Recruitment assignment details, including respondent engagement progress and confirmation can be recorded and a listing of engagements sent to the contracting organisation.

Licence

The Solution is licenced, not sold. All and any copyright in M R Recruiter as supplied remains the property of BabelFix Limited and is copyright ©2008, 2009 BabelFix Limited.

Licences when agreed are issued per specified user, (The Licensee), and may not be transferred to another user without the express written agreement of The Supplier. Such licence permits The Licensee to use the solution in perpetuity, but not to pass The Solution to any third party, nor to attempt or permit the reverse engineering or re-development of the solution, nor to seek to gain access to the password protected code and programming of the solution. Only the Supplier may make any changes to The Solution.

Warranty

BabelFix Limited believes The Solution to be fit for purpose as described and has made its best endeavours to ensure this. However, The Solution is provided 'as is' and with no warranty, express or implied. It is a condition of the licence that The Licensee shall make no claim against BabelFix Limited, its directors, employees and servants for any event related to the use of The Solution. Use of The Solution is entirely at the risk of The Licensee and BabelFix accepts no responsibility for any loss, injury or damage that may be attributed to use of The Solution.

User Obligations

Any data stored within The Solution remains the property of The Licensee, and responsibility for its proper safekeeping and back up rests solely with The Licensee. The Supplier shall not be held responsible for any data loss howsoever caused.

It is the exclusive responsibility of The Licensee to properly abide by all and any laws regarding the keeping of data pertaining to individuals or organisations The Licensee may keep within the solution. This shall be applicable to The Licensee according to whichever territory or territories The Licensee may operate within. (In the United Kingdom the primary instrument is The Data Protection Act 1998).