

# Pearson VUE Authorized Center Agreement

Company Commercial Name Lexington-Fayette County Detention Center  
Company Legal Name Lexington-Fayette Urban County Government Division of Community Corrections  
Street Address 600 Old Frankfort Circle  
City Lexington State/Province Kentucky  
Country United States Postal Code 40510  
Phone 859-425-2700 Fax 859-425-2795  
("Company")

Will there be a PVTC at the above address? Yes  No  If "No" skip to the signature blank information below, and also complete all PVTC information on Exhibit B.

On-site Technical/Installation Contact Name Tony Gray, Chris Arth, Frank Cole  
Phone 859-425-2712 Email Address mis@lexingtonky.gov  
PVTC Administrator Contact Name Tim Carman  
Phone 859-425-2762 Email Address tcarman@lexingtonky.gov  
Accounting Contact Name Gina Dulin  
Phone 859-425-2711 Email Address ginaa@lexingtonky.gov  
Address 600 Old Frankfort Circle  
City Lexington State/Province Kentucky  
Country United States Postal Code 40510  
Country United States Postal Code 40510 Web Address http://intranet.lexingtonky.gov

NCS Pearson, Inc., with offices located at 5601 Green Valley Drive, Bloomington, MN 55437-1099 ("Pearson VUE"), contracts for and Company agrees to provide the facilities and services of a testing center in accordance with this PVTC Agreement and any attached Exhibits, including but not limited to Exhibit A and Exhibit B, if applicable, which are incorporated in and made a part of this Pearson VUE Authorized Center Agreement ("Agreement").

Company acknowledges it has read, understands and is bound by this Agreement.

Signature \_\_\_\_\_  
Print Name \_\_\_\_\_  
Title \_\_\_\_\_ Date \_\_\_\_\_  
Email Address \_\_\_\_\_

NCS Pearson, Inc.

Signature *Krista L. Ketchmark*  
Print Name Krista L. Ketchmark  
Title Associate Director - Pearson VUE

Date 5/6/2014

Site ID # \_\_\_\_\_  
(Pearson VUE INTERNAL USE ONLY)

# Pearson VUE Authorized Center Agreement

## OBJECT OF THE AGREEMENT

Pearson VUE is in the business of contracting to provide various services for the benefit of organizations known as Sponsors which have established certain levels of education, training and/or testing experience necessary to qualify for a specified certification or other form of recognized position, title or status. Sponsors require that dependable, high quality, secure, and uniform testing be available to be delivered electronically throughout the world. Pearson VUE furnishes testing services to Sponsors by contracting with companies which provide one or more testing centers. The testing centers provide a secure and uniform testing environment, high quality service and dependability.

Company is an organization which provides facilities for electronic testing. This Agreement sets forth the terms and conditions, responsibilities, rights and remedies which Company and Pearson VUE accept and intend to govern their relationship. Company will use Pearson VUE software and applications appropriately, operate its PVTC(s) responsibly, deliver the electronic Tests successfully, and upload Candidate results proficiently. Company shall perform Services in accordance with this Agreement, which includes, but is not limited to, the Guide.

## DEFINITIONS

### 1. DEFINITIONS

These definitions apply to this Agreement:

- a. **Administrator**– PVTC employee(s) who has been certified under Pearson VUE's Certified Administrator Program.
- b. **Agreement** –This PVTC Agreement which includes the Guide, the Exhibits, Schedules and other related documents referred to herein.
- c. **Candidate** – An individual who registers for a Test.
- d. **Company** – The organization contracting with Pearson VUE to provide facilities for the electronic delivery of Tests.
- e. **Effective Date** – The date Pearson VUE signs and dates this Agreement.
- f. **Enhanced Equipment** – Signature pad, digital camera, camera stand, or any additional equipment as required by Pearson VUE for delivery of Tests by Company.
- g. **Guide(s)** – Pearson VUE Authorized Test Center Policies and Procedures Guide; PVTC Policies and Procedures Guide; Regulatory Policies and Procedures Guide; and Exam Sponsor Procedures for Pearson VUE Authorized Test Centers and Regulatory Exam Sponsor Documentation, all of which are inclusive, and, that set forth the testing policies and procedures, the Sponsors' requirements, and explains the use of Pearson VUE's applications. The Guides will change at Pearson VUE's sole discretion upon reasonable notice to Company. The Guides and changes to the Guides shall be found at <https://vss.pearsonvue.com>, or other site as communicated by Pearson VUE in writing. If there is a conflict between this Agreement and the Guide with respect to a nonmaterial change, the Guide(s) will govern. There may be additional Guides that set forth policies and procedures that Company is required to follow. Pearson VUE's Policies and Procedures manual that sets forth the testing policies and procedures, the Sponsors' requirements, and explains the use of Pearson VUE's applications.
- h. **Mobile Site** – PVTC that is not a fixed location and is furnished by Company for delivery of electronic testing.
- i. **PVTC** – The facilities furnished by Company for delivery of electronic testing.
- j. **RMA** – Pearson VUE Remote Maintenance Agent software that allows for the transfer of data (registrations, Tests, scores) to and from Pearson VUE.
- k. **Services** – Those actions and obligations which are to be performed by Company as specifically described in this Agreement.
- l. **Site Manager** – Pearson VUE software application that provides Candidate scheduling and site information.
- m. **Software** – All or any part of Pearson VUE owned proprietary software or non-restricted third party software, including any updates and related documentation thereto, that is licensed or sublicensed to Company.
- n. **Sponsor** – Organizations which have established certain levels of education, training and/or testing experience necessary to qualify for a specified certification or other form of recognized position, title

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- or status and who have contracted with Pearson VUE to provide electronic testing services to Candidates who are seeking to demonstrate those qualifications.
- o. **System** – Pearson VUE's computerized system, Software and applications designed for registration, scheduling, delivery of Tests and testing. The System includes the Software, test drivers, test files, documentation and other related materials and information as specified and described in this Agreement including any documentation made a part of this Agreement.
  - p. **Test** – A computer administered exercise, authorized by a Sponsor, designed to examine a Candidate's progress or test qualification or knowledge.

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## RESPONSIBILITIES OF THE PARTIES

### A. COMPANY RESPONSIBILITIES

#### 1. READINESS FOR TEST DELIVERY

To begin offering testing to Candidates at the earliest possible date, Company agrees to make every effort to see that all elements of its PVTC are installed and the PVTC is fully ready for Test delivery within 30 days from receipt of the installation kit. If the PVTC is not installed within 30 days, or as otherwise mutually agreed upon in writing, Pearson VUE will have the immediate right to terminate this Agreement.

#### 2. PVTC OPERATIONS

- a. Company will (i) furnish facilities and Services including, but not limited to, furnished building(s), testing equipment, facilities management, Candidate orientation, Test delivery, and daily system backup to provide testing for a variety of Candidates and Pearson VUE's Sponsors and (ii) operate its PVTC, all in accordance with this Agreement and the requirements of the most recent version of the Guide. Further, Company will comply with the Software License in this Agreement.
- b. PVTC may be located at Company's street address indicated on the signature page of this Agreement and/or the additional location(s) shown on Exhibit B, if applicable, which may be attached to this Agreement by the mutual written agreement of the parties. Each PVTC will be operated and equipped as required in this Agreement and the Guide. Company must notify Pearson VUE in writing at least 30 days in advance of any intended relocation of a PVTC or for any name change.
- c. Subject to Sponsor's and Pearson VUE's approval, Company will deliver Tests as authorized by Pearson VUE.
- d. Company must have a minimum of one PVTC Administrator certified and trained for Test delivery at all times. An Administrator must pass a Pearson VUE required certified administration certification exam and recertify **annually**, maintain strict security, follow all instructions from Pearson VUE, and adhere to the Rules of Conduct and Certification Agreement. Administrator is responsible for fulfilling all duties associated with the operation of the PVTC in accordance with the Guide.
- e. Sponsors prohibit PVTC Administrator's serving as a PVTC Administrator for a Test that they hold a Sponsor certification or will be taking a Sponsor certification. Consult the Exam Sponsor Guide for specific Sponsor requirements and restrictions, including but not limited to, Cisco and Adobe. One such example is an Administrator shall not administer a Cisco exam if they hold a Cisco certification or are a Cisco certified instructor, including those that intend to pursue such certification.
- f. Company will establish and regularly update through the Pearson VUE Site Manager, a listing of PVTC employees. Company must notify Pearson VUE any time a certified Administrator is added or deleted.
- g. Company will provide and continually update its own testing availability schedule using Pearson VUE'S Site Manager. PVTC(s) will be open during the business hours Company establishes for testing.
- h. If Company anticipates changing its time(s) and/or date(s) of Test delivery, Company is responsible for determining whether there are any Candidates scheduled during that time(s) and/or date(s), and making the necessary arrangements to deliver such Tests or to reschedule such Tests accommodating Candidate's requests. All such accommodations must be undertaken immediately to the complete satisfaction of the Candidate.
- i. Company will regularly check the Pearson VUE website and run the PVTC Report Card report detailing Candidate feedback on their testing experience. Company will make every effort to improve areas that do not meet Pearson VUE's criteria.

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- j. Company will continuously monitor Candidates during the entire testing process by having the Administrator be able to view all Candidates directly, or by video, **at all times**. The Administrator must be aware of all activities in the test room and be alert for any misconduct. Further, Company will not facilitate and will discourage any actions by Candidates that could be construed as cheating and will not allow any Candidate to copy or misuse the Systems or Software, applications, and any related Test materials or documentation.
- k. Within 24 hours of delivery of any Test at either a fixed or mobile PVTC, Company will report the results to Pearson VUE by running RMA software provided by Pearson VUE in accordance with the Guide.
- l. Pearson VUE, its authorized representatives, or any Sponsor whose Tests are being administered at the PVTC, may periodically inspect and audit the PVTC operations and records during testing hours without advance notice. Company Administrators will cooperate fully with all such inspections and allow complete access to the PVTC and all equipment, software, systems and records. Company will refer any questions about the inspection to Pearson VUE Support Services. Pearson VUE may integrity shop or audit PVTC, one or more times during each year. Company understands that it will receive no Test delivery or registration compensation for such integrity shop.
- m. Company will provide Pearson VUE with remote access to the administrator workstation and/or testing server for the purpose of recovering Test results and related records and supporting or auditing the system, except where explicitly prohibited by law.
- n. Company will maintain strict security in the storage and distribution of the Systems or Software and any copies to protect the copyright and/or trade secret rights therein, and not provide, permit access to or otherwise make available, the Systems or Software, documentation or related materials (or copies, summaries, notes or modified versions thereof), to any other party or for any other use.
- o. Enhanced Equipment shall be used exclusively to provide and promote Pearson VUE testing services at Company. Enhanced Equipment is not to be moved from designated Company or PVTC without Pearson VUE's prior express written consent, as long as this Agreement is valid. Company understands and agrees that Company owns the Enhanced Equipment as described in this Agreement. Notwithstanding anything contained in the Agreement, in no event will any of Pearson VUE's proprietary Software, printed materials, processes, databases, confidential information, enhancements to such information or software, materials, and related information and equipment become the property of Company and the same are expressly excluded from any transfer of ownership, or other arrangement, under the Agreement. Any changes or modifications to the Pearson VUE software or materials suggested or provided by Company are hereby assigned by Company to Pearson VUE, and Pearson VUE will own solely all rights, title, and interest, including copyrights, in such changes and modifications. Company understands and agrees that it will, at Company's expense, keep and maintain Enhanced Equipment in good working order, repair and appearance, and make or arrange any and all necessary repairs and replacements thereto in order that Enhanced Equipment will continue to fulfill its intended function or use. Should any Enhanced Equipment be damaged for any reason, and be capable of repair, Company will promptly repair the same at Company's expense or replace the Enhanced Equipment.

### 3. PVTC SPECIFICATIONS

To provide for Candidate's testing needs and meet the Sponsors' requirements, PVTC will meet or exceed the minimum specifications in the Guide and Company will:

- a. Provide a clean, comfortable, and professional environment conducive to testing Candidates which is free of distractions.
- b. Maintain a quiet Test environment by turning off or not using equipment such as printers, fax machines, copiers, and telephones while testing is in progress.
- c. Provide adequate lighting, ventilation and comfortable seating and work surface for Candidate's comfort during the testing session.
- d. Provide adequate storage for such personal belongings as pagers, note paper, books, briefcases and the like, that Candidates cannot take into the testing room.
- e. Provide access to testing services by disabled persons at least to levels required by the Americans with Disabilities Act or similar laws in force in the country where the PVTC is located.

### 4. CANDIDATE TESTING SPECIFICATIONS

- a. Company will monitor and administer the delivery of Tests as specified in the Guide.
- b. Company will make all reasonable efforts to resolve Candidate problems, questions or issues, but will not counsel a Candidate on Test content.

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- c. Company will complete check-in and/or check-out procedures as set forth in the Guide.
- d. Pearson VUE furnished Test exhibits and/or erasable noteboards, (if required) will be given to Candidates before testing begins and will be collected at the end of the Test. Company will keep the exhibits and/or erasable noteboards in good condition and use its best efforts to prevent loss or theft of any such exhibits, including compact disks, and/or erasable noteboards.
- e. Company will provide each Candidate with a score report upon completion of the testing session, if applicable.
- f. Company must open a PVTC Incident in accordance with Pearson VUE's procedures provided in the Guide, or when an unusual situation occurs, including, but not limited to, any cheating, copying or misuse of any Systems or Software, applications and any related Test materials or documentation. Incidents are created using the Pearson VUE Support Services Web page. In addition, Company shall call Pearson VUE Support Services immediately upon discovery of any cheating, copying or misuse of any Systems or Software, applications and any related Test materials or documentation and/or theft or misplacement of any confidential information or materials (exhibits, software, applications and the like) as well as any computer media or hardware.

## 5. PVTC SYSTEM SPECIFICATIONS

This Agreement incorporates the then-current technical and system requirements for PVTC sites, located at the following link [http://www.pearsonvue.com/pvtc/technical\\_reqs.pdf](http://www.pearsonvue.com/pvtc/technical_reqs.pdf), or other site as communicated by Pearson VUE in writing. Company agrees to meet the system requirements and specifications for testing stations, administrator station, shared file storage, software licenses, virus prevention, internet access, backups, printers and other peripherals as provided in the most recent revision of the Guide. Company understands and hereby acknowledges that such incremental enhancements of hardware and software are inherent and essential to the provision of electronic test delivery services and that the system requirements and specifications required at the PVTC will change periodically, in response to Sponsor's and/or Pearson VUE's need to maintain industry standards. Company agrees to update its hardware and software to meet or exceed such requirements.

## 6. TEST FEES

Sponsors determine the maximum testing fees for each of their Tests. Company will not collect from Candidates a sitting fee, administration charge, or any other fee, payment, cost, or charge over and above the testing fee determined by Sponsor, except for a country-wide or regional value added tax (VAT) pursuant to the laws of the applicable jurisdiction.

## B. PEARSON VUE RESPONSIBILITIES

### 1. SUPPORT MATERIALS

Pearson VUE may provide the Tests, operating procedures, Test Administrator training and support for the operation of the PVTC. Pearson VUE may furnish testing exhibits (written and electronic), if any, to Company. Pearson VUE will furnish training materials to Company to provide training to Company's Test Administrators.

### 2. CANDIDATE SCHEDULE

Pearson VUE will electronically provide Company with a daily Candidate Schedule.

### 3. INCIDENT REPORTING SYSTEM

Pearson VUE will provide a browser accessible incident reporting system and report card data.

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## GENERAL TERMS AND CONDITIONS

### 1. TERM

The term of this Agreement ("Term") will commence on the Effective Date and will expire twelve months after the Effective Date, unless terminated earlier as provided in this Agreement. Following the initial Term, this Agreement will automatically renew on the same terms and conditions for successive periods of one year each, unless terminated earlier as provided in this Agreement. Nothing in this Agreement shall be interpreted as requiring either party to renew or extend this Agreement.

### 2. SUSPENSION / DEACTIVATION

If Pearson VUE determines, or has a reasonable basis to believe that Company, or its representatives, have committed or permitted misconduct or failed to comply with responsibilities, specifications, technical specifications, or other requirements in this Agreement or the Guide, Pearson VUE may suspend testing until it is resolved to Pearson VUE's satisfaction.

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## 3. TERMINATION / DEAUTHORIZED

- a. Either party may terminate this Agreement without cause by giving the other at least 30 days prior written notice. For any actual or threatened breach of this Agreement, or with cause of any kind, Pearson VUE may immediately terminate this Agreement. Termination will be in addition to any other remedies either party may have.
- b. Subject to any right of set off or other remedy, termination will not affect: (i) payment for Services furnished prior to termination; (ii) Company's and Pearson VUE's compliance with this Agreement for Services actually furnished; or (iii) payment/reimbursement from Company to Pearson VUE for any Candidate Testing Fees collected or vouchers purchased by Company from Pearson VUE.
- c. If Company subcontracts, sells, or otherwise transfers or assigns, Company's business, or any part thereof, including responsibility for the Services described in this Agreement, without Pearson VUE's prior written consent, Pearson VUE may, in its sole discretion, temporarily suspend testing, and immediately terminate this Agreement.
- d. Notwithstanding any provision contained in this Agreement to the contrary, a party to this Agreement may immediately terminate this Agreement, upon written notice to the other party in the event that the other party makes an assignment for the benefit of its creditors; is unable to pay its debts as they become due; files a voluntary petition in bankruptcy; is adjudicated to be a bankrupt or an insolvent debtor; files a petition seeking for itself any reorganization; or consents to or acquiesces in the appointment of a trustee, receiver or liquidator. In the event a proceeding seeking involuntary reorganization, or similar relief is filed against one of the parties to this Agreement, which is not dismissed within one (1) month after filing, or if any trustee, receiver or liquidator of a party or any substantial part of a party's business assets, or properties is appointed without the party's consent or acquiescence and such appointment is not vacated within one (1) month after such appointment, then in such event, the other party shall have the right to terminate without notice.
- e. At the expiration or termination of this Agreement, Company agrees to abide by the expiration or termination steps in the Guide.

## 4. CONFIDENTIALITY

Company acknowledges and agrees that: (a) confidentiality and security of Tests, exhibits and other materials related to Tests, and other materials related to Sponsor's standards, requirements and testing is highly confidential to Sponsor and to Pearson VUE; and (b) information and data identifying or describing Candidates, Candidates' scores and performance, Candidates' participation in testing and other information relating to each Candidate is private, confidential information of Candidate and is highly confidential to Candidate, Sponsor and Pearson VUE; and (c) the System, software, applications, Test files, manuals, the Guide, PVTC materials and related materials in any medium provided by Pearson VUE are private and confidential business information of Pearson VUE, and accordingly, Company will scrupulously maintain the security of the Tests, testing information and Candidate data and information described in (a) and (b) above, and will undertake all necessary and appropriate efforts, but never less than reasonable care, to protect the confidentiality of all of the information and materials described in this Section and to prevent any unauthorized use or disclosure. Confidential information also includes other information that should reasonably have been understood because of legends or other markings, the circumstances of disclosure, or the nature of the information itself, to be confidential information. Confidential information shall expressly include any and all information derived from a party's proprietary information and the terms and conditions of this Agreement. Pearson VUE's confidential information shall include any software provided hereunder. No information or materials provided under and pursuant to this Agreement will be used, disclosed or permitted to be used by Company for any purpose not expressly provided for in this Agreement. Company acknowledges and agrees that the requirements set forth in this Section are of the most critical importance to Pearson VUE, Sponsors and Candidates and that any breach will likely result in severe damage. Each party acknowledges that it acquires only the right to use the confidential information of the other party under the terms and conditions of this Agreement for as long as this Agreement is in effect and does not acquire any rights of ownership or title in the confidential information. Each party agrees not to use such confidential information for any purpose not reasonably required by this Agreement. The requirements of this Section are perpetual and will survive the termination or expiration of this Agreement for any reason.

Notwithstanding anything herein, either party may disclose confidential information to the extent required or compelled by a court order, or local, state or federal law, or regulation, provided that the

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disclosing party, using best efforts, gives the other party written notice of the proposed disclosure with sufficient time to seek relief and that such disclosure, if made, is made in a fashion to maximize the protection of the confidential information from further disclosure.

Company recognizes and acknowledges that any use or disclosure of any confidential information by Company in a manner inconsistent with the provisions of this Agreement may cause Pearson VUE irreparable damage for which remedies other than injunctive relief may be inadequate, and Company agrees that in any request by Pearson VUE to a court of competent jurisdiction for injunctive or other equitable relief seeking to restrain such use or disclosure, Company will not maintain that such remedy is not appropriate under the circumstances. The parties further agree that in the event such equitable relief is granted in the United States, they will not object to courts in other jurisdictions granting provisional remedies enforcing such United States judgments.

## 5. USE OF MARKS, ETC.

Company may use or make reference to Pearson VUE or any trade names, trademarks, service marks, logos or other designations of Pearson VUE only to the extent and in the manner which is expressly provided for in writing by Pearson VUE, which will be subject to modification or rescission by Pearson VUE at any time. All use which is not in the exact manner provided by Pearson VUE will be submitted to Pearson VUE for prior approval in writing before any publication thereof. Use by Company of any trade names, trademarks, service marks, logos or other designations of Sponsors will be strictly subject to express prior written permission of the Sponsor or Pearson VUE. Upon expiration or termination of this Agreement, Company will cease any reference to Pearson VUE permitted by this Agreement and any reference to, or use of, any Pearson VUE trade names, trademarks, service marks, logos or other designations.

## 6. INSURANCE COVERAGE

### a. General Liability

During the Term, and any renewals or extension, Company will maintain a Commercial General Liability Insurance policy with a combined limit for each occurrence of at least \$1,000,000 USD. The policy will include Pearson VUE as an additional insured.

### b. Evidence of Insurance

Prior to commencing any performance under this Agreement, Company will provide Pearson VUE with a standard Certificate of Insurance as evidence that the insurance coverage required herein is in full force and effect. If any such insurance renews or is terminated during the Term, Company will provide Pearson VUE with evidence that such coverage has been renewed or replaced with insurance that complies with these provisions.

### c. Insurers, Policies

All policies of insurance required of Company hereunder will be issued by financially responsible insurers, and all such insurers must be acceptable to Pearson VUE. Such acceptance by Pearson VUE will not be unreasonably withheld or delayed.

## 7. LIABILITY

Notwithstanding anything contained in this Agreement, in no event shall Pearson VUE be liable to Company for any incidental, consequential, special, exemplary or other indirect damages, or for lost profits, lost revenues, or loss of business arising out of this Agreement, regardless of the cause of action, even if Pearson VUE has been advised of the likelihood of damages. Pearson VUE's aggregate liability for any claim arising under this Agreement shall not in any event exceed an amount equal to the Test delivery and registration fees paid by Pearson VUE to Company during the twelve months preceding the date of the claim.

## 8. EXCLUSION OF WARRANTIES

EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A SPECIFIC PURPOSE. SOFTWARE PROVIDED BY PEARSON VUE IS NEITHER WARRANTED NOR EXPECTED TO BE FREE FROM ERRORS.

## 9. MONITORING PERFORMANCE

Company hereby acknowledges and agrees that Pearson VUE may monitor Company's compliance with this Agreement directly, or through subcontractors, by using Candidates instructed to intentionally engage in activities requiring Company to perform certain functions as part of its obligations under this Agreement. Company authorizes either Pearson VUE, or Pearson VUE's subcontractors, to use Candidates for such purposes and further agrees that using such Candidates, either directly or through subcontractors, is a valid method of monitoring Company's compliance with this Agreement.

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## 10. GENERAL PROVISIONS

- a. Company may not assign, subcontract or otherwise transfer its rights or obligations under this Agreement without Pearson VUE's prior written consent. Any prohibited assignment will be void. Company will advise Pearson VUE promptly of any anticipated transfer or other material change in the status of Company or the PVTC. Subject to the foregoing limitations, this Agreement shall be binding upon and inure to the benefit of the parties and their respective heirs and assigns.
- b. This Agreement will be governed by and construed and enforced in accordance with the laws of the state of Minnesota, USA. Any action to enforce this Agreement will be brought in the State or Federal courts in Hennepin County, Minnesota, USA. If any provision of this Agreement is found to be invalid, illegal or unenforceable in any respect, the court may modify such provision to make it valid, legal, and enforceable. All remaining provisions of this Agreement shall remain in full force and effect.
- c. This Agreement shall not be deemed or construed to be modified, amended, rescinded, cancelled, or waived in whole or in part, except by written amendment duly executed by the parties hereto.
- d. This Agreement is the entire agreement of the parties and supersedes all prior oral or written proposals and communications related to this Agreement. Company acknowledges it has not been induced to enter into this Agreement by any oral or written representations or statements not contained in this Agreement.
- e. Neither party is responsible for failure to fulfill its obligations under this Agreement due to causes beyond its control and without its fault or negligence, provided that, as promptly as reasonably possible: (i) notice of any actual or anticipated failure is given; and (ii) such cause is eliminated and failure cured.
- f. Payment of Taxes
  - 1) Taxes on Sales by Company - Company has the sole responsibility for the collection and remittance of all applicable taxes (including any sales tax, use tax, value-added tax, consumption tax, goods and services tax, gross receipts tax and any other tax lawfully imposed on fees or other amounts associated with Company's sales transactions) based on any sales by Company, including the sale of Tests.
  - 2) Taxes on Fees paid by Pearson VUE to Company - It is Company's responsibility to invoice Pearson VUE, if Pearson VUE is required to pay any applicable tax on any fee Pearson VUE pays to Company under this Agreement, (including any sales tax, use tax, value-added tax, consumption tax, goods and services tax, gross receipts tax and any other tax lawfully imposed on fees or other amounts associated with Pearson VUE's payment of fees to Company).
- g. Company warrants:
  - (i) that its performance under this Agreement will not compromise any relationships or create a conflict of interest for Company, nor, to the best of Company's knowledge and belief, for Pearson VUE or any other party. Company will notify Pearson VUE of any potential conflicts of interest;
  - (ii) that its Services under this Agreement will be performed in accordance with all applicable United States federal, state, and local laws and regulations, and with all applicable laws and regulations in the country where the PVTC is located;
  - (iii) it shall (a) conduct business in conformance with sound ethical standards of integrity and honesty and in compliance with all applicable laws; (b) conduct business in such a way as to not give the appearance of impropriety, even when the behavior or activity is in compliance with the law; (c) not achieve business results by illegal acts or unethical conduct; (d) comply with U.S. and local anti-bribery laws, such as the United States Foreign Corrupt Practices Act, United Kingdom Bribery Act, and other similar local laws; (e) prohibit the Company, its employees, agents and subcontractors (and all contractors of the Company) from offering, paying or authorizing financial or other advantage to be given to any official or employee of any government or political party, political candidates or employees of government enterprises (each, an Official) for the purposes of (1) obtaining a proper business advantage; (2) influencing such Official to take, or not to take, any action or decision; or (3) inducing such Official to use his or her influence to affect any act or decision of a government; and (f) provide employees and any contracted individuals engaged by a party with a work environment free of coercion and harassment. (These laws include, but are not limited to, laws governing international business, trade embargoes, boycotts, import and export administration, housing and health, processing or



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- transmission of personal data, laws guaranteeing nondiscrimination against persons based on sex, race, creed, physical disability or other protected category.);
- (iv) that all software used in performing its obligations under this Agreement will have been legally obtained from legitimate sources; and
  - (v) Company will indemnify, defend, and hold Pearson VUE harmless from all claims of other parties for breach of these warranties in Subsections i-iv above.
- h. Company will indemnify, defend and hold Pearson VUE harmless against, all claims or demands of any nature brought by others against Pearson VUE, (including, but not limited to, reimbursement of reasonable costs incurred by Candidates scheduled but unable to take a Test), unless and to the extent the failure to test is due to the fault of Pearson VUE, the Candidate, the Sponsor or Force Majeure, which may arise from alleged or actual acts, representations, or omissions which, if proven, would constitute Company's breach of its duties under this Agreement.
  - i. Company will indemnify, defend and hold Pearson VUE harmless against any liability for injury or damage caused by Company to persons or property during the performance of this Agreement and all claims of loss or damage arising from Company's or Candidate's use of the PVTC. Neither the existence of, nor the assent of Pearson VUE to, the types or limits of insurance carried by Company will be considered a waiver or release of Company's liability or responsibility under this Agreement.
  - j. Any notice to be given under this Agreement will be in writing and will be deemed given and effective (i) when delivered personally, by fax, telex, or telecopier, or (ii) when received if sent by overnight express or mailed by certified, registered mail, postage prepaid, return receipt requested, addressed to a party at its address indicated on the signature page, or to such other address as such party may designate by written notice in accordance with the provisions of this Section. Email notice may be considered written notice if receipt of such notice is confirmed by reply email or other electronic means.
  - k. Company is an independent contractor under this Agreement and is not part of a partnership, employment, principal-agent, franchisor-franchisee or similar relationship with Pearson VUE.
  - l. If any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, the remaining provisions of this Agreement shall be enforced to the maximum extent possible.
  - m. Failure of either party to enforce its rights on one occasion will not operate as a waiver of said rights or any other rights on any other occasion.
  - n. The prevailing party in any legal proceedings arising out of this Agreement will be entitled to recover reasonable attorneys' fees and costs from the other party.
  - o. **No Third Party Beneficiaries.** This Agreement is solely for the benefit of the parties hereto and no provision of this Agreement shall be deemed to create any rights in, be deemed to have been executed for the benefit of, nor confer upon any other person or entity not a party hereto any remedy, claim, liability, reimbursement, cause of action or other rights.

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## SOFTWARE LICENSE

1. **GRANT**  
Pearson VUE grants Company, who hereby acknowledges and accepts, a personal, non-transferable, non-sublicenseable, non-assignable and nonexclusive limited term license or sublicense ("License") to use one copy of the Software provided by Pearson VUE to Company, on a single or multiple processor within Company's PVTC and to store in, transmit through or display the Software on peripheral units directly associated with Company's delivery of Services to Candidates.
2. **TERM OF AGREEMENT**  
The Software License term is concurrent with Company's appointment as a PVTC for Pearson VUE under this Agreement and all rights and privileges hereunder will terminate when such appointment terminates or expires.
3. **TITLE**  
Software title and ownership, including any modifications, will remain at all times with Pearson VUE or Pearson VUE's licensor.
4. **PROVIDING SOFTWARE**  
Pearson VUE shall provide to Company a copy of the Software in machine-readable object code and

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user documentation. Revisions deemed appropriate by Pearson VUE will be provided by Pearson VUE to Company at no additional cost.

## 5. USE

Company agrees to the following restrictions on its use of the licensed or sublicensed Software:

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