

Frequently Asked Questions

Q: Which State is entering into the contract with infoUSA and what is the length of the contract?

A: The State of Iowa and the Iowa Workforce Development have entered into this contract with infoUSA for a period of three (3) years with two possible one (1) year extensions.

Q: When does the distribution under the new (Iowa) contract begin?

A: The first deliverable was sent on May 5, 2009 and was in the previous format you have received in the past. Each state should have received 3 sets of the CD/DVDs.

Q: I heard that States will continue to be able to order extra copies of the CD/DVDs for no cost. Is this true?

A: Yes, except we cannot exceed a maximum of 4,000 CD/DVDs nationwide for each 6 month delivery (See Attachment 2, Section 2.e of the Master Contract). If your state needs additional CD/DVDs please contact Jim Winner at 402-593-4583, or email, jim.winner@infousa.com If it appears we may exceed the 4,000 allotment, it may be necessary to adjust state quantities.

Q: Can I order no-cost CD/DVDs anytime during the year?

A: No-cost CD/DVDs will be ordered a month before each deliverable and shipped free of charge in April and October. CD/DVDs ordered at any other time will be shipped at the licensee's expense. You do not need to do anything unless you need to adjust your state quantity.

Q: What are the valid "uses" for the ARC Employer Database?

A: The valid "uses" for which the users may use the database include career exploration, job search, job development, employment support services, labor market research (including, but not limited to licensee's enhancement of existing employer name and address files) and related public workforce and public economic development system efforts. The database will be made available through a variety of means and media, including but not limited to standalone PC's, client-server systems and Internet/Intranet systems. The information in the database may be displayed, downloaded, printed, used to generate mailing lists, and used for other activities related to the purposes above.

Q: Who can use the ARC Employer Database?

A: Users of the ARC Employer Database shall include: Individual job seekers, One Stop Career Centers, Workforce Development Boards, public economic development entities, State Workforce Agencies, public welfare agencies, State employment statistics agencies as defined under Section 309 of the Workforce Investment Act of 1998, all mandatory and option partners described under the Workforce Investment Act of 1998, Chapter 3, Section 121,(b) and any successor legislation; and the Employment and Training Administration of the United States Department of Labor and other partner agencies. The ARC Employer Database must be used by only approved "users" and for only those approved "uses". Usage must meet both criteria.

Q: I notice "public economic development entities" are now an authorized user of the ARC Employer Database. What is the definition of a "public economic development entity?"

A: A "public economic development entity" is defined as an activity which is regularly supported, in whole or in part, with public funds.

Q: Do I need to send a listing of “Intermediate Users” to infoUSA?

A: Yes, and it is required that the list be updated annually thereafter, with name and address.

Q: How often will updates be sent?

A: After the May 5, 2009 delivery, the database will be updated and delivered at six month intervals (October and April).

Q: What ARC Employer Database products will I receive?

A: infoUSA will distribute a minimum of three copies of the employer database and associated software to each eligible licensee. infoUSA will also provide one copy of the uncompressed database to each licensee in the record layout accepted by ARC and in ASCII delimited format.

Q. Who are the “licensees” under this contract?

A. The “licensees” shall mean each of the fifty states, the District of Columbia, the U.S. territories of Puerto Rico, Guam, the Virgin Islands, and the U.S. Department of Labor, Employment and Training Administration (ETA).

Q. Can customers have access to the ARC Employer Database in libraries?

A. Yes, for the approved uses only. Persons using the ARC Employer Database in public, college, or university libraries will have End User access only through the Internet.

Q. Who do I call if I have problems with the ARC Employer Database?

A: In the case of problems, infoUSA is responsible for providing a service contact telephone number, email address and assistance in the correction of any problem directly related to the product.

Q. Can a “licensee” lose the privilege of using the ARC Employer Database?

A: Yes, by not complying with the requirements set forth in the License Agreement (Section 2, Grant of License) that each state and territory will sign. Non-compliance could also jeopardize the Master Contract.

Q: Are there different levels of usage?

A: Yes, there are three specifically defined levels of customer access to the data. They are: Licensee, Intermediate User, and End User.

Q: What are the limitations for the “End User” (an individual engaged in job search or, career exploration)?

A: End users may receive a display of partial records of which not more than 25 records can be downloaded, displayed or printed at one time. End users may also print the data elements up to twenty five (25) records at a time and email 25 records at a time (per single download request) to an email address. Such usage is for job search and career exploration.

Q: What are the limitations for the “intermediate user” (i.e. local One Stop, public economic development entity)?

A: After completing an initial search, Intermediate users may retrieve and display an unlimited number of partial records of which not more than 25 records can be viewed at one time. They can

also print or download up to 100 records at a time per single print or download request. Usage is only for uses licensed by the contract and Intermediate Users must fill out a Sub-license agreement with the Licensee.

Q: What data elements are included in the ARC Employer Database?

A: The ARC Employer Database contains over 50 data elements including:

Employer Name	Business Description
Mailing Address	Employment Size Range
Telephone Number	Private/Public Status
Contact Name	Annual Sales Range
Industry Code (NAICS & SIC)	FEIN
Internet Address	Census Tract

Q: Will the Employer Database extract require any manipulation by a DBA to populate the EmpDB table in ARC Database?

A: The EMPDB table in the ARC Database will need to be changed to reflect the data elements that will be received under this new contract. Once this is done, the Employer Database extract format has been designed so that the extract can be used to populate the EMPDB table without requiring any additions, deletions or other modifications.

Q: Can other private vendors link their websites to the ARC Employer Database?

A: No, a private vendor would not be an authorized user of the ARC Employer Database which is copyrighted licensed data.

Q: Does infoUSA have to pre-approve a licensee's website application?

A: No, but infoUSA will review such an application if the licensee desires.

Q: Do sub-contractors have to be approved?

A: infoUSA has preapproved Geographic Solutions, Inc., CIBER, Inc, Employment Security Commission of North Carolina, and Xpand Corporation. infoUSA shall have the right to request removal of another contractor for good cause.

Q: Do I need to install "captcha" if I am using the ARC Employer Database for viewing and printing only?

A: No, "captcha" is only required if you allow the download for web export of downloadable records from the database.

Q: Who is the contact from the State of Iowa for contract administration?

A: Project Manager is:
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