

Attachment C
Statement of Work
Assessment Tool(s) Measuring Career Interest and Aptitude

1.0 Introduction and Background

The Indiana Department of Workforce Development (DWD) is the state agency responsible for employment and educational and training programs across the state of Indiana and for administering the unemployment insurance program. DWD is fully committed to ensuring that Hoosier workers have access to the education and training programs that will give them the knowledge, experience and confidence to build better careers, lives and communities. DWD is equally committed to ensuring Hoosier employers have access to the world's premier workforce and innovative programs.

The foundation of this commitment is the "Customer Bill of Rights" which recognizes that Hoosier workers visiting a WorkOne center have:

- The right to know their skills
- The right to improve their skills
- The right to find the best job that matches their skills

The right assessment tools are critical in making such determinations.

For the **purpose** of this Request for Proposal (RFP), DWD is seeking an assessment tool(s) that measures career interest and aptitude in incumbent, emerging, dislocated and underemployed workers who have various levels of education and abilities ranging from very limited to basic to highly educated. **The career interests and aptitude assessment tool(s) should have application options in education and training environments for approximately 100,000 Hoosiers.** The assessment tool(s) should be web-based with paper and pencil options available, although other alternatives may be considered.

Vendors must provide recommendations for transitioning their proposed solution to the WorkOne centers (<http://www.in.gov/dwd/WorkOne/>).

The following TABs must be completed and returned in the same order:

| | |
|-------|--|
| TAB A | Recommendations |
| TAB B | Assessment Tool(s) to Identify Career Interest and Aptitude |
| TAB C | Technology Requirements and Real Time Integration of Results |
| TAB D | Summary of Costs and Worksheet |

TAB A – Recommendations

DWD is seeking recommendations on statewide assessment tool(s) that will facilitate DWD's commitment to Hoosier workers outlined in the customer bill of rights. Specific details on the assessment tool(s) should be provided in TAB B.

The following should be specifically addressed in this section in this order:

- 1) Recommendations on assessment tool(s).
- 2) Web-based, paper and pencil, or other alternatives.
- 3) Benefits of using assessment tool(s).
- 4) Transition of assessment tools to the WorkOnes.

TAB B – Assessment Tool(s) to Identify Career Interest and Aptitude

DWD is seeking an assessment tool or tools that measure the career interests and aptitude of adult learners and/or that helps individuals match interests, learning styles, personality traits, skills, values and aptitude with occupational and educational pursuits. The assessment must conform to the American with Disabilities Act (ADA) and all related federal and state anti-discrimination laws and regulations. The above requirements are mandatory. An assessment tool(s) that does not meet the above requirements will not be considered.

This section must include information on the following and in this order **for each assessment tool** recommendation:

- 1) Proof of assessment reliability and validity.
- 2) Provide norming population information and demographics. What is the copyright date on norms? When was instrument last normed? What is the schedule for future norming?
- 3) Purpose of the assessment: what is it designed to measure (values, learning styles, personality traits, interests, skills, aptitude, etc.)?
- 4) Assessment details:
 - a) Is there more than one version of the assessment? Are they interchangeable?
 - b) Is there a locator?
 - c) Is a version available for use with special groups, such as non-English speakers or persons with limited reading skills?
 - d) Is the primary web-based, paper and pencil or both?
 - e) Is it meant to be administered to one person at a time, or can it be administered in a group setting?
 - f) How long does it take to complete the assessment on average?
 - g) Provide copies of the assessment (for use by the review team) and/or online access to take and review results, instructions, manual(s), etc.
- 5) Results and reports:
 - a) How will the results be provided and interpreted?
 - b) Is a detailed report provided and does it include an explanation of assessment results?
 - c) Is training for staff required or necessary to interpret results and explaining results to the client?

- d) To what extent do assessments offer specific results by occupations (for instance, are results merely listed, connected to O*NET, associated with local job openings, etc.)?
- e) Please include a sample report.
- 6) Are any additional materials needed (e.g. assessment booklets, mailing, materials, etc.)
- 7) Administration—staff time, training required, and training offered:
 - a) How much staff time is required for proctoring the assessment, on average?
 - b) Is staff training required for administering the assessment or interpreting the results?
 - c) How will the training be provided and in what form (e.g., web-based, telephone, on-site, train-the-trainer)?
 - d) Is there an additional cost for training that is not included in the cost proposal?
- 8) Scoring:
 - a) Are assessments hand scored, computer-based scoring, or optical scanning?
 - b) Please provide the average time it takes to get results to the applicant and/or DWD or WorkOne center.
- 9) Diagnostics of the assessment:
 - a) What can individuals expect to do with the results?
 - b) Can the results be used for academic and career guidance?
- 10) Describe the career assessment tool(s) applications in each of the following situations: workforce development, career development, education and training, and economic development. Provide case studies if available.

TAB C – Technology Requirements and Real Time Integration of Results

DWD is seeking real time integration of assessment results to DWD's case management system. All work and development must comply with provisions established by the Indiana Office of Technology in its Information Security Framework, State of Indiana Resources Policy and Practices located at http://www.in.gov/iot/files/Information_Security_Framework.pdf and ISO17799, Information technology - Security techniques - Code of practice for information security management located at http://www.iso.org/iso/support/faqs/faqs_widely_used_standards/widely_used_standards_other/information_security.htm and will be reviewed by DWD's information technology staff.

This section must include information on the following and in this order:

- 1) The ability to submit assessment results to DWD immediately via a web service as soon as the data is created, using DWD's Enterprise Service Bus (ESB). DWD uses the ESB to facilitate data transfer between external clients via web services.
- 2) The ability to submit assessment results to DWD immediately via other text-based file-transfer mechanisms as soon as the data is created.
- 3) The ability to submit client identifying information, assessment type, assessment date and assessment results in XML format via HTTPS to a web service in the ESB.
- 4) The ability to submit client identifying information, assessment type, assessment date and assessment results in other text-based formats, using file-transfer methods alternative to web services.
- 5) Utilization of a centralized enterprise database.

- 6) Ownership of Data: Please verify that any data provided by or for the State, including assessment scores and associated reports, remains the property of the State and may not be marketed or sold by the vendor without the express written consent of the State.
- 7) Will there be a cost for new assessment versions and how frequently are new versions released?
- 8) Will the Contractor or the State host the assessment application?
- 9) If State hosted, provide all assessment application hardware and software requirements.
- 10) If Contractor hosted:
 - a) What are the fees associated with Contractor hosting?
 - b) What are Contractor hosted service levels?
 - c) Are hosting fees reduced if service levels are not met?
 - d) Briefly discuss your disaster recovery plan.
- 11) Technical support:
 - a) How will technical support be provided and in what form (e.g., help desk, web-based)?
 - b) If through a help desk, when will it be available?
 - c) Is access to the help desk by telephone or Internet?
 - d) If by telephone, is a toll free number provided?
 - e) Where are help desk operators located (overseas)?
- 12) ADA Accommodations for individuals with disabilities and/or other barriers. The respondent needs to validate that the service conforms to the Assistive Technology Policy (Section 508). This should be done by submitting a Voluntary Product Accessibility Template (VPAT) if already available or completing the Assistive Technology Compliance Evaluation Form available in Attachment D.

TAB D – Summary of Costs

The vendors must submit all costs associated with their assessment tool and services that complement their assessment tool(s) in this section. An explanation of costs should also be included, which should explain whether cost is per assessment or a flat fee, sliding scale based on volume, and any extenuating circumstances related to the costs.

All costs must be recorded in the following table in TAB D: Cost Worksheet. Costs include start-up, operational, material, technology and scoring costs, training costs, etc. and should delineate whether the cost is a one-time or recurring cost.

TAB D: Cost Worksheet

The costs associated with TAB B must be recorded first.

| TAB # | Line Item | Brief Description (name of assessment, etc.) | Price Per Unit | Total Cost |
|-------|---|--|----------------|------------|
| B 4 | Web-Based (separate line item for each assessment) | | | |
| 4 | Paper and Pencil (separate line item for each assessment) | | | |
| B 5 | Customized Reports | | | |
| B 6 | Any additional material needed | | | |
| B 7 | Staff training | | | |
| | Other (please provide detailed descriptions) | | | |
| | | Total Cost of Assessments: | | |
| C 7 | Costs of new assessment versions | | | |
| C 10 | Hosting fees | | | |
| C 11 | Technical support/maintenance fees | | | |
| | Other (please provide detailed descriptions) | | | |
| | | Total Cost of Technology: | | |
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| | | TOTAL COST: | | |
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