



## REQUEST FOR QUOTATION

*Contracts & Procurement Services*

Page 1 of 2 ISSUANCE DATE: **December 21, 2011** RQ #: **RQ755395**  
 CLOSING DATE: **December 29, 2011 - 2:00 P.M.**

<b>VENDOR NAME:</b>			
<b>ADDRESS:</b>		<b>ATTN:</b>	
<b>PHONE #:</b>		<b>FAX #:</b>	
<b>DUN &amp; BRADSTREET #:</b>		<b>FEDERAL ID #:</b>	
<b>PLEASE REPLY BY:</b>	<b>Thursday, December 29, 2011 – 2:00 P.M.</b>	<b>QUESTIONS?</b> (Please Contact)	<b>William P. Proctor</b> <b>202 – 741-0474 - phone</b> <a href="mailto:william2.proctor@dc.gov" style="color: blue;">william2.proctor@dc.gov</a> - <b>e-mail</b>

YOU MUST USE THIS QUOTE SHEET OR YOUR BID WILL NOT BE CONSIDERED

ITEM/SKU NUMBER	ITEM DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
0001	The DC Office of the State Superintendent of Education (OSSE) — <b>GED Testing &amp; Verifications</b> unit is seeking a Consumer Counselor. <b>See attached Scope of Work</b>  <b>Consumer Counselor (Hourly Rate)</b>	1	Hourly Rate	\$ _____
0002	<b><u>REQUIREMENTS:</u></b> a. Contractor must provide resumes, qualifications and all supporting documentation to substantiate qualifications  b. Contractor must be certified by the GED Administrator in the District of Columbia.  c. Contractor must be available for interviews if contacted.			

<p><b><u>DELIVERY ADDRESS:</u></b>                  Office of the State Superintendent of Education                  (OSSE)                  810 First Street NE                  9th Floor                  Washington, DC 20002</p> <p><b><u>Electronic Delivery of Quotes:</u></b>                  E-Mail to:  <a href="mailto:william2.proctor@dc.gov">william2.proctor@dc.gov</a> in PDF format only.                  Or Fax to:                  202-727-2019</p> <p><b><u>PERIOD OF PERFORMANCE:</u></b>                  Date of Award through September 30, 2012</p>				
				<b>TOTAL</b> \$ _____

**ALL SHIPPING MUST BE FOB DESTINATION**

<b>ARE YOU LSDBE CERTIFIED?</b> <input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b> (If "yes", please attach certification)
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**NOTE:** ALL BIDS MUST INCLUDE YOUR COMPANY'S STOCK NUMBER, AS WELL AS PACKING SIZES (i.e., 10 per box, 6 boxes per case) AND MUST BE BRAND NAME OR EQUAL DISCOUNT.

Percent

Delivery Days

**DISCOUNT FOR PROMPT PAYMENT OF LESS THAN 20 DAYS WILL NOT BE CONSIDERED IN EVALUATING QUOTATION**

**SUBMITTED BY:** (Signature of Person Authorized to Sign)

**TITLE:**

**DATE:**

**CONTRACTING OFFICER:**

**DATE:**

## *SCOPE OF WORK*

### *GED Testing and Verifications/Consumer Counselor FY2012*

#### PROGRAM BACKGROUND

The Office of the State Superintendent of Education (OSSE)-GED Testing and Verifications (GEDTV) is an official agent/center under the American Council on Education (ACE), GED Testing Services (GEDTS), and is the single source for administering the Official GED® Tests and issuing the nationally recognized GED credentials in the District of Columbia. GED Testing and Verifications administers the GED Practice Tests (which simulate testing conditions of the Official GED Tests) for prospective GED examinees and the Official GED Tests. GED Testing and Verifications also scores reports, issues GED credentials, provides official results of examinees' test results upon request, provides pre and post test guidance counseling, and serves as the repository/archives for the verification of records for GED Tests taken in the District of Columbia.

#### REQUIRED SERVICES

The personnel services of (1) one Consumer Counselor, at the DC OSSE GED Testing and Verifications Office, is needed to provide counseling services for approximately 400 hours, to GED Examinees, consumers and programmers seeking assistance in accordance with policies and procedures established by the GED Testing Service, to ensure the integrity of the tests. The consumer counselor must:

- Counselor shall interview, counsel, review client specific documents, and advise individual consumers relative to options based upon the accurate interpretation of GED test scores.
- Counselor shall assist organizations seeking/referring consumers for GED preparatory programs designed for examinees that fall within the standard error of measurement (SEM) for pass/fail for specific examination areas or fall below the required 2250 cumulative score.
- Counselor shall assist the GED administrator and chief examiner in updating the consumer community on GED testing schedules, policies, and procedures and advising candidates seeking accommodated testing due to qualifying special needs.
- Counselor shall maintain a working knowledge of GED testing service schedules, policies, and procedures, especially those applicable to candidates in need of accommodated testing.

- Counselor shall maintain and coordinate a comprehensive file of candidates who populate the pass/fail standard of deviation (SEM) on all GED exams (especially Mathematics) and/or fail to attain a cumulative score of 2250. This population is the pool from which the counselor's primary caseload is developed.
- Counselor shall coordinate and maintain an updated database of publicly funded, parochial, private, and/or distance education GED preparatory programs for the purpose of providing candidates with a menu of options for GED preparatory instruction.
- Counselor shall organize and revitalize the GED Testing and Verifications advisory panel to advise and make recommendations to include representatives from DOES, sub-grantees and independent programs in preparation for closeout of GED Examination Series 2002 and for introduction of GED Examination Series 2014.
- Counselor shall inform/advise the GED Administrator of the following: techniques, strategies, protocols, procedures, and policies that can be improved and developed to better meet consumer needs when identified/detected severally and individually.
- Counselor shall answer and respond to oral, telephonic, and written inquires regarding GED services to a population identified/targeted as "potential passers" requiring minimal direct instruction intervention
- Counselor shall counsel clients on GED policies and procedures for retesting and programmatic options for instructional intervention.
- Counselor shall refer consumers to appropriate agencies sub grantee educational resources within the community
- Counselor shall represent and act on behalf of the GED Administrator when called upon
- Counselor shall work with the GED Administrator in supervising and ensuring appropriate processing, depositing and daily accounting of revenue/receivables. All receipts from daily deposits are to be kept in an organized filing system designated by the GED Administrator.
- Counselor shall immediately report to the GED Administrator any issues related to GED testing, consumer complaints, GED testing scheduling, inappropriate inquiries, questionable identification, etc.
- Counselor shall eschew involvement in any adult education or GED preparation services or program.

- Counselor shall perform other duties as assigned by GED Administrator.
- Counselor shall work under the administrative direction of the GED administrator. Incumbent is relied upon to identify consumer service areas in need of improvement, programmatic problems, and to resolve incidents on an ad hoc basis with appropriate and timely recommendations for protocol modification, if necessary, to the GED administrator.
- The work consists of appropriate situational evaluation and counseling of “near pass” examinees based on statistical information of individual candidates. Incumbent will maintain a log of all contacts with individual candidates and develop an individual assistance plan for each candidate engaged in the counseling process. Must deliver appropriate advisement and linkage of programs available to respond to the candidate’s area of deficiency as expeditiously as possible. Written individualized assistance plans will be developed for those candidates linked to GED preparatory programs for tutoring other assistance.
- Contractor shall develop close point of contacts with adult education providers, neighboring GED officers, members of the University community, DHCC, DOES, DCDC, Potomac Job Corps Center, DYRS, CCDC/UDC, DCPS, USDE, Summer School Archives, DC Superior Court, as well as individuals and groups in the District of Columbia and professional/apprenticeship workplace development associations and organizations.
- Contacts are made for the purpose of increasing the pass rate for GED candidates that fall within the standard of deviation in examination subjects or are score deficient <2250 and provide the GED Administrator with the method used to identify and track candidates that are “near pass”.
- Contractor shall provide office coverage on an as needed basis with duties assigned by the GED Administrator or Chief Examiner;
- Contractor shall serve as facilitator for trainings;
- Contractor shall work approximately 400 hours

### DELIVERY OF SERVICES

Duration: Date of Award through September 30, 2012.

Consumer Counselor will report to: DC OSSE GED Testing and Verifications  
 One Judiciary Square  
 441 4<sup>th</sup> Street, NW, Suite 370N  
 Washington DC 20001

DELIVERABLES

<i>Service</i>	<i>Delivery Date</i>	<i>Hours</i>
Contractor will provide the GED Administrator with written recommendations for improvements and modifications and timelines for adoption, budgetary implications and resources required.	As Required	Varied
Contractor will provide the GED Administrator with a report on all contacts made with candidates, the number of candidates that retested and their pass/fail rate, and the number of candidates linked to preparatory programs/tutors for assistance.	As Required	Varied
Contractor will provide written individualized assistance plans, plans will be developed for those candidates linked to GED preparatory programs for tutoring and other needed assistance.	As Required	Varied
Contractor will provide the GED Administrator with a record of all contacts made and any collaborative activities initiated.	As Required	Varied
Contractor will provide GED Administrator with method used to identify and track candidates that are “near pass.” All candidates will be divided into categories for the purpose of tracking progress.	As Required	Varied
Contractor will attend annual training sessions and mandatory meetings scheduled by the GED Administrator/Chief Examiner and provide record of sessions/meetings attended.	As Required	Varied

VENDOR SPECIFIC QUALIFICATIONS

<i>Requirement</i>
Demonstrated ability to be creative and innovative in carrying out projects and assignments using sound social work principles and methodologies. Masters Degree in Education, Administration and Supervision, Human Services, Psychology or Sociology is required.
Minimum of 10 previous years of documented experience in dyadic client counseling. Extensive knowledge of working with adult consumers. Ability to interpret TABE/CASAS/LACES for normative values that might predict success on GED.
In-depth knowledge of policies, practices and procedures related to administering GED Tests and inventorying tests materials as outlined in the GED Testing Service <b>GED Examiner’s Manual</b> . Certified as GED Examiner in the District of Columbia.

Extensive knowledge and skills in call center management, design and operation. Demonstrated skill in planning, coordinating and organizing time sensitive inquires and referrals
Demonstrated ability to use office equipment (i.e., fax, photocopier, and scanner) and extensive knowledge of MSWord, Access, PowerPoint, email, internet, AEGIS Excel (handles money).
Ability to serve as facilitator for trainings (in-service training for fellow staff and for subgrantees and/or community organizations) on test policies and procedures for GED Testing and registrations.
Available to provide office coverage on an as needed basis for GED testing registration, transcript applications, general information inquiries and counseling as appropriate.