US CN: 25350

Contract Number(s): CON0000471

STATE OF TEXAS
INTERAGENCY COOPERATION CONTRACT

This contract is entered into by and between the State agencies shown below as Contracting Parties, pursuant to the authority granted and in compliance with the provisions of "The Interagency Cooperation Act," TEX. GOVT. CODE ANN. § 771.001, et. seq.

I. Contracting Parties

The Performing Agency:	The University of Texas at Austin (Center for Social Work Research)
Contact Person:	Noel Landuyt Institute for Organizational Excellence 1925 San Jacinto Blvd. #D3500 Austin, TX 78712 (512) 471-9831 nlanduyt@austin.utexas.edu
The Receiving Agency:	Texas Juvenile Justice Department
Contact Person:	Kenneth Ming 11209 Metric Blvd. Bldg. H Austin, TX 78758 Kenneth.I.Ming@tjjd.texas.gov 512 490-7261

II. Schedule of Services to be Performed (see Attachment A)

III. Basis for Calculating Reimbursable Costs (see Attachment B)

Compensation is based on the Performing Agency's cost for providing the services listed in Attachment A, "Schedule of Services to be Performed."

IV. Contract Amount

The total amount of this contract shall not exceed $17,049

V. Payment of Services

The Receiving Agency shall pay for services received from appropriation items or accounts of the Receiving Agency from which like expenditures would normally be paid, based upon vouchers drawn by the Receiving Agency payable to the Performing Agency.

Payments for service performed shall be in one lump sum with the return of final data reports.

Payment received by the Performing Agency shall be credited to its current appropriation item(s) or account(s) from which the expenditures of that character were originally made.

VI. Term of the Contract

This contract shall begin when fully executed by both parties and terminates August 31, 2017. This contract may be renewed when specified by both parties to insure a continuation of services.

VII. Certifications

The undersigned contracting parties do hereby certify that (1) the services specified above are necessary and essential for activities that are properly within the statutory functions and programs of the affected agencies of State Government, (2) the proposed arrangements serve the interest of efficient and economical administration of State Government, and (3) the services, supplies or materials contracted for are not required by Section 21 of Article 16 of the Constitution of Texas to be supplied under contract given to the lowest responsible bidder.

Performing Agency

By: Linda Shaunessy

Authorized Signature

Linda Shaunessy
Business Contracts Administrator

Name/Title

12/17/2015

Date

Receiving Agency

By: [signature]

Authorized Signature

David Reilly E.D.

Name/Title

1/24/15

Date

ATTACHMENT A

Schedule of Services to be Performed

The Performing Agency will survey the Receiving Agency's employees as to their opinions of the Receiving Agency's organizational climate using the Survey of Employee Engagement ("SEE").

The Performing Agency will:

1.0 Purpose: The Performing Agency will conduct a survey of all the Receiving Agency employees.

1.1 Receiving Agency employees will be surveyed via email notification and online data collection by the Performing Agency.

1.2 The Performing Agency will use the standard Survey of Employee Engagement (SEE) to survey Receiving Agency employees.

1.3 The standard SEE is an employee perceptual instrument measuring satisfaction of workforce issues and perceptions of organizational performance that impact the quality of service within their agency.

1.4 The standard SEE has 12 demographic and 48 primary items.

1.5 The standard SEE allows for up to 20 additional items to be included and reported allowing for organizational specific concerns to be addressed.

1.6 Participation in the SEE fulfills the assessment of Human Resources as called for in the Legislative Budget Board's and Governor's Office of Budget, Planning and Policies' Strategic Planning Instructions.

1.7 The SEE provides a resource for leadership to gain a unique perspective of their organization for decision making and improvement initiatives.

1.8 Participation in the SEE fulfills the data elements as utilized and presented in the State Auditor's Office - Workforce Summary document provided to the Texas State Legislature.

1.9 The Receiving Agency's SEE results may be requested by and provided to the Texas Sunset Commission or by individual State Legislators.

1.10 Participation in the SEE means that scores will be combined with other agencies and included in benefit, pay and overall satisfaction scores provided to Senate Finance and House Appropriations committees.

2.0 Survey Preparation:

2.1 The Receiving Agency will provide the Performing Agency key individual contact information for preparation, administration, and reporting purposes.

2.1.1 A Survey Liaison to serve as the key contact between the two agencies.

2.1.2 An Assistant Survey Liaison to act as backup for the Survey Liaison

2.1.3 Head of Organization information (such as Executive Director or Commissioner) for listing in the reported material.

2.1.4 Board or related oversight organization chairperson for listing in the reported materials,

2.1.5 If needed, a financial and or contract person is which technical aspects of this contract can be addressed.

2.1.6 If needed, a contact in the Receiving Agencies technology area if problems arise related to the survey administration.

2.2 The Performing Agency will provide the Receiving Agency the ability to use the electronic version of the SEE to collect survey responses.

2.2.1 Performing Agency will maintain an electronic data collection site that is (JAWS compatibility) accessible for a visually impaired website reader.

2.2.2 Performing Agency will maintain an electronic data collection site that is accessible via an internet connection.

2.2.3 Performing Agency maintains an electronic data collection site that is in Spanish.

2.3 The Performing Agency will provide the Receiving Agency the ability to include additional items to the SEE.

2.3.1 Up to 20 additional items are allowed.

2.3.2 Items must use a scaling convention compatible with the existing 5 point scale (strongly agree, agree, neutral, disagree, strongly disagree) and an option to select "don't know" or "not applicable."

2.3.3 Receiving Agency is responsible for the content of the additional items.

2.3.4 Performing Agency will review the Receiving Agency's additional items to provide suggestions as to how to best frame items.

2.3.5 If Receiving Agency utilizes the Spanish version of the SEE, the Receiving Agency must provide the Spanish translation of those additional items.

2.3.6 The Performing Agency will provide resources detailing ways to design additional items and illustrations from other organizations.

2.4 The Performing Agency will provide the Receiving Agency the ability to include six sets of organizational category codes to allow for cross-sectional and internal comparison. This feature is only available to larger organizations.

2.4.1 Organizational Category Codes are unique classifications or subdivision such as divisions, districts/offices, regions, or other functional areas or programs. In each Organizational Category Code, employees can only belong to one grouping.

2.4.2 Performing Agency will only provide reports on Organizational Category Codes that have 5 or more respondents; therefore, Receiving Agency must design codes that will likely have at least that number of respondents, with a suggested number of at least 20 individuals in each category.

2.4.3 The Receiving Agency will verify that the Organizational Category Codes and Code Name Descriptions are consistently labeled, unique, and correct prior to submitting the final list of employees.

2.4.4 The Performing Agency will provide resources describing how to establish Organizational Category Codes and illustrations from other organizations.

2.5 The Performing Agency, in agreement with the Receiving Agency, will set an appropriate timeline for the initial distribution of the survey invitation, two follow-up reminders, and the close of the data collection (a 3-week data collection period, which may be extended by mutual agreement of the parties).

2.6 The Performing Agency will display the logo or representative graphic provided by the Receiving Agency (.jpg format approximate dimensions 2"x2") on the web data collection system and the final data reports.

2.7 The Receiving Agency will provide to the Performing Agency a final electronic listing of employees - two weeks prior to the initial email invitation distribution date - in Excel format, or other agreed upon database format if Excel is not available.

2.7.1 The Receiving Agency will provide separate data fields containing first name, last name, email address, and if coding prior to administration, any related Organizational Category Codes and Organizational Category Names.

2.7.2 The Receiving Agency will provide emails that are unique for each individual and not a list serve or group distribution email (because each individual must have a unique link).

2.7.3 The Receiving Agency will vet and test all email addresses for accuracy prior to survey administration to limit the number of bounce backs and errors. Performing Agency recommends a test email is sent out prior to the initial email.

2.7.4 The Performing Agency will, only on its discretion, manually correct email typos, errors, deletions or additions.

2.7.5 If the Receiving Agency wishes to provide new or modified email distribution lists, or otherwise change their list after the Performing Agency has already prepared the final list for distribution, an additional cost of $500 may be invoiced separately to the Receiving Agency for each new list received.

2.8 The Performing Agency will provide a set of instructions and may send a test invitation email to be sent to the Receiving Agency's technology personnel or other designate so that emails are allowed through the Receiving Agency's email servers and will allow individuals to have access to the web-based survey.

2.9 The Performing Agency will make available special features as outlined here to enhance the survey for participants.

2.9.1 The Performing Agency will electronically store or make available via a link to survey participants, video, electronic file, or web content produced by the Receiving Agency which explains, encourages or is otherwise related to the survey process.

2.9.2 The Performing Agency will upon request make available a web link or automatic forwarding to a web location as the participants complete the survey, which can redirect respondents to a specified page.

3.0 Survey Administration

3.1 The Performing Agency will send out an initial survey invitation email to all email addresses provided by the Receiving Agency.

3.1.1 Email may contain a direct link to an online survey instrument and alternate method of accessing the survey instrument.

3.1.2 Email may contain the date survey data collection closes.

3.1.3 Email may contain internal contact information to respondents.

3.1.4 In the case that the final email list was not properly vetted, the Performing Agency will attempt, at their discretion, and within the given time restraints of the survey administration, to assist the Receiving Agency with bounce back email corrections. However, at the discretion of the Performing Agency and with the agreement of the Receiving Agency, a charge of $250 may be invoiced to make the modifications.

3.1.5 Receiving Agency may add additional individuals as long as it conforms to the estimated number of employees and if the Receiving Agency can provide, in the case of precoded surveys, the needed coded information for each additional employee.

3.2 The Performing Agency will provide response counts to the Receiving Agency and send out a second email (as a reminder) to those whose access codes were not used after the first week of administration.

3.3 The Performing Agency will provide response counts to the Receiving Agency and send out a third email (as a reminder) to those whose access codes were not used after the second week of administration.

3.4 The Performing Agency will provide a link in the outgoing emails so that respondents can contact our office with technical concerns or general questions regarding the survey. Receiving Agency specific inquires will be referred the Receiving Agency's survey liaison.

3.5 The Performing Agency will, upon request by the Receiving Agency, extend the survey administration time by extending the deadline for completing the survey.

3.6 If hardcopy instruments are used, the Performing Agency will scan in hardcopy survey data for data interpretation.

3.7 Performing Agency uses web-based technology to deliver the SEE. If the system should encounter an error outside the Performing Agency's control, the Performing Agency will work with due diligence to ensure prompt resolution or in extreme circumstances will provide alternate data collection method to the Receiving Agency.

4.0 Customer Support:

4.1 The Performing Agency will respond to Receiving Agency's employee questions or concerns about the SEE received via email or telephone.

4.2 The Performing Agency will provide to Receiving Agency's employees up-to-date online resources addressing frequently asked questions and a statement regarding survey anonymity processes.

4.3 The Performing Agency will provide access for the Receiving Agency to a website containing benchmark comparison data to the Receiving Agency.

4.4 The Performing Agency will provide up to 2 hours of consultation and/or related presentation of data to agency executive leadership and/or board in Austin.

4.5 The Performing Agency will provide up to 5 hours of consultation on administration setup and/or related presentation of data via telephone or email or onsite in Austin, Texas.

4.6 The Performing Agency will provide specific training sessions or electronic resources on survey related topics like setup options, administration, best practices, and interpretation of results.

4.7 If support is needed in addition to the predetermined time in this scope of work, Customer Support time is billable in 10 minute increments at a rate of $100 an hour for phone and email support.

4.8 Additional onsite (in Austin) Customer Support is billable at a minimum of $500 for 4 hour increments and when in addition to the time predetermined in this scope of work.

4.9 Additional presentations or support is available outside of Austin at a daily rate of $950 plus standard travel and reimbursement cost.

5.0 Tabulation:

5.1 The Performing Agency will tabulate the results by providing the following analysis elements:

- 5.1.1 Frequency counts for all primary and additional items for each response category (strongly agree, agree, etc.).
- 5.1.2 Frequency percentages for all primary and additional items for each response category.
- 5.1.3 Standard deviations for each item.
- 5.1.4 Means for each item.
- 5.1.5 The total number of respondents for each item.
- 5.1.6 An overall item average.
- 5.1.7 Construct and climate average scores.

5.2 The Performing Agency will tabulate the rate of response for the organization as a whole report. Individual Organizational Category Code response rates must be calculated by the Receiving Agency.

5.3 If organizational categories are used, the Performing Agency will:

- 5.3.1 Prepare reports only for groupings that have 5 or more responses in the category. This is consistent with the anonymity agreement provided to all potential respondents.
- 5.3.2 Tabulate all the response data elements defined in 5.1 for each of the Organizational Category Codes.

6.0 Reporting:

6.1 Prior to the production of the reports, the Performing Agency will send to the Receiving Agency a report data sheet used to verify specific elements of the final report such as, response counts, logo, key organizational leadership, contact information, agency name, etc. The Receiving Agency must approve and/or edit the report data sheet prior to the Performing Agency preparing the final reports.

6.2 The Performing Agency will provide the reports of the data within forty-five business days of the close of the data collection period. An additional 15 business days are required if hardcopy surveys are returned via the post office to ensure receipt of mailed surveys.

6.3 For the organization as a whole, the Performing Agency will provide two, color and bound, hardcopy data and executive summary reports.

6.4 For the organization as a whole and the Organizational Category Code reports, the Performing Agency will provide all reports in Printable Download Format (pdf) format.

6.5 Performing Agency will include the following elements in reports:

6.5.1 Executive Summary Reports for overall Receiving Agency:

6.5.1.1 Rate of response: A count of the number of surveys returned and processed for overall Receiving Agency.

6.5.1.2 Overall score for Receiving Agency.

6.5.1.3 Graphical representation of constructs and climate scores with brief analysis of relative strengths and areas of concern for the highest and lowest scoring constructs.

6.5.1.4 Over time representation (if available) of constructs and climate scores.

6.5.1.5 Graphical representation of selected key demographic items.

6.5.1.6 Overview of relative benchmarks.

6.5.1.7 Agency specific recommendations for next steps.

6.5.2 Executive Summary Reports for all Organizational Category Codes:

6.5.2.1 All elements listed for overall executive summary reports with the following exceptions:

6.5.2.1.1 Over time data is not presented. (This is due to changing organizational structures making it difficult to track from prior survey iteration).

6.5.2.2 Graphical comparison of Organizational Category Code data to the overall organization.

6.5.2.3 The number of actual respondents for each Organizational Category Code is provided, but not a rate of response percentage calculation.

6.5.2.4 Graphical representation of the percentage of respondents that were obtained from the Organizational Category Code as compared to all respondents.

6.5.3 Data Reports for overall organization as a whole Receiving Agency:

6.5.3.1 The data elements presented in the tabulation section (5.0) of this scope of work are provided in the data reports.

6.5.3.2 Relevant benchmark data are presented for constructs, climate and items.

6.5.3.3 Over time data (if available) are presented for constructs, climate and items.

6.5.3.4 Item data presented in item numerical order as well as grouped by construct and climate areas.

6.5.4 Data Reports for Organizational Category Codes (if applicable):

6.5.4.1 The data elements presented in the tabulation section in this scope of work are provided in the data reports.

6.5.4.2 Item and construct data are presented along with organization as a whole scores.

6.5.4.3 Item data are presented in numerical order as well as grouped by construct.

6.5.5 Electronic data files in Excel spreadsheet format:

6.5.5.1 Data files containing the tabulation elements for all the survey items, construct and climate results for the organization as a whole and for all Organizational Category Codes are provided.

6.5.5.2 Additional data files containing construct and climate scores transposed by the organization as a whole, and Organizational Category Codes are provided.

6.6 The Performing Agency will provide the following report data:

6.6.1 A benchmark comparison for agencies of similar size, type (mission or article), and all participating agencies when available (late spring/early summer during even number years).

6.6.2 Data elements used by the State Auditor's Office to tabulate and produce the Workforce Agency Sheet.

6.6.3 Data used by the Legislative Budget Board and the Governor's Office of Budget, Planning and Policy in the Biennial Texas State Strategic Plan.

6.6.4 Data reports used by the Texas Sunset Commission.

6.6.5 Data reports regarding pay, benefits, and overall satisfaction used by the Texas House Appropriation Committee and Senate Finance Committee.

7.0 Security of Data

7.1 Performing Agency agrees that all Receiving Agency's data is strictly confidential and will be used only for the services outlined in this document.

7.2 Performing Agency will not use or release Receiving Agency's data to any party beyond the scope of this agreement.

7.3 Performing Agency will retain Receiving Agency's data in a strictly confidential manner.

ATTACHMENT B

Basis for Calculating Reimbursable Cost

Cost based on providing the survey and services for the approximate number of employees listed Attachment A. Transfers between budget categories listed below are allowable if needed to fulfill the terms on this contract.

Services of Employees (Salary) (faculty support, research associates, and clerical and administrative support)	$11,870
Services of Employees (Fringe)	$3,950
Materials (supplies, materials, survey production, survey processing, telephone and duplication)	$254
Equipment (computer cost, server usage, and equipment usage)	$975
Total Amount	$17,049