

Internet Assessment Vendor Evaluation Form

Vendor: _____ Evaluator: _____ Date: _____

1 = Not imp. 1 = Poor
5 = Critical 5 = Excellent

Criteria	Importance	Rating	Comments/Notes
<p>1. <u>Assessment expertise</u></p> <ul style="list-style-type: none"> a. In-house talent to develop and validate tests and other assessments b. Experience with a variety of assessments (knowledge and ability tests, behavioral skills, personality and work preferences, 360 surveys, etc.) c. Ability to provide counsel on leveraging assessment data and process to improve organizational effectiveness d. Main focus is assessments versus it being a side business, but also breadth in related HR areas (e.g., selection, training, management development, performance management, employee research) 	1 2 3 4 5	1 2 3 4 5	
<p>2. <u>Assessment platform</u></p> <ul style="list-style-type: none"> a. Easy to understand and use, clear navigation, online Help, etc. b. Good user functionality for intended purposes (e.g., save and bookmark, back navigation) c. Timers available for items, sections and total assessment d. Item randomization and randomly drawing items from a larger pool e. Ability to turn on/off functionality by assessment (e.g., whether report is viewable to user when assessment is completed, number of times assessment can be taken) f. Ability to administer multiple assessments on the same platform, with an integrated database g. Control over which users have access to which assessments h. User access to assessment history i. Detailed configuration document that explains the various options available (Note: The points above are only a few of many possible features.) j. Sound code management and SQA practices for managing upgrades before code is promoted to production servers 	1 2 3 4 5	1 2 3 4 5	
<p>3. <u>Customization</u></p> <ul style="list-style-type: none"> a. Company branding (logo, colors, etc.) b. Assessment content, including flexibility on types of items, response scales, etc.; can handle multiple choice, multiple select, matching, ranking, fill-in-the-blank, various rating scales, etc. c. Flexibility on scoring for items, sections and total assessment d. Flexibility on individual and group reports e. Foreign language support, including double-byte characters f. Fast turnaround and low cost for customizing 	1 2 3 4 5	1 2 3 4 5	
<p>4. <u>Reporting</u></p> <ul style="list-style-type: none"> a. Immediate scoring and reporting b. Individual feedback report can show scores for total assessment and competencies/sections; developmental feedback can be linked to scores at any level, from total down to item responses c. Ability to enable managers at any level to access individual and group reports so they can effectively use assessment information to increase the knowledge, skills and performance of their people d. Ease of viewing reports online and printing those desired as nicely formatted documents 	1 2 3 4 5	1 2 3 4 5	

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5. <u>Company admin functionality</u> a. Ability to create new users and manage current users b. Flexibility in how users are registered (e.g., admin can do it individually, self registration, file transfer to vendor for import) c. Ability to view assessments online (without actually taking them) d. Ease with which individual and group reports can be accessed e. Company admin access to powerful and robust group reporting capabilities, which provide answers to key questions they will have f. Export features so data can be used in other applications g. Ability to control what functionality admins have access to by role and individual admin	1 2 3 4 5	1 2 3 4 5	
6. <u>Technology infrastructure</u> a. Tier 1 hosting (physical security, climate control, emergency power, multiple paths to Internet, etc.) b. State of the art hardware and software c. Fast performance; scalable as more clients and assessments are added (i.e., you should have NO concerns about capacity for at least 10x the volume you will bring to the vendor) d. Reliable – uptime > 99%; redundant systems and automatic fail-over protection; immediate/automatic alerts of problems to vendor e. Sound backup procedures f. In-house technology expertise g. Detailed technology document that explains the infrastructure and security	1 2 3 4 5	1 2 3 4 5	
7. <u>Security</u> a. Company codes, user IDs, passwords, etc. to protect confidential information; strong confidentiality statement and real execution b. Hierarchical permission structure for client access c. Firewalls and sound practices to protect the servers d. Full encryption available (for user data and assessment content) without any degradation in performance	1 2 3 4 5	1 2 3 4 5	
8. <u>Customer support</u> a. Fast set up, posting new assessments, etc. (< 24 hours) b. 24x7 coverage; immediate response to any technical problems c. Access via email and phone d. Adequate staffing for total volume (including yours, if it is large!) e. Expertise and capacity to help implement the assessment program in a way that ensures success	1 2 3 4 5	1 2 3 4 5	
9. <u>Implementation process</u> a. Little or no software to install; very easy to implement b. Vendor conducts technology audit to ensure all will work properly c. Availability of implementation support	1 2 3 4 5	1 2 3 4 5	
10. <u>Costs</u> a. Company setup; posting assessments b. Per assessment costs or annual license c. Other costs	1 2 3 4 5	1 2 3 4 5	
11. <u>Vendor reputation</u> a. Stability (no chance of going out of business) – several years in the assessment business, solid financially b. Good customer base of well-known companies c. References give high marks in all areas above	1 2 3 4 5	1 2 3 4 5	