

# ***International Association of Emergency Managers (IAEM)***

## **Request for Proposals**

**for the design, development, hosting and maintenance of an online portfolio application system**

**- or -**

**for consulting services to navigate existing web-based applications and find the right solution to improve CEM® application**

PROPOSALS MUST BE RECEIVED NO LATER THAN: **June 4, 2010**

Submit Proposals to: Angela Jackson – IAEM Program Manager  
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### **A. Background**

IAEM created the Certified Emergency Manager® program for emergency managers to raise and maintain professional standards. It is a program to certify achievements within the profession. Individuals seeking this credential must submit a lengthy portfolio documenting academic and professional achievements. The application, once complete averages 100-200 pages, is then submitted for review by the CEM Commission in hardcopy format.

The CEM® certification program began in 1993. In 2008 IAEM certified 186 professionals and the current total number of CEM®s is about 900. The CEM Commission meets three times years to review CEM Applications and reviews approximately 150 applications per meeting.

**IAEM seeks to improve the CEM Application process and is considering an online application process to simplify the process for the applicant. Once complete the application will be streamlined in a cohesive, uniform format to ease in the review process.**

### **B. Guidelines**

#### **Submission Process**

- Graphically enhanced application form that is aesthetically pleasing, featuring IAEM logo and IAEM colors.
- Navigation through the online portfolio must be user friendly and intuitive for all users.
- Portfolios must have a defined structure established by the commissioners, not the applicant.
- This structure should be user friendly for applicants but create a consistent portfolio submission.
- Applicants cannot have access to the system unless fees are paid and the online solution must link to IAEM's payment system.

- The IAEM online certification system needs to be able to integrate with IMPAK and should be hosted by the vendor.
- The system must be secure and protect applicant submissions. Individual usernames and passwords should be provided. The ability for the user to re-set the password and an automated lost password capability is required. Staff must also be able to access this process and assist.
- Applicants must be able to access their online profile at their convenience.
- Applicant receive electronic notification that the application was submitted in free format that can be changed by client.
- Give applicant ability to add electronic files (example pdf, jpg, xls, doc)
- After the application has been submitted the applicant will still have access to make modifications to the application and reprint for one year.

### **Output Process**

- Capability of submitted form to be printed for manual review by the Commission reviewers. Only pages with submitted content are to be printed. Blank sections will be excluded from printed output.
- Applicant to have ability to choose to print electronic attachment or not and which attachment to print.

### **Data / Reports**

- Reports should be generated for IAEM staff administrators including:
  - Number of applications by date
  - Number of applications pending
- System should allow searching and reports by a variety of fields such as
  - applicant name or other applicant identifier if generated by the system,
  - the IAEM Council-Region-country applicant is from,
  - applicant type (to be defined – potentially local government EM, state EM, federal EM, other government official, military, campus/university EM, NGO, health-care professional, etc.),
  - and by logical other criteria
- A data/record retention system should be defined.
- Records on denied applications are kept permanently. Bidders should provide recommendations on archiving other data.
- While the bulk of maintenance of the site would be the responsibility of the vendor, in-house staff and other authorized users should be able to edit informational content without much technical knowledge. In-house content management should be possible either through use of popular editors such as FrontPage and Dreamweaver, or an online editing program.
- This proposal should also address what training for staff/authorized user content editing will be provided, if any.
- Staff to have ability to delete applications after pre-determined amount of time, both on a wide scale or individual applications.

### **C. Proposal Requirements**

1. Proposal must be submitted electronically.
2. 3-6 references. Include names, addresses, phone numbers and email. Online

examples of previous work with visitor capability would be beneficial.

3. Answer the following questions regarding your staff/company:
  - What is the average number of accounts handled by each project manager?
  - How many employees are developers?
  - How is your company keeping up with the latest development tools?
4. Provide a brief overview and project plan to develop and go live with the online system. Include sample dates.
5. Submit initial development costs and estimated annual costs for this project. Include costs for IAEM ownership of domain name appropriate to site such as [www.CEMProgram.com](http://www.CEMProgram.com).

#### **D. Evaluation**

IAEM will evaluate bids based on vendor's ability to meet the stated guidelines, costs and references.

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