

International Association of Emergency Managers (IAEM)

Request for Proposals

for the design, development, hosting and maintenance of an online certification test center

PROPOSALS MUST BE RECEIVED NO LATER THAN: **OCTOBER 19, 2009**

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.

Applicants must pass a timed, 100-item multiple-choice test. Each test includes 70 questions based on core, “universal” content and 30 questions specific to the country in which the individual resides. Each item includes 4 response options. Tests are currently taken in-person at IAEM-sanctioned events or individuals can arrange their own proctor and test site. Proctors are responsible for returning the exams to IAEM headquarters for grading.

The CEM® certification program began in 1993. In 2008 IAEM certified 186 professionals and the current total number of CEM®s is about 800. Within the last few years the program has seen a rise in the number of candidates certified (the 10-year average is 48).

IAEM is considering offering the CEM® test online to make it more accessible to candidates and to automate the test generation process.

B. Guidelines

- Applicants cannot access the test unless they have paid the application fee.
- The test is a two-hour timed examination and must be administered in a secure environment to ensure credibility.
- IAEM will provide the existing bank of test questions.
- 100 test questions should be automatically generated and randomly selected including 70 questions based on core, “universal” content and 30 questions specific to the country in which the individual resides.
- The system must be able to track test items assigned to any applicant.
- Authorized personnel must be able to input and update the question bank – additional questions can be added by authorized personnel only.
- Reports needed:
 - Pass rates by student
 - Pass rates for each test item

- Number of responses for each distractor (i.e. number of students choosing answers a, b, c, or d)
- Demographic of student per fields within IAEM database
- 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. This proposal should also address what training for staff/authorized user content editing will be provided, if any.
- All data entry must be internationally compatible.
- Date format on site will be DAY/MONTH/YEAR – as in “15 April 2009.”
- Applicants cannot have access to the system unless fees are paid, and the online solution must link to IAEM’s payment system.
- System must integrate with IAEM’s portfolio system.

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.

D. Evaluation

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