

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

## **Request for Proposals**

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

**- or -**

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

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. Individuals seeking this credential must submit a lengthy portfolio documenting academic and professional achievements. Currently commissioners meet 2-3 times each year to review submissions. Each application is reviewed by two commissioners. If their findings are consistent, their determination is final. If their findings differ, the application is reviewed a third time.

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 seeks to improve the cumbersome paperwork review system. It is considering an online portfolio submission and assessment solution.**

### **B. Guidelines**

#### **Submission Process**

- Navigation through the 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.
- System must integrate with IAEM's examination 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.
- The evaluation process must also be secured and provide access only by authorized individuals.
- Applicants must be able to access their online profile at their convenience.
- Applicants must be able to upload a variety of materials to their portfolio including Word files, PowerPoint files, pdf, video files, audio files and scanned documents. Bidders should specify if there is an additional cost for the ability to upload videos and sound clips, and whether there are any limitations to the upload ability.
- The applicant will need to be able to store portions of the application as they work.

### **Evaluation / Notification Process**

- Authorized evaluators and staff must be able to access portfolios at any time.
- Access to portfolios must be recorded: time / date / by whom. This register must be secure access only for identified verifiers.
- Applicants cannot know who reviewed their submission.
- The system would generate automated messages with text provided by IAEM and edited from time-to-time. It is anticipated that the following steps require notification:
  - Completion of credentials portfolio.
  - Approval of credentials portfolio.
  - When the application is found incomplete – note that this category of communication needs to be customized for each applicant to identify the specific reasons for “incomplete” status and corrective action needed.
  - Denial of the application.
  - Completion of examination and outcome.
  - Approval of the application (successful completion of both the credentials and the examination).
- When an application is complete, the submitter cannot go back to the submission.
- When an application is judged to be incomplete, the submitter must have additional access.
- The process of assigning evaluations needs to allow the individual commissioners the ability to excuse themselves if they personally know the candidate and feel they cannot make an objective evaluation.
- The system should be able to show reviewers the status of their assignments – number of applications for example.

### **Data / Reports**

- Reports should be generated for IAEM staff administrators including:
  - Number of applications by date
  - Number of applications pending
  - Number of applications denied
  - Number of applications found incomplete
  - Statistics for commissioners such as # reviewed, review time, percentage found accepted, incomplete, rejected, etc.

- 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.

### **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.