

# **\*\*REQUEST FOR PROPOSAL\*\***

## **American Board of Toxicology**

is accepting proposals for the following:

### **RFP: Credentialing Management Software**

**The American Board of Toxicology (ABT) invites Credentialing Management Software Providers to submit a proposal for Credentialing Management Software to support ABT's Certification Program.**

In preparing their proposals, bidders are asked to address all of ABT's requests, including all of the items within each appendix and form provided. After proposals are reviewed, ABT will invite select RFP Respondents to discuss or make presentations of their proposal to the ABT team. The bidder with the most directly relevant proposal and best fitting financial submission will ultimately be selected as the partner of choice for this service.

Please reference the RFP timeline section for additional deadlines and details.

All responses must be submitted electronically no later than **July 16, 2025**.

After review of this RFP solicitation, should you have any additional questions, please contact Susie Masten, Executive Director, American Board of Toxicology at [info@abtox.org](mailto:info@abtox.org).

Thank you in advance for your participation in the American Board of Toxicology's Request for Proposal.

Cordially,

American Board of Toxicology, Board of Directors

American Board of Toxicology  
RFP: Credentialing Management Software

## Contents

Introduction .....	3
American Board of Toxicology Overview.....	3
RFP Background .....	4
Overview.....	4
RFP Objectives.....	4
RFP Supplier Selection Criteria & Award .....	5
RFP Timeline.....	6
RFP Administration .....	7
Attachment 1 .....	8
Geographic Demographics .....	8
RFP Index of Appendices.....	9
Appendix A – ABT’s detailed expectations for Credentialing Management Software.....	9
FORM 01 - PARTICIPANT PROFILE .....	11
FORM 02 - GENERAL REQUIREMENTS.....	13
FORM 03 - FINANCIAL PROPOSAL .....	14

## Introduction

### American Board of Toxicology Overview

The American Board of Toxicology (ABT) offers a globally recognized certification in general toxicology. The mission of the organization is to encourage the study of the science of toxicology, to stimulate its advancement by establishing standards for professional practice, to prepare and administer procedures including tests for the implementation of such standards, and to confer recognition by certificates or otherwise upon those members of the profession who, measured against such standards, demonstrate competence. The first examination was administered in 1980. In the past 45 years, ABT has certified 4531 toxicologists worldwide. Currently the examination is given globally in an electronic format one day per year (in October) at Pearson VUE testing centers, followed by statistical analyses of results by ABT and equating conducted by an external psychometrician. Test takers are notified of their results approximately 6 weeks after the date of examination. Diplomates must complete a recertification process every five years which includes regular tracking of active practice, employment and continuing education activities. The recertification process culminates in completion of a short recertification exam currently disseminated and returned as Word documents via email and graded via an Excel macro process.

The ABT Board is interested in a new certification management solution to assist the Board in the management of its certification program and Diplomates.

This request for proposal (RFP) is intended to obtain a detailed description of the management solution capabilities and cost estimates for consideration by the ABT Board of Directors.

### RFP Team

- Susie Masten, Executive Director, American Board of Toxicology  
Ms. Masten will be the primary facilitator of this RFP and will be the point of contact with participating vendors and will serve as a subject matter expert in evaluating participating vendors.
- Board of Directors, American Board of Toxicology  
The ABT is governed by a Board of Directors nominated from ABT Diplomates at-large and elected by the existing Board members with consideration given to maintaining a balance of Board representation from academia, industry and government. Board members will evaluate participating vendors and make the final selection for a testing vendor.

American Board of Toxicology  
RFP: Credentialing Management Software

## RFP Background

### Overview

#### Initiative Background

ABT is seeking a Credentialing Management Software provider that can support and manage initial and recertification applications and supporting materials, track continuing education, and support and track electronic communications with Diplomates. Ideally the credentialing management software will also provide mobile platform accessibility and automated notifications and alerts for applicant and certificant deadlines, upcoming credential expirations, renewals, and application and renewal deficiencies.

Currently, the ABT processes approximately 450 initial and 650 recertification applications annually and has 2919 active Diplomates managing continuing education activities. Additional information regarding the geographical distribution of applicants and recertification processes is included in Attachment 1.

## RFP Objectives

### KEY BUSINESS NEED

#### Goal

The goal is to identify and qualify a Credentialing Management Software provider for engagement by the American Board of Toxicology to deliver a secure cloud-based software platform to be ready for live launch at the beginning of January 2026.

### KEY SUPPLIER OBJECTIVES

#### Supplier Partner Request

ABT's expectations for the Credentialing Management Software provider include, but are not limited to, the following:

- Description of credentialing management capabilities
- Description of security measures for all submitted and tracked data in compliance with global privacy expectations
- Description of set-up and recurring costs
- Description of/ability to meet the deadline of going live in January 2026

Detailed requirements are included in this RFP as attachments; participating vendors must provide detailed responses to the entire set of requirements.

## RFP Supplier Selection Criteria & Award

The American Board of Toxicology's selection and award process for this RFP hinges on several established criteria and procedures. Certainly, ABT will evaluate all bidder responses to this RFP, including responses to the listed requirements as well as all information requests. Importantly, information provided both before and after receipt of a bidder response also will be incorporated and considered part of all bidder proposals selected for evaluation by ABT.

**Consequently, supplier selection and award will be contingent on the following areas:**

### **RFP - Response Review (All Bidders) – July 2025**

- Completeness of response to the RFP
- Ability to meet American Board of Toxicology requirements as specified in this RFP, including the overall technical solution and ease of use
- Level of service and performance standards promised, including support, training, data migration, and implementation timeline
- Level of commitment to quality assurance, security, and compliance
- Process for addressing/upgrading in future in keeping with both ABT's changing needs and those warranted by industry changes
- Total cost of overall solution
- Bid scoring and tabulation of RFP responses

### **Bid Defense Meeting (Finalists Only) - Conference Calls – August 2025**

- Detailed discussion of solution proposal and commercial terms
- Open Q&A with ABT's RFP Team and/or Board of Directors
- Bidder's acknowledgement that ABT may engage in parallel negotiations with all finalists until ABT is satisfied that the best overall vision and value have been achieved

### **Final Award Decision – September 2025**

- Negotiations will continue until ABT is satisfied that the best overall vision and value has been achieved for ABT
- Final award will be made only when ABT's RFP team and Board of Directors believe that all stages of the supplier evaluation process outlined above have been complete to the satisfaction of the ABT Board

The American Board of Toxicology reserves the right to adjust its evaluation criteria at any time.

American Board of Toxicology  
RFP: Credentialing Management Software

## RFP Timeline

Participants are expected to comply with the following event timeline to fully participate in this RFP.

KEY EVENT	DATE
<b>RFP RELEASE</b> This RFP will be sent directly to select vendors and posted to the RFP library on the website of the Institute for Credentialing Excellence.	June 19, 2025
<b>WRITTEN QUESTIONS FROM VENDORS</b> Vendors can submit written questions before this deadline.	June 30, 2025
<b>RESPONSE TO VENDOR's QUESTIONS</b> ABT will update the RFP in response to questions and feedback raised by vendors before this date.	July 9, 2025
<b>BIDDER PROPOSAL DEADLINE</b> Bidders may submit their responses early; no proposals, however, will be accepted beyond this deadline.	July 16, 2025
<b>RFP COMMITTEE PROPOSAL REVIEW and FINALIST SELECTION</b>	Late July/Early August 2025
<b>BID DEFENSE - (Only Finalists, by Invitation)</b> Finalists will be invited to present their Solution(s) via Conference Call.	Early August 2025
<b>FINAL AWARD DECISION</b> Based on general agreement on key terms with Primary Vendor.	Early September 2025

Please note:

- (A) The dates listed above are subject to change at the sole discretion of the American Board of Toxicology.
- (B) All bidders participating will be provided equal and appropriate notice when changes to the timeline occur.

American Board of Toxicology  
RFP: Credentialing Management Software

## RFP Administration

### RFP Submittal Format & Due Date

Participant responses to the RFP must adhere to the format defined in each Form/Appendix contained herein as directed. Non-adherence to the format defined shall result in delayed review or disqualification of the bidder.

Each bidder must respond to each of the Forms and Appendices included in the RFP:

- Form 01: Participant Profile
- Form 02: General Requirements
- Form 03: Financial Proposal
- Appendix A: Accreditations, Testing Capabilities and Security Measures
- Appendix B: Item banking and ancillary services

ABT must receive your response via email by **no later than the deadline** listed on the RFP title page and in the RFP Timeline section of the RFP. Responses must be submitted directly to the RFP lead listed below.

### Contract Development & Administration

Responses to this RFP may be incorporated by reference into each written agreement and, if incorporated, will become an integrated part of each final Agreement. The Agreement governing the relationship between Participant and American Board of Toxicology will be customized through negotiations, and the resulting agreed upon description of services. In addition, the final Agreement will include continuous improvement initiatives that will be periodically updated during the term of the Agreement. Any final Agreement will include specific levels of performance standards and corresponding remedies.

### RFP Lead

For questions regarding this RFP, you are welcome to contact the RFP lead who will serve as primary point of contact for this RFP. Written questions by email are preferred.

Name	Title	Email
Susie Masten	Executive Director	info@abtox.org

### RFP Communications

Communications regarding this RFP shall be restricted and must be conducted only through the RFP lead. All bidder questions must be submitted via email to the RFP lead. Emailed questions must reference the applicable section and subsection from this RFP and/or business requirement documents. The American Board of Toxicology will provide a written response to questions according to the Timeline section of the RFP. ABT may share all questions and responses with all Participants, at ABT's sole discretion. Questions regarding competitive Participant information and/or final source selection decision will not be answered.

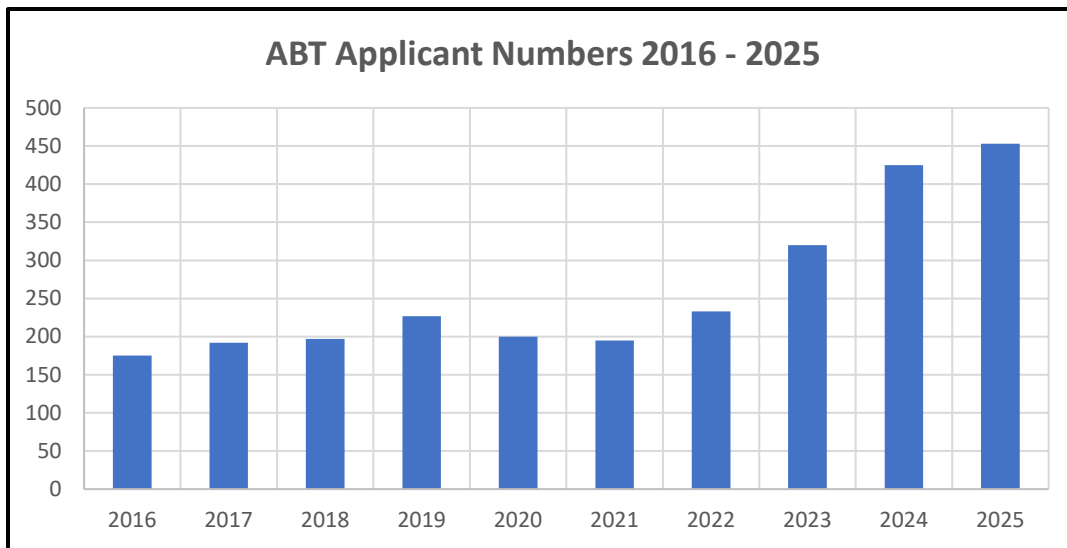
### RFP Confidentiality

All information included in this RFP is confidential and intended only for the knowledge of senders and recipients. Information included in this document, or in discussions connected to, it shall not be disclosed to any other third party without the consent of the original sender and recipient. If the bidder cannot adhere to the RFP Confidentiality conditions, the bidder agrees to destroy the RFP and provide written confirmation of this action.

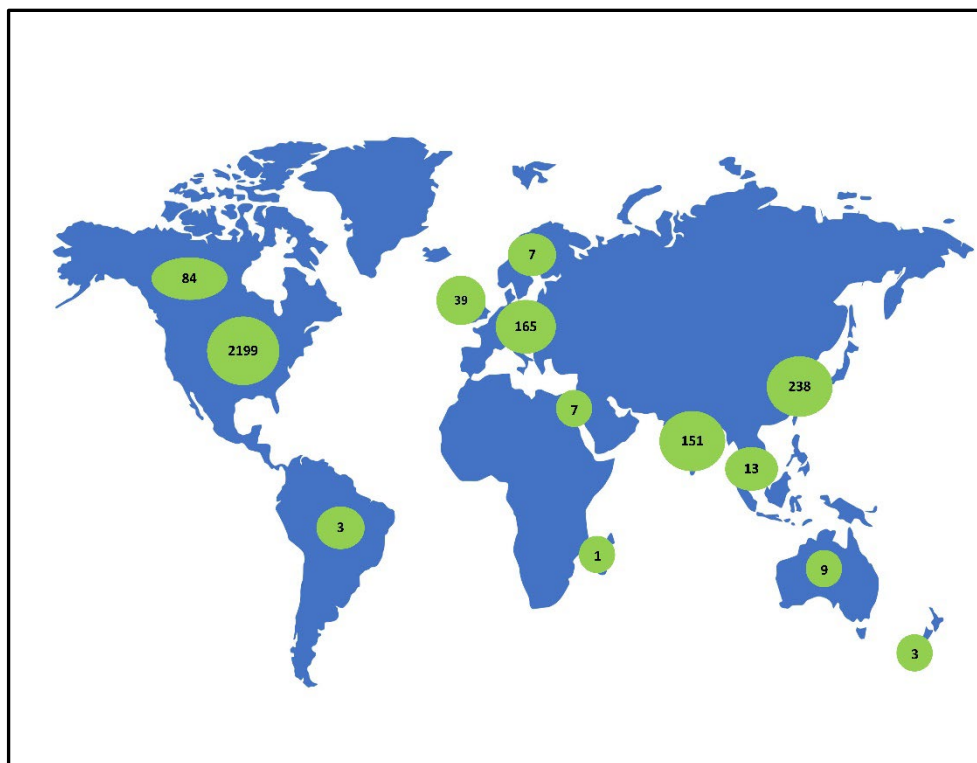
## Attachment 1

### Geographic Demographics

The American Board of Toxicology is an international organization, with 2,919 total Diplomates in 32 countries. In the past several years since the transition from a paper-and-pencil exam given annually at five Board-proctored US and international locations to an electronic examination given at Pearson VUE locations worldwide, we have experienced a tremendous increase in the number of applicants each year. In addition, the number of international applications received has increased from approximately 20% of total applications received to 50%.



### GEOGRAPHICAL BREAKDOWN OF ACTIVE DIPLOMATES





## RFP Index of Appendices

Our expectation is that each bidder will review, understand, and if necessary, ask questions about the following appendices provided with this RFP.

Appendix Listing
<i>Appendix A- ABT's detailed expectations for Credentialing Management Software</i>
<i>Appendix B- Item banking and ancillary services</i>

### Appendix A – ABT's detailed expectations for Credentialing Management Software

ABT's detailed expectations for the Credentialing Management Software provider include, but are not limited to:

- Management of initial applications seeking eligibility to take certification exam, including:
  - Education transcript(s)
  - Active work history (including methodology to capture durations of both individual positions and total of all positions to determine amount of experience with respect to the required number of years based on post-bachelors, masters, or PhD degree conferral dates as of June 30<sup>th</sup> in the year of application)
  - CV
  - Educational degrees
  - Identification of supervisor(s) to provide supporting letters for work histories with the time periods they will verify
  - Mechanism for identified supervisor(s) to receive notice from the system to with instructions how to securely and directly upload supporting letters into candidate record
  - Capture candidate and Diplomate agreement to a "statement of understanding" regarding submitted materials
  - Requests for testing accommodation
  - Request for application withdrawal/refund
  - Request for reconsideration of eligibility denials
- Management of recertification activities. Recertification is required every 5 years and needed expectations include mechanism(s) to track the following activities on a 5-year rolling cycle (and yearly as specified):
  - Work/employment update(s)
  - Active practice
  - Continuing education (CE) activities categorized into three different focus areas (classic CE, professional meeting attendance, and professional development)
  - Provide mechanisms to sum and to cap yearly CE credits counted by focus area and alert Diplomate yearly maximum has been met
  - Provide mechanism to sum CE credits by focus area for the appropriate recertification cycle
  - Reminders regarding deficient CE activities (for yearly and recertification minimum values)
  - Reminders regarding recertification
  - Request for recertification (submitted at the beginning of a Diplomate's fourth year)
- Management of communication histories with applicants, candidates, and Diplomates
- The ability for Diplomates to search for active certificants with parameters such as name, geographic location, employer, etc.
- Financial components to include management of payments, refunds, late fees, etc.
- Robust search and reporting capabilities

American Board of Toxicology  
RFP: Credentialing Management Software

Question	Response
How long has your company been providing credentialing software? What is your experience with similar credentialing organizations?	
Is your organization accredited? If so, provide a listing of accreditations, with scope and duration of each.	
Describe your platform's ability to manage initial applications, recertification, tracking of continuing education, management of recertification activities, and communication history. What does a typical workflow look like and are workflows customizable? If so, how are customizations handled?	
Is your platform mobile friendly or does it offer a mobile app?	
Are there other modules that can be added on if desired, such as Board activities, learning management, etc. How does your system work with other vendors, such as digital badging vendors so that users can access items such as digital badges with a single sign on?	
What analytics and reporting capabilities are available?	
Please describe disaster preparedness procedures (security breach, technical issues, fire, natural disaster, pandemic, etc.)	
How are candidate identification and security handled? Given the global nature of this organization, is your solution compliant with global security and privacy regulations? Please be detailed and thorough in these descriptions.	
How is user data encrypted and stored?	
How do you handle data breaches or incidents?	
Can your system integrate with existing ABT systems (e.g. finance, email, etc.)?	
What is your typical implementation timeline?	
What training and onboarding services do you provide?	
What support channels are available (e.g., phone, email, chat)? Do you offer a dedicated account manager?	
Does your system scale with increasing users or data?	
What is your system uptime guarantee?	
What is your product roadmap for the next 12-24 months? 5 -10 years? How do you incorporate client feedback into product development?	
Based on the overall description of ABT and our desired attributes for a credentialing management software, what else is important for us to understand about your solution?	

American Board of Toxicology  
RFP: Credentialing Management Software

Do you offer a staging platform available for ABT to use? Is an online demonstration available?	
Do you offer an item banking solution? If so, what is the annual cost?	
Is any discount offered if ABT contracts with you for both computer-based testing and item banking?	
What scope of psychometrician services (equating, etc.) are available?	

**FORM 01 - PARTICIPANT PROFILE**

(This form must be submitted with your response)

**SUMMARY**

American Board of Toxicology expects to do business with companies that:

- Have demonstrated business success and longevity
- Are professionally managed by qualified executive and management teams
- Are financially stable and able to service a global account of our size

**REQUEST**

Please provide ABT with a response to the following:

COMPANY BACKGROUND	RESPONSE
1. Official Company Name (per W8/W9)	
2. Official Tax Address (per W8/W9)	
3. Listing of industries served by company	
4. Company's Ownership Structure	
5. Number of Years in Business	
6. Please explain the overall size of your organization (total staff), including internal and external (outsourced / contracted) resources. If contracting, please provide details about your third-party relationships.	
7. Please provide a listing of all of your company's locations (City / Country) and details on the type of office (HQ, Regional HQ, Local Office, Remote Workers only, etc.)	
8. In the event you are awarded a contract, what individual points of escalations would be available for ABT to contact to address any unresolved or critical contract and project issues.	
9. Please attach a signed statement from a company officer describing the company as financially healthy enough to be considered a going concern and able to service a customer of our size.	

American Board of Toxicology  
RFP: Credentialing Management Software

10. Indicate whether there are any lawsuits, liens, restraining orders, consent decrees, foreclosures, or other legal/financial actions either now pending, in progress, or which have been brought against your company or any of its officers/principals in the past three years. If yes, please provide details.	
11. Please describe in full detail any recent acquisitions / integrations (both upstream and downstream). If applicable, please specify at which stage of integration and the long-term integration plans. Please elaborate on the leadership relationships between companies.	
12. Please provide contact details for three (3) current clients (offering < 1000 exams per year) willing to discuss your services.	

American Board of Toxicology  
RFP: Credentialing Management Software

**FORM 02 - GENERAL REQUIREMENTS**

**SUMMARY**

Where appropriate, the bidder may be required to provide documentation that supports its response. This documentation requirement will apply for this RFP, potential contract, and future business.

CONTRACT TERM & TERMINATION	RESPONSE
1. Please describe your typical contract length and any built-in price increases.	
2. How is pricing determined? Is it a negotiated rate for the duration of the contract, or does it change dependent on the number of applicants/recertifying users?	
3. Are there any items that are billed outside of the negotiated rate?	
4. Would a dedicated account manager be assigned to ABT? If not, what is the process for ABT to receive support?	
5. Is there ongoing support? If so, how is this structured? What is included and what is the cost?	

American Board of Toxicology  
RFP: Credentialing Management Software

**FORM 03 - FINANCIAL PROPOSAL**

**REQUEST**

Professional Services Pricing

(1) Please submit your pricing bid for the requested professional services / resources. Include all one-time costs and all recurring costs

(2) Please describe your pricing model (e.g., subscription, per-user, tiered, etc.) and any specific conditions on the pricing, such as discount levels, incentives, etc.

(3) Please confirm price commitment for the duration of the contract without any increases (preferred) or maximum inflation adjustment.

Other Information

(4) Please confirm that bid pricing proposed is valid through the entire period beginning on the RFP response submission date listed in the RFP Timeline and up to 6 months following the date listed as "Final Award Decision" in this RFP's timeline.

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