



**REQUEST FOR PROPOSAL
FOR
TEST DEVELOPMENT & DEPLOYMENT SERVICES**

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INTRODUCTION

Since 1988, the American Board for Transplant Certification (ABTC®) has promoted excellence in organ transplantation through specialty certification. As the only accredited certifying body for organ donation and transplant professionals, ABTC establishes education and competency standards while promoting continued professional growth. ABTC is an independently incorporated, not for profit organization managed by a volunteer governing board, a group of fully certified organ donation and transplantation professionals who strongly believe all patients deserve safe, high-quality care. With experts at the helm and a mission driven by the importance of lifelong learning, ABTC certification is a mark of true excellence in organ donation and transplantation. Learn more at abtc.net.

BACKGROUND

MISSION

Set standards that distinguish transplant professionals through certification.

STRUCTURE

Board

The Board of Governors (BOG) consists of fifteen (15) members including one public member. All BOGs are certified in organ transplant, procurement, preservation, or financial coordination.

The Board of Governors: President, President-Elect, Immediate Past President, and Treasurer. Board Meeting are held three (3) times a year.

Committees

CCTC®-Certified Clinical Transplant Coordinator (six members)

CCTN®-Certified Clinical Transplant Nurse (nine members)

CPTC®-Certified Procurement Transplant Coordinator (share committee members with CTP, 10 members' total.)

CTP®-Certified Transplant Preservationist

CFTC-Certified Transplant Financial Coordinator (9 members)

Certificants

Currently, there are 3,707 ABTC certificants:

Yearly 2024 numbers:

CCTC=244

CCTN=104

CPTC=240

CTP=86

CFTC=56 (new exam began in 2024)

Note: exams are rolling throughout the year. CTFC is held twice a year with three-week windows.

Recertification

To retain the ABTC credential, board-certified candidates must earn 60 hours in continuing education every three years or re-take their exams.

JTA

ABTC conducts a Job Task Analysis every five years for their exams:

Credential	Last JTA	Next Scheduled
CCTC - Certified Clinical Transplant Coordinator	2024	2029
CCTN - Certified Clinical Transplant Nurse	2023	2028
CPTC - Certified Procurement Transplant Coordinator	2024	2028
CTP - Certified Transplant Preservationist	2025	2030
CTFC-Certified Financial Transplant Coordinator	No JTA	TBA

SCOPE OF SERVICES

- The service company(s) selected may provide some or all the following for: CCTC, CCTN, CPTC, CTP, and possibly the CTFC. For the purpose of this RFP, the combination of all the different exams will be called programs.
- Test development and test construction
 - Other services including but not exclusive to item writing/review workshops, form reviews
 - Item bank maintenance and management on a regular basis as mutually determined
- Test deployment and administration
 - Onsite: check-in procedures, security, special accommodations, preliminary score report, etc.
 - **Optional service:** remote testing
 - Pre-exam services: registration, eligibility, scheduling, etc.
 - Post exam services: scoring, passing score determination, analysis and reporting, and revisions to the certification exam for each administration
- Practice exam development and deployment

The selected provider(s) will distribute an annual timeline, regular updates and reports, and participate on regular conference calls with staff to report progress as related to timeline and discuss issues in regard to all phases of scope of services outlined.

Test Development, Test Construction, Item Bank Review, and Staff Review Required Activities for CCTN, CCTC, CPTC, CTP

Test Development

- One virtual Item Development Workshop to develop one new form for each of the three program committees yearly
- If a JTA is completed, two forms will need to be developed.
- A one-hour web training session will be provided to SMEs prior to virtual writing workshops
- Item writing guide will be distributed electronically

Test Construction

- In-Person - one two day in-person meeting with three facilitators for our three program committees; for form review and item review
- Typically held as part of ABTC's governance workshop in February or March annually; or other activities as needed to support ongoing maintenance of the item bank.)

Item Bank

- Item Bank Annual Review: One complete review of each item bank for each program for currency, relevancy, and references
- Item Bank Gap Analysis (Item Inventory): Conduct analysis of item banks annually to determine any gaps including a summary report with recommendations for all programs

Staff Review

- Staff Review of Test Parameters Document: Develop test parameters document for staff review and approval prior to each form assembly. Test parameters document should include details regarding blueprint application, technical specifications and other related details applied to each form
- Staff Form Reviews: Provide secure access to staff prior to each test administration to the program form(s) for operation review and comparison to test parameters document once a year for each program

Continued for CCTN, CCTC, CPTC, CTP Item Analysis and Practice Exams
Item Analysis will be conducted at the conclusion of each of the forms yearly by virtual session at the annual February or March meeting
ABTC Problem Item Notification (PIN) Web/Teleconference: One conference call per program to discuss flagged Items from Item Analysis (up to 3 video conference per year.)

Practice Exams
Conduct virtual workshops (one for each program) to review and update the practice exams following each job task analysis as necessary (CFTC is optional for this service.)

Response to Request for Proposal should detail the cost of these services.

EXAM DEVELOPMENT

The following services are required to support the ABTC exams:

- Provide annual timeline of exam development activities for each program for review and approval prior to each fiscal year.
- Provide item banks with a straightforward and intuitive interface with graduated access for staff, item writers, reviewers, and approvers of items.
- The item bank platform should allow for secure remote access and assignments in between item development workshops that will be managed by testing company with assistance from staff.
- Import electronically the existing items and their statistical history into the service company's item banking system and provide ABTC with an inventory of the items imported including the last date of review.
- Develop an item writing package that includes a tutorial and item writing guide and material targeted to ABTC test specifications for each exam in conjunction with the ABTC Committees and staff.
- Conduct style and reference review as needed for items in accordance with style guidelines, reference lists, and guidelines for fairness and sensitivity as well as to ensure currency and validity and confirm recommended changes are completed.
- Ongoing item editing includes style guide, psychometric considerations, language, sensitivity, currency and relevancy for item banks.

- Recommend best practices and possible quality improvements for ABTC's consideration annually.
- Provide item bank reporting as needed, but not exclusive to statistical audits and gap analysis.
- Review new items to verify that the options and correct answer have been identified in the item text software; that the language of each item is clear and unambiguous; that the item is appropriately classified according to the test blueprint; that any required validations or references have been provided.
- Provide test parameters documentation for review and sign off.
- Ensure accuracy of the forms and items including confirmation that the test forms meet the statistical and content specification requirements, i.e. difficulty level of the exam, number of equator items from past exams, and percentage of pre-test items.
- Conduct form reviews and Problem Item Notification (PIN) calls with subject matter experts and staff yearly for each exam.
- Provide the exam forms through a secure portal for final staff review prior to administration to ensure forms meet test parameters documentation and operational needs.
- Deploy final ABTC approved copies of the examination forms to testing centers and remote proctor platform.
- Secure copyright, ownership, and trademark related to item bank, exam forms and related statistical history for each exam for ABTC.
- One annual fee for all scheduled exam development activities preferred per program. A fee schedule for additional activities as needed should also be provided.

TEST ADMINISTRATION

- Provide secure exam locations and remote proctored exams (with ADA access) with trained test administration staff in the United States, Canada and internationally where needed.
- Provide the number and locations of the test centers. Exam centers are needed in all 50 states.
- Develop and e-mail to each approved candidate an Authorization to Test Letter in a timely manner with all details required for exam administration.
- Provide an electronic document to ABTC of all feedback from examinees following the exam administration regarding test sights and specific comments from the exam(s).

- Apply score equating methodologies to the operational tests to link back to prior year's forms with explanation of methods used prior to the exam administration.
- Provide to ABTC, candidate results in agreed upon file format or API including scores and results for each domain as designated by ABTC. Real and scaled scores should be included.
- Provide immediate scoring for candidates.
- Provide details regarding security measures for in-person and remote proctor test administration.
- Provide information about the platform and security used for remote proctoring.
- Provide details regarding training and communication of program specs to test center and remote proctors.
- Describe the candidate experience from scheduling through exam completion including details of customer service interactions.
- Provide details regarding testing accommodations to ensure ADA compliance.
- Provide comprehensive fee schedule including cancellation fees or other fees not charged by the client.

REPORTING

- Provide reports as needed to support NCCA and other accreditation requirements.
- Provide reports or data as we migrate to a new CMS system.
- Produce Technical Report yearly on exam administration including statistical summary reports as per project timeline.
- Provide registration history, no shows, and cancellations reports.
- Provide financial report detailing number of tests delivered monthly.

JOB TASK ANALYSIS (Optional as necessary)

- Conduct item bank reclassification and gap analysis based on new blueprint.
- Conduct standard setting workshop.
- Provide an equating memo for board review and approval of cut score.

PRACTICE EXAMS

- Provide practice exam forms or equivalent for each program through an online test delivery system using current test specs.
- The system should be able to be accessed from any computer. Ideally, the platform would be similar or the same as actual exam platform. System should allow for rationale for correct response.
- Conduct virtual workshops for each program to review and update the practice exams following each job task analysis.

- Utilize API between ABTC databases+ and practice exam for ease of purchase and customer access.

Please respond to the following questions if applicable in your proposal

- What are the benefits of ABTC changing testing companies and moving to your organization?
- What client service issues have you faced and how have you resolved them?
- Provide examples of how your organization has helped a client grow and what your organization's involvement has been?
- How do you ensure that client item banks are kept up to date and sufficient to sustain ongoing test development?
- What is your organization's philosophy and approach regarding the candidate's experience? What makes you stand out?
- What security measures are in place for in-person and/or remote proctor test administration?
- Does your organization have any experience with new and innovative ways to develop items more efficiently? Please provide examples and/or case study. What is your organization doing to incorporate AI into the item writing process? Provide a link to a video if applicable.
- What is the transition process and how can your organization ease the burden for the ABTC staff?
- What is the cost of the transition versus regular/annual fees?
- What is the recommended timeline for moving the ABTC exams to your platform? The desired contract start date is Fall 2025 or winter 2026.
- Do you currently work with Roc-P, or OpenEyes for a CMS? If not, how would you manage a transition to a brand-new CMS?

PROPOSAL RESPONSE

We request a response to this request for proposal by **March 17, 2025**.

- Proposals must include fees for test development and construction, test deployment and administration.
- Proposals are for **CCTC, CCTN, CCTC, CPTC/CTP programs**
- One annual fee for all scheduled program development activities preferred per program.
- Optional services: remote testing, test development and construction, test deployment and administration and JTA services mentioned above as optional.
- A fee schedule for additional activities as needed and optional services should also be provided.

Please reply with a quotation for a contract period of three years with a two-year renewal option and a summary of services you propose to meet our needs. Recommendations for improving our current processes and services will be carefully reviewed.

Additional information required about your organization includes:

- Company History
- Current Financial Report
- A brief list of similar referenced clients
- Biographies of professionals assigned to ABTC
- An organizational chart of your company
- Liability insurance coverage

Please submit any question by March 10, 2025. **Please submit your request to mDIDonato@abtc.net**

Companies selected for consideration may be expected to provide a Zoom presentation to the Board of Governors.