



Council on Licensure,
Enforcement and Regulation

Request for Proposal:
Certification Development and
Credential Services

September 2025

CLEAR

108 Wind Haven Drive

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Nicholasville, KY 40356

United States

<https://www.clearhq.org/>

1.0 Introduction and Background

1.1 Executive Summary of Council on Licensure, Enforcement and Regulation (CLEAR) Request for Proposal (RFP)

The Council on Licensure, Enforcement and Regulation (CLEAR) is an association of individuals, agencies, and organizations that comprise the international community of professional and occupational regulation. CLEAR is a dynamic forum for improving the quality and understanding of regulation in order to enhance public protection. To meet its mission, CLEAR currently provides the following educational and professional development opportunities.

- An annual educational conference
- A peer-reviewed journal
- Professional Licensing Report (ongoing update regarding regulatory cases in the profession)
- Facilitation of networking across its membership regarding regulatory issues
- Ongoing development and administration of its National Certified Investigator and Inspector Training (NCIT) Program
- Regulatory board member, executives, and administrator training

Since 2023, CLEAR's leadership has undertaken an evaluation process, including convening multiple focus groups/project teams, to determine the need for a certification program for investigators and inspectors working for and on-behalf of regulatory bodies. After this two-year evaluation, CLEAR's Board of Directors has authorized the search for an assessment development and psychometric vendor-partner organization to help develop CLEAR's certification program. For purposes of this RFP, this certification shall be referred to as the *Certified Regulatory Investigator/Inspector (CRII)*. While CLEAR has allocated start-up funds for the CRII program, the expectation is for the program to become financially self-sustaining.

The CRII program should be designed to complement CLEAR's NCIT Program. The NCIT Program awards an assessment-based certificate, after an individual successfully completes training and a final test and does not require recertification. CLEAR desires the CRII certification to serve as an independent rigorous professional certification with defined eligibility and assessment requirements, as well as ongoing recertification requirements. The selected vendor-partner will be expected to provide guidance on strategies to effectively distinguish between these two programs. Further details regarding the NCIT Program are available in Section 1.3 of this document.

Additionally, as part of this RFP process, CLEAR also invites respondents to submit proposals for consultative services related to the:

- The development of an organizational structure which limits perceived or actual conflicts of interest between CLEAR's educational offerings and the CRII program. The CLEAR Board of Directors has not determined an organizational structure it desires related to the new entity, which will be responsible for the CRII program. Recommendations regarding the proposed structure are encouraged. The development of CRII-related policies and procedures will also be a component of the organizational structure process.
- The administrative staffing requirements for start-up and ongoing operational support for the CRII program.

This RFP document provides information about the requested services. Respondents may submit a proposal for the assessment development and on-going psychometric services or assessment development and on-going psychometric services combined with provisions for consultative services related to the development of an organizational structure, the development of all policies and procedures related to the CRII program, and for staffing support for the ongoing operations of the CRII program. At this time, proposals for only the consultative and operational support are not requested. **Responses to this RFP are due by Wednesday, October 29, 2025.** Additional details on the RFP process timeline, certification development, and certification launch are available in Section 5.0 of this document.

1.2 About CLEAR

CLEAR is the premier international resource for professional regulation stakeholders. CLEAR was formed in 1980 as a resource for any entity or individual involved in the licensure, non-voluntary certification or registration of the hundreds of regulated occupations and professions. Since its inception, CLEAR's membership has included representatives of all governmental sectors, the private sector and many others with an interest in this field.

CLEAR promotes regulatory excellence through conferences, educational programs, webinars, seminars and symposia. The organization provides networking opportunities, publications, and research services for those involved with, or affected by, professional and occupational regulation. As a neutral forum to encourage and provide for the sharing of best practices, CLEAR serves and supports the international regulatory community and its vital contribution to public protection. CLEAR has defined its own educator role as proactively identifying critical issues; providing a dynamic, interactive forum for exploration

of these issues and collecting and disseminating relevant information on them. There are four core areas of substantive inquiry that CLEAR supports through its annual conference and other venues: compliance, discipline and enforcement; testing and examination issues; entry to practice standards and continuing competence; and regulatory agency administration.

In brief, CLEAR's hallmark is its inclusiveness. Since it does not lobby or adopt positions on debatable matters, CLEAR offers neutral ground to those holding diverse viewpoints. This holistic approach serves its members well and permits unusual responsiveness to a necessarily varied and changing constituency.

1.3 CLEAR's NCIT Program

In 1984, CLEAR began offering a National Certified Investigator and Inspector Training (NCIT) program. The NCIT programs are designed to enhance the skills of regulatory investigators and inspectors across a number of professional fields. Since the start of NCIT programming, 25,000 professionals have trusted CLEAR to gain valuable skills to progress their career and better serve the public. Attendees of the NCIT program include investigators, occupational and professional licensing enforcement staff, insurance, business and other regulatory caseworkers and compliance monitors.

There are four levels to the NCIT Program, with only the Basic and Specialized Programs having final exams which are administered through an online remote proctored system (delivered through Integrity Advocate (<https://integrityadvocate.com/>)) and through in-person administration at the end of a three-day hands-on training event. The knowledge gained through the NCIT program is important for the licensure and regulatory profession, yet the CLEAR Board also believes that the profession would benefit from a professional certification for inspectors and investigators. Therefore, the certificate earned from the NCIT Basic program (i.e., after taking the course, passing the final exam, and meeting the one-year employment requirement as a regulatory investigator or inspector.) will be retained, while a professional certification should be offered to investigators and inspectors who meet additional requirements and pass an independently-developed and job-related assessment on advanced topics, such as those covered in the NCIT Specialized, Applied Investigative Techniques, and Third Tier Programs, which will also be retained. CLEAR offers digital badges for attending the following training programs-- NCIT Basic; NCIT Specialized (Investigative Analysis, Advanced Interviewing, Investigative Report Development); and Investigating Reports of Sexual Misconduct.

CLEAR's NCIT Program Description:

The following are the four levels of CLEAR's NCIT Program:

1. Basic

CLEAR's Basic NCIT course is designed for investigators and inspectors working within regulatory organizations. The material is general enough to apply to investigators and inspectors working in a wide range of professions. The course is also useful for board executives responsible for analyzing complaints and board attorneys who wish to gain a greater appreciation of the skill level and work involved in investigations and inspections.

The Basic NCIT program contains 10 modules pertaining to regulatory investigations. They are:

- Professional Conduct
- Principles of Administrative Law
- Investigative Process
- Principles of Evidence
- Evidence Collection, Tagging, and Storage
- Interviewing Techniques
- Investigator Safety
- Overview of Inspections and Inspection Procedures
- Report Writing
- Testifying in Administrative and Criminal Proceedings

2. Specialized

While the NCIT Basic program provides a core curriculum for certification, the NCIT Specialized program offers advanced training in three individual subject areas including interviewing techniques, investigative analysis, and report development. Each module is designed to promote interaction through the use of small groups, role-playing exercises, and case studies. Attendees who have successfully completed the NCIT Basic program and who have passed the NCIT Basic Final Exam are able to attend an NCIT Specialized Program.

3. Applied Investigative Techniques

The NCIT Applied Investigative Techniques program is designed for professionals seeking to enhance their investigative skills within the regulatory environment. This intensive program offers practical, hands-on training to develop the expertise needed to conduct thorough and effective investigations.

4. Third Tier Programs

The NCIT Third Tier Programs offer targeted education on specific issues and topics for compliance and discipline professionals. There are four Third Tier Programs:

- Investigating Reports of Sexual Misconduct
- Drug Diversion Investigations
- Communication Skills and the Art of Persuasion
- Developing a Professional Attitude: Ethics for the Regulatory Investigator

1.4 Governing Structure of this RFP

The CLEAR governing structure consists of an international Board of Directors composed of eleven members. The Board of Directors, which meets twice a year in-person and monthly via online meetings, will hold ultimate decision-making authority for this process. For this project, the Board has established a project team to review vendor proposals and provide a recommendation. The final selection and approval of any contract, however, will rest with the Board.

Vendors should anticipate working primarily with CLEAR staff, who will serve as the main point of contact and oversee day-to-day project management. As part of the review process, vendors may also be invited to participate in interviews with members of the project team and/or the Board.

2.0 Current Vendor Relations

CLEAR believes in the advantages of utilizing existing vendor relationships in optimizing its operations. Through our NCIT certificate program and general membership operations, CLEAR has relationships with the following companies:

- Integrity Advocate (<https://integrityadvocate.com/>): Online Proctor Platform used for the administration of the NCIT Basic Program.
- Talent LMS (<https://www.talentlms.com/>): Learning Management System integrated with Integrity Advocate.

- NoviAMS (<https://www.noviams.com/>): Association management software used for CLEAR membership functions.

However, CLEAR also understands the uniqueness of technology platforms used in the development and maintenance of high-stakes certification assessments, as well as the customer service process related to managing a certification program. Therefore, respondents should not only describe their familiarity with the above vendors, but also provide information on any platforms they propose using in the fulfillment of the services for which they are proposing, including:

- Item banking
- Online proctored assessment administration (Note: respondents may offer alternatives and justification in their proposals).
- Constituent management platforms: If the responding vendor chooses to propose administrative services, please reference any platform you currently use or recommend.

3.0 Objectives of this RFP Process and Vendor Characteristics

The primary objectives of this RFP process is to:

1. Select a vendor-partner to help CLEAR develop and maintain the CRII program for regulatory investigators and inspectors that fairly assess candidates' knowledge, skills, and abilities.
2. Assess the feasibility and potentially outsource consultative services related to:
 - The development of an organizational structure within CLEAR, which limits perceived or actual conflicts of interest between CLEAR's educational offerings and the CRII program.
 - The development of CRII-related policies and procedures of the organizational structure process.
 - The staffing requirements for the start-up and ongoing operational support for the CRII program.
3. CLEAR invites proposals from vendors who are committed to the highest quality standards and who can demonstrate an innovative and cost-effective approach to the development and administration of a professional certification program. CLEAR has not yet decided whether or not it will seek ISO/IEC 17024 or NCCA accreditation for the CRII program. However, CLEAR desires that all processes related to the development,

maintenance, and administration of the CRII program be performed in a manner that can meet third-party accreditation standards. Only vendors who confirm their processes meet applicable third-party standards will be considered.

4.0 Vendor Selection Conditions and RFP Responses

Proposals will be evaluated on the vendor's understanding of the project scope, their proposed approach, and total cost. Vendors responding to this RFP should address each of the line items found in Section 4.7 below.

All responses to this RFP must contain the following sections.

4.1 Executive Summary

Summarize your key findings and recommendations for the services that you are proposing. Clearly articulate if your proposal is related to providing services for the CRII assessment development and psychometric services and/or the consultative services related to the organizational structure and administrative support of the CRII program.

4.2 Company Background

Provide your company vision, mission, capabilities, and your industry reputation for providing the services that you are proposing. In particular, how has your company historically and successfully supported other organizations for your proposed services in this RFP.

4.3 Organizational Health and Viability

Provide an overview of the resources and capabilities (people, process, technology, and financials) that your organization has in place and demonstrates your ability to provide the proposed services.

4.4 Team Profiles/Resumes

Provide your organization chart, team profiles, and resumes of individuals who would be participating in and supporting the activities as stated in this RFP. Profiles/resumes should be provided for any subcontractor you will be using if you are chosen as a service provider.

4.5 Experience with third-party accreditation standards

Describe your organization's experience with the development and/or operational support of certification programs which have earned and maintained ANAB ISO/IEC 17024

accreditation for personnel certification and/or the NCCA's standards for the accreditation of certification programs.

4.6 References

List at least three references that CLEAR can contact. These should be current clients or those served within the past three years. For each reference, briefly describe the services provided. At least one of these references should be an organization which the respondent has provided services for related to a third-party accredited program.

4.7 Scope of Services

Explain how your operations will provide adequate support for each of the four areas addressed in this proposal. Respondents should identify the service which they are addressing from the list below and also identify which services they are NOT addressing in their proposal. If necessary, in this proposal, use a baseline of approximately 500- 1,000 assessment administrations per year and an 80-90% recertification rate. These figures are estimates based on approximately 1,600 annual NCIT examinations and around 25,000 individuals who have obtained the NCIT certificate since inception. CLEAR does not guarantee the accuracy of these estimated examinations. It is also assumed that those who achieve CRII certification typically remain in their roles for at least ten years, contributing to a relatively high projected recertification rate, however these figures are only to be used as a guide.

1. Assessment development

- a. Manage and guide CLEAR and its subject matter experts (SME) through a job analysis and domain identification

CLEAR anticipates partnering with a vendor who will advise the organization on the duties, tasks, skills, and knowledge required by a professional regulatory inspector and investigator (core competencies for certification). Note: The results of a job analysis may inform the content of the existing NCIT Program and its assessment and be used to ensure that a complementary relationship exists between the NCIT and the CRII program. It is vital that CLEAR, through the processes managed by its vendor-partner, study the job roles and responsibilities of investigators/inspectors entirely, and not base the CRII content solely on the current content of the four NCIT components.

- b. Develop test specifications (content blueprint, number of exam items, etc.)

CLEAR desires partnering with a vendor who will advise on the structure of the assessment. While many professional certification programs utilize a multiple-choice format, CLEAR is open to innovative and cost-effective alternatives.

- c. Manage the training and on-going functions of item writers, reviewers, and assessment content development.

CLEAR will require its vendor-partner to manage the training of all SMEs who write, edit, or review items related to the CRII assessment. The vendor-partner should provide recommendations regarding the size of the item bank to be developed. Additionally, the selected vendor-partner will manage processes by which CLEAR SMEs continue to develop assessment content. The vendor-partner will work with CLEAR staff and leadership to identify SMEs and as directed by CLEAR staff, take the lead in communicating with SME regarding their training, assignments, and meeting details.

- d. Advise and manage field testing processes.

CLEAR is seeking a vendor-partner who will advise on best practices related to field testing items from the initial and subsequent assessment forms.

- e. Advise and manage initial assessment publishing

CLEAR is seeking a vendor-partner who will publish the initial form in conformity to the test blueprint and perform all necessary quality control procedures to ensure online delivery to candidates.

- f. Advise and manage standard setting processes

CLEAR is seeking a vendor-partner who will advise on the best options related to setting a passing standard for the CRII assessment. The vendor-partner should advise on a strategy for equating subsequent forms.

- g. Advise and manage on the development and publishing of future forms.

CLEAR is seeking a vendor-partner who will advise on the best options related to the development of assessment forms subsequent to administration window of the initial publishing. As part of the development of this RFP, CLEAR desires that the CRII assessment be administered through an online, remote proctored format, year-round and on-demand after application approval. CLEAR will also

entertain recommendations from respondents regarding other administration formats, such as third-party testing centers.

2. Item banking and content management

Proposals should list the item banking and content management platform proposed in the development and management of the CRII assessment. Additionally, proposals should describe their experience in exporting/importing assessment items and data in a suitable format across platforms and describe the protocols used to ensure secure data transfer.

3. Post administration psychometric and maintenance services.

Proposals should describe the vendor-partner's services related to providing enhanced post administration evaluations, including but not limited to, analyses of test score reliability, decision consistency, measurement accuracy at the cut score, item performance summary, subgroup analyses, and assessment security.

Samples of final reports involving both pre-equated and post-equated forms should be included with all proposals. Final reports should include, at a minimum, the development process and post administrative psychometric and maintenance services. Additional sample documents may also be included at the discretion of the vendor.

4. Organizational structure development

CLEAR is seeking a vendor-partner who will advise on the best options related to the development of an organizational structure within CLEAR, which limits perceived or actual conflicts of interest between CLEAR's educational offerings and the CRII program. The CLEAR Board of Directors has not determined a specific organizational structure it desires related to the new entity, which will be responsible for the CRII program. Recommendations from respondents on this topic are requested. The development of CRII-related policies and procedures, with the guidance of CLEAR staff and volunteer leaders, for both the development of the organizational structure and operational/administrative functions, will also be a component of the organizational structure process.

Respondents should describe the process by which they would advise CLEAR on an organizational structure that will minimize potential conflicts of interest between CLEAR's educational offerings and the CRII program.

5. Operational and administrative support for the CRII program.

CLEAR is seeking a vendor-partner who can manage, under the guidance of CLEAR staff and volunteer leaders, the day-to-day operations related to the CRII program. These operational activities include:

- Developing operational documents such as the assessment application and recertification application,
- Providing customer service in areas such as:
 - Responding to phone calls and emails regarding the CRII program
 - Processing assessment results and communicating with applicants regarding those results
 - Managing, within the guidelines set by CLEAR, applications for special accommodations
 - Fulfillment of certification and recertification packets
 - Responding to appeals and complaints
 - Recertification program management

4.8 Proposed platforms

As stated in Section 3.0, and Section 4.7.2 above, respondents should reference the platforms they propose to use for the services for which they are responding.

4.9 Timeline

Based on the date of **Friday, January 9, 2026**, when CLEAR expects to have a fully executed agreement in place with the chosen vendor(s), draft a schedule of events and timeline for the operations functions listed in Section 4.7

4.10 Innovation

Describe how your organization envisions the certification development profession evolving in the future to meet the needs of stakeholders and what innovations your organization will provide to its client-partners.

4.11 Conflicts of Interest

Please identify and explain any actual or potential conflicts of interest your organization may have with respect to CLEAR, as well as describe your approach for addressing or mitigating these conflicts. If your organization, or any staff member of your organization,

has been a member, exhibitor, presenter, vendor, or sponsor of any CLEAR program in the last five years, please describe aspects of this relationship in your proposal.

4.12 Compensation and Contracts for Services

Describe your process and requirements for compensation for the services you are offering. All responses must include the following:

- An itemized cost proposal based on the scope of services listed in Section 4.7
- Any discounts or alternative pricing options if your organization is chosen to provide one of the five categories listed in Section 4.7.
- A sample of your contract for services.

4.13 Questions about this RFP.

By the date of October 3, 2025, respondents should notify CLEAR of their intention to submit a proposal response to this RFP. Included in this notification should be any questions or clarifications the respondent has regarding any aspect of this RFP and CRII Program. Responses to all questions received will be circulated to all respondents, who have given notice of their intention to respond, by October 10, 2025.

5.0 Vendor Review and Selection Timeline

Task	Start date	Completion Date
RFP released		Tuesday, September 23, 2025
Deadline for vendors to give notice that they intend to submit a proposal to the RFP and submit questions		Friday, October 3, 2025
CLEAR distributes responses to all questions. <i>Note: Questions/responses will be distributed to all respondents who give notice of their intent to submit a proposal.</i>		Friday, October 10, 2025
Deadline for responses/proposals from vendors		Monday, October 27, 2025
Evaluation of responses/proposals. Vendors notified if they are to proceed to the interview stage.	Monday, October 27, 2025	Friday, November 7, 2025
Selected Vendor Interviews	Monday, November 10, 2025	Friday, November 14, 2025
Vendor Contract Signed		Friday, January 9, 2026
CRII Program launched		Monday, March 29, 2027

5.1 Vendor Selection Factors

All vendors will be impartially reviewed and selected based on the following factors:

1. Responsiveness to the requirements as stated in this Request for Proposal
2. Organizational health and viability
3. Proposed staff
4. Relevant past performance/experience
5. Technical expertise
6. References
7. Samples of final report (redacted for confidentiality of certification organization)
8. Pricing

6.0 CLEAR Contact

All responses and questions regarding this RFP should be directed to:

Aaron White, MBA, MJur
Consultant
rfp@clearhq.org