



Institute for Credentialing Excellence

Request for Proposal

FOR PROPOSED CONSULTING SERVICES AND RESEARCH ON LIVE REMOTE PROCTORING

Issued November 17, 2021

A. Basic Information

I.C.E. is a nonprofit, 501(c)(3) tax-exempt membership association for credentialing organizations. I.C.E. serves as a clearinghouse for information on the latest trends and issues of concern to practitioners and organizations focused on certification, licensure, and human resources development. I.C.E.'s accrediting function is overseen with the strategic input of the Accreditation Services Council and includes:

- **National Commission for Certifying Agencies (NCCA)**, the international leader in setting quality standards for credentialing organizations, granting accreditation to those organizations that meet them.

This Request for Proposal is for provision of consulting services for I.C.E. to the NCCA with special attention paid to the needs for understanding the technical components of live remote proctoring as it relates to the compliance with the NCCA Standards, particularly related to maintaining examination security (i.e., protecting examination content and prevention of exam misconduct).

The definition of Live Remote Proctoring as currently defined by the NCCA: Live Remote Proctoring is defined by the Commission as remote proctoring that occurs with a person in a different location from the test candidate actively watching and monitoring the candidate during the time of the test administration and that provides safeguards for exam integrity and validity similar to in-person proctoring.

B. Purpose

The purpose of this RFP is to solicit confidential proposals that include a complete response to the needed consulting services to the NCCA in order to properly evaluate the technical aspects of live remote proctoring (LRP), primarily focused on security risks. This RFP is intended to provide bidders with an appropriate understanding of the goals and requirements for these activities. Since this document cannot be comprehensive in all

respects, bidders are encouraged to submit creative proposals that address these needs and may respond to the proposal with parameters not specifically requested.

C. Schedule

Release of RFP	November 17, 2021
Proposal due	December 15, 2021
Finalist selection	January 10, 2022
Begin Project	January 21, 2022

D. Contract

I.C.E. anticipates that the firm selected as a result of the RFP process will execute a contract with I.C.E. covering a period of approximately one year and with a termination date no later than December 31, 2022, unless otherwise agreed upon or renewed. The contract will address I.C.E.'s ownership of work product, data privacy, and confidentiality requirements, among other features.

E. Information Required in Proposal

1. Describe the methods and procedures that you will use to provide the required services as described in Section J: Scope of Services. Your description should address each area set forth in Section J.
2. Describe the cost for each deliverable.
3. Provide itemized costs for all goods and services including your policy on reimbursable expenses and any add-on costs that are not part of the basic project fee.
4. Provide a description and history of the firm, which should include the years of operation and information on the background, experience, and credential(s) of the specific individual(s) that will be assigned to project. If your firm does not have prior experience with one of more of the areas set forth in Section J, disclose that with specificity.
5. Describe your firm's experience with IT or educational testing technology and experience with testing and remote proctoring, particularly within the context of professional certification and/or accreditation.
6. Provide a list of three references who will speak to your company's services within the past five years. Provide name, address, phone number, and email address.
7. Provide the name of the person at your company to contact should I.C.E. have any questions about items in the submitted proposal response.

8. Please list any (real or perceived) conflicts of interest you and your organization may have in performing this work related to your current business relationships.

Proposal Preparation

All proposals should follow the outline below:

Section 1

- About (your firm)
- Describe your company briefly, your culture

Section 2

- Company Information
- Mission and philosophy
- DE&I Statement (see I.C.E. statement attached)
- Brief description of the proposed approach to take for the consulting services needed for LRP expertise
- Proposal Fees
- References

Section 3

- Description of prior experience relevant to Scope of Work & Deliverables
- Detailed description of how the deliverables will be accomplished
- Credentials and experience of the individual(s) who would be assigned to the project

F. Submission Instructions

1. Submit the proposal electronically to (Denise Roosendaal at droosendaal@credentialingexcellence.org).
2. Proposals must be signed and dated by an authorized principal.
3. Questions regarding the proposal and RFP process may be submitted electronically to Denise Roosendaal at droosendaal@credentialingexcellence.org. Questions and responses will be shared with all known bidders.

G. Terms Applicable to the Proposal

1. This RFP is not an offer to contract.
2. I.C.E. reserves the right to accept or reject any proposal.
3. The bidding company assumes all costs in the preparation of the proposal and any potential costs associated with the interview process.
4. Proposals are required to be valid for a minimum of six months (180 days) after the date of submission.
5. I.C.E. agrees to keep your proposal and the fees confidential.
6. The bidding company agrees to keep the information about I.C.E. shared in the RFP process confidential.

H. List of Supplemental Materials

The following reports may be of assistance in preparing a response:

- 1) [Program Considerations When Selecting Live Remote Proctoring \(LRP\): Observations from the NCCA LRP Pilot Assessment and Special Exception Programs](#)
- 2) [Remote Proctoring Test Delivery: A Report on Options and Considerations](#)

I. Brief History of I.C.E. & Accreditation Services

Established in 1977, the Institute for Credentialing Excellence (I.C.E.) is a 501(c)(3) nonprofit corporation, the leader in setting quality standards for credentialing organizations. Through its Annual Conference (of approximately 750 attendees), webinars, and publications, I.C.E. serves its membership as a clearinghouse for information on the latest trends and issues of concern to practitioners and organizations focused on certification, licensure, and human resource development. As an organization, I.C.E. has broadened the public's understanding of credentialing and promoted the interests of the profession. Providing forums for ongoing education and information sharing among its members, I.C.E. believes these activities build a common purpose among its members, establishing a network of support that makes them more knowledgeable professionals. The National Commission for Certifying Agencies (NCCA) provides third-party accreditation for personnel certification programs if deemed qualified. Key to I.C.E.'s success has been the growing number of certification bodies seeking accreditation from I.C.E.'s accreditation commission, the National Commission for Certifying Agencies ("NCCA").

Certification organizations may apply to NCCA for peer evaluation of their certification programs. NCCA Commissioners (Administrative and Psychometric Reviewers and Public

Members) evaluate those certification programs that apply against *NCCA's Standards for the Accreditation of Certification Programs*. Those certification programs that are in compliance with the objective and nationally recognized *NCCA Standards* earn NCCA accreditation for a period of five years. NCCA-accredited certification programs must remain in compliance with *NCCA Standards* throughout the accreditation period, as evidenced by filing NCCA Annual Reports.

I.C.E.'s membership consists of 390 organizational members, 25 sustaining members, and 36 individual and affiliate members. At least 315 certification programs administered by 130 I.C.E.-member organizations have attained NCCA accreditation.

I.C.E.'s Mission/Vision

Mission: Lead through **accreditation, advocacy, education, innovation, research, and standards** to enhance the value of credentialing organizations

Vision: Excellence in credentialing provides a safe, effective and ethical workforce.

NCCA's Mission

The NCCA helps to ensure the health, welfare, and safety of the public through the accreditation of a variety of certification programs/organizations that assess professional competency. The NCCA uses a peer review process to:

- establish accreditation standards;
- evaluate compliance with the Standards;
- recognize organizations/programs which demonstrate compliance; and
- serve as a resource on quality certification.

NCCA's Vision

The NCCA will be an administratively independent resource recognized as the authority on accreditation standards for professional certification programs. Based on sound principles, NCCA standards will be optimal and comprehensive criteria for organizational process and performance. They will be broadly recognized, objective, and current benchmarks for certifying bodies to achieve and by which they operate.

J. Scope of Services & Deliverables

I.C.E. is seeking a consulting firm that can provide consulting services to the NCCA on the topic of live remote proctoring.

- Meet w/ NCCA to discuss any known security risks or vulnerabilities related to live remote proctoring, including but not limited to proctoring models/configurations, technology limitations and/or vulnerabilities, such as lockdown browsers, use of

- multiple screens/monitors, or screen mirroring. Other talking points may include known sources of variation across test sessions, such as hardware, software, lighting, policies pertaining to breaks, or proctoring models that use AI or AI-enhanced technology. For purposes of this scope of services, security risks include both exposure of confidential data and failure to detect cheating.
- Provide a final report of findings and recommendations, highlighting the primary security issues that:
 - Cannot be addressed by current technology or proctoring process. To include what, if anything, would need to be developed or changed to address the specified security concern.
 - Can be addressed by current technology or proctoring process. To include details on what would need to be in place to address the specified security issue.
 - Evaluation of how well current lockdown browsers and proctoring processes meet security requirements.
 - The report should identify any essential technological components or remote proctoring practices that are necessary to provide a similar level of security to in-person proctoring.
 - The report should identify any practices or technology that should be avoided because of the security risks.
 - The report will be used to inform Commission guidelines and questions to ask on accreditation applications that use live remote proctoring technology and may be made publicly available.
 - The driver for this work is to determine what technical and other processes need to be in place to yield valid and defensible examination outcomes within professional certification settings and to protect intellectual property. Proposals should include an estimate of hours needed to support and consult with the NCCA for implementation over a six-month period after report is filed.

K. Evaluation of Proposals

A preliminary review of all proposals will be conducted by Management charged with this project, which will provide an objective evaluation and make recommendations to the I.C.E. Management. Evaluation will be based on the bidder's capability to provide the information required in Sections E and F, according to the specifications outlined in Section G, the Terms noted in Section H, and the Scope of Services highlighted in Section J, and costs. Among other considerations, the evaluation will address:

1. Qualifications of the individual to be identified as the project lead
2. Familiarity with testing and live remote proctoring technology

3. Company resources (e.g., depth of expertise in the areas outlined in this RFP)
4. References offered by other organizations using your services
5. Interviews with submitting firms may be requested
6. Overall price for services and anticipated I.C.E. staff support required for project (in phases if applicable)