



**REQUEST FOR PROPOSAL FOR
EXAM DELIVERY SERVICES**

**NCCPA
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TABLE OF CONTENTS

- PART 1: IMPORTANT INFORMATION FOR PROSPECTIVE BIDDERS 4
 - A. ABOUT NCCPA..... 4
 - B. PURPOSE OF THE RFP..... 5
 - C. ORGANIZATION OF THE RFP 5
 - D. KEY MILESTONES..... 5
 - E. COMMUNICATIONS 6
 - F. CONTRACTUAL INFORMATION 7
 - G. CORPORATE CAPABILITY 8
 - H. BACKGROUND INFORMATION ABOUT NCCPA’S EXAMINATIONS 9
 - I. RESPONDING TO THE REQUEST FOR PROPOSALS 11
- PART 2: SCOPE OF WORK – NCCPA’S EXAM PROGRAMS 14
 - A. OVERVIEW..... 14
 - B. REQUIRED SERVICES..... 14
- PART 3: ADDITIONAL GENERAL SERVICES, RESPONSIBILITIES, AND REQUIREMENTS..... 23
 - A. ADDITIONAL GENERAL SERVICES, RESPONSIBILITIES, AND REQUIREMENTS 23
 - B. ACCOUNTING SERVICES 25
- PART 4: SUPPORTING INFORMATION REQUIRED FROM BIDDERS..... 26
 - A. CORPORATE CAPABILITY 26
 - B. MANAGEMENT AND STAFF PLAN 27
 - C. TRANSITION PLAN (IF APPLICABLE)..... 28
 - D. COST DETAIL AND FINANCIAL ARRANGEMENTS..... 28
- PART 5: BIDDER’S SUGGESTIONS FOR PROGRAM ENHANCEMENTS (OPTIONAL) 29
- PART 6: PROPOSAL EVALUATION CRITERIA 30
 - A. COMPLIANCE WITH PROPOSAL CRITERIA..... 30

B. COMPLIANCE WITH PROPOSAL PROGRAM REQUIREMENTS 30

PART 7: PROPOSAL REVIEW PROCESS 32

A. THE PROPOSAL REVIEW PROCESS..... 32

B. DECISIONS ON CONTRACT 32

C. RIGHTS RESERVED 32

APPENDIX A: NOTICE OF INTENTION TO SUBMIT A PROPOSAL FOR EXAM DELIVERY SERVICES FOR THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS, INC..... 34

APPENDIX B: COVER SHEET FOR PROPOSALS SUBMITTED TO THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS, INC. 35

APPENDIX C: STATEMENT OF ASSURANCES 36

APPENDIX D: EXAM ACTIVITY BY MONTH & YEAR 37

APPENDIX E: 2022 EXAM ACTIVITY BY LOCATION 38

APPENDIX F: ACCOMMODATIONS IN 2022 FOR PROCTORED EXAMS 48

PART 1: IMPORTANT INFORMATION FOR PROSPECTIVE BIDDERS

A. ABOUT NCCPA

The National Commission on Certification of Physician Assistants, Inc. (NCCPA) is a 501(c)(6) nonprofit organization incorporated in the State of Georgia that serves as the only certifying body for physician assistants/physician associates (PAs) in the U.S. NCCPA develops and administers an initial certification examination, the Physician Assistant National Certifying Examination (PANCE), along with recertification assessments. To date, NCCPA has certified over 200,000 PAs, and over 168,000 have maintained their board certification. The medical licensing authorities in all U.S. states and territories require NCCPA board certification as one criterion for initial PA licensure, and NCCPA board certification is required to practice as a PA in federal government employment and in the U.S. uniformed services. Seventeen states require PAs to maintain NCCPA board certification as a requirement for licensure renewal, and the vast majority of PAs maintain their NCCPA board certification even if not required for license renewal in order to demonstrate their current clinical competencies, or because their employers prefer or require current NCCPA board certification. NCCPA is governed by a Board of Directors that includes five directors from participating organizations (associations and other organizations in the medical field), two public directors, three physician directors at large, seven PA directors at large, and the President/CEO. There are approximately 100 staff members, and the office is located in Johns Creek, Georgia, a northern suburb of Atlanta.

In addition to its certification and recertification exams, NCCPA has developed a certification maintenance process that includes lifelong learning. Every two years, board certified PAs are required to earn and log 100 Continuing Medical Education (CME) credits, and every ten years, board certified PAs must pass a recertification exam. NCCPA provides PAs with two options for fulfilling the recertification exam: the Physician Assistant National Recertifying Examination (PANRE), taken in years 9 or 10 of the certification maintenance cycle, or a longitudinal assessment, the PANRE Longitudinal Assessment (PANRE-LA), that is administered over at least eight quarters in years 7-9 of the ten-year certification maintenance cycle. Both PANCE and PANRE are administered in computerized test centers as secure tests taken in a single day (or over two days, if testing accommodations are provided) and may be scheduled on dates throughout the calendar year, except for the last two weeks of December. The longitudinal assessment is administered via NCCPA's proprietary system and may be taken at the convenience of the PA, outside of a test center. PAs who lose their board certification for any reason may regain board certification only through taking and passing PANRE, in addition to other regaining requirements.

NCCPA launched a Certificate of Added Qualifications (CAQ) program in 2011. There are currently nine CAQ specialties available, with one more being added in 2024 and another in 2025. This program provides board certified PAs with recognition of their expertise and knowledge in their designated specialty area of practice. To earn a CAQ, a board certified PA must pass a CAQ examination, complete requirements for specialty CME, demonstrate experience in the specialty, and submit a physician/lead PA attestation of their skills. CAQ exams are administered in limited windows each spring and fall, as well as a few special administrations, at computerized testing centers.

NCCPA’s exam development activities were transitioned in-house beginning in 2007. Since that time, NCCPA has been responsible for all exam development, psychometric, scoring, and score reporting activities. NCCPA’s exam-related activities are conducted primarily by internal psychometric and editorial staff, with some use of external contractors working with NCCPA’s staff. These exam development activities have been performed using third-party software for most of the item banking functions.

NCCPA contracts with a test delivery vendor to administer its exams at computer testing centers throughout the U.S. and at a number of international locations. In 2024, NCCPA expects to administer over 17,000 exams in vendor-owned test centers.

B. PURPOSE OF THE RFP

This RFP is for test delivery services for NCCPA’s PANCE, PANRE, and CAQ exam programs. Bidders who offer additional services not explicitly described in this document can include recommendations in Part 5.

C. ORGANIZATION OF THE RFP

Part 1 of this RFP provides background information for prospective bidders, including key milestones, contractual information, corporate capability requirements, and information on NCCPA’s examination programs. Parts 2 and 3 include information about the scope of work for which the contractor will be responsible. Part 4 provides a description of the additional supporting information and cost detail that is required to complete the proposal from prospective contractors. Part 5 summarizes an optional component of the proposal process, in which bidders are invited to suggest program enhancements that they could provide to NCCPA for an additional fee, along with respective pricing information. Part 6 describes the criteria that will be used to evaluate the proposals, and Part 7 describes NCCPA’s process for reviewing the proposals and making decisions.

D. KEY MILESTONES

The following key milestones and tentative schedule of activities have been developed for this RFP and review process. Changes to this schedule will be disseminated to all organizations who have submitted a Notice of Intention to Submit a Proposal.

Date	Activity
Nov 15	RFP issued by NCCPA
Nov 29	Deadline for submitting Notice of Intention to Submit Proposal
Dec 4	Deadline for potential bidders to submit written questions
Dec 8	NCCPA dissemination to all identified prospective bidders of responses to written questions
Dec 14	Conference call for all bidders (if deemed beneficial by NCCPA)
Dec 20	NCCPA dissemination to all identified prospective bidders of any follow up information required from bidders’ conference call
Jan 10	Deadline for submitting electronic copy of proposals

Jan 11 – Jan 30	NCCPA review period and potential requests for additional information from all or certain bidders
Feb 6	Presentations from selected bidders (if requested by NCCPA); invitations issued two weeks prior to proposed presentation date
Feb	NCCPA continued evaluation of proposals
Late Mar	NCCPA Board reviews staff recommendations and approves selection of vendor; initiation of contract negotiations

E. COMMUNICATIONS

After the RFP has been issued, no contact regarding this RFP is allowed between potential bidders and NCCPA board members, staff, or contractors on the subject of the RFP or for the purpose of promoting the vendor’s services on matters covered by the RFP, except as provided for in this RFP through designated channels. Any unallowed contact may disqualify a potential bidder from further consideration.

1. **Notice of Intention to Submit a Proposal.** Organizations interested in responding to this RFP are requested to provide NCCPA with a written Notice of Intention to Submit a Proposal (Appendix A) by November 29, 2023. The Notice should be uploaded to Dropbox via [this link](#).

The purpose of the Notice is to identify to NCCPA all those who may choose to participate in the bidding process. These organizations will be placed on a list of prospective bidders. This will allow any related correspondence (e.g., answers to questions, revisions to scheduled dates, etc.) to be disseminated to all interested parties. Submitting a Notice does not obligate an organization to submit a proposal, nor does the lack of providing a Notice of Intention to Submit a Proposal preclude an organization from submitting a proposal.

2. **Written Questions about the RFP.** NCCPA will accept written questions about this RFP from organizations on NCCPA’s prospective bidders list if the questions are accompanied by the submitter’s name, organization, address, telephone number, and email address. Written questions should be clear and should indicate the section of the RFP that is related to the question. Written questions must be submitted by email and must be received no later than the dates indicated in the Key Milestones. NCCPA reserves the right to not answer questions received after the deadline.

NCCPA will distribute the questions received and NCCPA’s responses to all organizations on the prospective bidders list. To ensure that all prospective bidders have equal access to information, no substantive questions related to the RFP or contract will be answered other than those provided through this written response process.

Written questions should be submitted to:

Joshua Goodman, PhD
NCCPA, VP of Research & Exam Programs
Email: joshuag@nccpa.net

3. **Bidders' Conference Call.** If after receiving the written questions about the RFP, NCCPA determines that it would be beneficial to hold a bidders' conference call, NCCPA will provide details for the call to all organizations on the prospective bidders list. If NCCPA determines to hold a bidders' conference call, it will be held on the date noted in the Key Milestones, and NCCPA will provide additional information on the details of the call to those parties on the prospective bidders list. Parties interested in participating in the call must contact the NCCPA staff member designated as the contact for this RFP no later than 5:00 pm EST on the day prior to the call to receive the call information.

During the conference call, NCCPA staff will provide an overview of the RFP and respond orally to questions from potential bidders about the RFP and contract. If NCCPA deems a question to require additional research, NCCPA staff may follow up after the call with a written response to all parties who submitted a Notice of Intention to Submit a Proposal. No written or other record will be made of the bidders' conference call.

F. CONTRACTUAL INFORMATION

1. **Length of the Contract.** NCCPA expects to enter into a five-year contract that will begin in 2025, with a clause that allows NCCPA the option to extend the contract for an additional five-year period contingent on the satisfactory performance of the selected contractor. If the contract is extended beyond the initial five-year term, all terms within the contract will continue until the end of the extended period, unless the parties mutually agree in writing to any changes.
2. **Scope of the Contract.** The contractor will be responsible for all services as defined in this RFP. The scope of work specified in the RFP represents the minimum requirements for the contractor, and contractors are encouraged to demonstrate how they will not only meet, but exceed, these minimum requirements.

NCCPA encourages bidders to propose no-cost enhancements, improvements, or innovations to the scope of work. Discussions of such enhancements (e.g., adaptive testing, delivery of item types other than MCQs, remote exam delivery and proctoring) may be integrated into the narrative provided in response to the services described in this RFP.

Any enhancements that a bidder would like to suggest to NCCPA at an additional cost should be provided in a separate narrative in response to the optional Part 5 (Bidders' Suggestions for Program Enhancements) of this RFP, with cost detail provided separately from the cost detail and financial arrangements specified in Part 4, Section D (Cost Detail and Financial Arrangements). For such enhancements, bidders are encouraged to describe how the enhancements will improve exam delivery or otherwise help the exam program(s) better meet or exceed current professional standards or best practices.

3. **Ownership and Return of Materials.** All work completed in connection with the examination program must be performed exclusively for NCCPA. All examination materials will be owned by NCCPA. These materials include, but are not limited to, test items, answer keys, test blueprints, judgmental data about test materials, the results of statistical analyses of test items and test forms, examinee registration data, examinee responses, examinee test results, test performance data, all documents and reports developed under the terms of the contract resulting from this

RFP, and all data collected pursuant to the contract resulting from this RFP, except for any biometric data that the vendor may collect from exam candidates as part of the test center check-in or other security procedures, which, if collected, should not be shared at any time with NCCPA. All materials owned by NCCPA at the beginning of this contract and all materials developed during and pursuant to this contract will remain the property of NCCPA.

Before the ending date of the contract (or its successor contract with the contractor) is reached or when requested by NCCPA during the performance of the contract, the contractor will deliver in the manner(s), at the time(s), to the location(s) and recipient(s), and to the extent specified by NCCPA, all requested examination materials and any other materials, owned by NCCPA and in the possession of the contractor, its employees, its agents, and its subcontractors. Upon NCCPA's request and NCCPA's confirmation of receipt of intact files, the contractor must delete from its systems and files, including backup systems, any and all NCCPA confidential and secure files, notes, items, statistics, and all other NCCPA materials.

4. **Possible Changes to the Work in the Resulting Contract.** The work related to the examination programs covered by this contract is performed in compliance with policies established by the NCCPA Board of Directors. From time to time, new policies may be adopted that could potentially affect the work established in the contract resulting from this RFP.

If, based on the needs of NCCPA, changes to the examination products and services described in this RFP are required, the contractor agrees to support NCCPA's decisions and negotiate in good faith an amendment to the agreement related to its scope of work, cost details, and length, as appropriate.

5. **Business Recovery Plan.** The successful bidder for the contract is required to submit its Business Recovery Plan to NCCPA prior to contract execution. The Business Recovery Plan is subject to NCCPA approval, and must include, but not be limited to, a detailed description of the following:
 - a. A strategy for managing disaster situations (including without limitation natural disasters, wars and other conflicts, ransomware or malware, or other potentially catastrophic situations) related to all aspects of the services to be provided, including addressing, if applicable, use of subcontractors.
 - b. Distinct management and staff assignment responsibilities immediately following a disaster and continuing through the period of re-establishing normal operations.
 - c. Prioritizing critical applications and business functions recovery.
 - d. A method for documenting operational procedures in a systematic fashion to permit a timely and orderly recovery.

G. CORPORATE CAPABILITY

In all activities related to its exam programs, it is important to NCCPA to work with a vendor that shares a common set of values in the pursuit of measurement excellence, the production of the highest quality procedures and products possible, and a commitment to customer service. The contractor must have significant expertise and competence in providing exam delivery services for large-scale, high-stakes examination programs that are utilized for certification or licensure in

medical or allied health fields, must have sufficient corporate resources for the products and services to be provided, and must be able to develop and implement a sound plan for managing and staffing the project. The contractor must have experience working with at least three exam programs that test a minimum number of 10,000 candidates annually for each program. The contractor must have at least 250 test centers and the capacity to test at least 20,000 NCCPA candidates per year. NCCPA prefers that the centers be owned (or leased), managed, and staffed by the contractor. If the vendor has a system of third party owned test centers, a full list of such locations should be included. Centers must be available in all 50 states, as well as multiple international locations, including on other continents. The centers must be suitable for administering examinations to healthcare professionals, and at least the majority of the centers must have the capability to accommodate examinees with disabilities. The personnel responsible for key components of the project must have at least three years of recent experience in a comparable capacity with an examination program similar in nature and scope to the examination programs described in this RFP. It is important to NCCPA to partner with a vendor that has familiarity with evaluations and assessments of medical professional competencies and has an awareness of the developments, challenges, and opportunities in these areas, as well as remains abreast of related research.

H. BACKGROUND INFORMATION ABOUT NCCPA'S EXAMINATIONS

NCCPA's examinations are administered at secure standardized computer testing centers throughout the U.S. and also at a few international sites. NCCPA complies with the Americans with Disabilities Act and provides testing accommodations to those candidates who provide appropriate documentation of an eligible disability. (Appendix F provides information on the number and types of accommodations approved by NCCPA in 2022.) All NCCPA's exams are currently administered in English only and through computer-based delivery, except in the rare event a paper examination is deemed an appropriate accommodation.

1. **PANCE and PANRE.** NCCPA's Physician Assistant National Certifying Examination (PANCE) was first administered in 1975 in a paper and pencil format at PA educational programs. The exam was administered once per year. In 1981, NCCPA offered the first administration of the Physician Assistant National Recertifying Exam (PANRE) that was also administered in a paper and pencil format. In the late 1990s, NCCPA converted to a computer-based administration format for both exams and increased the number of days PAs could take the exams. Today, PAs may take the exams at computerized testing centers almost year-round, with the exams being offered 50 weeks each year. Score reports are provided by NCCPA to candidates within two weeks after testing, though most receive their results in approximately one week. NCCPA uses Item Response Theory, specifically the Rasch model, to build and score PANCE and PANRE.
 - a. **PANCE.** The PANCE is designed to ensure that the candidate entering the PA profession possesses the required minimal knowledge and skills of a PA who has completed a PA educational program accredited by the Accreditation Review Commission on Education for the Physician Assistant (ARC-PA). The content blueprint for the PANCE consists of two dimensions: organ systems and tasks. The exam is comprised of 300 multiple-choice questions, and the majority of questions are clinical vignettes that require higher cognitive processing. Images are included with some questions.

The exam is administered in five 60-minute sections. Each exam form includes scored and pre-test items, and pre-test items cannot be distinguished from those that will be scored. PAs are allotted five hours to complete the exam, plus 15 minutes to view a tutorial prior to beginning their exam, and 45 minutes of break time. All candidates completing the PANCE receive a single scaled score and performance feedback on the content areas.

In 2022, approximately 12,860 PANCE administrations were conducted. Appendices D and E provide more detailed information on the distribution of the exam administrations. It is anticipated that the number of ARC-PA accredited PA programs will steadily increase over the next few years, which will result in a continued growth in the number of PANCE candidates.

- b. **PANRE.** The PANRE is designed to assess the core medical knowledge deemed important for all board certified PAs, regardless of their practice discipline or setting. The PANRE includes 240 multiple-choice questions. The exam is administered in four sections. The majority of questions are also vignettes, testing at least at the application level. Images are included with some questions.

Each exam form includes scored and pre-test items, and pre-test items cannot be distinguished from those that will be scored. PAs are allotted four hours to complete the exam, plus 15 minutes to view a tutorial prior to beginning their exam, and 45 minutes of break time. The exam is scored as a single exam with a single scaled score reported, and PAs also receive performance feedback on the content areas. Board certified PAs are required to pass PANRE or PANRE-LA every ten years in order to remain certified. PAs seeking to regain NCCPA board certification are required to pass PANRE before they will be awarded current board certification.

In 2024, NCCPA expects to administer approximately 5,000 PANRE exams. Appendices D and E provide more detailed information on the distribution of the exam administrations.

2. **Certificate of Added Qualifications (CAQs).** The CAQ exams were first administered in 2011. Currently they are administered in nine specialty areas: Cardiovascular Thoracic Surgery, Dermatology, Emergency Medicine, Hospital Medicine, Nephrology, Orthopaedic Surgery, Palliative Medicine and Hospice Care, Pediatrics, and Psychiatry. A CAQ in Obstetrics and Gynecology will be added in 2024, and an Occupational Medicine CAQ will be added in 2025. In order to be eligible to sit for a CAQ exam, PAs must be currently board certified by NCCPA, have an unrestricted license to practice, and satisfy prerequisites for specialty-related CME, length of time in the practice, and physician/lead PA attestation of skills needed for their specific role. These exams are geared toward board certified PAs who have several years of experience in the specialty practice area.

Content blueprints were developed for each exam, and each exam consists of 120 multiple-choice questions. As with PANCE and PANRE, the majority of exam items are clinical vignettes. Because these exams have smaller numbers of candidates, psychometric analyses and key

validations are conducted after the exam administration prior to releasing the results. Currently, these exams are scored using classical theory but will transition to Item Response Theory if sufficient numbers of candidates are achieved. All items that perform within the accepted parameters established by NCCPA and survive key validation may contribute to the pass/fail decision. The results feedback includes a pass/fail indication and keyword feedback for the items the candidate answered incorrectly.

These exams are offered two weeks per year (currently in March and September) at computerized testing centers across the country, with a few additional administrations conducted in conjunction with specialty PA conferences. These conference administrations are also conducted by NCCPA's exam delivery contractor. In 2023, approximately 500 CAQ examinations were administered.

I. RESPONDING TO THE REQUEST FOR PROPOSALS

Parts 2 and 3 describe the majority of the required services to be provided by the bidder in response to the RFP. Bidders are reminded that one of the criteria within the proposal scoring process is the overall clarity and quality of the proposal. Further details on the proposal organization and content are provided in this document.

1. **Proposal Organization and Contents.** The proposal must be completed according to instructions in this section. Failure to follow the required format may adversely affect the competitiveness of the proposal or cause the proposal to be rejected. A proposal should have all of the content specified in these requirements. Missing content will result in a lower rating. The required information should be provided in a concise manner, without superfluous elaboration or redundancy. Sufficient detail should be included, however, to indicate that the bidder understands the issues associated with the services and products to be provided and how the bidder plans to accomplish each project task and activity.

It is important that the responses to the criteria be clear, concise, accurate, and complete. NCCPA will not be responsible for organizing the bidders' proposals. It is the bidder's responsibility to ensure that all pages and appropriate documents are included. Responses consisting solely of marketing materials will not be accepted.

The Cover Sheet and Statement of Assurances (Appendices B and C, respectively) must be completed and submitted with the proposal. The Statement of Assurances indicates the intention of the bidder to comply with state and federal requirements. Failure to complete and sign this statement may result in rejection of the proposal.

At a minimum, the format must contain the following items in the sequence indicated. Failure to follow the proposal instructions and format may result in rejection or decreased competitiveness of the proposal.

- a. **Cover Sheet, Table of Contents, and Introduction.** The Cover Sheet must provide all the information requested in Appendix B. Following the Cover Sheet, the Table of Contents should clearly outline the sections, subsections, and topics of the proposal and indicate by page number the locations of all sections, subsections, and topics.

Next, the Introduction should be no more than four pages that briefly demonstrate the bidder's understanding of the main issues associated with the tasks to be performed.

- b. **Proposal Narrative.** The narrative of the bidder's proposal should provide a detailed description of how the bidder would accomplish the entirety of the Scope of Work described in this RFP. The Scope of Work described in this RFP represents the minimum required expectations of the contractor.

The narrative should also provide a detailed description of the entirety of the Supporting Information Required from Bidders (Part 4 of the RFP), including a description of Corporate Capability and a proposed Management and Staffing Plan.

The bidder should also separately provide a description of proposed Cost Detail and Financial Arrangements. The Cost Detail and Financial Arrangements section must contain all cost information associated with the bidder's base proposal to accomplish the scope of work specified in this RFP. Financial proposals should be separate from the main body of the proposal.

Lastly, as indicated in Part 5 of the RFP, the bidder may include an additional optional section of the proposal narrative that provides a detailed description of suggested program enhancements that the bidder could provide to NCCPA for an additional cost. Proposed cost detail and financial arrangements for each suggested enhancement should be presented in this section, separately from the cost detail and financial arrangements associated with the bidder's base costs for the Scope of Work.

The responses to the areas specified in Parts 2 – 5 of this RFP must address the main sections provided below and in the order listed:

1. Scope of Work
2. Corporate Capability
3. Management and Staffing Plan
4. Cost Detail and Financial Arrangements (separate from main body of proposal)
5. Bidder's Suggestions for Program Enhancements (optional)

Within the narrative of the proposal, the bidder should specifically indicate that the bidder will perform the work and provide the deliverables as described in the RFP within the timelines provided or within reasonable timelines as agreed upon with the contractor and NCCPA. In addition, for each section, subsection, and topic under the subsection, the bidder should describe how the required work will be accomplished with high quality and in a timely manner. If subcontractors will be used, all tasks or activities that will be carried out by each proposed subcontractor must be specified.

- c. **Submission of Proposals.** Proposal submittals must comply with instructions provided within this RFP. Electronic copies of the proposals must include any supporting documentation in the form of appendices, etc. Proposals not received by the date

specified will not be considered for review. All proposals will be considered sealed bids and will be opened on the same date.

Completed electronic proposals must be submitted to NCCPA by January 10, 2024. Bidders will use Dropbox to deliver the electronic proposals.

The contents of any proposal are considered proprietary to NCCPA and the respective bidder. All bidders agree such bids shall not be discussed with or disclosed to any other parties, including competitors, at any time. Any costs incurred by the bidder in the preparation, transmittal, and presentation of any proposal or material submitted in response to this RFP shall be borne solely by the bidder.

Any bidder may submit a revised proposal before the due date. Such revised proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. Bidders will be allowed to withdraw their proposals at any time prior to the proposal submission deadline. The bidder must submit a written withdrawal request by traceable mail service, signed by the bidder's duly authorized representative and addressed to the Vice President of Research and Exam Programs at the address previously noted.

Responses to this RFP, including negotiated costs, will be considered firm for 180 days after the due date for the receipt of proposals.

Proposals submitted in response to this RFP will not be returned to the bidders.

2. **Corporate Status/Governance Information from Bidders.** All bidders must provide the following corporate status/governance information in order for the bid to be evaluated and considered eligible for the contract. A listing of this information is also provided in the Proposal Evaluation Criteria listed in Part 6 of the RFP. The required corporate status/governance information is as follows:
 - a. Identification of the legal corporate status of the bidder, including specifying any parent company or subsidiaries; and
 - b. The name, address, telephone number, and e-mail address of the individual(s) authorized to discuss the terms of the contract.

PART 2: SCOPE OF WORK – NCCPA’S EXAM PROGRAMS

A. OVERVIEW

NCCPA is currently responsible for all exam development activities, as well as disseminating information about its exam programs to exam candidates, determining eligibility, processing candidate applications and exam fees, making determinations regarding requests for testing accommodations, developing exam forms, publishing exam forms, assigning forms to candidates, scoring exams, and releasing exam scores to candidates.

NCCPA has an information services team that responds to candidates who contact NCCPA with questions related to the exams and will refer candidates to the exam delivery contractor for issues that fall under its areas of responsibility. After candidates complete their application processes through NCCPA’s system, NCCPA provides the candidates with information on the duration of their 180-day testing window eligibility timeframe for that application and how to contact the exam delivery contractor to schedule the exam. Information on eligible candidates and their testing windows is also provided to the exam delivery contractor by NCCPA. The exam delivery contractor must provide a test session appointment scheduling system that will allow candidates to schedule their examination session online and by telephone.

NCCPA reviews all requests and documentation for testing accommodations for eligible candidates. Once candidates have been approved by NCCPA for testing accommodations, NCCPA will notify the candidate and the test delivery contractor of the approved accommodations, and it will be the responsibility of the test delivery contractor to provide the necessary arrangements at the testing centers. The candidates will schedule the exam administration date(s) with the exam delivery contractor.

The contractor will be responsible for the secure, standardized administration of the examinations at centers throughout the U.S. and internationally. The contractor will compute the raw score on the exams taken by candidates and provide unofficial raw scores and response data to NCCPA on a daily basis. The contractor will also provide NCCPA with a mechanism to monitor the candidate’s exam application status via a real-time portal.

B. REQUIRED SERVICES

1. **Test Form Publication.** NCCPA currently performs self-publication of all exam forms, with extensive quality assurance steps incorporated into the publication process. NCCPA develops multiple forms for its exams, and new forms are released on an annual basis, beginning at the first of the year. The forms and all associated assets are transmitted using a QTI format. All exam forms contain multiple-choice questions, and some exam items have accompanying images. Some exam items may include tables in the stem, tables in the responses, and special symbols.

The test delivery contractor will be required to conduct systematic quality control checks of each newly published exam form to verify that NCCPA’s self-published forms have been received intact by the contractor. Although the contractor is not responsible for the content on the exam form or the creation of the final exam product for publication, the contractor must conduct quality assurance procedures to ensure the format of the exams maintained its integrity during the transmission process between NCCPA and the contractor. NCCPA has collaborated with its

current vendor to establish an internal test center environment hosted at NCCPA. Through this environment, NCCPA staff are able to conduct final QA of each exam form prior to finalization and publication. The process also results in a response feed that is transmitted by the contractor to NCCPA to use for score validation processes. This system has proven to be efficient and effective for QA before final sign-off. The contractor will also establish a means by which authorized NCCPA staff or board members may attend a local testing center and view selected published exam forms for quality control purposes. The contractor must provide a timeline for how quickly exams will be available for delivery after NCCPA has provided the published forms, and work with NCCPA to establish a reasonable timeline to ensure timely publication and administration of new forms.

Although NCCPA currently performs self-publication, bidders are asked to include information on the capabilities and pricing for exam publication in the event that NCCPA opts to outsource the publication process. Information should be provided on the quality assurance measures incorporated into the exam publication process as well as the timeframe for completion of publication.

2. **Test Scheduling.** After candidates have completed their application process, NCCPA will notify the contractor of the candidate's eligibility window for taking the exam and will also notify the candidate to contact the contractor to schedule the exam session. Eligibility files and confirmation of receipt of the files from the testing vendor must occur on a daily basis at a minimum. Currently, NCCPA assigns a specific form to the candidate based on defined criteria and provides notification of the form assignment along with the eligibility notification. The contractor must be able to ensure that the correct form is administered to the correct candidate, including instances wherein ADA forms are split over multiple days. Furthermore, the contractor must be able to ensure that inactive forms are promptly removed from the test site servers.

The contractor must provide a candidate-friendly system by which candidates may complete the scheduling of their exam session. Scheduling services must be available both over the phone and by internet. The contractor's website functionality that provides information to candidates or with which candidates interact in scheduling exams must meet at least WCAG 2.1 Level AA digital accessibility standards. A toll-free telephone number must be provided for candidates who choose to contact the contractor by phone.

The contractor must be able to provide a real-time registration process with immediate seat confirmation. Emailed or mailed confirmation of the scheduled exam session must take place within 24 business hours of the candidate scheduling the exam, and NCCPA must be provided with the information within the same timeframe. NCCPA must be able to access exam scheduling information in real-time via a secure web site. The contractor must assure that candidates schedule exams in compliance with NCCPA's eligibility notifications and policies. The contractor must provide the ability for candidates to schedule, reschedule or cancel their exams within 24 business hours prior to their exam with no penalty.

The contractor will also provide candidates who have been approved for testing accommodations with direct contact information for appropriate staff members who process the necessary arrangements and scheduling.

Although NCCPA currently has responsibility for test form assignment, the bidder is requested to provide information on the contractor's ability to assign forms to candidates and the estimated costs in the event that NCCPA would like to contract for these services.

3. **Capacity Management.** Customer service is extremely important to NCCPA, and part of that includes PAs being able to schedule their exams at locations near them and on dates that are convenient. The contractor's capacity for exam delivery must provide NCCPA's examinees with sufficient access to testing facilities within reasonable travel distances and to schedule exams within a reasonable time period. Bidders are asked to include information on how the current volume could be accommodated as well as how the contractor could handle any increases in exam activity, a description of the operating hours and days of centers, personnel available at the centers, etc. The contractor should describe ways peak volume times are handled, such as extended days or hours of test center operation, etc., to meet the demand of its clients, as well as its capacity to meet the expected volume of testing accommodations.

Information on NCCPA's exam volumes by month and location are provided in Appendices D and E. Bidders may be asked to provide an analysis using zip code data provided by NCCPA to demonstrate the distances candidates would be required to travel to reach a testing center. In addition, information on the current monthly capacity levels of the bidder's test center should be included. It is also important to provide information on the commitment for future growth of testing center capacity.

4. Test Centers

- a. **Location and Number of Centers.** The proposed solution must provide a contractual guarantee of a sufficient number of test centers in all 50 states and U.S. territories. NCCPA prefers that the centers be owned (or leased), managed, and staffed by the contractor. If the vendor has a system of third party owned test centers, a full list of such locations should be included. The selected contractor must be able to demonstrate that a test center will be available within 50 miles for at least 90% of NCCPA's examinees (based on the 2022 examinee data provided by NCCPA in Appendix E). The contractor must have international sites comparable to NCCPA's recent utilization, also noted in Appendix E. The response should specify the number of sites and seat capacity that will be available for the delivery of NCCPA's exams, and the information should be presented in such a way as to delineate the information based on centers owned and operated by the contractor versus those contracted with third-party providers. The contractor will be responsible for all costs related to the establishment and maintenance of computer testing centers and will provide a list of current test sites on its web site at all times. The contractor will also provide NCCPA with a notice whenever the list of sites has been updated.
- b. **System Specifications.** The proposed solution must guarantee the same system specifications will be deployed at each test center and at each testing station to ensure

standardized administrations. The system specifications for each testing station must be provided in the proposal.

The proposal must describe the consistency of the computer hardware used in the test centers by providing information on the system down time and the percent of exams that are delayed due to technical difficulties. The overall percentage of exams that are started on time should also be provided in the proposal.

- c. **Space Designation.** Bidders must provide information on the percentage of testing centers that have 100% of the owned (or leased) space dedicated to test delivery services. Information must also be provided on the percentage of testing centers that have separate rooms available for candidates needing special testing accommodations.
- d. **Staffing.** Bidders must provide information on the hiring processes they follow and the qualification and training requirements for test center staff, including an explanation of the criminal background checks they perform on test center personnel (consistent with any legal restrictions on such practices). The contractor must ensure that all test center staff are qualified and suitable for the positions and are trained in performing their respective jobs. Staff must be bound by appropriate conflict of interest and confidentiality obligations, and access to NCCPA exam content and data shall be limited to only those staff members with a need to access it, and only to the extent necessary, to perform their job functions. Staff at the testing center must be trained in test security and exam administration procedures, must be able to answer questions appropriately from candidates, and must understand when questions should be escalated to other staff or to NCCPA. The test center personnel must have the training to follow NCCPA's policies on checking candidates into the exam session and implementing appropriate security measures throughout the exam administration. A minimum of two staff members must be present at all times at each testing center.

Information should be included on whether the test centers are staffed by the bidder's employees or contracted personnel and whether the bidder has direct management of the test centers or if test centers are owned and managed by other entities. The proposal should include a description of the processes for recruiting, hiring, and training test center staff and include a sample administration and test security guideline to demonstrate procedures utilized by test center staff in their daily activities.

- e. **Security Screening.** The contractor must provide video monitoring of testing centers and exam administrations and provide the recordings to NCCPA, as requested. The contractor will also implement logistical procedures such as the use of whiteboards instead of scratch paper to increase exam security. The contractor must provide secure mechanisms for ensuring the identity of candidates taking the exam. NCCPA must approve all security measures used to screen its candidates. The contractor must provide these security measures in all test centers. If collection of biometric identification is allowable by law, the contractor must develop and deploy biometric identification for entry and re-entry to the test sessions in a manner that complies with applicable law. Collection, use, and storage of personally identifiable information about

candidates, including biometric information, must be conducted in compliance with contractor policies and procedures that meet relevant data protection laws for the jurisdictions in which the test centers are located, and the contractor must adopt and publish legally compliant procedures for candidates to request removal of their personal data, to the extent required by applicable local, state, federal, or international law. These security measures are considered to be minimal requirements, and contractors are encouraged to include additional security measures and procedures they implement. The contractor must provide information on how biometric and other personal data is stored, processed, protected, and deleted at NCCPA's request.

- f. **Test Center Closings.** From time-to-time circumstances may arise causing unscheduled test center closings (e.g., pandemic, inclement weather, power outages, government mandates, etc.) Bidders should describe the process utilized to provide candidates and the exam sponsor with notice of the closing, including timeframes and modes of communication employed. Bidders should also describe how cancelled exams are rescheduled and how prioritization of exam clients is determined in the rescheduling process.

Bidders should describe how their organization handled the pandemic between March 2020 and December 2021, how long test centers were closed, how determinations were made for reopening, and modifications that have been made based on lessons learned including updated business continuity plans, with any recommended strategies that the bidder suggests for NCCPA bearing in mind that NCCPA does not currently administer PANCE or PANRE remotely and does not expect to do so within the initial contract term.

5. Exam Administration/Delivery Process and System

- a. **Compliance with NCCPA Policies and Procedures.** The contractor will ensure that examinees are administered the correct exam form and in the correct order (for example, two-day ADA forms must be administered in the designated sequence) as specified by NCCPA. The contractor will ensure that exams are only administered to candidates that have been deemed eligible by NCCPA and for which NCCPA has provided candidate information. The contractor will ensure that the timing for the tutorial, exam administration, and breaks are correctly defined and implemented during the exam session, and the system must provide appropriate time warnings as the time limits are approached.
- b. **Testing Accommodations for Candidates with Disabilities.** NCCPA complies with the ADA and approves some candidates for testing arrangements with accommodations if a qualified candidate has a disability or for certain medical conditions that may be temporary or are not otherwise covered by the ADA. The contractor must be able to provide testing arrangements adequate for NCCPA to satisfy its legal requirements to provide accommodations to qualified individuals with disabilities, in accordance with the ADA. Examples of accommodations that may be requested include wheelchair-accessible workstations, separate testing rooms, additional time, paper form administration, qualified and experienced readers, screen reading software, enlarged

font, varied color font or monitor background screen, etc. In 2022, NCCPA approved a total of 895 candidates for testing accommodations (many requiring testing across two days with no more than 10 calendar days allowed between day 1 and day 2 of testing). NCCPA expects requests for testing accommodations to continue to increase year-over-year. Additional information on the accommodations provided is noted in Appendix F. Bidders must describe their process for working with candidates to schedule/administer the accommodations as well as their list of comfort aids and administration support features/functionality that do not require pre-submitted approval from NCCPA.

- c. **Customized Features.** The contractor will include an NCCPA-customized welcome screen, customized confidentiality statement, and potentially include a customized candidate satisfaction survey at the end of the testing session. The contractor will also provide an NCCPA-customized tutorial on how to use the computerized test delivery system, and this tutorial will also be available on the contractor's web site for potential candidates and scheduled candidates to access on demand.
- d. **Exam Delivery System.** The response must include information on the test delivery system hardware and software. The exam delivery system must have the ability to present exam items one-by-one, capture all candidate key strokes, provide text highlight and strike-through functionality, capture the final candidate response for each item in the examinee score file, allow candidates to respond to items in any order, make changes to answers within an exam section, allow candidates to flag items for later review, and allow candidates to review all items within a section (answered, not answered, or flagged). The system must prevent the review of items in a section that has ended either due to time constraints or from the candidate electing to end the section. The delivery system must record how the candidate's time is spent during the exam session, including time spent on the tutorial, on each exam item, on each key stroke, and the amount of break time (both scheduled and unscheduled) used by the candidate. Clickstream data for all testing instances should be made available to NCCPA within a reasonable timeframe upon request.

The exam delivery system must be able to handle NCCPA's current exam item types and must be compatible with administering exams in the US and internationally. Although NCCPA currently administers only MCQ items with fixed images, the response should include information on the capability to administer exams with other item formats (e.g., items with media, case simulations, hot spots, drag and drop). Also, NCCPA currently administers fixed-form exams, but the response should indicate whether the bidder's systems can accommodate other formats (such as multi-stage testing, LOFT or CAT). Information on the bidder's plans to pursue innovation in exam administration and delivery should also be described, and the bidder should be prepared to provide a demonstration if selected as a finalist. For any proposed innovations, the bidder should also describe how those innovations may be deployed in a manner accessible to examinees with disabilities.

6. **Scoring.** NCCPA is responsible for calculating and reporting scores to candidates. The contractor will be responsible for ensuring that all response data is accurately recorded and transmitted to NCCPA. On at least a daily basis, the contractor will deliver to NCCPA an electronic file of all candidate responses. The file will include a calculation of the raw score by candidate for pretest and operational items, which will be used for quality assurance comparisons with the scores tabulated by NCCPA's systems. Although NCCPA currently performs the scoring functions, the bidders should provide information on their organization's capabilities for calculating and reporting scores and the pricing for this service in the event that NCCPA should elect to move these responsibilities to the contractor.
7. **Monitoring and Reporting.** NCCPA is heavily vested in monitoring its exam program to identify potential improvements. Bidders are encouraged to provide information on their capabilities for providing reporting services on all facets of candidate and test center activity. An optimal solution would provide real time access to data, the ability to filter data by a variety of fields, and the ability to export data to Excel.
 - a. **Incidents Occurring at Test Centers, Candidate Complaints, and NCCPA Investigations.** The contractor must provide the capability for an examinee to file a complaint at the center if the candidate feels the testing session did not comply with the expectations for an appropriate standardized administration, and these complaints must be provided electronically to NCCPA within 24 business hours. The contractor will also maintain documentation of any issues reported from the testing center personnel (delays in testing, computer down time, computer malfunction, etc.) and provide NCCPA with monthly reports on all incidents. Any escalated issues must be provided to NCCPA within 24 hours. If necessary, NCCPA may request additional information related to an incident filed by a candidate or test center personnel or to another complaint filed by a candidate about their test center experience, and the contractor must cooperate in providing any such requested information.
 - b. **Candidate Testing Activity.** The contractor will report key information related to candidate testing activity. Reports should include such information as the number and dates of scheduled exams, number of candidates tested, number of "no-show" candidates, candidate survey information, issues reported, etc. It would be preferable for this information to be provided "real time" through a secure site, but NCCPA will also accept daily reports and weekly reports.
 - c. **Test Administration Irregularities.** The contractor will immediately report all candidate testing irregularities to NCCPA no later than the close of the first business day following the testing irregularities in question, though more timely reporting may be required in cases where the behaviors in question are severe in nature. The initial notice may be made via telephone, but a written report will be required within 24 hours of the incident. If necessary, the contractor will follow up with any additional information or documentation needed or requested by NCCPA, such as an electronic version of the video monitoring for the exam session in question.

- d. **Candidate Feedback and Satisfaction.** The contractor must have the ability to administer post-exam surveys to candidates immediately following their exam administration and also through subsequent emailed surveys. The tools used to gather candidate feedback must be able to accept candidates' responses on exam issues as well as customer service, security, and standardization issues at the test center.
8. **Security.** Maintaining the security and integrity of NCCPA's exam programs and its candidate information is of utmost importance to NCCPA. The contractor should provide information on its approaches to ensuring the security of NCCPA's exam and candidate data.
- a. **Security Philosophy.** Describe your organization's approach to security, including staff dedicated to implementing and enhancing security measures. Also provide information on any personnel policies that would prohibit staff who could potentially have access to exam content from taking NCCPA's exams administered at your test centers.
 - b. **Test Center Security.** Describe the security measures that are implemented at testing centers. NCCPA requires that at least two staff members be present at all times at each test center. Provide information on your required ratio of test center personnel to examinees and the average ratios from the most recent year. Provide information on how break times are handled at your test centers and any measures to identify potential cheating in common areas at the test center facility (e.g., restrooms, cafes, etc.). Also provide information on any processes you implement to conduct periodic reviews/evaluations of test centers.
 - c. **Candidate Screening.** Describe the processes utilized at the test centers for screening examinees to ensure their identity for entry and re-entry to the testing sessions.
 - d. **Data Forensics.** Provide information on your organization's data forensics capabilities, types of reports that are provided, and examples of results that you have obtained.
 - e. **Technology Security.** The contractor must demonstrate the use of stringent procedures, including any encoding of computer files, all methods of data transfer, and all quality control methods that are designed to prevent breaches of examination security involving exam materials and candidate information.
 - f. **Personnel Policies.** The contractor will provide information on its personnel policies that enhance and ensure security of all NCCPA exam and candidate data. Additionally, evidence of policies regarding background checks and the contractor's selection criteria for employees should be included in the proposed solution.
 - g. **Web Monitoring for Unauthorized Content Exposure.** Although NCCPA does not currently have a comprehensive strategy for web monitoring, it is desirable for the contractor to be able to provide this service for potential future NCCPA initiatives. The contractor should provide information on the web monitoring services available and the type of reports that are available.
 - h. **Confidentiality and Requests for Data Removal.** The contractor will be responsible for ensuring that all of the candidates' information, including exam scores and biometric

information if collected, is handled in ways that will ensure accuracy, confidentiality, and compliance with applicable laws and regulations. The contractor will need to provide information on how the organization would handle deleting an individual candidate's information from their system, should NCCPA request such deletion (or, to the extent required by applicable law, due to a candidate's request) and the organization's strategy/procedures for monitoring and continued compliance with applicable state, federal, and international laws and regulations.

- i. **Data Privacy, Security, and Data Breach Notifications.** The contractor must comply with all applicable state, federal, and international laws and regulations pertaining to data privacy and data breach notifications, and must use security measures consistent with commercial standards and generally accepted industry standards. The bidder should provide information on its data privacy and security measures, including any relevant policies and protocols it has in place, to demonstrate that it maintains appropriate and reasonable administrative, physical, organizational, technical, and other safeguards to protect data, and must demonstrate that it has in place systems to detect and promptly alert NCCPA of any data breach. The contractor must cooperate and coordinate with NCCPA in making any necessary notifications and undertaking any appropriate remediation measures in the event of a data breach.

PART 3: ADDITIONAL GENERAL SERVICES, RESPONSIBILITIES, AND REQUIREMENTS

In addition to the services described in Part 2 of the RFP, there are a number of additional activities in support of the examination programs for which the contractor will also be responsible.

A. ADDITIONAL GENERAL SERVICES, RESPONSIBILITIES, AND REQUIREMENTS

- 1. Ensure the accuracy and security of all work performed on NCCPA's behalf.** Security and quality control provisions for all functions must be thoroughly described by the bidder. The contractor must indicate mechanisms for monitoring access to NCCPA's data. The contractor will describe quality control and security procedures. To the extent consistent with applicable law in the relevant jurisdiction, the contractor must also be willing to conduct security background checks, including checks of any criminal records, on staff with access to NCCPA's exam materials and candidate data and should develop policies for selection of such staff in the event background checks reflect adverse information. All plans developed by the contractor and all actions taken by the contractor must help ensure or increase the validity, reliability, and security of the examination programs covered under this contract.
- 2. Conduct responsibilities within established metrics.** It is of utmost importance to NCCPA that PAs receive optimal customer service, standardized administrations for all exams, and that all exam data is accurately recorded and transmitted to NCCPA. The selected contractor will be required to meet performance metrics related to examinee satisfaction with the exam scheduling process, the exam date, test center choice, and exam administration. In addition, the contractor must agree to comply with metrics related to exams administered on time and exam results provided to NCCPA within specified timeframes. Bidders must provide sample metrics used with current clients.
- 3. Foster compliance with industry standards.** It is important that the contractor be extensively knowledgeable of and advise NCCPA on all relevant current professional standards, such as those promulgated by the American Psychological Association, the National Council on Measurement in Education, and the American Educational Research Association (the Joint Standards); the National Commission on Certifying Agencies (NCCA); American National Standards Institute (ANSI), and other industry best-practice standards, related to the administration of high stakes examinations, in order for NCCPA to be well-informed when making decisions related to exam programs. Recommendations developed by the contractor should reference the applicable standards, as appropriate.
- 4. Develop materials retention plan.** The contractor will prepare a Plan for Materials Retention and, after securing the approval of NCCPA, will execute the agreed-upon document and data retention policies. The contractor will maintain reliable back-up systems for key program components, and the contractor will cooperate fully with any examination program evaluation or security audit implemented by NCCPA. The plan will provide a detailed description of the policies that will be followed by the contractor for the retention and storage of documents, data, and other materials associated with examination program activities covered in this contract. The plan will be reviewed by NCCPA, revised as necessary by the contractor, and

approved by NCCPA. Once established, the plan will govern the contractor's procedures for materials retention for the duration of the contract period, unless procedures need to be revised for any reason by the contractor or NCCPA. If procedures change, the plan will be updated by the contractor and approved by NCCPA.

- a. **Maintain comprehensive documentation of the contractor's NCCPA-related activities.** The contractor will maintain comprehensive documentation of all of the contractor's activities related to the examination programs covered in this contract. In the event of a legal action, historical research associated with an NCCPA initiative, or other activities that may require historical documentation, the contractor will promptly provide NCCPA with any requested information from the contractor's program files. The contractor's retention policies for the program will be established in conjunction with NCCPA approval of the Plan for Materials Retention and will comply with any legal hold notices issued by NCCPA.
 - b. **Maintain back-up systems.** The contractor will establish and maintain back-up systems to protect against the loss of any electronic data files associated with the work conducted.
5. **Maintain a business recovery plan.** The contractor will be required to demonstrate its capacity to manage disastrous situations as they may arise in relation to any or all aspects of the services to be provided, including, if applicable, in connection with the use of subcontractors.
6. **Maintain an awareness of new or developing concepts that may be beneficial for NCCPA's consideration.** The contractor will be expected to maintain current knowledge of the industry standards and innovations and inform NCCPA of potential areas in which the exam programs could be enhanced with regard to improved validity, increased reliability, new item formats that may foster the assessment of additional PA competencies, new testing models that may better assess PA knowledge and skills, features that could reduce exam development or delivery costs, etc.
7. **Fully cooperate with security audits.** At some point during the contract term, NCCPA may elect to engage a third-party contractor specializing in test security (separate from the services described in this RFP) to conduct an audit of the security of the NCCPA examination program. If a security audit is conducted, the contractor will likely be contacted by the security audit firm and will be asked to provide written responses to a series of security-related questions regarding the functions the contractor performs for NCCPA. The contractor will comply with such requests, accommodate an on-site visit of the security audit firm (if necessary), and provide answers to any follow-up questions and/or documentation requests needed to complete the security audit.
8. **Provide full cooperation with independent psychometric evaluation of NCCPA's exam program.** At some point during the contract, NCCPA may engage a third-party contractor specializing in exam development to conduct a comprehensive review/audit and evaluation of the examination programs covered in this contract. If this occurs, the contractor may be contacted and asked to provide a variety of information and documentation regarding the

functions performed for NCCPA, if applicable. The contractor will comply with such requests in a timely manner, accommodate an on-site visit of the auditor (if necessary), and provide answers to any follow-up questions and/or documentation requests needed to complete the comprehensive review and evaluation.

9. **Provide representation at meetings.** On an ongoing basis throughout the term of the contract, NCCPA will provide the contractor with notifications of the dates and locations for any meetings of the Board of Directors, committees, ad hoc groups, etc. at which the contractor will need to be represented or present information on behalf of NCCPA. Requests for representation will be limited and will typically be provided to the contractor no later than two months prior to the scheduled meeting.
10. **Work collaboratively with staff.** NCCPA values the benefits of working collaboratively with vendors. NCCPA's staff and the contractor will work together to accomplish the activities included in this RFP and to continuously identify and develop potential improvements to NCCPA's exam programs.
11. **Provide requested/required documentation and serve as an expert witness in any litigation regarding exam programs covered under this RFP, as requested.** In the unlikely event that NCCPA should face a legal challenge that involves the exam delivery activities, the contractor would be required to cooperate with providing documentation as requested and potentially serving as an expert witness on behalf of NCCPA or its client, if necessary (and for appropriate compensation).

B. ACCOUNTING SERVICES

NCCPA will collect all fees from exam candidates and will be responsible for all accounting services related to NCCPA's exam programs. The contractor will be responsible for the accuracy of its billing to NCCPA, verifying that the number of testing candidates invoiced are indeed the number of candidates who tested. The contractor will be responsible for delivering to NCCPA various reports with the monthly invoice that detail the following:

- Monthly summary of test activity
- Monthly detail of candidate activity via Excel
- Monthly exam activity by exam and by country

Within 15 days after the last day of each month, the contractor will send NCCPA a monthly invoice and related reports for the previous month's activity. NCCPA will pay the contractor for all services included in the agreed contract within 30 days of receipt of the invoice.

PART 4: SUPPORTING INFORMATION REQUIRED FROM BIDDERS

A. CORPORATE CAPABILITY

The contractor must have significant experience and competence in the delivery of large-scale, high stakes testing programs for certification and/or licensure, as well as sufficient corporate resources for the services to be provided.

Bidders should document their capabilities in the following areas:

1. **Describe your corporate experience in examination delivery of large-scale tests for certification or licensure.** Emphasize experience with at least three exam programs whose scope of work is similar to that required in this RFP. Provide a brief summary of each relevant project that includes:
 - a. A description of the scope of work of the project;
 - b. Reference information for the project – the names, current positions, addresses, email addresses, and telephone numbers of your clients’ program managers or other key program personnel who can provide specific and objective information about your corporate performance and work products; and
 - c. Where applicable, the names of any members of your proposed management team and project staff who will be involved in the work associated with the NCCPA work as described in this RFP, who were or are involved in the reference projects, and a description of their roles and responsibilities with those projects.
2. **Describe your corporate facilities, equipment, and other resources that are available and useful in the work to be performed for NCCPA.** Although NCCPA’s exams currently are comprised of multiple-choice questions with one best answer and are sometimes accompanied by pictorial images, describe your organization’s capacity to administer other more innovative item types should NCCPA opt for additional item types in the future. A key component of the proposal will be a description of the features that will be implemented through the systems and staff to protect the security and integrity of NCCPA’s exam and candidate data and to ensure that exams are administered in strictest compliance with industry standards and in compliance with NCCPA’s policies.
3. **If you propose any subcontractors, provide similar information as that requested in 1 and 2 for each subcontractor.** For each subcontractor, include a letter of commitment to the project from the appropriate officer of the subcontractor’s company.
4. **Financial resources and insurance coverage.** The contract will include appropriate indemnification provisions by the contractor for NCCPA. You should describe your financial ability to meet those indemnification requirements through your organization’s financial resources and should also describe the extent of any applicable insurance coverage you have, and your ability to add NCCPA as a named insured to those policies.

B. MANAGEMENT AND STAFF PLAN

The names of key personnel assigned to the contract should be provided, along with a resume or curriculum vitae for each. The role and the amount of time each individual will be expected to give to the contract should be provided.

If more than one entity is involved in the proposal, it is imperative that the relationships among the contractors be described in detail. NCCPA prefers a single contractor. However, if a bidder will use a subcontractor, then any prior joint contract experiences should be described, and references provided. Any serious adversarial relationships, such as pending lawsuits, between parties involved in the proposal must be disclosed, along with any pending lawsuits or claims or past civil or criminal judgments against the bidder or individual subcontractors, that may reasonably bear upon performance under the contract resulting from this RFP. NCCPA reserves the right to approve subcontractors.

In addition to meeting employment-related legal requirements, including those of the laws enforced by the EEOC and the provisions of the ADA, each contractor should have in place a demonstrated commitment to DEI initiatives, a drug-free workplace policy and, to the extent consistent with applicable law in the relevant jurisdiction, conduct background checks on all employees or subcontractors who will be involved in the services provided to NCCPA.

The bidder must:

1. Present a plan for managing and staffing all the project work outlined in this RFP that would be performed by the bidder, as well as any work that would be performed by each subcontractor if subcontractors will be used. The management and staff plan must include:
 - a. A list of the key project staff by name, position, and area(s) of responsibility;
 - b. The percent of full-time equivalency for each key project staff person for each contract year;
 - c. Verification of the qualifications of each project staff person via resumes or curricula vitae (to be included in an appendix with the bidder's proposal) and brief narratives linking expertise and prior experience to the corresponding project tasks;
 - d. An organization chart for the project showing the relationships and lines of authority among the bidder and proposed subcontractors (if any) and among the bidder's project management and staff;
 - e. Identification of the locations at which key project personnel would work, including how security is ensured with remote employees; and
 - f. The criteria for replacing or reassigning any staff and how and when NCCPA would be notified of any staffing changes.
2. Describe, for the key personnel responsible for this project, the extent and appropriateness of recent experience in a comparable capacity with a testing program similar in nature and scope to the work required in this RFP.

3. Provide a summary of the processes for screening staff, training staff, and acquainting them with NCCPA test processes and the mechanism for informing them of changes and updates to those procedures.

C. TRANSITION PLAN (IF APPLICABLE)

Provide a description of the approach that would be implemented to transition NCCPA's exam program from the current exam delivery vendor to your organization, as well as a sample implementation timeline.

D. COST DETAIL AND FINANCIAL ARRANGEMENTS

NCCPA's goal is to enter into a contract through which the contractor provides high quality exam delivery services at a reasonable cost. Assuring the utmost security and integrity of the exam program, providing exceptional customer service, and offering competitive pricing are all significant factors in the evaluation of proposals.

It is anticipated that the contract term will begin in 2025 to allow for an appropriate transition period (if applicable) and extend for a five-year period. NCCPA may extend the contract for five additional years contingent upon the satisfactory performance of the selected vendor.

The section of the bidder's proposal detailing the bidder's response to the Cost Detail and Financial Arrangements section of this RFP should be separate from the main body of the proposal.

The bidder must:

1. Provide as much detail as possible into the costs that comprise the total contract amount and delineate the costs for each portion of the work to be provided. Single-figure budget statements will not be acceptable.
2. Provide a breakout of costs that are one-time and annual expenses for the project versus those for the seat time for examinees. Provide information on fees for any services related to ADA accommodations. Provide costs for the current services required as well as those areas where it was indicated that NCCPA was interested in obtaining price information for potential new services.
3. Be prepared to discuss separate costs for various aspects of the proposed services in the event that NCCPA elects to not contract for all services or to contract separately for some services.

PART 5: BIDDER'S SUGGESTIONS FOR PROGRAM ENHANCEMENTS (OPTIONAL)

It is important that NCCPA has as much information as possible about new developments in the field of exam delivery including but not limited to remote delivery, remote proctoring, adaptive testing, innovative item types, procedures, technology, generative AI, and other resources available to enhance NCCPA's exam programs described in this RFP. Suggested program enhancements that the bidder could provide NCCPA at no additional cost should be integrated into the bidder's description of their response to the Scope of Work outlined in this RFP including bidder's readiness to delivery such enhancements. It is important for the bidder to provide NCCPA with information on the potential for NCCPA's exam programs, not just for meeting NCCPA's existing needs.

The bidder may include an additional OPTIONAL section of the proposal narrative that, based on the bidder's understanding of the needs of NCCPA examination program, provides a detailed description of suggested program enhancements that the bidder could provide to NCCPA for an additional cost including bidder's readiness to delivery such enhancements and specific pricing.

Proposed cost detail and financial arrangements for each suggested program enhancement should be presented with an associated narrative related to each optional program enhancement. These costs should be presented separately from the cost detail and financial arrangements provided in response to the requirements of Parts 2-3 of this RFP, which are associated with the bidder's base costs for the scope of work.

PART 6: PROPOSAL EVALUATION CRITERIA

A. COMPLIANCE WITH PROPOSAL CRITERIA

NCCPA will determine whether each of the following criteria is met by checking “yes” or “no” in the appropriate row. Proposals lacking one or more of the following requirements will be deemed incomplete and may be eliminated from further consideration.

Requirement	Yes	No
Proposal was received by NCCPA on or before January 10, 2024, at 5:00 p.m. EST.		
The proposal has the following required elements, as described in Part 1 of the RFP: <ul style="list-style-type: none"> a. The cover sheet with all information requested in Appendix B. b. Table of Contents c. Introduction d. Completed Statement of Assurances 		
The proposal provides the Corporate Status/Governance Information described in Part 1 of the RFP: <ul style="list-style-type: none"> a. An identification of the legal corporate status of the bidder, along with any parent company or subsidiaries b. The name, address, telephone number, and e-mail address of the individual(s) authorized to discuss contract terms. 		
The proposal addresses Part 2: Scope of Work for NCCPA’s Exam Program		
The proposal addresses Part 3: Additional General Services, Responsibilities, and Requirements		
The proposal addresses Part 4: Supporting Information Required from Bidders		

B. COMPLIANCE WITH PROPOSAL PROGRAM REQUIREMENTS

A Proposal Review Team will evaluate proposals on the criteria provided in the following table:

<p>Scope of Work. The bidder presents clear evidence of having an understanding of the work required by NCCPA and will provide the high quality of services expected.</p>
<p>Corporate Capability. The proposal demonstrates that the bidder has sufficient and appropriate experience and capacity to provide the required services with high quality. There are a sufficient number of individuals who have the breadth and depth of knowledge to provide the work. There is a sufficient number of test centers and seat capacity to appropriately handle NCCPA’s volume of candidates. The organization’s technology and security measures are up to date and will support secure, accurate, standardized administration of NCCPA’s exams, and the organization has the ability to meet legal requirements and NCCPA’s expectations for providing candidates with testing accommodations and complying with data privacy and data security laws. If subcontractors</p>

are proposed, they also have the experience, resources, and expertise to provide the products and services for which they would be responsible.

Management and Staffing Plan. The proposal includes a sound, feasible plan to organize managers and staff members (including subcontractors, if proposed) to deliver the required products and services efficiently and with high quality. Key duties would be assigned to individuals with essential expertise, experience, and time to complete their responsibilities.

Overall Presentation. The proposal is clearly written, concise, and well organized. Ideas are presented logically, and all requested information is presented skillfully.

Cost Detail and Financial Arrangements. The proposed contractor's prices are reasonable in relation to the products and services to be provided. Fiscal processes are sound and comprehensive.

Corporate Alignment with NCCPA. The contractor's mission, values, priorities, and dedication to performance and customer service excellence are aligned with NCCPA's.

Bonus. If a contractor submits an optional enhancement that NCCPA deems to be innovative and has the potential to enhance the validity and integrity of the exam program, NCCPA may award bonus points for the optional enhancement section.

PART 7: PROPOSAL REVIEW PROCESS

Each proposal will be evaluated to determine its ability to respond to the needs of NCCPA as described in this RFP. The selection of the winning proposal will be in the sole discretion of NCCPA. However, NCCPA reserves the right, in its sole discretion, to reject all proposals and not to award the contract to any bidder. Proposals received after the Proposal Submission Deadline time and date will be rejected and will not be evaluated.

A. THE PROPOSAL REVIEW PROCESS

After 5:00 p.m. EST on January 10, 2024, all proposals that have been successfully submitted by the deadline will be evaluated as follows:

1. NCCPA will determine the compliance of each proposal with the Proposal Eligibility Requirements as listed in Part 6, Section A of this RFP. Proposals that are incomplete may be eliminated from further review.
2. Each remaining proposal will be independently reviewed and rated by members of a Proposal Review Team on the basis of the Proposal Program Requirements as listed in Part 6, Section B of this RFP. Each Proposal Review Team member will independently read the proposals (except for the Cost Detail and Financial Arrangements, which will be removed from the proposals prior to their distribution to the Proposal Review Team). Team members will then meet to discuss the strengths and weaknesses of each proposal and either develop written questions for bidders, or, if the team has no questions for a bidder, the team will assign a final rating to the bid. If the team has questions, the questions will be emailed to the bidder as soon as possible with an indication of when the written responses will be due. Following this discussion of the proposals, and if applicable, receipt and discussion of the bidder's answers to questions, ratings for each proposal will be tabulated.

Proposal Review Team members will then review the Cost Detail and Financial Arrangements.

3. After the proposal evaluation process is complete, one bidder may be selected based on the ratings awarded. If it is determined to be necessary by NCCPA, one or more bidders may be invited to present their proposals and answer questions about the proposals at NCCPA's headquarters, virtually, or other selected location at a date to be determined and agreed upon with NCCPA and the bidder. (See Key Milestones for date ranges for the presentations.) A site visit to the offices of finalists may be made if determined necessary by NCCPA.

B. DECISIONS ON CONTRACT

A final decision on the proposals will be made by the NCCPA. NCCPA will discuss any optional suggested program enhancements and negotiate the final terms of the contract before entering into a contractual agreement. Timelines and pricing will also be finalized during contract negotiations.

C. RIGHTS RESERVED

This RFP does not obligate NCCPA to complete the RFP process or to accept any proposal. NCCPA reserves the right to amend any segment of the RFP prior to the announcement of a selected organization. In the case of such an amendment, all respondents will be afforded the opportunity to revise their proposals to accommodate the RFP amendment. NCCPA also reserves the right, in its

sole discretion, to remove one or more of the services from consideration for this contract. NCCPA also may, in its sole discretion, issue a separate contract for any service or groups of services included in this RFP. NCCPA reserves the right to negotiate additional provisions in any contract awarded under this RFP. NCCPA's selection of a proposal does not obligate NCCPA to enter into a contract with the bidder if the contract includes terms that NCCPA considers unacceptable.

APPENDIX A: NOTICE OF INTENTION TO SUBMIT A PROPOSAL FOR EXAM DELIVERY SERVICES FOR THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS, INC.

Date:	
Name of Firm:	
Address:	
Telephone:	
Contact Person:	
Title:	
Signature:	

We intend to submit a proposal to the NCCPA for providing exam delivery services.

Please upload the completed Intention to Submit a Proposal form to Dropbox via [this link](#).

Questions should be sent by email to:

Joshua Goodman, PhD
NCCPA, VP of Research & Exam Programs
Email: joshuag@nccpa.net

Deadline for submitting this form: November 29, 2023.

It is not necessary to submit a completed Intention to Submit a Proposal form in order for a proposal to be considered. However, it will ensure that the bidder is provided with any updates or subsequent information related to the RFP. Submitting this completed form does not obligate the organization to submit a proposal to NCCPA.

APPENDIX B: COVER SHEET FOR PROPOSALS SUBMITTED TO THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS, INC.

Organization Name and Address:

Project Director	Financial Officer
Name:	Name:
Address:	Address:
Phone:	Phone:
Email:	Email:

Contact Person for Proposal (if different from Project Director)

Name:
Address:
Phone:
Email:

Federal Tax Identification Number:

State Tax Identification Number:

I certify that, to the best of my knowledge and belief, the information provided in this proposal is complete and accurate.

Name of authorized official:

Signature of authorized official:

Date:

Number of Pages in Proposal:

Please upload this cover sheet and supporting documentation to Dropbox via [this link](#).

APPENDIX C: STATEMENT OF ASSURANCES

The offeror agrees to comply with all applicable federal, state, and local legal requirements, including the laws enforced by the Equal Employment Opportunity Commission (EEOC), and the provisions of the Americans with Disabilities Act.

Name of Authorized Official:

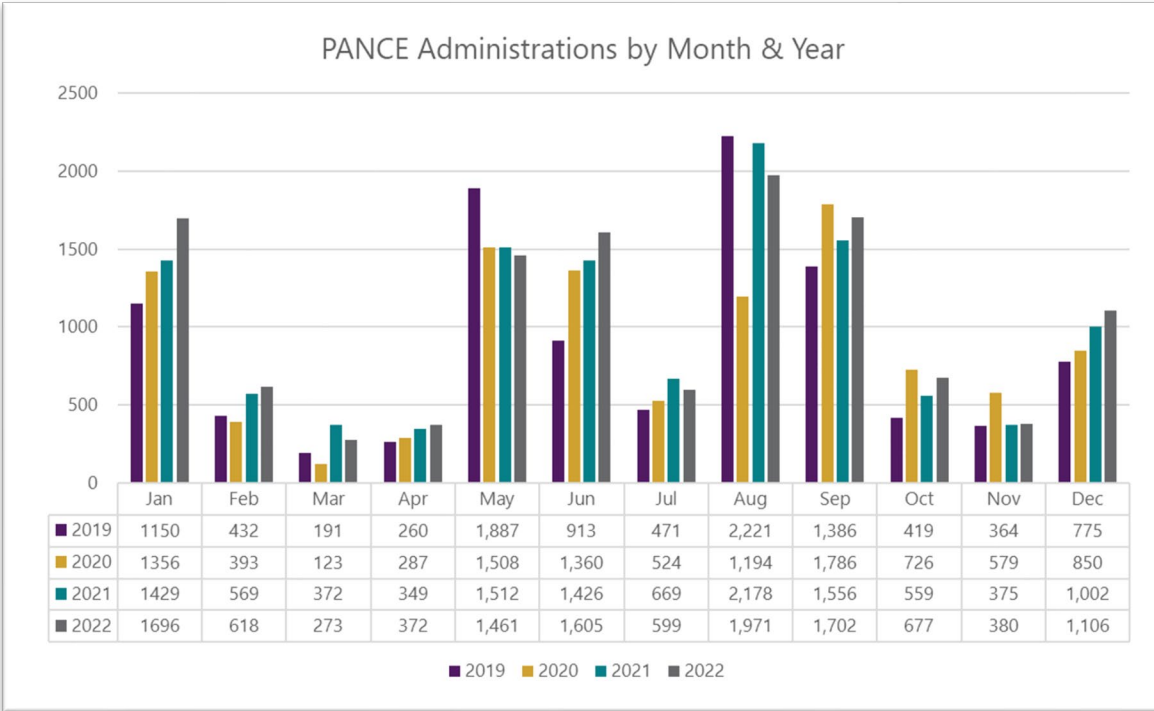
Signature of Authorized Official:

Date:

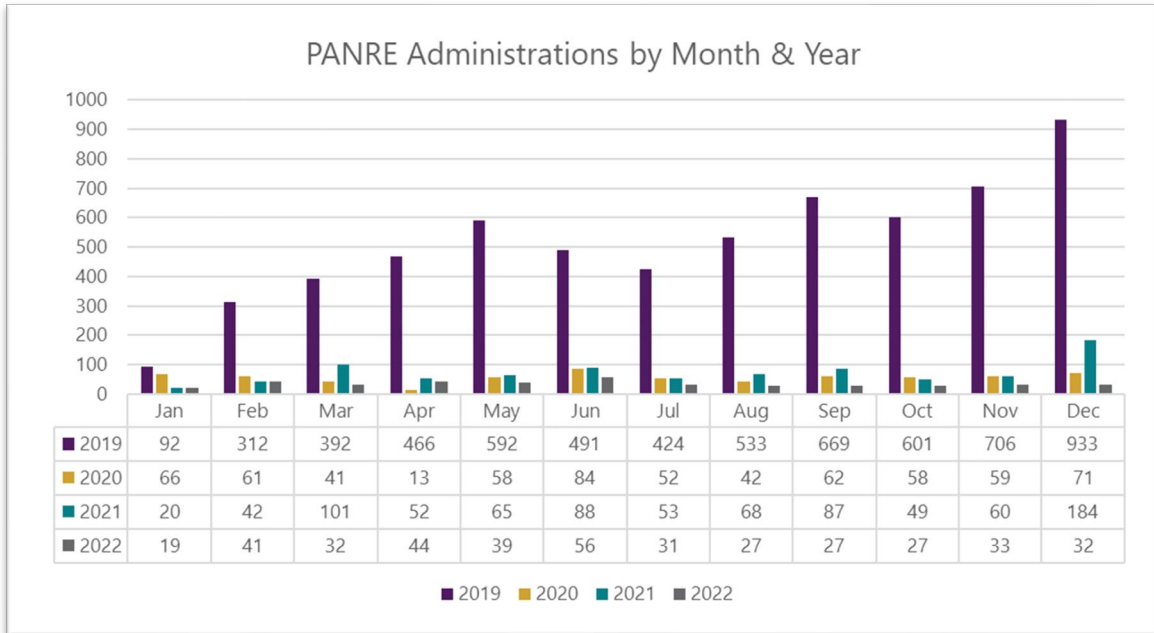
The Statement of Assurances indicates the intention of the offeror to comply with applicable laws and regulations, and failure to complete it will result in the rejection of the proposal.

APPENDIX D: EXAM ACTIVITY BY MONTH & YEAR

2019 – 2022 PANCE Administrations



2019 – 2022 PANRE Administrations (2024+ anticipated counts = 5,000+ annually)



APPENDIX E: 2022 EXAM ACTIVITY BY LOCATION

State	City	Number of Test Takers in 2022	Total Test Takers by State
Alabama	Birmingham	81	173
	Decatur	15	
	Dothan	13	
	Huntsville	1	
	Millbrook	1	
	Mobile	48	
	Montgomery	11	
	Opelika	2	
	Tanner	1	
Alaska	Anchorage	41	41
Arizona	Chandler	83	283
	Payson	1	
	Phoenix	96	
	Tempe	84	
	Tucson	19	
Arkansas	Fort Smith	9	85
	Little Rock	64	
	Texarkana	8	
	Wynne	4	
California	Alhambra	60	1109
	Anaheim	125	
	Bishop	1	
	Chino	2	
	Chula Vista	1	
	Culver City	55	
	Daly City	13	
	Fairfield	33	
	Fresno	10	
	Gardena	49	
	Glendale	4	
	Inglewood	1	
	Lake Forest	63	
	Lakewood	9	
	Milpitas	66	
	Oakland	42	
	Ontario	49	
	Pasadena	50	
	Redding	8	
	Redlands	42	
Roseville	26		
Sacramento	75		

State	City	Number of Test Takers in 2022	Total Test Takers by State
	San Diego	79	
	San Dimas	77	
	San Francisco	25	
	San Marcos	38	
	San Mateo	36	
	Santa Clarita	1	
	Santa Maria	17	
	Ukiah	1	
	Van Nuys	6	
	Visalia	15	
	Vista	1	
	Westlake Village	29	
Colorado	Aurora	2	223
	Colorado Springs	50	
	Denver	2	
	Grand Junction	8	
	Greenwood Village	72	
	Lakewood	4	
	Longmont	2	
	Westminster	83	
Connecticut	Manchester	6	246
	Norwalk	67	
	Wallingford	89	
	Wethersfield	79	
	Woodbridge	5	
Delaware	Dover	29	82
	Newark	53	
District Of Columbia	Washington	103	103
Florida	Altamonte Springs	48	972
	Boca Raton	10	
	Clearwater	16	
	Coconut Creek	1	
	Deerfield Beach	54	
	Doral	107	
	Fort Myers	27	
	Ft. Lauderdale	3	
	Gainesville	70	
	Jacksonville	80	
	Lake City	2	
	Lake Worth	8	
	Lakeland	35	
	Miami	12	
Naples	7		

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Niceville	1	
	Ocala	2	
	Orange Park	3	
	Orlando	79	
	Palm Coast	1	
	Panama City	1	
	Pembroke Pines	63	
	Perry	1	
	Plantation	51	
	Port Charlotte	42	
	Riverview	18	
	St. Petersburg	112	
	St. Petersburg	13	
	Tallahassee	9	
Tampa	96		
Georgia	Albany	13	419
	Atlanta	221	
	Augusta	45	
	Decatur	11	
	Jasper	2	
	Lawrenceville	8	
	Macon	33	
	Savannah	53	
	Stockbridge	19	
	Stone Mountain	8	
	Warner Robins	3	
Winder	3		
Hawaii	Honolulu	33	33
Idaho	Boise	38	41
	Idaho Falls	2	
	Twin Falls	1	
Illinois	Buffalo Grove	41	429
	Centralia	1	
	Chicago	166	
	Des Plaines	1	
	East Peoria	3	
	Edwardsville	4	
	Freeport	1	
	Geneva	1	
	Marion	14	
	Maywood	12	
	Paris	1	
	Peoria	8	
	Red Bud	1	
Rosemont	66		

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Schaumburg	95	
	Springfield	13	
	University Park	1	
Indiana	Crown Point	35	302
	Evansville	30	
	Fort Wayne	51	
	Indianapolis	165	
	New Albany	1	
	Plainfield	1	
	Terre Haute	19	
Iowa	Coralville	45	141
	Davenport	19	
	Mason City	1	
	Sioux City	18	
	Urbandale	2	
	West Des Moines	56	
Kansas	Hays	5	89
	Overland Park	30	
	Salina	1	
	Topeka	11	
	Wichita	42	
Kentucky	Bowling Green	1	169
	Highland Heights	5	
	Lexington	95	
	Louisville	65	
	Paducah	1	
	Somerset	2	
Louisiana	Baton Rouge	55	168
	Metairie	47	
	Natchitoches	2	
	New Orleans	45	
	Shreveport	19	
Maine	Bangor	19	53
	Westbrook	34	
Maryland	Baltimore	45	169
	Bethesda	55	
	Columbia	47	
	Greenbelt	3	
	Hagerstown	6	
	Reisterstown	1	
	Salisbury	12	
Massachusetts	Boston	154	477
	Bridgewater	19	
	Cambridge	57	
	Holyoke	2	

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Lexington	74	
	Springfield	56	
	Wellesley	59	
	Worcester	56	
Michigan	Alpena	1	462
	Ann Arbor	64	
	Auburn Hills	2	
	Dearborn	65	
	East Lansing	55	
	Grand Rapids	100	
	Marquette	9	
	Southfield	69	
	Traverse City	5	
	Troy	92	
Minnesota	Bloomington	43	239
	Brooklyn Park	43	
	Eagan	37	
	Hermantown	15	
	Maplewood	13	
	Mounds View	2	
	Rochester	36	
	Saint Louis Park	4	
	Shakopee	2	
	St. Paul	40	
	Waite Park	4	
Mississippi	Jackson	14	34
	Oxford	1	
	Raymond	8	
	Tupelo	11	
Missouri	Columbia	26	162
	Kansas City	26	
	Springfield	32	
	St. Louis	77	
	Union	1	
Montana	Billings	24	41
	Helena	17	
Nebraska	Hastings	4	106
	Lincoln	41	
	North Platte	5	
	Omaha	54	
	Scottsbluff	2	
Nevada	Las Vegas	123	166
	Reno	43	
New Hampshire	Concord	66	90
	Nashua	24	

State	City	Number of Test Takers in 2022	Total Test Takers by State
New Jersey	Jersey City	27	293
	Lyndhurst	60	
	Newark	1	
	Northfield	38	
	Nutley	1	
	Piscataway	80	
	Princeton	71	
	Secaucus	15	
New Mexico	Albuquerque	42	43
	Farmington	1	
New York	Albany	92	1278
	Bronx	1	
	Brooklyn	92	
	East Syracuse	53	
	Elmhurst	9	
	Endicott	21	
	Forest Hills	70	
	Fresh Meadows	14	
	Getzville	40	
	Islandia	110	
	Johnson	2	
	Lake Success	122	
	Melville	42	
	New York	289	
	Rochester	68	
	Staten Island	42	
	Utica	16	
	Watertown	22	
	Westbury	31	
	White Plains	46	
Williamsville	64		
Yonkers	32		
North Carolina	Charlotte	75	592
	Concord	23	
	Durham	108	
	Elizabeth City	2	
	Fayetteville	1	
	Fletcher	37	
	Greenville	21	
	Hamlet	1	
	Hickory	3	
	New Bern	4	
	Raleigh	162	
	Salisbury	12	
	Wilmington	37	

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Winston-Salem	106	
North Dakota	Bismarck	4	31
	Fargo	27	
Ohio	Alliance	3	384
	Beachwood	30	
	Cincinnati	20	
	Columbus	43	
	Copley Township	32	
	Dayton	2	
	Defiance	1	
	Englewood	3	
	Gahanna	35	
	Independence	40	
	Lima	8	
	Maple Heights	2	
	Mason	19	
	Maumee	19	
	Moraine	52	
	Norwood	41	
	Perrysburg	4	
	Shelby	2	
	Smithville	1	
	Toledo	3	
Warren	1		
Westlake	22		
Zanesville	1		
Oklahoma	Norman	26	134
	Oklahoma City	65	
	Tulsa	43	
Oregon	Albany	1	123
	Beaverton	49	
	Medford	9	
	Portland	39	
	Salem	25	
Pennsylvania	Allentown	79	1095
	Bethlehem	2	
	Blue Bell	80	
	Chambersburg	2	
	Erie	73	
	Harrisburg	114	
	Hawley	2	
	King of Prussia	87	
	Lancaster	42	
	Leola	4	
Media	7		

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Newtown	5	
	Perkasie	1	
	Philadelphia	124	
	Pittsburgh	227	
	Port Allegany	5	
	Scranton	93	
	Warrington	79	
	Washington	67	
	York	2	
Rhode Island	Warwick	44	44
South Carolina	Columbia	80	242
	Conway	1	
	Greenville	76	
	Irmo	1	
	North Charleston	81	
	Sumter	3	
South Dakota	Sioux Falls	40	40
Tennessee	Brentwood	97	428
	Chattanooga	71	
	Gallatin	5	
	Johnson City	44	
	Knoxville	85	
	Memphis	81	
	Morristown	5	
	Nashville	40	
Texas	Abilene	29	766
	Amarillo	6	
	Angleton	1	
	Arlington	42	
	Austin	50	
	Bellaire	42	
	Bryan	9	
	Carrollton	48	
	Corpus Christi	8	
	Dallas	101	
	Edinburg	3	
	El Paso	20	
	Eules	1	
	Fort Worth	11	
	Frisco	2	
	Harker Heights	2	
	Harlingen	13	
	Houston	112	
	Hurst	32	
	Irving	1	

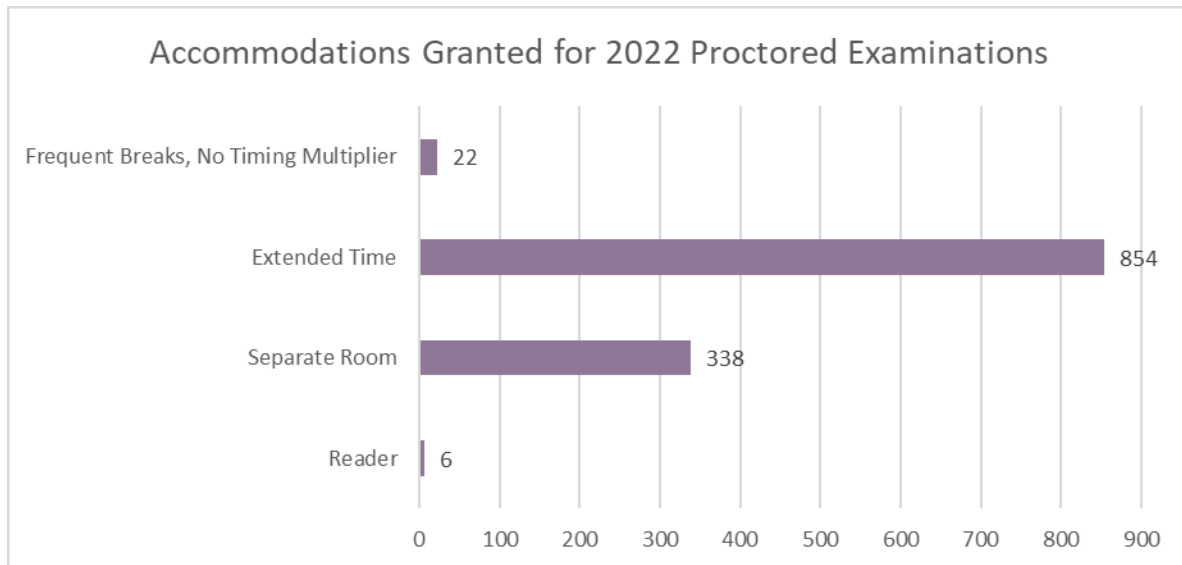
State	City	Number of Test Takers in 2022	Total Test Takers by State
	Killeen	1	
	Lubbock	11	
	McAllen	36	
	Midland	9	
	Plano	2	
	Richardson	3	
	Round Rock	2	
	San Antonio	96	
	Shavano Park	33	
	Sugar Land	25	
	Tyler	9	
	Waco	6	
Utah	Bountiful	69	192
	Draper	56	
	Ogden	19	
	Salt Lake City	48	
Vermont	South Burlington	7	7
Virginia	Alberta	2	382
	Alexandria	38	
	Annandale	1	
	Chantilly	3	
	Chesapeake	74	
	Chesterfield	3	
	Fairfax	1	
	Fredericksburg	2	
	Glen Allen	36	
	Lynchburg	36	
	Manassas	4	
	Middletown	4	
	Newport News	36	
	Reston	48	
	Richmond	38	
	Roanoke	51	
Sterling	5		
Washington	Liberty Lake	1	211
	Renton	53	
	Seattle	93	
	Spokane Valley	42	
	Tacoma	2	
	Vancouver	1	
	Yakima	19	
West Virginia	Charleston	43	65
	Morgantown	22	
Wisconsin	Ashwaubenon	37	233
	Brookfield	52	

State	City	Number of Test Takers in 2022	Total Test Takers by State
	Eau Claire	22	
	Kenosha	17	
	La Crosse	2	
	Madison	44	
	Milwaukee	42	
	Pewaukee	15	
	Wausau	2	
Wyoming	Casper	8	9
	Gillette	1	
Grand Total		13,699	13,699

International Exam Activity

Country	City	Total Takers by City
Thailand	Bangkok	1
Germany	Frankfurt	2
Puerto Rico	Guaynabo	1
France	Paris	1
Guam	Tamuning	2
British Columbia	Burnaby	1
	Surrey	1
	Victoria	2
Ontario	Toronto	2
Queensland	Brisbane	1
Grand Total		14

APPENDIX F: ACCOMMODATIONS IN 2022 FOR PROCTORED EXAMS



Total number of examinees granted accommodations: 895