



REQUEST FOR PROPOSALS

Certification Program Services: Psychometrics and Exam
Development, Administration and Delivery, and Candidate and
Certificant Management

ISSUE DATE

13 November 2024

PROPOSAL DUE DATE

20 December 2024

CONTACT INFORMATION

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Unless expressly permitted in writing, companies must direct their questions or correspondence on to the authorized staff member listed above via email.



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All information contained in this Request for Proposal is confidential. All recipients agree that all information contained in this RFP may only be used in the creation of a proposal and may not be shared with outside individuals.

ASIS International (ASIS) seeks competitive proposals for psychometric and exam development, administration and delivery, and candidate and certificant management services.

1. General Information

Established in 1955, ASIS International (ASIS) is a global community of security practitioners, each of whom has a role in the protection of assets – people, property, and/or information. Our 34,000 members represent virtually every industry in the public and private sector. The mission of ASIS is to advance and reinvest in the security profession. ASIS supports scholarship programs, and the development of education, certification and standards and guidelines. ASIS is dedicated to expanding and enriching knowledge sharing, best practices, and peer-to-peer connections. Headquartered in Alexandria, Virginia, ASIS is a global organization with a worldwide network of 250 regional chapters and thirty-nine subject area communities within the ASIS Connects online community platform.

The ASIS International Professional Certification Board (PCB) is responsible for the development and maintenance of four ASIS Board Certifications – Associate Protection Professional (APP®), Certified Protection Professional (CPP®), Professional Certified Investigator (PCI®), and Physical Security Professional (PSP®) certification programs.

All four ASIS Board Certification programs are accredited under the ISO/IEC 17024 Standard through ANSI National Accreditation Board (ANAB). All contracted activities must be conducted and documented in compliance with this accreditation standard.

Approximately 419 professionals hold the APP credential, 8,482 professionals hold the CPP credential, 1,043 professionals hold the PCI credential, and 2,587 professionals hold the PSP credential as of September 2024. Approximately 1,750 candidates test annually.

ASIS International is seeking proposals for ongoing psychometrics and exam development, administration and delivery, and item banking services for ASIS Board Certification programs to include the APP, CPP, PCI and PSP certifications.

2. Background

ASIS International conducts annual APP, CPP, PCI and PSP exam development work, including item writing, item review, form development, and statistical analysis. The item bank is maintained by the testing vendor. There are always two active English and two active Spanish exam forms for each certification in use. Forms are replaced annually or when the volume of testers reaches a pre-established threshold to prevent overexposure of the form(s).

Candidates have a 1-year eligibility period to schedule and take each exam. Candidates may re-test up to three times during their eligibility period on a different exam form from the most recent previous attempt. There must be a minimum of a 60-day waiting period between exam attempts. All exams are administered via continuous, computer-based testing at vendor test sites and live remote proctored modes throughout the world.

Associate Protection Professional - First credential for practitioners; measures the professional's knowledge of security management fundamentals, business operations, risk



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management, and response management. The APP exam is a 125-item (100 scored, 25 pretest) multiple choice exam. Items are delivered in randomized sequence. Candidates are currently allowed use of a whiteboard and an onscreen calculator during exam administration. Candidates have 150 minutes to complete the exam, and two unscheduled 10-minute breaks are permitted but the exam timer does not stop during the break.

Certified Protection Professional - Gold standard for security leadership expertise and excellence; validates your knowledge in all areas of security management. The CPP exam is a 225-item (200 scored, 25 pretest) multiple choice exam. Items are delivered in randomized sequence. Candidates are currently allowed use of a whiteboard and an onscreen calculator during exam administration. Candidates have 270 minutes to complete the exam, and two unscheduled 10-minute breaks are permitted but the exam timer does not stop during the break.

Professional Certified Investigator – Evaluates skills related to case management, evidence collection, and preparation of reports and testimony to substantiate findings. The PCI exam is a 140-item (125 scored, 15 pretest) multiple choice exam. Items are delivered in randomized sequence. Candidates are currently allowed use of a whiteboard and an onscreen calculator during exam administration. Candidates have 180 minutes to complete the exam, and two unscheduled 10-minute breaks are permitted but the exam timer does not stop during the break.

Physical Security Professional – Evaluates physical security assessments, application, design, and integration of physical security systems, and implementation of security measures. The PSP exam is a 140-item (125 scored, 15 pretest) multiple choice exam. Items are delivered in randomized sequence. Candidates are allowed use of a whiteboard and an onscreen calculator during exam administration. Candidates have 180 minutes to complete the exam, and two unscheduled 10-minute breaks are permitted but the exam timer does not stop during the break.

Certificants may recertify by taking the certification exam or by completing continuing education. Like initial certification candidates, candidates who recertify by exam are required to follow all established policies regarding submitting an exam application, paying the appropriate fees, eligibility, and retake policies, etc.

3. Scope of Work

A. Program Needs and RFP Scope

All examination development and administration services will be conducted and documented in compliance with the AERA/APA/NCME Standards for Educational and Psychological Testing and the ISO/IEC 17024 Accreditation Standards.

Respondents may submit proposal(s) for Section 3.B. Psychometrics and Exam Development, Section 3.C. Administration and Delivery, and/or Section 3.D. Candidate and Certificant Management. All vendors must respond to Section 4. Other Related Information.

The length of the contract period is expected to be the transition period plus 3-5 years of ongoing services beginning 1 January 2025. Proposals should include a general timeline for onboarding ASIS after contract approval and for conducting each exam development step, noting if any activities can take place concurrently.



Single/Partner Companies

ASIS will entertain proposals from both single vendors, able to provide some or all requested services, and partner vendors, two companies who agree to bid as a unit for the contract. For the latter, ASIS will require a single main point of contact for the combined bid and requires the same should the partner companies be selected.

B. Psychometrics and Examination Development

Psychometric Services

For all ASIS certifications, an annual technical report is required. This report must include statistics summarized for first-time, repeat, and all examinee administrations. Results must be reported by testing mode and language across all administered administrations. All ASIS examinations utilize Classical Test Theory (CTT). For each certification, the report must also include by form and total, as appropriate:

- Number of examinees
- Number of scored items
- Raw cut score
- Mean score achieved by the examinees
- Standard deviation (SD) of scores achieved
- KR-20 reliability coefficient
- Subkoviak Classification Consistency
- Standard error of measurement
- Mean number of minutes used by examinees by form
- Percentage of examinees who achieved a passing decision outcome by form and overall
- Detailed form-, item-, and option-level analyses, including mean item difficulty, mean item discrimination
 - Subscore statistics by form (including number of items, minimum and maximum raw scores, mean raw score, standard deviation of raw score, mean item difficulty, mean biserial correlation, and reliability alpha, subscore intercorrelations)
 - Raw score distribution by form including skew, kurtosis, alpha, SEM, Subkoviak Classification Consistency, pass rate
 - Item-analysis to include frequency distribution of item difficulty indices by form, including mean item difficulty and SD of item difficulty; number of examinees, item difficulty and point biserial by form and administration mode and overall
- Pass rate by form and overall pass rate
- Pretest item performance to include frequency distribution of item difficulty indices by form, including mean item difficulty and SD of item difficulty
- Data forensics to evaluate and/or detect fraudulent examinee activity, including irregularity in test scores and response patterns, abnormal pass rates, item response and error similarities, irregular time patterns, etc.

Provide quarterly psychometric analysis of all remotely administered exams.



Examination Development

ASIS has typically used virtual SME meetings to facilitate exam development work. Vendors to provide information about proposed formats and methodology for conducting SME meetings and providing SME training for each of the referenced exam development steps.

ASIS coordinates annual *item development* needs with our vendor utilizing a gap analysis for each certification. Item development workshops are then conducted with the vendor providing SME training, item bank access/management, editing, and *item review*. All ASIS certifications utilize the 4-option multiple-choice format.

Once an item is approved through the item review process, it is available to be used as a pretest item on a form. The vendor shall *assemble and pre-equate* two forms per certification with scored and pretest items according to the respective blueprint. Once preliminarily assembled, vendor will review the assembled forms with SMEs to identify items with *cueing and/or overlap* concerns. The vendor shall replace noted items and update the item bank for future assemblies. Once both forms are assembled, ASIS coordinates translation to Spanish prior to publishing/administration. Upon completion, the vendor shall submit a detailed report that includes scaled score tables by form. ASIS uses a 200 – 800 scale, with a scale cut of 650, for all certifications.

Annually, or at agreed upon cadence, vendor shall conduct *item analysis on the pretest items* and review statistically problematic items with SMEs and determine appropriate action.

ASIS conducts a *Job Analysis (JA)* for each certification every 5 to 7 years. Respondents to include description of JA methodology, global survey administration, blueprint development, item bank mapping, etc.

Exam	Job Analysis Due
APP	2025
CPP	2026
PCI	2027
PSP	2028

Standard Settings are conducted as needed, typically following the completion of a JA and updating of the blueprint to establish an updated cut score. The report should prove as evidence of the validity of the certification and the SMEs involved. Prior Standard Settings have utilized the modified Angoff method. Describe Standard Setting processes and SME access and ratings. Include meeting with the Professional Certification Board (PCB) to review the process and SME recommendations.

Item Banking

ASIS requires an online item banking platform with granular security management to provide varying levels of access to SMEs and staff to perform examination development tasks. The platform must allow the secure development and management of items by certification, ease of form creation and identification, statistical tracking by item preferred but not required. The platform must include:



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- Version history and change log.
- Secure SME access and management to remove access after task completion.
- Ability to track item writer, creation date, form assignments, item status, reference tracking, blueprint classification, link translated items across languages, parent/child, enemy items, etc.
- Ability to report and/or export items and forms (current and historical).
- Ability to export exam forms to delivery vendor/platform.
- Allow special characters for use in translated items.
- Describe data import and quality assurance check for current bank import with metadata.

Describe included item bank management support and management, including existing item import and quality control review. The current ASIS item bank includes approximately 5,000 items.

Accreditation Support

As noted earlier, all ASIS Board Certification programs are accredited under the ISO/IEC 17024 Standard through ANSI National Accreditation Board (ANAB). Vendor to describe ability and experience supporting similarly accredited certification bodies. To support ASIS through our accreditation cycles, vendor shall:

- For all psychometric and test development services, submit a detailed, written report for ASIS to review, edit (if needed), and approve. Reports should contain sufficient detail for use in accreditation applications and annual surveillance reporting.
- Agree to annual performance review.
- Confirm no conflicts of interest with ASIS certification domains or competitive overlap.

ASIS typically drafts all required application responses. Primary support needs include detailed exam development reports, periodic response review by psychometrician, and non-conformity response collaboration, as needed.

C. Administration and Delivery

ASIS currently utilizes computer-based testing at vendor test centers and remote proctoring to deliver the certification exams. Approved testing sites meet security requirements necessary for the administration of high-stakes examinations. Exam appointments are offered 365 days a year remotely and standard business days in test centers.

Prior to accessing exam content, all candidates must review and agree to a nondisclosure agreement. Pass/fail notification, in the form of a preliminary score report, is provided to candidates from the test administrator via email immediately following completion of the exam. All candidates are provided with official notification by ASIS International following the exam appointment after results have been imported from the test vendor.

Approximately 75% of appointments are administered at test centers and 25% via live remote proctoring. Vendors to include description of test center ecosystem, include publishing process



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and schedule; online candidate scheduling, rescheduling, and cancellation processes; proctor/staff training and qualifications; form assignment; randomization of exam items; quantity and locations of global in-person centers and live remote proctoring offerings; average availability of exam appointments in each mode; security measures in both modes; proctor to candidate ratios; availability of English and Spanish speaking proctors/customer service agents; ID verification processes; communication plans due to site closures; description of use of AI in both administration modes; technical and room preparation requirements for live remote proctoring; surveillance procedures to discourage cheating; irregularity detection, reporting, and resolution; records retention, phone and online customer service support processes, etc.

Describe the ability to receive eligibility information from ASIS and return exam administration data back to ASIS and typical frequency.

ASIS International receives and processes candidate requests for special accommodation and communicates this information to the test administration and delivery vendor. Identify typically available accommodations information in proposals.

Exam	Appointment Duration	Test Duration	# Items
APP	2.5 hours	2 hours	125 (100 scored + 25 pretest)
CPP	4.5 hours	4 hours	225 (200 scored + 25 pretest)
PCI	3 hours	2.5 hours	140 (125 scored + 15 pretest)
PSP	3 hours	2.5 hours	140 (125 scored + 15 pretest)

ASIS offers all certifications in both English and Spanish. For both languages, describe the publishing and quality assurance process, management of translated exams, presentation to candidates, and bilingual candidate support and proctoring services.

Describe internal processes to evaluate test center and remote proctoring performance, security measures implemented by both in-person and remote proctors/service agents. When issues arise, describe levels of remediation, root cause analysis, and timeline to require training and improvement.

Accreditation Support

As noted earlier, all ASIS Board Certification programs are accredited under the ISO/IEC 17024 Standard through ANSI National Accreditation Board (ANAB). Vendor to describe ability and experience supporting similarly accredited certification bodies. To support ASIS through our accreditation cycles, vendor shall:

- Agree to annual performance review.
- Confirm no conflicts of interest with ASIS certification domains or competitive overlap.

ASIS typically drafts all required application responses. Primary support needs include periodic response review and non-conformity response collaboration, as needed.

D. Candidate and Certificant Management

ASIS is seeking to implement a new online candidate and certificant management platform. At a high level, the desired platform must be able to allow candidates to submit and manage initial certification applications, certificants to manage recertification cycle (including documentation of CPE units), manage Preferred CPE Provider Program, and certification staff to manage review and approval of the application and recertification processes. The platform must support or enable the purchase of initial and recertification application and exam administration/ registration and other fees, as needed, either on platform or allow for external ecommerce purchase through a synchronized integration.

System Requirements

More specifically, the platform must support the following:

- Enable candidates and certificants to submit applications, upload supporting documentation, and track progress of their applications online.
- Configure and manage multiple eligibility pathways: Enable candidates to meet eligibility requirements through various combinations of qualifications as defined by business rules, such as work experience alone, work experience with a higher education degree, or a combination of work experience and other approved certifications. This includes identifying and configuring credential types, and managing experience, education, and reference requirements for each certification.
- Implement Clear and Predictable Navigation, provide an accessible UI/UX that offers visual cues to a customer's journey and application/recertification status.
- Define status codes for each credential, credential process and process requirement, for example, In Progress, Pending Review, Completed, Pending Exam, Exam Retake, Terminated, Expired, etc. Sync status codes and eligibility end date to CRM (HubSpot) via API, preferred but not required.
- Automate candidate application review and approval if requirements are met. Provide an easily configurable percentage of applications to be audited by Staff (with an AI co-pilot preferred but not required).
- Send transactional emails based upon templates within platform and/or via a rich marketing automation system integration (HubSpot)
- Track customer service and marketing email transactions within the platform
- Track and manage opt-out selection by end users
- Log end user changes within the platform (i.e., contact information change with date and name of individual who made the change, etc.)
- Provide the ability to query specific data for reporting purposes. For example, the number of applications submitted by month, number of applications submitted or under review for a specific timeframe (certification and recertification); currently certified by member, nonmember, with Governance Region and Chapters (configurable), certifications suspended and other queries as business needs/management require.
- Process to move certifications from currently certified to suspended status and suspended to terminated status.
- Process to move currently certified to a Lifetime status. Lifetime status has discrete eligibility requirements.



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- Process to terminate APP certification when certificant becomes CPP certified in accordance with business rules.
- Store and track the certificant's status and certification history including key dates and CPE record. Preferred: push summary certificant data to CRM (HubSpot) via integration. Include Certification End Date and number of credits needed to be recertified.
- Provide a methodology for ASIS to award CPE credits for attending an ASIS event/session and apply credits towards CPE requirement. Preferably via rest-API
- Restrict recertification application submission until certificant has achieved the minimum required CPE and is within 1-year of certification end date.
- Automate recertification application review and approve if requirements are met. Provide an easily configurable percentage of recertifications to be audited by Staff (with an AI co-pilot preferred but not required).
- Preferred Provider support:
 - Track information regarding CPE Providers such as name and contact information for the organization, provider type, provider id, date provider was accepted, provider expiration date, primary contact information for the provider, as well as other general provider information.
- Accept PCI-compliant payments for certification application, retesting, recertification application, and other fees.
- Process fees to accounting, including deferred revenue recognition capability.
- Describe SLA for data transfer with test administration vendor. Preferably via a well-documented, standardized integration.

Enable staff to:

- Support Certificants for edge cases by creating invoices and applying payments to fees associated with a certification/recertification process and update fee status when paid on customer's behalf.
- View a list of open applications and renewals (from dashboard, preferred).
- View details for an application or renewal, include related correspondence, educational degrees, documents, exams, fees, licenses, and reviewers.
- View the history of the application process.
- Configure automated correspondence to the applicants either on platform or through integration with a third-party CRM (HubSpot).
- Configure/re-configure certification requirements as policies change.
- Run standard reports, including but not limited to applications by month and applications by status.

Enable customer to:

- Purchase a certification application and pre-pay for exam administration appointment natively within platform and/or via a standard ecommerce platform (Magento preferred).
- Self-report CPE activities for recertification credit, including uploading supporting documentation.
- Generate a quote/sales order/invoice upon request if within the platform that provides a link to a cart/payment, or trigger the same action via API call to ecommerce platform (Magento preferred)
- Transact and apply payment within platform, or via ecommerce API.



Integrations

ASIS's preference is toward integrations that are well developed, off the shelf, robust integrations between platforms leveraging modern API with extensive documentation.

ASIS uses the following platforms (preferred):

- CRM: HubSpot
- Marketing Automation & Email: HubSpot
- Accounting Platform: Sage Intacct
- Ecommerce: Magento 2/Adobe Commerce
- Customer Service Ticketing: Zendesk
- SSO: All certificants, regardless of member status, must authenticate via ASIS custom Single Sign On (SSO) to new Candidate and Certificant Management platform (documentation to be provided upon reward). Any new SSO will be OAuth 2.0 based.
- Data Visualization Tools: PowerBI & Association Analytics Acumen AI

4. Other Related Information

A. Testing Company and Personnel

Include a brief history of the vendor, particularly regarding providing similar services to other clients and experience working with accredited programs. Describe how the vendor/client relationship is managed and what personnel are available to support ASIS International; include location of assigned personnel by state/country.

B. Security

Address security measures throughout the psychometric and exam development, administration and delivery, and candidate and certificant management processes, as applicable. Include procedures to protect intellectual property, candidate PII, disaster recovery, and business continuity plans. As appropriate to the services proposed, include information related to administration and delivery modes, storage, delivery, transfer, data retention policies (including PII, and exam administration images and videos), and destruction of confidential information or materials.

Provide examples of any client content exposures within 24 months prior (client name may be redacted). Describe process to identify, root cause, remediation, and communication to impacted client and other clients using same system(s).

To guarantee appropriate management of risk for our stakeholders, ASIS must verify the good security practice of our key vendor partners. To that end, ASIS requests the following documentation:

1. Recent (within the last 12 months) third-party penetration test summary results and evidence of remediation.
2. Verification of PCI compliance attestation (if processing transactions within your system).
3. SOC 2 Type II (or SOC 3) report for vendor's operations, if public-facing vendor systems are self-hosted and SOC compliance information exists.
4. SOC report for vendor's hosting provider. If public-facing systems are not self-hosted.



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ASIS is happy to execute an NDA covering any proprietary information that may be involved. Our intent is responsible due diligence and ASIS has no intent to store, archive, or share this information.

C. Client Management

Describe account/project management methodology, including cadence and duration of regularly scheduled client meetings, responsiveness expectations, root cause analysis experience, and communication preferences. If submitting proposals for multiple services, please confirm if ASIS will have a single point of contact for all services or separate by service.

D. Demonstration Acknowledgement

Indicate the vendor's willingness and ability to present a demonstration of proposed service(s) and/or product(s) if requested by ASIS International as part of the proposal evaluation process.

E. Client References

Include three client references that show prior, positive experience related to the RFP's scope of services. References should include client name, contact name and title, contact phone and email address, and a summary of services provided to client and duration of relationship. Prioritize ISO/IEC 17024 accredited clients.

F. Costs

Specify costs for each item in the scope of work by ASIS fiscal year (1 July – 30 June). All fees, including one-time fees, recurring fees, yearly percentage of increase for seat fees, change fees, per-candidate fees, travel fees, performance fees and late fees, and performance bond requirements should be specified.

G. Vendor Integrations

For all service offerings that include input and/or output of data, identifying all systems and partners with whom the vendor is currently integrated.

H. AI Requirements and Acknowledgement

ASIS International requires all vendors proposing to use Artificial Intelligence (AI) within any scope of work defined in this RFP to adhere to the following AI guidelines, ensuring compliance with ethical standards, data security, and transparent processes. Vendors must clearly outline how AI will be utilized, specify model types, manage data, and maintain security around all intellectual property (IP) and personally identifiable information (PII).

Permissible AI Usage and Purpose

- **Purpose Disclosure:** Vendors must define the specific purposes for which AI will be employed, including automation, predictive analysis, or other uses, and must demonstrate how these uses align with ASIS's objectives.



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- **Ethical Compliance:** All AI usage must comply with relevant ethical AI standards (e.g., IEEE, OECD guidelines), promoting fairness, accuracy, and transparency in the vendor’s AI-driven processes.

Data and IP Protection

- **Restriction on Data Use:** Vendors may not use any data provided by ASIS or generated during the engagement for external model training or unrelated projects.
- **Ownership of AI Outputs:** ASIS maintains exclusive rights over proprietary data and insights generated through AI in this engagement. Any outputs or models created from ASIS data must remain the property of ASIS, unless otherwise agreed.
- **Data Generated by AI:** AI-generated data may not be used or repurposed by the vendor for internal or external projects unrelated to this engagement.

I. Global Requirements

ASIS has members and nonmember applicants, candidates, certificants, and Subject Matter Experts (SMEs) around the world. Vendors are encouraged to document processes, services, and tools that will be utilized to ensure the customer experience is smooth, accessible, and easy for all users to experience. This includes, but is not limited to:

- Support of UTF-8
- Flexible character limits for all data fields
- Customer Service support

J. Additional Service Offerings (Optional)

Vendors are encouraged to share other service offerings for ASIS consideration.

5. Timeline and Communication

A. Timeline

Issue Request for Proposals	11/13/2024
Intent to Submit and RFP Questions due*	12/06/2024
Vendor webinar (12:00 – 1:00 pm ET)	12/12/2024
Response to vendor questions due	12/13/2024
Proposals due	12/20/2024
Review of proposals completed	1/28/2025
Presentations/interviews by selected finalists (tentative**)	2/3 - 7/2025
Contract Signed (tentative**)	3/21/2025

**All vendors who submit an Intent to Submit will receive a Zoom link invitation for the vendor webinar no later than 10 December 2024.*

***Tentative timeframes are subject to change. ASIS International will inform responding vendors of any revisions.*



B. Communication

Submit all RFP-related questions and proposals in writing to Erica Brown (Erica.Brown@asisonline.org).

All submitted questions and any follow ups from the webinar will be responded to in writing and distributed to all vendors who submit an Intent to Submit.

6. Proposal Review Criteria

Proposals will be reviewed and evaluated against the following criteria:

- Completeness of the proposal and following required format
- Ability to provide the required Scope of Work (includes technical ability, relevant experience, capacity to meet deadlines, etc.)
- Planned methodologies related to the required Scope of Work
- Qualifications and experience of personnel
- References
- Vendor demonstration
- Vendor integrations
- Cost

7. Proposal Conditions and Disclosures

ASIS seeks proposals that will provide:

- A description of work to be provided which corresponds to each section and sub-section of this RFP's Scope of Work.
- Timelines for conducting the Scope of Work and vendor transition, as appropriate.
- Estimated costs for the work. Cost estimates for each activity in the Scope of Work section must include a separate cost breakdown for each activity.
- Qualifications and resources to accomplish the project.
- Three client references related to similar projects.

ASIS will accept proposals under the following conditions:

- Proposals and all correspondence regarding the project must be directed to Erica Brown, Director, Certification via email at Erica.Brown@asisonline.org. Proposals must be submitted via email no later than 1:00 pm ET on 20 December 2024. Email Subject line must read "Certification Services RFP Response – [Company Name]."
- Proposals must be submitted electronically by the required deadline.
- ASIS reserves the right to accept or reject any proposal without assignment of reasons for so doing.



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- There is no provision for reimbursement by ASIS of costs incurred by the bidder in responding to this solicitation.
- The bidder should acknowledge, if awarded the contract, that they will: function as an independent contractor in the conduct of this project and assume full responsibility for all actions, damages, injuries, etc. and at all times comply with all laws, rules, and regulations.
- The proposal should be prepared in conformance with the guidelines stated in this RFP. Proposals should follow the following order:
 - Cover Letter - Including the name, title, and contact information for the authorized point of contact for the company submitting the proposal.
 - Testing Company and Personnel
 - Security
 - Client Management
 - Demonstration Acknowledgement
 - Client References
 - Scope of Work, as appropriate
 - Psychometrics and Examination Development
 - Administration and Delivery
 - Candidate and Certificant Management
 - Timeline – Including proposed transition and ongoing annual service plan, including key milestones and estimated dates for all tasks.
 - Costs
 - Vendor Integrations
 - AI Requirements and Acknowledgement
 - Global Requirements
 - Additional Service Offerings (optional)