CMCI

Construction Manager Certification Institute (CMCI)

REQUEST FOR PROPOSALS

For

Psychometric Services, Exam Creation & Delivery, and Item Banking

Date of Issue: September 6, 2024

Proposal Due Date: December 1, 2024

<u>Contact Information</u>
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Given the confidential nature of this RFP, unless expressly permitted in writing, companies must direct their questions or correspondence only to the authorized staff member listed above via EMAIL.

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Section I

Project Overview

The Construction Management Association of America is an industry association dedicated to the practice of professional construction management. CMAA represents more than 17,000 members including federal/state/local government and private sector owners, construction consultants, technology suppliers, academia, and legal organizations all with a common goal: to improve our nation's infrastructure.

The American National Standards Institute (ANSI) National Accreditation Board (ANAB) has accredited the Construction Manager Certification Institute's (CMCI) Certified Construction Manager® (CCM®) certification program under ISO/IEC 17024, General Requirements for Bodies Operating Certification Systems or Persons.

The Construction Manager Certification Institute (CMCI) provides two credentials for construction management professionals: the Certified Associate Construction Manager ® (CACM) and Certified Construction Manager (CCM). CMCI currently offers the examinations at testing centers worldwide as well as via Live Remote Proctoring (LRP).

CMAA's Vision: CMAA is the voice of the program and construction management industry and the premier resource for professionals working in the built environment.

CMAA Mission Statement: To promote, support, educate, and develop professionals who lead the delivery of programs and projects within the built environment.

Purpose

CMCI is seeking professional testing services and is accepting proposals in response to this Request for Proposal (RFP) in order to find a qualified company to provide one or more of the following services: psychometrics, examination development and delivery, and an item banking platform for the CACM and CCM certification programs. The intent of this RFP is to have the companies under consideration specifically address the services requirements and provide a well-considered price proposal for those services.

The full details of this RFP can be found on the subsequent pages. Questions about this RFP may be submitted in writing to sboenisch@cmaanet.org no later than November 1st, 2024.

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Section II:

Scope of Work

Component 1: Psychometric Services

CACM and CCM items are currently equated using Classical Test Theory (CTT) and are offered on-demand with instant scoring. Score reports are delivered upon completion of the test takers exam with pass/fail results. In-person test centers must provide the test taker with both physical print outs and electronic of their results. LRP test takers must be provided with electronic copies once their examination is complete.

Training will be required for CACM and CCM Subject Matter Experts (SMEs) annually by a psychometric professional.

A Test Analysis Report will be required annually, or as needed at the request of CMCI staff. The content of this report must include scale-level statistics that are summarized for first-time, repeat, and all examinee administrations. Results must be reported by administrations in test centers, administrations using remote proctoring, and all administered examinations. The report must also include:

- Number of examinees.
- Number of scored items in the scale (i.e., examination).
- Raw cut score for the examination.
- Mean score achieved by the examinees.
- Standard deviation of scores achieved by the examinees.
- Kuder-Richardson 20 reliability estimate; a measure of the scale's internal consistency.
- 8 Subkoviak Decision Consistency, an estimate of the consistency of pass-fail decisions.
- 9 Standard error of measurement, the average amount of variability in scores attributed to factors other than ability.
- Mean number of minutes used by examinees.
- Percentage of examinees who achieved a passing decision outcome.

Component 2: Exam Development & Delivery

CACM and CCM examinations are currently delivered at authorized testing sites worldwide that meet the security requirements necessary for the administration of high-stakes examinations. The examinations are administered using computer-based testing (CBT) format and are only offered in the English language. The examinations consist of multiple-choice questions (A,B,C, and D) and vary in difficulty and length. The CACM examination consists of 125 scored questions plus 25 unscored pilot questions and candidates have 3 hours to complete. The CCM examination consists of 150 scored questions plus 25 unscored pilot questions and candidates have 4 hours to complete. Candidates have up to 3 attempts and one year to take the exams with 45 days between attempts.

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Both examinations are offered primarily at in-person testing centers, however, applicants may submit accommodation requests for live remote proctoring (LRP). Accommodation requests for LRP must be accompanied by relevant and valid documentation that supports the claimed reason for accommodation. CMCI applicants can request LRP accommodations for the following reasons:

- Proximity to testing location (>40 miles): When the testing location is greater than 40 miles from the applicant's home or office.
- Testing site closures: In the event of unexpected testing site closures
- Medical conditions: In cases of illness or medical conditions
- Undue burden or other reasons deemed appropriate by CMCI

CMCI is seeking exam development services for both CACM and CCM examinations. Requested services include, but are not limited to:

➢ Monthly item review meetings

1-hour item review meetings held monthly throughout the year via web conference. Item reviews focus on the review of newly written items and items flagged for review either for statistics-related or content-related issues.

➢ Exam Assembly

Examinations are refreshed annually or as needed determined by CMCI staff. Items must be first used as pretest (unscored) items and exhibit acceptable item-level statistical criteria to become eligible for use as a scored item on a CACM or CCM examination. The following criteria are used to determine acceptability of examination items:
   o Percentage of first-time examinees answering correctly (p value) greater than 0.30
   o Percentage of first-time examinees answering correctly (p value) less than 0.95
   o Point-biserial correlation of answering correctly and total score (rpb) greater than 0.10

➢ Standard Setting

Standard Settings are completed on an as-needed basis. Conduct remote Standard Setting meetings with CMCI committees to establish examination cut scores. Develop technical reports detailing the overall recommendations of panelists, the judgments of each SME in each phase, and the result of the Standard Setting. The report should prove as evidence for the validity of the examinations developed and the SMEs involved. Previous Standard Settings were conducted using the Angoff method.

➢ Job Task Analysis (JTA)

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Conduct and facilitate a JTA in 2025 and/or as needed to ensure that the CCM examination is current within the construction management industry. Hold necessary virtual meetings and communicate with JTA Task Force Members to complete JTA by end of 2025.

Component 3: Item Banking

CMCI is seeking a new item banking platform that will allow SMEs and staff to perform various exam development tasks supporting each certification examination. The item bank platform must allow secure development and management of new and existing items, exam form creation and statistical tracking of items and exam forms. Additional desired capabilities include:

- Ability to track statuses throughout development.
- Secure access for SMEs when completing remote and/or onsite projects.
- Data import capabilities to accommodate existing item bank.
- Ability to apply content classification per CMCI examination blueprints.
- Reporting functionality at item and form level

Component 4: Candidate Customer Service

Responsive and timely customer service is an essential part of a positive candidate experience. Conduct customer service support for examination scheduling, troubleshooting, and technical support. Provide reporting capabilities to track candidate scheduling, pass rates, and candidate eligibility.

Component 5: Technical Integration

CMCI uses TopClass as our Learning Management System (LMS) and application portal. Salesforce is used as our member database.

The integration between the testing center and TopClass needs to pass all candidate's eligibility information and test results between the two systems. The eligibility information received by the testing center will be used to facilitate the exam scheduling process.

The eligibility call will include the candidate's unique ID, Exam Application Start Date (Eligibility Begin Date), Exam Application End date (Eligibility End Date), along with Exam Codes to specify initial vs repeat attempts and the specific exam form to be used.

Exam status and results will be passed from testing center to TopClass via API. That call will include the Status Code (SCHED, TESTED, ABSENT), Scheduled Date, and P/F/A Status (Passed/Failed/Absent).

Component 6: Web Surveillance

CMCI takes examination security seriously. Web surveillance and data forensics will be an integral part of making sure examination content is secure.

Web surveillance shall be performed yearly and/or as needed. The web crawling report should include a search of public sites that advertise real test content on them. The report shall include details on crawling websites for matching exam content and doing a similarity analysis between found content and the CMCI item bank.

The data forensics report shall be performed yearly and/or as needed. The analysis shall explore statistical trends in test-taker response data related to the detection of potentially fraudulent test activity. Each test taker and exam should be examined for patterns of irregularity in the examinee's test scores and response patterns. This shall include unusually high pass rates, item response and error similarities, and irregular time patterns.

Statement of Confidentiality

All information contained in this proposal is confidential in nature. All recipients of this RFP agree that this information may only be used internally and may not be shared with individuals outside the company to which it is addressed.

Section II: Certification Program Details

Exam: Certified Construction Manager (CCM)

Date Range: 9/3/2023 - 9/3/2024

	Total Tested	Pass	%	Fail	%
First Time	856	473	55.26%	382	44.63%
Repeater	222	73	32.88%	147	66.22%
Total	1078	546	50.65%	529	49.07%

Exam: Certified Associate Construction Manager (CACM

Date Range: 9/3/2023 - 9/3/2024

	Total Tested	Pass	%	Fail	%
First Time	82	45	54.90%	37	45.10%
Repeater	20	8	40.00%	12	60.00%
Total	102	53	52.00%	49	48.00%

RFP Schedule

The request for Proposal timeline is as follows:

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- RFP released: September 6th, 2024
- Letters of Interest and Q&A: September 6th – November 1st, 2024
- Proposal deadline: December 1st st2024
- Invitations issued for interview: 14-21 days after the deadline
- Contract signed: February 1st, 2025
- Item migration: February – May, 2025
- Full Implementation: July, 2025

Section III

Submission Information

Proposals must be submitted via email to sboenisch@cmaanet.org no later than December 1st, 2024. Email subject line should read "Professional Testing Services RFP."

Cover Letter

The cover letter should include names and contact information for the authorized point of contact for the company submitting the proposal as well as a list of client references.

Engagement Process

Use this section to address the process by which your firm will provide the services described in the Scope of Work. Please be sure to include descriptions of the following:

1) Provide the name, title, and background of the company.
2) Provide a brief description of the work plan proposed to conduct the components outlined in the Scope of Work and execute the tasks described, including deliverables. This should include a schedule of key milestones and estimated dates of completion for all associated tasks.

3) Describe the approach to security including the procedures in place before, during, and after exam administration; procedures to protect intellectual property, and safeguards in place, including disaster recovery and business continuity plans.

4) The individual(s) who would be assigned to this project. Explain how the team dedicated to our projects would function.

5) The process and format for regular meetings to educate and provide guidance to staff and volunteers leading the project(s).

Organization

4) Company Overview:

a) Provide a brief description of your organization and the range of services provided.

b) Please describe your company's key strengths, competitive advantages, and targeted areas of opportunity. What do you believe sets you apart from the competition, and allows you to generate superior performance and service levels?

c) Describe your experience providing testing services to other associations of an equivalent size.

d) Please provide the companies organization-wide security procedures and policies

5) Team Overview:

a) Provide the names, titles, background, and experience of staff who would be assigned to work directly or indirectly on these projects.

b) Please provide a representative list of similar projects executed by the proposed team for associations, for the last three years.

6) Conflict of Interest Disclosure: Please disclose any real or potential conflict of interest your organization has in serving as our testing provider. Disclose whether your organization has any business or personal relationship with any CMAA or CMCI volunteer leader and/or staff member. If any such affiliations exist, how do you manage conflicts of interest?

Fee Proposal

Please describe the fees proposed by your organization for providing the services outlined in the Scope of Work in detail. The contract should outline the term, type of contract, terms and conditions of travel and fees related to face-to-face meetings, performance fees and late fees, and performance bond requirements.

Appendices (not included in the total page count)

A. References. Provide a list of at least three clients the company has contracted with in the past three years who can verify your firm's ability to provide the services requested. Please provide a name, title, and complete contact information for each reference.

B. Other relevant information; not to exceed five pages.

How CMCI Will Choose

Decisions will be made no later than December 1st, 2024. Proposals will be evaluated based on their responsiveness to the criteria outlined in this RFP. Any proposals not meeting the minimum criteria will be disqualified and not evaluated further.

The final determination will be based on best value with prominence toward cost, schedule, and quality, with equal weight. Past performance with CMCI, as well as demonstrated success with similar organizations for similar projects will be considered as differentiating factors. References will also be considered.