



# Request For Proposal (RFP)

## Online Certification Platform

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### **NAFA Fleet Management Association**

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## 1. BACKGROUND/INTRODUCTION

NAFA Fleet Management Association is the world's premier not-for-profit association for professionals who manage fleets of sedans, law enforcement vehicles, trucks, and buses of all types and sizes, and a wide range of specialty and off-road equipment for organizations around the globe.

NAFA has more than 2,000 individual fleet manager members who are employed by corporations, universities, governments agencies (federal, state, municipal, provincial), utilities, and any other entity that uses vehicles in its normal conduct of business or needs to move people or goods from one place to another.

The fleets managed by NAFA's members run the gamut from light to heavy-duty vehicles. Depending on the organization, these fleets may be located in one specific geographic area, dispersed among multiple regions or states, or be in multiple countries. Our members are the fleet managers who are responsible for one or more of the following functions: vehicle specification, acquisition, budgeting, maintenance, repair, fueling, sustainability, safety, and eventual remarketing.

NAFA members control more than 4.2 million vehicles and manage assets in excess of \$92-billion (USD). These vehicles travel more than 84 billion miles each year.

In addition to our regular members, NAFA has more than 1,000 associate members who represent companies that supply goods and services to fleets. These include vehicle manufacturers, leasing companies, aftermarket equipment suppliers, telematics firms, service providers, and others.

NAFA currently offers two certification programs: the Certified Automotive Fleet Manager (CAFM) program and the Certified Automotive Fleet Specialist (CAFS) program. Successful completion of the CAFM program requires passing eight disciplines (exams). The eight disciplines are: Asset Management, Business Management, Financial Management, Fleet Information Management, Maintenance Management, Professional Development, Risk Management and Vehicle Fuel Management. To achieve the CAFS, a candidate has to pass four of these eight disciplines. NAFA also offers each discipline as an individual Certificate of Completion and has a ninth module (Sustainable Fleet Management) that is included in this program.

Candidates are required to pass a 50-question, multiple choice exam for each discipline. NAFA currently uses a contracted testing service to deliver computer-based testing (CBT) in testing centers as well as a network of proctors to conduct paper-based testing (PBT) in locations where there are no testing centers.



## 2. PROJECT GOALS AND SCOPE OF SERVICE

NAFA desires to replace its current certification program testing service with a solution that is web-based, to streamline the candidate's experience and eliminate the need to use testing centers. Proposals should be developed keeping the following needs in mind.

### Exams

- All certification and certificate program exams consist of 50 multiple choice questions. We may also wish to 'pilot' up to 2 additional questions per exam.
- The question database comprises approximately 1,000 items, or approximately 150 items per discipline.
- Question format is multiple choice and includes a stem with 4 possible answers/distractors.
- Each exam form shall present a unique set of questions, pulled from a pool of questions.
- Questions are selected by competency by a predetermined percentage established by NAFA. Questions are randomized within each competency.
- Existing CAFM questions are a combination of text, graphic, spreadsheets and diagrams.
- In 2017 and 2018, our first years of CBT, approximately 200 candidates took 600 individual discipline exams.

### Exam Registration

- Proposal will allow for exam registration and purchase to be done online.
- Automated confirmation of the registration and time/location (where applicable) for the exam shall be generated for the candidate.
- Proof of exam purchase shall reside on the candidate's account on NAFA's Association Management System (AMS), MemberSuite so solutions should be compatible with this software.

### Testing/Proctoring Experience

- Once purchased, certification exams shall be accessible from any location with a computer, internet access, and a proctor who provides credentials to authenticate the exam.
- Solution should contain a secure proctor authentication capability.
- Exam completion must be timed and restricted to one hour (or longer accommodation approved by NAFA)



- Authorized proctor selection and process will adhere to NAFA's proctoring guidelines (refer for Attachment 1 for a draft).
- Proctoring methods utilizing browser lock-down will be considered.

### **Challenge Process**

- A formal challenge process shall be included to allow the candidate a way to challenge any question on any exam.

### **Feedback**

- Test scores and diagnostics shall be provided on completion of the exam.
- The diagnostics shall indicate the performance, by percentage, in each discipline and competency per exam. Samples will be provided.

### **Testing Administration**

- Exam and question results shall be tracked so they can be analyzed and evaluated for trends.
- Exam and question evaluation shall be provided in reports per NAFA requirements.
- Test database shall be compatible with NAFA's AMS system, if applicable.
- Designated administrators should be able to see all certification candidates with their associated testing history.
- Candidates should be able to see their exam history and email results.
- If a candidate fails an exam the candidate should not be able to retest for a period of 30 days or other time as established by NAFA.

### **Question Database Maintenance**

- A test database management system or method shall allow storage, analysis, updating and archiving of questions and generation of exams.
- A mechanism shall be in place to allow NAFA staff and volunteers the ability to create and update certification questions.

### **Security**

- Security of question database and testing process must be assured

**Optional Services** (These are other services we are looking for which may be bundled with testing. They are not essential to your proposal)

- Psychometric review of the current program structure (Reference Guides and Study Guides)
- Psychometric review of the current exam database
- Psychometrician delivered training session of test question writing (4 hours)



- Test preparation app or software to aid in candidate study
- Testing compatible with devices such as tablets or phones

### Topics to address in the proposal

- Describe the candidate experience in detail from registration to receipt of results.
- Describe the process of developing exams, editing questions and adding new modules to the database.
- Describe the proctor experience in detail.
- Describe your data security.
  - What process is in place if there is a breach?
  - How do you ensure secure testing?
  - How do you handle "glitches" such as hardware or software problems, weather issues, staff not available, interruptions in testing (fire alarms, illness of test takers, staff emergencies, etc.)?
  - How is a candidate's personal information protected?
- What role will NAFA staff play in implementation?
- What are the personnel and estimated time requirements from NAFA to support a move to a new online testing solution?
- Is this testing solution compatible with tablets and smartphones?

## 3. TIMELINE

The Request for Proposal timeline is as follows:

- RFP released: January 4, 2019
- Proposal deadline February 2, 2019
- System in place September 1, 2019

## 4. SUBMISSION INFORMATION

Proposals must be submitted via email to [pnobles@nafa.org](mailto:pnobles@nafa.org) no later than February 2<sup>nd</sup>, 2019. Email subject line shall read "Online Certification Platform RFP." NAFA retains the right to refuse to accept late submissions.

The proposal should follow the format laid out below and include only the information requested.

1. Company information and background. This should include years in business, areas of business, number of employees, expertise in the requested areas. (max 2 pages)
2. Work on related projects. This should include the number of similar clients and tests administered annually. (max 1 page)



3. Key personnel. This should include the names and relevant experience of the personnel proposed for this project. Complete resumes should be included as an Appendix. (max 2 pages)
4. References. This should include three references who can speak about the testing services offered. Information on each reference should include: (max 1 page each)
  - a. Name of business
  - b. Name, position and contact information (phone and email) of key point of contact
  - c. Extent of services offered and for how long
5. Statement of Work (max 15 pages). Describe how your proposal meets all of the requirements laid out in the section 3 and reply to the specific questions listed.
6. Timeline. Describe the timeline to complete each step of the process. (max 1 page)
7. Price. Proposals should include a pricing list for all services offered and hourly rates if applicable. The total price should include any travel or additional fees. (max 1 page)

Proposals must be compatible with Member Suite and be capable of implementation NLT September 1<sup>st</sup>, 2019.

**Questions** pertaining to this RFP may be submitted in writing to Pam Nobles at [pnobles@nafa.org](mailto:pnobles@nafa.org) NLT January 21<sup>st</sup>, 2019.

Proposals will be evaluated based on the following criteria:

- Cost
- Company experience and reputation
- Meeting terms of statement of service
- Access. We would like to increase access to CBT
- Standardization. We want to ensure that the testing experience is the same, high quality experience for all.
- Proctor. We value a proctor sign-in module that would ensure all proctors have and share the same information.
- Test Registration. We value an online registration process that does not involve Call Centers.
- Virtual. We want to automate as much of the process as possible from student registration, to proctor log-on to test delivery, grading and results dissemination.
- Question Database. We need an exam question database that is accessible by NAFA that stores exam questions in a secure way and allows for question analysis, review and edits.
- Other optional services. Ability of one firm to provide psychometric support and a testing app in addition to testing services.



## **Attachment 1**

### **DRAFT Proctor Guidelines (to be updated when certification platform provider chosen)**

Thank you for accepting the responsibility of proctoring the CAFM/CAFS examination. Following are the examination instructions that we ask you to follow to ensure the integrity of the CAFM/CAFS examination and that all candidates are treated appropriately.

The credibility of the CAFM/CAFS Program strongly relies on the direction and security of the examinations. The proctor ensures the credibility of NAFA's certification process by administering and monitoring the testing of individuals. The proctor needs to be familiar with the certification process.

#### **Day of Exam**

##### **Before beginning the exam, the proctor must:**

- Ensure that the computer used for taking exams meets the minimum requirements [to be developed], can connect to the examination website, and performs as expected throughout the examination period. In addition, ensure that the Internet Browser's "history" has been cleared.
- Examine the candidate's company or government-issued photo ID to ensure the individual taking the exam is the candidate of record.
- Ensure that the memory is cleared from all calculators.

##### **To initiate the testing, the proctor:**

- Asks candidate to show you a photo ID to verify candidates' identity before logging in the candidate
- Assists the candidate as needed during the log in process. The candidate must have already purchased the exam or must now purchase the exam online. Once the exam has been purchased, the candidate initiates the exam. Just prior to starting the exam, the website will require the proctor to log in.
- Logs in to the exam website using the proctor account information given by NAFA when proctorship was approved.
- Note that a proctor may not proctor his/herself.

##### **During the exam, the proctor must:**

- Actively observe the candidate throughout the entire examination period.
- Ensure that only the prescribed application required for completion of the exam is used throughout the entire duration of the exam. No additional software, programs or other applications are allowed to be active during the exam except for the web browser.



- Ensure candidates do not leave the testing room without exiting the testing program. Candidates who leave the testing room will not be allowed to continue any incomplete exam.
- Limit each candidate to designated sitting time. If the exam has not been completed within the allotted time, the exam process will be terminated and graded as a completed exam.
- Ensure the exam questions, answers or other exam-related information are not duplicated by any means including, but not limited to, email, screen capture, or mechanical duplication.
- Avoid reading any exam questions or providing assistance in answering exam questions.
- Explaining the Question Challenge Process

### **Accommodating Special Needs**

Candidates may request reasonable accommodation when taking the exam if the applicant meets the criteria as described in the Americans with Disabilities Act (ADA). A request for accommodation must be submitted in writing and must include a request for a specific kind of accommodation at least two weeks prior to testing. In addition, some form of medical documentation (i.e., doctor's letter, health official's record, etc.) must accompany the request. The certification program's administrator, or designated representative, will determine if the disability is covered under the ADA and if the requested accommodation is reasonable. Finally, medical documentation associated with a request for accommodation will be verified. All requests for accommodation will be considered on a case-by-case basis.

### **Use of a Translator**

Use of a translator during a NAFA Certification exam is prohibited. An exception may be permissible if a candidate meets the criteria as described under the Americans with Disability Act (ADA).

The success of our CAFM program is directly attributed to the commitment of our proctors. On behalf of NAFA, I would like to thank you again in advance for your support of NAFA and the CAFM/CAFS examination process!

Thank you,

NAFA staff