The National College Testing Association

Request for Information (RFI)

**Written Submission Deadline: August 30, 2019; 5:00pm CST**

1. **About NCTA**

The National College Testing Association (“NCTA”) is a non-profit organization of testing professionals working in post-secondary institutions, in companies with test-related products and services, and in other professional testing venues. NCTA was founded in 2000 from the merger of regional organizations across the United States. Today, NCTA has more than 2,300 members, representing over 600 post-secondary institutions and more than 60 corporations and certification agencies in the United States, Canada, and around the globe.

NCTA is dedicated to the promotion of professionalism and quality in the administration of testing services and programs, including issues related to test administration, test accessibility, test development, test scoring, and assessment. The organization maintains a comprehensive set of standards for testing centers administering paper-pencil and computer-based examinations, as well as a compilation of operational guidelines.

To learn more about the National College Testing Association, visit us at [www.ncta-testing.org/about](http://www.ncta-testing.org/about).

1. **Overview and General Information**

NCTA is requesting responses from vendors who can fulfill a need for test development and/or test delivery in order to provide a proctor certification exam to NCTA members and other relevant external constituents. The intent of this Request for Information (RFI) is to exchange information and promote discussion about the needs of NCTA and services available.

Responding parties may fall into one of four categories:

1. Vendors that provide only test development services;
2. Vendors that provide only test delivery services;
3. Vendors that provide both test development and test delivery services or;
4. Multiple vendors that partner together to provide both test development and test delivery services.
5. **Terms**

This RFI is for information gathering purposes only and therefore the following terms apply:

1. Participation in this RFI is voluntary.
2. NCTA will not reimburse the responding party for costs associated with preparing a response to the RFI.
3. This RFI is not a solicitation of offers and/or proposals, nor does NCTA promise to solicit offers and/or proposals based upon this RFI.
4. The responding party agrees that they will not share any confidential information with NCTA when responding to the RFI.
5. All submitted responses will become the property of NCTA and will not be returned to the responding party.
6. **Requested Information and Questions to be Answered**

All responding parties should provide the following information:

1. Name of company:
2. Point of contact (Name and Title):
3. Phone number and email address for point of contact:
4. Company website URL:
5. Does your company provide services for test development, test delivery, or both?

NCTA is requesting written responses to the following questions and statements. If your company only does test development, then you should only answer the questions in Section 1 and Section 3. If your company only does test delivery, then you should only answer the questions in Section 2 and Section 3. If your company does both test development and test delivery, then you should answer all questions.

Section 1: Questions Related to Test Development

1. Describe the scope of test development services your company provides including, but not limited to:
   1. Job analysis
   2. Blueprint development and finalization
   3. Item writing and types of items supported
   4. Forms assembly
   5. Pilot testing
   6. Score reporting
2. Explain your typical workflow for test development.
   1. What responsibilities within this workflow would your company fulfill and what responsibilities would the test sponsor (NCTA) fulfill?
3. Describe any psychometric services your company provides including, but not limited to:
   1. Item analysis
   2. Reliability analysis
   3. Test validation
   4. Test equating
4. Please provide a sample validation plan that your company would use to gather validity evidence for a large-scale certification exam.
5. Do you offer a solution for secure item banking?
6. How does your company handle long-term support for test development (i.e., creation of new items and test forms, blueprint revision, exam equating and scoring)?

Section 2: Questions Related to Test Delivery

1. Describe your test delivery engine/platform.
   1. What types of tests are supported in your delivery engine/platform (e.g., fixed form, computerized adaptive, multi-stage adaptive)?
   2. What types of items are supported by the test delivery engine/platform (e.g. multiple choice, drag and drop, hotspot, short answer)?
   3. Do you offer secure item banking?
   4. How do you measure the reliability of your test delivery engine/platform? What standard/level do you stand behind for engine/platform delivery?
   5. Describe the scoring and reporting offered with your test delivery engine/platform.
   6. Do you offer testing within specific testing windows, continuous testing, or both?
2. Do you currently offer test proctoring or partner with a company that provides test proctoring? If so, describe your proctoring options.
3. Describe the training process for your proctors. How would you deal with potential conflicts of interest that may arise from your proctors administering a proctor certification exam?
4. Describe the escalation path when a problem proctoring an assessment occurs.
5. Describe your support process.
   1. What is the process for technical support for test candidates?
   2. What is the process for technical support for clients/administration?
   3. What is your promised response time?
6. Describe the testing experience for the following people:
   1. A candidate/examinee (include before, during, and after the test)
   2. A proctor (include before, during, and after the test)
7. Describe your typical implementation plan for test delivery.
   1. What responsibilities within this implementation plan would your company fulfill?
   2. What responsibilities do you expect the test sponsor (NCTA) to fulfill?
   3. What responsibilities, if any, do you expect the test candidates to fulfill?
8. Are all interfaces (both for administrators and end-users) accessible for individuals with disabilities (e.g. Section 508 compliant)?
   1. What can you provide in terms of test accommodations (e.g. extended time, ability to enlarge text)?

Section 3: General Questions

1. What other clients are using your services? Please provide at least three references.
2. Describe how upgrades and product information is delivered and supported.
3. Describe your technology maintenance.
4. **Budget Estimates**

No formal price quote is requested as part of this RFI; however, NCTA is requesting information to help us better understand your pricing model(s). Again, if your company only does test development, then you should only answer the questions in Section 1 and Section 3. If your company only does test delivery, then you should only answer the questions in Section 2 and Section 3. If your company does both test development and test delivery, then you should answer all questions.

Section 1: Test Development

1. Please provide a general estimate for comprehensive test development services. Providing a range of price estimates is acceptable.
2. Please provide a general estimate for comprehensive psychometric services. Providing a range of price estimates is acceptable.
3. Is there a fee for ongoing test development (e.g. development of new test forms using existing blueprints)? If so, please describe this cost model.

Section 2: Test Delivery

1. What fees are associated with setting up and/or importing items or tests into the test delivery engine?
2. Please describe your pricing model for test delivery (i.e. based on number of test takers, based on test time).
3. Is there a separate cost for ongoing technical support? If so, please describe this cost model.

Section 3: General

1. Would you be interested in a model in which your company and NCTA are partners on the proctor certification exam rather than NCTA contracting with your company on this project? If so, what would you propose this partnership look like?
2. **Timeline**

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| RFI Issued: | August 1, 2019 |
| Deadline for asking NCTA clarifying questions: | August 16, 2019; 5:00pm CST |
| **Deadline for submission:** | **August 30, 2019; 5:00pm CST** |
| NCTA reviews RFIs: | August 31 - September 13, 2019 |
| NCTA schedules phone calls or sends emails to ask follow-up questions (only if needed): | September 16 – September 25, 2019 |

1. **Submission Information**

All responses to this RFI should be submitted electronically to [media@ncta-testing.org](mailto:media@ncta-testing.org) using the subject: NCTA RFI RESPONSE.

All questions related to this RFI should be submitted to [media@ncta-testing.org](mailto:media@ncta-testing.org) using the subject: NCTA RFI QUESTION.