



	Questions	Answers
1	Section 3.1.1.3> Does NRCan envision the CMS approving candidate requests for exams in a fully automated manner with no candidate review/approval process by NRCan?	Some exams will be open to anyone. Others will have pre-requisites. If possible, the CMS will have the information it requires to approve candidate requests. If not, NRCan will provide a review/approval process.
2	Section 3.1.1.14> What user role in this section would require telephone technical support (e.g., candidate at time of registration)? What day/hours would the support be required? Would email support be sufficient or be offered in addition to telephone support?	i.e. Technical support when candidates encounter problems registering for an exam or when taking an exam, and also when NRCan is accessing the CMS. Typical business hours, 9-5, M-F. Email in addition to telephone support.
3	Section 3.1.2.2> Is the Vendor to review and input the data via the applications from candidates? Or is this provided to us?	The candidate provides their registration info when choosing an exam. As part of the completion of the form, the candidate must acknowledge that they agree with the Vendor providing NRCan with the candidate's name, business contact information, exam results and score. The exam proctor confirms that the person coming to take the exam is the same one who registered.
4	Section 3.1.2.2> Can this "written agreement" be in the form a digitally signed candidate agreement or other such digital documents?	Yes.
5	Section 3.1.2.4> Would NRCan anticipates administering rules based exams or static forms of the exams? Shuffling question position and answers is generally not conducted for high stakes exam as position can be important, does NRCan have flexibility on this requirement depending on how the exams are to be structured?	NRCan will discuss this item with the Vendor, keeping in mind NRCan's need for ensuring strong defensible exams and to protect the integrity of the exams. NRCan envisions shuffling the order of exam questions to prevent candidates from secretly noting question and answer responses. The request to shuffle the position of answers can likely be removed if the Vendor has a strong argument against it.
6	Section 3.1.2.8> Must ensure the client knows Special Accommodation Candidates must be provided to the Vendor with summary of each candidate's needs well in advance (at least 6 weeks prior to the exam)	Informing Special Accommodation Candidates on the Vendors web site that the Vendor requires a summary of each candidate's needs at least 6 weeks prior to the exam seems reasonable.
7	Section 3.1.2.9> This section mentions modules, does NRCan envision sub-exams being administered independently in sequence and scored independently or could this be that one exam is administered with	The reference to modules refers to parts of an exam that center on a specific subject comprised of certain learning objectives. NRCan's thought was that a review of a candidates' completed exam



	candidate feedback being provided on questions based on competency area tagging of each question?	could reveal they did not pass an exam based on too many errors in one module (section), and our response to them would be to review the content of that particular section. This approach will be investigated further to determine its suitability.
8	Section 3.1.3.7> Does NRCan envision the transfer of exam data to occur via an automated integration between the vendor CMS and an NRCan system or would manual regular CSV data file extraction and import be sufficient? Does the transfer file need to be in XML format?	<ul style="list-style-type: none">a) Automatically transferred is preferred, as it would occur quickly without manual intervention.b) XML format is known to work with NRCan systems and requirements. The Vendor can propose their recommended transfer format and method. Substantiation is necessary.
9	Section 3.1.3.8 (g)> Does NRCan require Classical Test Theory item analyses to be automatically produced via the vendor examination platform or can the item analyses be produced via psychometric services with interpretation of results?	Vendor can propose their recommended approach.
10	Section 3.2.2.11.1> Does NRCan require Mac computers for exam delivery at vendor test centre locations or would PC only be sufficient? Does NRCan require the PC windows specifications to strictly adhered to in the RFP (e.g., Windows 7 32/64 Bit) or can test centre locations have computer specifications that are sufficient to work with the vendors online exam delivery platform?	NRCan requires the Vendor & Test Centre computer systems to meet the requirements of the Candidate Management System. NRCan has detailed systems that we know will meet those requirements. If the Vendor has other Hardware/Software that they can prove meet the requirements, they are free to submit that. Substantiation is necessary.
11	Section 3.2.2.11.3> Does NRCan require these specific printer specifications to can other printer configurations which can fulfill printing requirements be available at test centre locations?	Vendor can propose their recommended hardware.
12	Section 3.2.3.4> To accommodate candidates in remote locations where 'brick and mortar' test centres are not available would NRCan be open to virtual 'remote' proctoring options for candidates on a limited case-by-case basis?	Vendor can propose their recommended approach, as it relates to their suggested threshold distance.
13	Section 3.4.4> Do the shorter combined exams	The intent of 3.4.4 is that a candidate can take a



	require the contractor/vendor to cluster exams together in one product offering for the candidate in the software or can the shorter exams simply be independent short exams that candidates separately book?	few shorter exams on the same day, instead of them being forced to take multiple days or multiple trips.
14	Section 6.2 Phase 1: Does this mean the examination is in May? Or is this a one off sitting exam?	The current goal is that exams start taking place in May provided a Contractor retains the contract with sufficient time to meet that goal. NRCan will revisit these timelines as the procurement process evolves.
15	4.M4 & 5 M5.2 Is this for the Vendor only? Or is this also for our exam centres?	For the Vendor only.
16	There are two different prices for 1 hr and 3 hr exams, Annex C only allows for one price, how do you want the Bidder to outline the two prices or what final pricing is NRCan looking for?	R6 is just one part of the point rated score. This is separate and different criteria from Annex C – Financial Proposal. For R6, the Bidder must provide the proposed Exam Proctoring Costs to the candidates for a 1-hour and a 3-hour exam. The C2.1 Bidder tendered all inclusive price is the total of Milestones 1 to 8.
17	How many examinations will be delivered each year?	Exact number unknown. Available information has been provided.
18	If we do not provide the specific names and address of our test centres, will we have points deducted from our score?	Credit for a test centre will only be given when the required information is provided.
19	I've reviewed RFP - NRCan5000013124 and am wondering if you would consider going with two different service providers. One for the Exam System Development portion and another for the Exam Proctoring Services portion.	NRCan wants a contract with just one company. That company can retain a sub-contractor to undertake either one of the two services; however the main contractor is ultimately responsible to NRCan for the work that their sub-contractor undertakes.