



Canada Revenue
Agency

Agence du revenu du
Canada

RFI # 1000331261

REQUEST FOR INFORMATION (RFI)

No. 1000331261

Standardized Internet Tests for Staffing and Development
(Human Resources assessment and technical tools)

For

The Canada Revenue Agency

Closing Date and Time: May 10, 2018, 2:00 PM (EDT)



1. DISCLAIMER

Responding to this Request for Information (RFI) is not a prerequisite to receiving or being eligible to bid on any Request for Proposal (RFP). Any RFP will be advertised on the Government Electronic Tendering Service (GETS) commonly referred to as Buy and Sell (<https://buyandsell.gc.ca/>).

This RFI is not to be construed as a solicitation for tenders or proposals. No contract or other form of commitment will be entered into based on responses to this RFI. This RFI is not considered as authorization by the Canada Revenue Agency (CRA) to undertake any work that would result in costs to CRA.

Nothing in this RFI shall be construed as a commitment from CRA to issue an RFP for this solution. CRA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CRA on a confidential basis (subject to applicable federal legislation) and remain the property of CRA once they have been received. CRA may reproduce or photocopy or transcribe the response and any non-proprietary supporting documentation for the purpose of its review and/or inclusion in any resulting RFP document. Contractors responding to this RFI may be invited to a meeting to further clarify their responses to questions provided herein.

CRA shall not be bound by anything stated herein. CRA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CRA also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

Responses to this RFI will not be used to pre-qualify or otherwise restrict participation in any future procurement process (e.g. an RFP). Responses will not be formally evaluated.

CRA will not reimburse any expenditure incurred in preparing responses and participating in the presentation sessions related to this RFI.

Respondents must note that this list of questions is not exhaustive, and respondents are invited to provide any additional information that might prove useful and/or beneficial to the CRA.

2. RESPONSES

The vendor must provide a contact name, email address and telephone number when submitting their response.

Respondents are requested to submit responses by email to Steve Gilroy at steve.gilroy@cra-arc.gc.ca by May 10, 2018, 2:00 PM, Eastern Daylight Time (EDT).

While electronic submissions are preferred, respondents may also submit a hard copy of their response to the following address.

Canada Revenue Agency
Bid Receiving Unit
Ottawa Technology Centre
Receiving Dock
875 Heron Road, Room D-95
Ottawa, ON K1A 1A2
Telephone No: (613) 941-1618

The Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 07:30 and 15:30, excluding those days that the federal government observes as a holiday.



3. ENQUIRIES

All enquiries regarding this Request for Information (RFI) must be submitted via email to steve.gilroy@cra-arc.gc.ca.

4. PRESENTATION SESSIONS

Respondents to this RFI may be invited to attend one-on-one presentation sessions with CRA representatives. These sessions would allow respondents to present their RFI responses.

5. INTRODUCTION

The Canada Revenue Agency (CRA) administers tax laws for the Government of Canada and for most provinces and territories, and administers various social and economic benefit and incentive programs delivered through the tax system.

The CRA employs over 43,000 employees across Canada in its different branches and regions. To sustain its large and qualified workforce, the CRA conducts an average of 700 staffing processes annually, which involve over 100,000 candidates. Demographics show that the CRA will continue to staff positions at an elevated rate in the coming years. Staffing processes within the CRA are designed to identify qualified candidates for positions from the entry level to the executive level.

The CRA has identified that the use of standardized internet tests as screening tools will be an efficient means to improve the quality of hiring, to lower its turn-over rate, and to streamline large-volume staffing processes. The CRA has also identified the need to use leadership development assessments to identify strengths and development needs of those aspiring to leadership positions within the Agency. In order to assist the Agency with future test development needs, the need for an online testing platform and professional support services are also of interest.

6. OBJECTIVE

The purpose of this RFI is to gather information on industry capabilities to meet CRA hiring volume and requirements related to standardized internet tests and development assessment tools. Another purpose is to find out what price structures are available for these services, for large volume organizations like the CRA.

The CRA is seeking information on vendors that can offer **all or part** of the services describe below.

i. The CRA is looking for information on the following products and related services:

- A. Standardized Internet Tests: The CRA is seeking standardized internet tests that are readily accessible through an online platform. These tests may be designed for either supervised or unsupervised testing environments. This category of tests would be used by hiring managers to make selection decisions, most often in high volume staffing processes. Thus, they would likely yield a pass/fail result or test score that could be used by hiring managers in making clear selection decisions.

The CRA has interest for standardized internet tests in the following categories:

- Entry-level screening tools (e.g., for call centre, client service orientation or administrative support positions)
- Cognitive ability tests
- Tests assessing ethics, integrity, dependability and/or values
- Tests assessing planning and organizing, such as on-line In-Basket Exercises
- Tests assessing technical proficiency in Information Technology (IT)



- Tests assessing knowledge of Microsoft Office suite of tools
- Language tests including reading, writing and oral proficiency in English/French as a First Official Language
- Personality tests for job/organizational fit
- Situational Judgement Tests
- Other online tests (e.g., tests of motivation, resilience, decision-making, conflict resolution, potential, character-based leadership, teamwork, analysis, initiative, adaptability, etc.)

B. Leadership Development Assessments: The CRA is seeking assessment tools that can be used to identify strengths and developmental needs of applicants applying for leadership positions within the Agency. Assessment tools for the identification of potential may also be included in this category. This category of tests would likely yield some qualitative information about a candidate's leadership/managerial abilities, including strengths and developmental needs. These assessment tools could be available online in the form of a traditional test, or in another format, such as a simulation, assessment centre or structured interview. **Please note that the above tools could also be used in a staffing selection context.*

The CRA is interested in the following categories of Leadership Development Assessments:

- Emotional intelligence tests
- General management readiness
- Executive leadership assessment
- Potential and potential for leadership (soft skills)
- Ability to manage (e.g., In-Basket Exercises)
- 360-degree feedback
- Other leadership assessments (e.g. character-based leadership)

C. Online Platform Access: The CRA also has its own standardized tests, and is planning on developing other customized tests in the future. Therefore, the CRA is seeking information about an online platform that could be used to upload those tests, to make them available to candidates.

D. Test Development Services: The CRA is seeking information on professional support to develop customized tests and assessment tools for selection and development that are tailored to the CRA's needs. This professional support would be required to work with the guidance of the Agency's test development experts to create full or partial tests/assessment tools, item banks, etc.

E. Training and Support: The CRA is interested in training and support services available to the Administrator (the CRA) and to test users (candidates). This training and support would relate to any of the services described in this Section (6i). For example, this may include training for the CRA on the administration and interpretation of test results, as well as support for candidates completing tests online.

ii. Pricing structures: The CRA is interested in understanding the possible pricing structures related to standardized internet tests and development assessment tools and related services. Options for price structure may include, but are not limited to: membership or licence fee with limited or unlimited access to one or multiple tests, unit price per test, etc.



7. BACKGROUND

CRA Information Technology (IT) and Security Environment

The protection of data is of utmost importance to the CRA and the Agency therefore abides by strict IT and security requirements.

The CRA IT and security requirements for IT systems are as follows:

All systems:

- Must limit information system access to the types of transactions and functions that authorized users are permitted to execute.
- Must use approved cryptography algorithms and protocols in accordance with applicable GC legislation and TBS policies, directives and standards. (<https://www.cse-cst.gc.ca/en/node/1831/html/26515>)
- Must use Triple Data Encryption Algorithm (DEA) and Advanced Encryption Standard (AES)
- Must employ cryptographic mechanisms to protect the confidentiality of remote access sessions.
- Must limit information system access to authorized users.
- Must authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to information systems.
- Must use the following user Password and Management Standard:
 - 7 characters in length;
 - Must not contain user id or real name;
 - At least 1 upper case;
 - At least 1 lowercase;
 - At least 1 numerical
- Must store and transmit only encrypted representation of passwords.
- Must obscure feedback of authentication information.
- Must lock and/or terminate (automatically) a user session after a defined condition.

Organization and personnel Security

- The contractor may have to submit to Designated Organizational Screening (DOS).
- Personnel that have access to employees protected information will require a reliability clearance status granted by the Government of Canada.



Appendix A – General Questions

A. 1- Standardized Internet Tests

Please complete the following table with the list of Tests that your organization would offer and recommend to the CRA.

(Please refer to the list of categories in section 6.i.A Standardized Internet Tests. You may recommend as many tests as you want by adding extra rows in the table below)

Name of test and date of creation	Duration of the test	Test description (e.g. who are the intended test takers, what is its intended purpose, what is being assessed and how, etc.)	Is the test available in international English and French, and exempt of expressions and local references?)	What kind of test result could be provided to the candidates and administrator (e.g., test score, pass/fail, other result. Please explain)?	*Price structure breakdown (please do not provide any prices)	Other relevant information about this test that you would like to provide.

B. 1- Leadership Development Assessments

Please complete the following table with the list of Tests that your organization would offer and recommend to the CRA.

(Please refer to the list of categories in section 6.i.B Leadership Development Assessments. You may recommend as many assessments as you want by adding extra rows in the table below)

Name of test and date of creation	Duration of the test	Test description (e.g. who are the intended test takers, what is its intended purpose, what is being assessed and how, etc.)	Is the test available in international English and French, and exempt of expressions and local references?)	What kind of test result could be provided to the candidates and administrator (e.g., overall test score, strengths and development needs, qualitative	*Price structure breakdown (please do not provide any prices)	Other relevant information about this test that you would like to provide.



				feedback report, etc.) Please explain? Are qualitative results and-or feedback sessions available in English and French?		

* Price structure. Please refer to section 6.ii (please do not provide any prices.)

For each price structure provided, please provide a clear description including the following:

- For a membership or licence with limited access:
 - Define the structure and scale of the access.
 - Define the length of time of the access (e.g. 1 or 2 year licence, monthly membership fee, etc.).
 - Is the access for one test or multiple tests? Please specify which tests are included.
 - How is the price of the membership or licence determined?

- For a membership or licence with unlimited access:
 - Define unlimited (e.g. are there any special conditions?).
 - Is the access for one test or multiple tests? Please specify which tests are included.
 - How is the price of the membership or licence determined?
 - Would tests developed during the course of the licence/membership timeframe be also made accessible?

- For other price structure options proposed, please describe the access and conditions (e.g., price per test with price scale, etc.).
- For all price structure options, please describe what is included (e.g., access to platform, training, customer service, etc.).
- Please describe any other general conditions of usage you may have.



C.1- Online Platform Access:	
1	Please indicate if your online platform can be used to administer Assessments/Tests owned or developed for or by your clients. If yes, describe the process to do so and how you ensure the security and integrity of your client's Assessments/Tests when they are available on your platform.
2	Describe the reporting capabilities (type of statistics) your platform can provide to your clients. (e.g. test session detailed, number of candidates who wrote each test, statistics on results, etc.)
3	Describe the volume capacity of your online platform. (e.g., number of candidates who can write Assessments/Tests simultaneously, space to store results, retention period of tests results, etc.)
4	Describe all technical options for transmission of Assessments/Tests results to the client/user. (e.g. email, file transfer, download, etc.)
5	During a test session on your online platform, what options are available to accommodate candidates with disabilities/accessibility requirements? For example, are there options to modify the time limit on a test, to add additional breaks, adapt the format of the test, etc.)? ¹
6	Please describe other features offered by your online platform. (e.g. does your platform allow users to alternate between the English and French version of the tests during the test session?)
C.2- Price structure- Online Platform access only *please do not provide any prices.	
7	Please provide and describe the price structure* for the use of the platform to administer client's Assessments/Tests. <i>*Price structure may include, but are not limited to, the following: Price to upload the test, monthly/yearly flat fee for limited or unlimited access, etc.</i>

¹ ACCESSIBILITY

For Information: Canada's first ever federal accessibility legislation is under development and is expected to be introduced to Parliament sometime in 2018. This legislation will have an impact across the federal public service and the federally-regulated private sector. The CRA recognizes and affirms the importance of ensuring access to electronic information and systems for all employees.

Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general. [WCAG 2.0](#) success criteria are written as testable statements that are not technology-specific.

**D.1 – Test development**

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| 8 | Describe your capabilities to provide customized Assessments/Tests. Your description may include, but should not be limited to, the following: <ul style="list-style-type: none">• The process used to develop a test• The qualification of your test developers• General timeframe to develop various types of Assessments/Tests (provide examples as reference only)• Process in place to evaluate the validity of the tests• Your capability to provide customized tests in both official languages. |
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D. 2- Price Structure- Assessments/Tests development *please do not provide any prices.

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| 9 | Please describe the price structure* to develop tailored tests.

<i>*Price structure may include, but are not limited to, the following: Price per hour, unit price per test, etc.</i> |
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E. Training and Support

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| 10 | Describe the services offered to your client as an administrator. (e.g. administrator portal or dashboard, etc.) |
| 11 | Describe the training services that your company offers (types of training and resources, how training can be delivered, etc.) as it pertains to your online platform and the administrator access. |
| 12 | Describe your customer support offerings for the administrators and users (e.g. hours of operations, on-call support) and how you provide them. |
| 13 | Are your training and customer support services equally available in English and French? |
| 14 | What type of services/support continue to be provided to your clients after the expiration of the contract or license/membership agreement? |