



Canada Revenue
Agency

Agence du revenu du
Canada

REQUEST FOR INFORMATION (RFI)

No. 1000405195

**ONLINE TESTS AND SOLUTIONS
(HUMAN RESOURCES ASSESSMENT AND TECHNICAL TOOLS)
FOR
THE CANADA REVENUE AGENCY**

Closing date and time : September 7, 2022 at 2:00 PM (EDT)

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) for this requirement. 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 program. 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. Vendors responding to this RFI are advised to clearly identify which (if any) portions of their responses are proprietary and may be invited to a meeting to further clarify their responses to questions provided in Appendix A and B herein.

The confidentiality of each vendor's response will be maintained.

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.

This RFI remains the property of CRA at all times and must be returned by the vendor upon request. Vendors not submitting a response must immediately return all printed, graphic and electronic documentation to the point of contact.

INTERACTIVE DEMONSTRATION SESSIONS

CRA may at its sole discretion entertain presentations/demonstrations with interested respondents to provide them with the opportunity for a follow-up to their written response to present their capabilities in relation to this RFI.

Respondents that have expressed such interest and have demonstrated via their response to the RFI that their products(s) correspond sufficiently to the product questions as stated

herein may be contacted within 20 business days of the RFI closing date to schedule the presentations/demonstrations.

Presentations/demonstrations will be virtual, utilizing WebEx or MS Teams.

The time frame for each session will be a maximum of 2 hours.

Respondents must be familiar with the services capabilities to respond to questions at the presentation/demonstration session.

RESPONSES AND ENQUIRIES

Responses for questions must be submitted complete and in writing in the order shown. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the proposed solution. Any deviation from the question or requirements that cannot be satisfied by the vendor, must be clearly identified.

Any information of a confidential or proprietary nature contained in a vendor's response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the top of each page.

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.

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

Respondents are requested to submit responses by 2:00PM (EDT), September 7, 2022. Responses received after this date/time will not be reviewed.

ELECTRONIC SUBMISSIONS ARE MANDATORY AND SHOULD BE SUBMITTED AS ONE COMPLETE PACKAGE.

Vendors are requested to submit responses to this RFI, and any related enquiries to the attention of Quan Do at HuyQuan.Do@cra-arc.gc.ca

CONTEXT

Introduction

The CRA has identified that the use of standardized online tests as an efficient means to improve the quality of hiring, to lower its turn-over rate, and to streamline large-volume staffing processes.

The purpose of this Request for Information (RFI) is to gather information on industry capabilities and availability of standardized online tests that can satisfy our business requirements.

The key objectives of the RFI include:

1. Determine vendor offerings in providing standardized tests that are readily accessible through an online platform.
2. Get a better understanding of the current and future trends of standardized online tests.
3. Provide an opportunity for vendors to demonstrate their product functionalities and capabilities.
4. Determine vendor ability to meet CRA accessibility requirements.

Background Information

The CRA employs over 50,000 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 management level.

RFI Questions

Responders are required to answer RFI questions in Appendix A and B.

Appendix A – General Questions

The following questions are representative of the type of information the CRA is seeking as it considers how to structure any RFP that might follow this RFI process.

Vendors must note that this list of questions is not exhaustive; vendors are invited to provide any additional information that might prove useful and/or beneficial to the CRA in preparing any subsequent RFP.

Vendors that provide written feedback may be invited to a one-on-one consultation session with CRA representatives. This session would allow vendors to provide additional feedback pertaining to this RFI as well as to explain comments made in their written submission.

A.1 – Accessibility/Accommodations	
At the CRA, it is essential that test takers, including those with disabilities, have an equal opportunity to demonstrate their qualifications. A variety of assessment accommodations are provided to test takers with identified needs, including changes to assessment procedure, format or content. Test takers' special needs are carefully considered by the CRA psychologists and assessment accommodation specialists, who provide professional advice and guidance on how best to evaluate test takers in support of the Agency's duty to accommodate.	
A.1.1	Do you offer accommodations and alternative measures for test takers with limitations? If so, please provide the full list of accommodations and alternative measures that are offered.
A.1.2	Does your testing platform adhere to the standards of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG)? If so, please indicate which versions and levels of standards you currently comply with.
A.1.3	Does your testing platform offer the possibility for the administrator to enable or disable certain functionalities to help support accommodation needs? If so, please provide a description of what functionalities of the testing platform can be adjusted.
A.1.4	Does your testing platform offer accessibility options or features that allow test takers to make adjustments to the user interface during a live testing session (e.g., adjust font type and/or size, colour contrast, resize content, etc.)? If so, please describe how the test takers can adjust or customize the user interface in order to make it more accessible.
A.2 – Fairness	
The CRA is committed to creating a respectful, inclusive workplace free from discrimination and harassment, and a workforce representative of Canada's diverse population. In its effort to support diversity, inclusion and eliminate systematic barriers towards the designated groups, the CRA uses assessment tools that were developed according to the highest standards and best practices for fairness, including but not limited to the concept of fairness by design and the principles of universal test design.	
A.2.1	Could you please describe what measures were taken to ensure that the tests are fair and do not present barriers to designated group members, (Women, Persons with disabilities, Indigenous Peoples, Visible minorities, and other equity-deserving groups).

A.2.2	Is the test content and results monitored (e.g. pass rates) on a regular basis? Are adjustments made accordingly to ensure the tests are fair towards the designated group members? If so, please provide a summary or examples of how results are monitored and tests adapted accordingly.
A.3	Test Security
Technology Security is an issue of importance at the CRA, including the security of the testing platforms which ensures that the test-takers' results are valid and that their personal information is treated confidentially.	
A.3.1	Please describe key measures that you take and the features included in your testing systems that contribute to the security of your testing material.
A.3.2	Please describe how you ensure the continued viability of your assessments (e.g., computer adaptive testing, linear-on-the-fly testing or similar design, equivalent alternate test versions) in a context where they are used for large scale and high-volume selection purposes, similar to size and scope of the Canada Revenue Agency.
A.3.3	Do you offer test proctoring solutions? If so, please describe how it functions.
A.4	General
A.4.1	Do any of your tests use Artificial Intelligence (AI)? If yes, please provide a description of those tests, which components of the test uses AI, and its benefits.
A.4.2	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.
A.4.3	Describe any other relevant general information about your tests that you would like to provide.



Appendix B – Product Questions

The following questions are representative of the type of information the CRA is seeking as it considers how to structure any RFP that might follow this RFI process.

Vendors must note that this list of questions is not exhaustive; vendors are invited to provide any additional information that might prove useful and/or beneficial to the CRA in preparing any subsequent RFP.

B.1 - Products						
Please complete the following table with the list of tests that your organization would offer and recommend to the CRA.						
	Name of test	Date test created	Duration of the test	What does the test assess, and how?	Intended level of test taker (e.g. Entry level, professional, manager, etc.)	Other relevant information about this test that you would like to provide.
B.1.1						
B.1.2						
B.1.3						
B.1.4						
B.1.1						
B.1.5						
B.1.6						
B.1.7						
B.1.8						

Insert as many lines as necessary.

Vendors that provide written feedback may be invited to a one-on-one consultation session with CRA representatives. This session would allow vendors to provide additional feedback pertaining to this RFI as well as to explain comments made in their written submission.