

REQUEST FOR INFORMATION (RFI)

No. 1000433066

ONLINE CLOUD-BASED TESTING WEB-APPLICATION

(HUMAN RESOURCES ASSESSMENT AND TECHNICAL TOOLS)

FOR

THE CANADA BORDER SERVICES AGENCY

Closing date and time : November 03, 2023 at 2:00 PM (EDT)

1.0 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 Canadabuys (<https://canadabuys.canada.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 Border Services Agency (CBSA) to undertake any work that would result in costs to CBSA.

Nothing in this RFI shall be construed as a commitment from CBSA to issue an RFP for this program. CBSA may use non-proprietary information provided in its review and/or in the preparation of any formal RFP. All responses will be held by CBSA on a confidential basis (subject to applicable federal legislation) and remain the property of CBSA once they have been received.

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

CBSA shall not be bound by anything stated herein. CBSA reserves the right to change, at any time, any or all parts of the requirements, as it deems necessary. CBSA 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 CBSA at all times and must be returned by the vendor upon request.

2.0 RESPONSES AND ENQUIRIES

Responses to questions must be submitted in a complete manner 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.

CBSA 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), November 03, 2023. 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 CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca

Attention: Yuqiao Hu at yuqiao.hu@cbsa-asfc.gc.ca

3.0 CONTEXT

3.1 Introduction

The CBSA is seeking to secure an online cloud-based testing Web-application including training, ongoing support, setup and any custom configuration via the phases below, bearing in mind they can overlap.

The purpose of this Request for Information (RFI) is to gather information on industry capabilities and availability of an Online Cloud-based Testing Web-Application that meets our current and future assessment needs

3.1.1 The key objectives of the RFI include:

1. Determine vendor offerings in providing Online Cloud-based Testing Web-Application that are readily accessible through an online platform.
2. Provide an opportunity for vendors to demonstrate their product functionalities and capabilities.
3. Determine vendor ability to meet CBSA security requirements.

3.1.2 Agile procurement strategy

This is included a proof of proposal agile strategy for a possible RFP evaluation process:

1. RFP evaluation – Step 1 – IT security
2. RFP evaluation – Step 2 – Evaluation of Technical proposal by evaluation committee
3. RFP evaluation – Step 3 – Financial evaluation (procurement) – Highest Combined Rating of Technical Merit and Price 75/25 – Best 5 bids move to Step 4 Proof Of Proposal evaluations.
4. RFP Proof Of Proposal evaluations – Step 4 – Evaluated by two evaluation committees:
 - The Bidder must be able to provide two (2) online live demonstrations in English at no cost for each of the following:

- i. 1st live demonstration IT requirements: Within 3 weeks of bid closure for a duration of up to 90 minutes.
 - ii. 2nd live demonstration User requirements: Within 3 weeks of bid closure for a duration of up to 2.5 hours.
5. Contract award – Step 5 – The bid with the Total Highest Point Rated Technical score from STEP 4 will be recommended for contract award.

3.2 Background Information

The Canada Border Services Agency's (CBSA) Training and Learning Solutions Division (TSLD) under the Training and Development Directorate (TDD) requires a secure and defensible automated testing Web-application for the Officer Induction Training Program (OITP) at the CBSA College in Rigaud, Quebec.

As the OITP is part of the Officer Trainee selection process, recruits at the CBSA College must successfully complete the OITP to become an Officer Trainee at a port entry. One of the methods used to assess the recruit's knowledge of legislation, policy and procedures related to travellers and goods at primary and secondary, as well as defensive tactics is through the administration of online multiple choice exams. These multiple choice exams are psychometrically robust with regard to their reliability and validity. Currently, a secure and defensible automated testing Web-application (COTS application) allows the CBSA to ensure the reliability and validity of the exams via an item analysis and exam analysis report. This Web-based application is critical for the on-going delivery of quality assessments in the OITP to ultimately provide regions with knowledgeable Officer Trainees.

A secure and defensible automated testing Web-application allowed the CBSA to:

- Ensure TDD-TLSD and TDD-CBSA College's specific requirements related to administering exams in a secure environment, and reporting on exams as well as recruit performance were met and standardised;
- Provide continuous program delivery without any administrative burdens;
- Ensure robust and defensible exams in the event of failure appeals from recruits, as OITP is one component of the Officer Trainee selection process.

3.3 RFI Questions

Responders are required to answer RFI questions in Appendix A.

Appendix A – General Questions

The following questions are representative of the type of information the CBSA 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 CBSA in preparing any subsequent RFP.

Vendors that provide written feedback may be invited to a one-on-one consultation session with CBSA 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 Security Requirement Check List Questions	
A.1.1	Do you have a valid Security Requirement Check List (SRCL) from another government department or agency? If so, does it have the same requirements as we are requesting?
A.1.2	Are you able to meet the security requirements in the SRCL?
A.1.3	Are you able to meet the Protected B constraints of SRCL using a online cloud-based testing web-application?
A.2 Statement of Work Questions	
A.2.1	Do you foresee any constraints with regard to timelines for each phase outlined in the Scope of Services?
A.2.2	Are there any operational requirements that would hinder you from meeting our needs?
A.3 Evaluation Criteria Questions	
A.3.1	Would your submission be able to meet a mandatory financial criteria of \$200,000 CAD taxes included over a 5 year period? If not, please provide a pricing schedule based our mandatory financial criteria of \$200,000 taxes included.
A.3.2	For each step in the Evaluation Criteria, are there any mandatory criteria you are unable to meet? If so, identify the criterion and number(s), as well as specify if you can provide an equivalent alternative.
A.3.3	For each step in the Evaluation Criteria document with point-rated criteria, are there any criteria you are unable to meet? If so, identify the criterion and number(s), as well as specify if you can provide an equivalent alternative.

Appendix B – Statement of Work

Title

Online Cloud-based Testing Web-Application

Objective

There is a continued need for a robust and reliable automated online testing solution for use in the Officer Induction Training Program (OITP) at the CBSA College in Rigaud, Quebec. The objective is to procure and set-up an online cloud-based testing Web-application that meets CBSA's OITP assessment needs for the next 3 to 5 years. A new contract with an online cloud-based testing Web-application company must be put in place as soon as possible and delivery of the application's Go-Live Phase must be received on or before September 1st, 2024.

Background

The Canada Border Services Agency's (CBSA) Training and Learning Solutions Division (TSLD) under the Leadership and Development Directorate (LDD) requires a secure and defensible online cloud-based testing Web-application for the OITP at the CBSA College in Rigaud.

As the OITP is part of the Officer Trainee selection process, recruits at the CBSA College must successfully complete the OITP to become an Officer Trainee at a port entry. One of the methods used to assess the recruit's knowledge of legislation, policy and procedures related to travellers and goods coming in and out of the country, as well as defensive tactics is through the administration of online multiple choice exams. These multiple choice exams are psychometrically robust with regard to their reliability and validity. Currently, a secure and defensible automated online testing Web-application; namely a commercial-off-the-shelf (COTS) application, allows the CBSA to ensure the reliability and validity of the exams via an item analysis and exam analysis report. This Web-based application is critical for the on-going delivery of quality assessments in the OITP to ultimately provide regions with knowledgeable Officer Trainees.

Scope of Services

The CBSA is seeking to secure an online cloud-based testing Web-application including training, ongoing support, setup and any custom configuration via the phases below, bearing in mind they can overlap.

The online cloud-based testing Web-application must allow the CBSA to:

- Ensure LDD-TLSD and CBSA College Directorate's specific requirements related to administering exams in a secure environment, and reporting on exams as well as recruit performance were met and standardised;
- Provide continuous program delivery without any administrative burdens;
- Ensure robust and defensible exams in the event of failure appeals from recruits, as OITP is one component of the Officer Trainee selection process

Phase 1 – Initiation and Kick-off

- a. This phase must start no later than 5 business days following Contract Award.
- b. The Contractor must attend meetings with the Project Authority to:
 - Provide an Orientation Session to the company and the service;
 - Fine-tune the design, implementation and training plan (based on the Contractor's bid);
 - Identify and establish key players (Contractor, CBSA Information Science and Technology Branch [ISTB] and CBSA Human Resources Branch [HRB]) and describe the roles and responsibilities of each player, in order to ensure proper installation of the solution;

- Establish CBSA's business goals and objectives regarding the assessment platform;
 - Agree on and establish communication channels and frequency.
- c. Phase 1 must be completed within 2 weeks of Contract Award.

Phase 2 - Initial Training and Ongoing Live Support/ Maintenance

This phase involves the training of CBSA ISTB and HRB staff.

- a. The Contractor must provide any required technical support to CBSA ISTB staff (via phone, email, or videoconferencing)
 - train, with ongoing live support, all Admin users (up to 5 CBSA staff) with the functions associated with their role, which includes troubleshooting;
 - provide an electronic copy of all supporting and training material used during this phase, in English
 - meet with the Project Authority to customize layouts, reports, and functionality
- b. The training can be done via online tutorials/courses, instructional videos, instructional guides/manual, etc.
- c. The Contractor must confirm with the Project Authority how end-users (recruits) will be trained.
- d. Ongoing Live Support/ Maintenance:

From the end of phase 2 (initial training) through to the end of the Contract (including any option periods, if invoked), the Contractor must:

 - provide Admin users with as-required live support services with timely responses by the Contractor. This must be available via telephone, email, online chat, or CBSA access to the Contractor's ticketing system. This will include, but is not limited to, direct as-needed communication to troubleshoot on issues related to the solution's functionalities, provide guidance to CBSA on customization of fields/reports, importing data, exporting data, technical support, etc. These services must be available during normal business hours (Monday to Friday, 7am to 6pm E.S.T./E.D.T.), except for statutory holidays in Canada and/or United States.
 - notify the Project Authority of available/upcoming updates/patches/fixes so the Project Authority can approve the time of applying/implementing the update/patch/fix, which is strongly preferred to occur on weekends, Statutory holidays in Canada, or outside of business hours (Monday to Friday, 7am to 6pm E.S.T./E.D.T.).
- e. This phase must start simultaneously with phase 1.
- f. Phase 2 must be completed within 1 or 2 calendar months of Contract Award.
- g. After phase 2, it is expected that existing CBSA Admin users who have special access rights will train new and replacement CBSA users who will have special access rights as well as inform the Contractor of any changes amongst these users, if required.

Phase 3 - Configuration of the solution based on CBSA's needs

The Contractor must work in collaboration with CBSA staff, as per defined roles and responsibilities of key players (Phase 1), to:

- a. Define and set-up user types, groups, roles, requirements and permissions to best implement the solution based on CBSA's needs;

- b. Set-up of the authentication process (unique as well as system generated username and password for each user) and how the information will be disseminated automatically to each type of user;
- c. Set-up authorization process (access will be defined by role-based permissions by user type);
- d. Define the types of assessments to be administered and types of reports required;
- e. Define and plan for how our content can be migrated from our existing platform or source documents to this new solution;
- f. Set-up all security requirements;
- g. Integrate 3rd party applications, if needed;
- h. Define and implement, as needed, reporting needs and access to raw data for 3rd party reporting;
- i. The Contractor must set-up and provide access to a sandbox/staging environment of the solution for all CBSA Admin users;
- j. From the end of phase 3 through to the end of the Contract (including any option periods, if invoked), the Contractor must provide back-up processes and contingency plan by end of Phase 3, which may include:
 - i. Retention period;
 - ii. Full and incremental back-up schedules;
 - iii. Location of stored back-ups must also be in Canada; and must be different servers than the production server(s) hosting the solution;
 - iv. Turnaround time for restoring data.

Phase 4 - Implementation

The Contractor must work in collaboration with CBSA staff, as per defined roles and responsibilities of key players (Phase 1), to:

- a. Design, customize, develop, test and implement assessments and reports:
 - Provide/share material for end-user training in English and the equivalent in French, if available
 - Author questions in both official languages of Canada, which will remain the property of the CBSA
 - Create assessments in both official languages of Canada
 - Set-up and test assessment administration (e.g.: login information to be disseminated to users, scheduling)
 - Design, customize, develop, test and implement reports on assessments (e.g. multiple choice exams) and performance of exam questions (e.g. item analysis reports)

The Contractor must:

- a. Configure the solution as per CBSA's needs and requirements, which includes, but is not limited to:
 - Branding the solution with CBSA identifiers;
 - Branding of assessment delivery templates;
 - Configuration of login screen and dashboard;
 - Setup of a coaching report template related to the performance of an end-user on one assessment;

- Modifying pertinent server settings;
 - Test solution using test cases in sandbox/staging environment;
 - Confirm start date for back-up services.
- b. The Contractor must provide troubleshooting assistance via telephone, email and Web chat in English to CBSA Admins identified by the Project Authority during business hours (7am to 6pm E.S.T./E.D.T., Monday-Friday, except statutory Canadian and U.S. holidays).
 - c. Back-up services must be available by the end of this phase.
 - d. Phase 3 and 4 can be done in parallel and may overlap one another. Phase 3 and 4 must be completed within 7 calendar months of Contract Award.

Phase 5 - Acceptance Testing

The Contractor must work in collaboration with CBSA staff, as per defined roles and responsibilities of key players (Phase 1), to:

- a. Conduct test cases in the sandbox/staging environment;
- b. Work with the Contractor to ensure the sandbox environment is stable and ready for the pilot;
- c. Conduct one pilot of the end-to-end assessment administration process (authoring of questions, scheduling, administrating/delivering of assessments and generating reports automatically on assessment results);
- d. Track and consolidate issues encountered during pilot.

The Contractor must:

- a. Work with the CBSA staff to resolve issues encountered during pilot and make adjustments to the solution, prior to the next Go-Live Phase;
- b. Have approval via email from the Project Authority to move to the next phase;
- c. Phase must be completed within 10 calendar months of Contract Award.

Phase 6 - Go-Live

The Contractor must:

- a. Apply all the configurations, settings, branding and content previously tested and approved in the sandbox/staging environment to the solution's production environment;
- b. Test the solution in the production environment to ensure it is working as expected;
- c. Provide a handover briefing, including a checklist of what tests were performed to ensure the production environment is ready to Go-Live;
- d. Have approval via email from the Project Authority to Go-live and use the production environment with recruits;
- e. Phase must be completed within 12 calendar months of Contract Award.

Phase 7 – Closeout: Data cleansing, migration and transition services

- a. The solution provided by the Contractor must enable CBSA with the means to export any of the following out of the solution via Excel, PDF, and/or CSV:
 - i. User data;

- ii. User assessments;
 - iii. Reports on assessment results;
 - iv. All questions in the solution's repository, as all content belongs to the CBSA.
- b. The Contractor must continue to provide live support services (like those in phase 2) for up to 4 Admin users during phase 7, even though it is understood that neither assessments nor recruits will be using the solution. Phase 7 is strictly administrative clean up with the potential for reports to also be generated, during this time.
- c. The Contractor must submit written confirmation to the Project Authority that all CBSA data, including back-ups and any and all content uploaded by CBSA users, has been deleted from all cloud-based servers. The Contractor must not delete this content without written permission from the Project Authority or at 3 calendar days before the end of phase 7, whichever is earlier.
- d. This phase will occur in the month preceding the termination once termination (for any reason) has been identified. In other words, phase 7 happens during the one month after the contract is terminated, if no extension is evoked. (For example, if CBSA uses the solution for 2 years without extension, then 2 years of use plus one month for phase 7, resulting in a contract duration of 25 months).
- e. Back-up services will need to be available during this phase.

Specifications

In order to comply with CBSA's needs, and requirements, the online cloud-based testing Web-application must have the following features:

1. Online Testing Solution Capacity

The online cloud-based testing Web-application must provide the CBSA with the following capacity parameters without compromising its performance:

- a. Support up to 200 simultaneous active users and 2,000 active users annually;
 - i. Option to archive participants on an annual basis without removing access to user reports pertaining to exam results, if such a feature is required;
- b. Ability to create a customizable domain/URL;
- c. All users must be able to access the Web application through modern browsers such as: Chrome, Firefox, and Microsoft Edge via a PC or Mac computer/laptop;
- d. Support white labeling meaning changing the branding of the platform, at a minimum permitting the use of a CBSA identifier on the exam login page.

2. End-User Criteria

The online cloud-based testing Web-application must provide end-user (test takers), in this case recruits, with the following features:

- a. Login page includes:
 - i. Username and password field
 - ii. Selection of interface language
 - iii. Option to request/change new password
 - iv. Permits end-users to change their password
- b. Assessment Features for end-user:
 - i. Permit to take the assessment using a modern internet browser or application on smart phones, tablets, iOS devices and Android devices
 - ii. Provide an “assessment navigator” grid/table to easily navigate unanswered, answered and flagged questions requiring a review;
 - iii. Provide a warning on submitting assessments when some questions are left unanswered
 - iv. Provide tools and resources within the application during test taking such as: buttons to access a calculator and file/documents
 - v. Allow restart of assessment, from where the end-user left off, when technical issues cause problems. For instance, if an end-user loses connectivity or power during timed assessment, time-limit is frozen and assessment is restarted where they left off, once connectivity is re-established
 - vi. Provide configurable text-size controls allowing end-user to increase/decrease font size of an exam question being viewed;
 - vii. Provide configurable contrast controls allowing end-user to choose contrast or not (black font on white background becomes yellow font and dark blue background);
 - viii. Provide the ability to render HTML optimized assessments to work with assistive technologies such as screen readers
 - ix. Provide a progression bar in order for end-users to visually see their progression of answered questions (shading within the progress bar appears automatically as questions get answered);
 - x. Access to “Next Question” and “Previous Question” navigation buttons to navigate the assessment with ease

3. Secure Solution

The online cloud-based testing Web-application must provide the CBSA with the following security features:

- a. CBSA data and content is stored on cloud, which are located within the geographic boundaries of Canada or are in compliance with General Data Protection Regulation (GDPR);
- b. All users launch the application with a unique username and password;
- c. Upon login user credentials are verified/validated within the application;
- d. Create and launch proctored exams administered and proctored by the CBSA;
 - i. Proctoring cannot be done by a 3rd party;
- e. Create and launch secured exams;
 - ii. If required, have the ability to lock down end-users' computers/laptops and therefore they cannot access any other software, application or Website during an exam. Assessment is launch in a secure browser to prevent printing, screen captures, and unwanted exit);
- f. Supports Protected B documents and content created by the CBSA and which will remain CBSA property.

3.1 Access Control

- a. Provide role-based access to be able to configure the rights and privileges of users to be done by admins with special access rights, and have the capability to create different profiles for granting permissions to the different users
 - i. Manage user access using roles/types of users to ensure user assigned permissions are properly and consistently applied.
 - ii. Provide roles/types of users as defined below, but not limited to:
 - Administrator (e.g. user with all access rights);
 - Author (e.g. author questions and assessments in the application);
 - Scheduler (e.g. create groups and enter scheduling parameters (date, time, number of attempts, etc.) as well as schedule users for exams;
 - Reporter (e.g. create, view and save exam results report);
 - Participant (e.g. the exam taker/end-user in this case the OITP recruits).
 - iii. Create and customize role-based privileges for different types of users;
 - iv. Create roles/types of users and assign one or more role(s) to an user or group of users;
 - v. Modify and delete users;
 - vi. Update, review, maintain and obtain a list of admin profiles;
 - vii. Generate automatically an unique username and password for each user.

3.2 Audit

- a. Ability to conduct system-specific auditable events (e.g. end-user exam start time and end time, when (e.g. time, date) end-user accessed application, modifications to exam questions by author type users) are identified and logged
- b. Ability to conduct periodic audit/log/report/review of system-specific auditable events and export results to Excel Spreadsheet or other acceptable format to manipulate as well as view data.

4. Systems Interoperability

The following features would further support CBSA's current Information Technology as well as Human Resources ecosystem, but are not mandatory requirements:

- a. Ability to integrate with CBSA learning management system Moodle
- b. Ability to integrate with SAP
- c. Ability to use single sign-on via Microsoft SharePoint

5. Administrative User Criteria

The administrative user criteria would be performed by CBSA staff in order to ensure smooth administration, delivery and quality assurance of OITP assessments.

5.1 Scheduling and Assessment Administration Capabilities

The online cloud-based testing Web-application must provide the CBSA with the following features to group users, schedule and administer CBSA assessments:

- a. Create groups and sub-groups;
- b. Import users via CSV file;
- c. Schedule assessments by groups and sub-groups on specific dates and times;
- d. Automatically generate login credentials for users to access the exam;
- e. Reschedule an assessment;
- f. Set the exam duration and access period;
- g. Set specific number of attempts for an exam;
- h. Schedule surveys, quizzes, tests and exams (fixed form & random selection);
- i. Schedule assessments to users and only permit scheduled assessments to be run;
- j. Ability to schedule observational check lists, and job task analysis.

5.2 Authoring of Assessment Questions

The online cloud-based testing Web-application must provide the CBSA with the following features to author (enter questions in application) assessment questions:

- a. Authoring can be done from any computer/laptop via a modern and government supported Web browser such as Chrome, Firefox and Microsoft Edge;
- b. Author and maintain examination questions in a bank/repository that can hold at least 5,000 items in each official language of Canada (English and French);
 - i. Translation management of English and French questions and assessments must be built-in and provided within the same application;
- c. Try out questions while authoring;
- d. Allow multiple authors to work collaboratively in the same shared questions repository;
- e. Author questions as well as associated feedback, and publish questions directly in a shared repository;
- f. Provide a built-in spell-check as you author/enter questions in the application
- g. Organize question in the entire bank/repository by topic or subject folders and sub-folders in a hierarchal manner;
- h. Define security permissions for specific folders to control access to specific topic or assessment folders;
- i. Label questions, and folder topics, as desired;
- j. Tag questions so they can be selected by topic and question tags;
- k. Author surveys, quizzes, tests and exams (fixed form & random selection) in English and French;
- l. Track changes/updates to assessment questions in English and French to ensure audit trail is kept on the various question iterations;
 - i. Require authors to enter a descriptive comment when saving any revisions to a question (audit trail);
- m. Search and filter item banks or repository by keyword in question stimuli, choices, feedback, metatags, descriptions, topic names or author names;
- n. Support broad range item import formats such as: CSV (.csv), (.txt), (.zip), (.xml), (.xliff);
- o. Export/Import to XLIFF for external localization of questions/assessments with regard to translation;
- p. Generate paper versions of questions in both English and French such as converting the exam to Word or PDF file formats;
- q. Ability to call third party programs from within assessments;
- r. Ability to use configurable CSS and XML templates to customize/brand look-and-feel of assessment content;
- s. Ability to use the application wizard for creating IMS, AICC, or SCORM packages.

5.2.1 Types of exam questions, settings and feedback:

- a. Author different types of exam questions that include, but are not limited to: essay, Likert scale, multiple choice, true or false, yes/no, multiple response, matching, pull-down list, rank in order, knowledge matrix, survey matrix, numeric answer, text match, fill in the blank, file upload, select a blank, job task analysis, etc.
- b. Add the following attributes or settings to questions and/or answer choices:

- i. Define states that questions can be in (e.g. Normal, Experimental, Beta, Retired). Experimental questions must be able to be included in formal exams without them being assessed/scored in the final grade, but must still be able to gather psychometric information on them;
 - ii. Insert server variables such as participant name, date or time directly into questions and feedback;
 - iii. Shuffle choices in multiple choice questions;
 - iv. Set upper and lower limits on scoring for complex question type;
 - v. Allow for different scores by choice or combination of choices;
 - vi. Enhance text with underline, bold, italics, superscripts, subscript, etc.;
 - vii. Add multimedia such as: audio, images, video and embedded content into exam questions;
 - viii. Set size of graphic independently of its size;
 - ix. Auto-run sound and video;
 - x. Add graphics, fonts and equations in questions;
 - xi. Option to add a comment field to any question.
- c. Add the following attributes or settings to assessment feedback:
- i. Insert server variables such as participant name, date or time directly into feedback;
 - ii. Provide feedback after a set of questions or at the end of the exam/assessment;
 - iii. Enter hyperlinks within feedback text.

5.3 Authoring – Assessments/Exams

- a. Allow multiple users to author and publish assessments directly in a shared repository;
- b. Author and deliver assessments based on question types identified above, including observation assessments in which the “observer” logs in and assesses participants;
- c. Add the following attributes or settings to assessments/exams:
 - i. Present each question on its own screen or in a list;
 - ii. Specify the order in which questions appear;
 - iii. Divide the assessment into separate blocks or sections;
 - iv. Make answering question(s) in a block or set of questions mandatory or not;
 - v. Allow end-user to have free movement around an assessment;
 - vi. Click-and-drag question blocks or set of questions to reorder the assessment;
 - vii. Set saving parameters to “manual and automatic” and select the frequency (e.g.: every 5 seconds). Setting saving parameters does not affect progress through the exam. Other desired options for saving parameters are: 1) manual, 2) automatic or 3) manual and automatic, with option to regulate frequency.
 - viii. Select questions manually in question bank/repository to populate an assessment/exam or have the application select the questions randomly for each topic being assessed;
 - ix. Add an additional confirmation box to ensure end-users do not press the Submit button by mistake.
- d. Ensure end-users cannot access their exam once it is submitted;

- e. Generate paper versions of exams in both English and French such as converting the exam to Word file formats.

5.4 Automatic Grading and Reporting Capabilities

- a. Provide automated grading of exams with question types that provide answers choices (such as multiple choice, true or false, yes/no, multiple response) requiring end-user (test-taker) to select the correct answer(s);
- b. Provide manual override grading capabilities (ability to change scores to question(s) manually);
- c. Provide built-in report templates with items that can be selected or unselected to make them more customizable;
- d. Create, design and modify reporting templates;
- e. Create custom reports with the fields and labels CBSA needs or refine existing reports;
- f. Filter reports by: date and date range, group, assessment outcomes, demographic data, if needed;
- g. Report on surveys, quizzes, tests, exams, and all assessments authored in the application, as well as end-user (recruit) performance on assessments;
- h. Provide basic end-user tombstone data in the reports (e.g.: first name, last name, assessment name, group name, total score, maximum score, percentage score).

The following criteria is not mandatory, but would definitely be beneficial to CBSA:

- a. Provide reports on observational checklists, and job task analysis.

5.4.1 Reports on end-user performance:

- a. Create the following types of reports, including but not limited to:
 - i. Topic report: Showing results for one end-user per topic in a block or set of questions being assess on single assessment (number of right answers out of total number of questions on a topic, and user's topic result compared to a set benchmark established by the CBSA);
 - ii. Coaching report: Showing answers and scores for one end-user for a single assessment identifying for each question: the question, the answer given, the correct answer and the user's score, etc.;
 - Batch process coaching reports for multiple users and distribute via email, PDF, Word, HTML or Excel
 - iii. Score list report: Provides a sortable list of end-users' scores and aggregate scores for performance comparisons and reporting. Reports assessment, topic, and item-level scores detailing the following information: user first name and last name, assessment date, group, start and end time for each user scheduled for the exam, scores per user;
 - iv. Transcript report: Showing the results of a single end-user after multiple assessments;
 - v. Assessment completion time report: Provides potential cheater detection analytics;
 - vi. Question status report: An item bank report that breakdowns the total number of questions per question status in the repository
 - vii. Question type report: An item bank report that breakdowns the total number of questions per question type in the repository

The following 2 reports are not mandatory, but would definitely be beneficial to CBSA:

- i. Job task analysis summary report: Provides the total percentage and number of participants selecting each task, dimension (e.g.: application, level of difficulty) and choice filtered by demographic information;
- ii. Job task analysis dimension by demographic report: Shows, grouped by task, dimension, and demographic data, the percentage of participants selecting each choice

5.4.2 Reports item performance (assessment reliability and validity)

The following reports on item analysis and test reliability and validity are an absolute must:

- a. Produce a variety of analytics (e.g. psychometric analysis of item performance) such as:
 - i. Item analysis report: Provides an in-depth classical test theory psychometric analysis of item performance allowing the CBSA to drill-down into specific item statistics and performance data. Report provides graphic displays, tables and data showing distribution of discrimination, correlation, p-value, difficulty, outcome frequency, participant mean, times occurred (frequency), proportion selected, upper group selection, lower group selections, outcome discrimination, outcome correlation, mean of P value, proportion of correct answers, mean of item discrimination, mean of item total correlation, and participant comments;
 - ii. Test analysis report: Provides statistical analysis to determine the exam's reliability and other statistics relevant to the defensibility of medium and high-stakes assessments and choose the type of graph that best represents data.
- b. Save report in local repository so that the report can be easily run again in the future
- c. Export reports to CSV, Word, Excel, HTML, and PDF file formats;
- d. Send reports on end-user results via email to a particular group of users (end-user recruit, administrator, reporter) or any email address;
 - i. System generated and pre-programmed times and dates to send particular reports to an user particular and/or a group of users by email would be ideal. This option must be able to be turned on or off, if needed.

Deliverables

- Provide a complete onboarding experience to the CBSA staff.
- Provide the services to CBSA outlined in the Scope of Services while respecting the timelines identified for each phase.
- Work in collaboration with CBSA ISTB to ensure the proper testing and implementation of the application.
- Ensure compliance with the Security Requirements Checklist criteria for the access to and/or hosting and/or storing of Protected B content.
- Provide the latest version of application and ongoing support for the complete duration of the contract and optional years.
- Install and maintain the application within the Approved Platform at times mutually agreed upon.
- Providing technical support by phone, email, online helpdesk/ticketing system, and Web chat in English.
- Provide online access to documentation such as: best practices guides, manuals and knowledge base articles.

Duration

The duration of the initial contract is 2 years with 5 optional 1 year extensions.

Schedule

Delivery of the application's Go-Live Phase must be received on or before September 1st, 2024.

Delivery Location

Access to the online cloud-based Web-application.

Constraints

The following constraints apply to the work to be performed as part of this Contract:

- CBSA data and content is stored on cloud, which are located within the geographic boundaries of Canada or are in compliance with General Data Protection Regulation (GDPR);
- Contact between the Contractor and CBSA staff must take place during business hours from Monday to Friday between 7am and 6pm E.S.T/E.D.T. (except statutory holidays). Ongoing live support services must be made available at these times as well.
- Any meetings between the Contractor and relevant CBSA staff must be done either by telephone, email, or live videoconferencing. The Project Authority will determine the medium to use for each meeting.
- Updates, patches, and fixes of the proposed application throughout any resulting contract will be communicated to CBSA admin users in advance and be performed at a time mutually agreed upon.
- The current contract expires on November 4, 2024 and therefore, the scheduled Go-live delivery timeline is not flexible.
 - If there is a gap in service between the end of the current contract and go-live in production environment, the CBSA would be forced to administer paper copies of the 3 exams without taking into account exam retakes and manual grading. Furthermore, the CBSA would also need to create manual reports in Excel pertaining to recruit performance, which would be extremely time consuming. This option has negative

impacts such as: a significant administrative burden requiring additional resources required to revert back to manual grading and reporting.

Ownership of Information

All data, information and assessment content provided by or developed by CBSA or by third parties on behalf of CBSA for use in the proposed solution shall remain the sole property of CBSA. The Contractor must return all such data, information and assessment content to CBSA upon the expiry or early termination of the Contract, and the Contractor must retain no rights in or to such data, information and assessment content. After successfully returning the data to CBSA, the Contractor must delete the data and any backups and must not use any of that data for any purposes whatsoever.

The Contractor will retain the rights to its proposed solution (including updates developed by the Contractor), the Contractor's information, and any of the Contractor's intellectual property that is pre-existing.

Protection of Personal Information

The Successful Contractor must agree that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract, must be treated in accordance with the Privacy Act R.S. 1985, c. P-21, the Personal Information Protection and Electronic Documents Act, 2000, c. 5, and Treasury Board privacy policies.

CBSA Support

CBSA will provide the Contractor with access to the relevant CBSA personnel in a timely manner. This is subject to the section below Travel in this Statement of Work.

Language of Work

The Contractor must be able to communicate with up to 5 CBSA staff in English in all phases and for all services including ongoing live support (including technical support) in either of Canada's official languages (English or French) for all CBSA Admin users who have special access rights.

Travel

There is no travel requirement for this Contract. The Contractor will not be provided access to any CBSA offices during the Contract.

Appendix C – Evaluation Criteria

1. STEP 1: CBSA IT Security Assessment Process

The bid must meet the Mandatory Criteria for IT Security specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the Mandatory Criteria for IT Security will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

#	Mandatory Criteria for IT Security	Met / Not Met	Substantiation/ Cross Reference to Proposal
MT-1	<p>Attestations</p> <p>By bid closure, the Bidder must submit a signed attestation for <u>each</u> of the following as part of its proposal:</p> <ul style="list-style-type: none"> i. Information and data residency: <ul style="list-style-type: none"> a. the online Cloud-based testing Web-application hosting CBSA data and content is located within the geographic boundaries of Canada or are in compliance with General Data Protection Regulation (GDPR); ii. Only CBSA staff and Bidder's support staff may be able to access in its entirety the online Cloud-based testing Web-application to be used by CBSA; iii. The online Cloud-based testing Web-application must be able to support Protected B documents and content created by the CBSA and meet Government of Canada security requirements thereof; iv. The online Cloud-based testing Web-application includes updates, patches, and fixes throughout the contract; and v. The online Cloud-based testing Web-application must have anti-virus running optimally on their platform. 		<p>Evaluated through CBSA IT Security Assessment Process.</p> <p>In the PDF file of the bid</p>
MT-2	<p>Certificates</p> <p>The online Cloud-based testing Web-application Provider must have the following certification and undergo a detailed security assessment process conducted by the CBSA.</p> <ul style="list-style-type: none"> i. Certificate of compliance that the online Cloud-based testing Web-application allows 		<p>Certifications - In the PDF file of the bid</p>

	<p>for session encryption via transport layer security (TLS) in according with Canadian Centre for Cyber-security (CCCS) guidelines.</p> <p>ii. Certification SOC2 or SOC3 (Statement on Standards for Attestation Engagements (SSAE)-18. (The SSAE 18 Reporting Standard – SOC 1 – SOC 2 – SOC 3 (Formerly SSAE 16) Support and Guidance for SSAE18, SOC 1, SOC 2, and SOC 3 reporting standards (formerly SSAE 16) (ssae-16.com));</p> <p>iii. ISO / IEC 27001 certification (ISO - ISO/IEC 27001 — Information security management), which must remain valid throughout any resulting contract; and</p> <p>iv. WCAG 2.0 compliance (https://www.w3.org/WAI/standards-guidelines/wcag/) at level A or higher for the duration of the contract.</p>		
<p>MT-3</p>	<p>Backup Process & Report</p> <p>The proposed online Cloud-based testing Web-application must provide a back-up period of at least one month.</p> <p>The Bidder must submit a process and security report regarding this capability.</p>		<p>Submit a process and security report - In the PDF file of the bid</p>

2. STEP 2: Technical Evaluation Criteria

2.1 Mandatory Technical Criteria (MT)

Bids which meet all the mandatory Criteria for IT Security will be evaluated and must meet the mandatory technical criteria as specified in the tables inserted below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

#	Mandatory Technical Criterion for IT	Met / Not Met	Substantiation/ Cross Reference to Proposal
MT-4	<p>Online Testing Solution Capacity</p> <p>The proposed online Cloud-based testing Web-application must support/host up to 2,000 active users annually without compromising its performance.</p> <ul style="list-style-type: none"> • Capacity of 200 active users using it at the same time without compromising its performance; and • Submit result of performance testing 		In the PDF file of the bid - Submit results of performance testing

#	Mandatory Technical Criteria for Administrators	Met / Not Met	Substantiation/ Cross Reference to Proposal
MT-5	<p>Project Plan</p> <p>The Bidder must include a design, implementation, and training outline in its technical bid, that at a minimum includes:</p> <ul style="list-style-type: none"> • Clear outline of phases, roles and responsibilities; • Intended outcome of each phase; • Proposed timeline/schedule, as well as level of efforts required (within 12 months, as described in the SOW); <ul style="list-style-type: none"> ○ Bidder must submit this as a visual representation. • Methodology for each phase (tutorials, ticketing system, online training, scheduled calls, reference guide, job aid, etc.); <ul style="list-style-type: none"> ○ Bidders must submit sample materials. • Training for each type of user, including learning objective portion of the training. <p>Note: This is separate from ongoing live support.</p>		In the PDF file of the bid
MT-6	<p>Live Ongoing Support</p> <p>The proposed online Cloud-based testing Web-application includes live ongoing support in either of Canada's official languages (English or French) for up to 5 Admin users who have special access rights from the end of Phases 1 and 2 to the end of the Contract.</p>		In the PDF file of the bid

MT-7	Number of Questions in Repository The proposed online Cloud-based testing Web-application can accommodate a question bank/repository of at least 5,000 items in each official language of Canada (English and French).		In the PDF file of the bid
-------------	--	--	----------------------------

2.2 Point rated Technical Criteria (RT):

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

#	Point-Rated Technical Criteria for IT	Met / Not Met	Substantiation/ Cross Reference to Proposal
RT-1	Online Testing Solution Application Design The proposed online Cloud-based testing Web-application is provided using a design that decreases implementation timeframes, can be easily maintained over time and is cost-effective.	<ul style="list-style-type: none"> ▪ Customs Web Application: 5 pts ▪ Software as a Service (SaaS): 10pts ▪ Commercial-off-the-shelf (COTS): 20pts 	In the PDF file of the bid

#	Point-Rated Technical Criteria for Administrators	Met /Not Met	Substantiation/ Cross Reference to Proposal
RT-2	Customizable roles and user types The proposed online Cloud-based testing Web-application enables users with special access rights to create and customize a role and its privileges for different types of users. This would permit the admins with special access rights to select desired permissions and privileges from a defined list, name the role profile as desired and assign it to user(s), as needed.	<ul style="list-style-type: none"> ▪ Yes: 10 pts ▪ No: 0 pts 	In the PDF file of the bid
RT-3	Additional functions and reporting capabilities The proposed online Cloud-based testing Web-application permits users with special access rights with other built-in functionalities and the capacity to generate reports, English and French, not related to end-user performance on an exam such as: observational checklists and job task	<ul style="list-style-type: none"> ▪ Observational Checklist: 10 pts ▪ Job task analysis : 10 pts <p>Maximum Score: 20 pts</p>	In the PDF file of the bid

	analysis.		
RT-4	<p>Author different types of questions</p> <p>The proposed online Cloud-based testing Web-application permits users with special access rights to author different types of exam questions that include, but are not limited to: essay, Likert scale, multiple choice, true or false, yes/no, multiple response, matching, pull-down list, rank in order, knowledge matrix, survey matrix, numeric answer, text match, fill in the blank, file upload, select a blank, job task analysis, etc. in English and French.</p>	<ul style="list-style-type: none"> ▪ True/False: 5 pts ▪ Multiple choice: 5 pts ▪ Multiple response: 5 pts ▪ 5pts for additional types <p>Maximum Score: 40 pts</p>	In the PDF file of the bid
Total of the point rated technical criteria RT1-RT2-RT3-RT4			/90

2.3 Mandatory Financial Criteria (MFC)

Bids must meet the mandatory financial criteria specified below.

Bids, which fail to meet the mandatory financial criteria, will be declared non-responsive.

#	Mandatory Financial Criterion	Instructions
MFC-1	The proposed total bid price must not exceed \$200,000.00 CAD including all applicable taxes	The maximum funding available for the Contract resulting from the bid solicitation is \$200,000.00 CAD including all applicable taxes. Bids valued in excess of this amount will be declared non-responsive. This disclosure does not commit Canada to pay the maximum funding available.

3 STEP 3 : Financial Evaluation

Basis of selection Highest Combined Rating of Technical Merit and Price 75/25 – Best 5 bids move to Step 4 Proof Of Proposal (POP) test.

4 STEP 4: Proof of Proposal (POP) Test

The Bidder must be able to provide two (2) online live demonstrations in English at no cost for each of the following:

- i. 1st Live Demonstration: IT requirements
- ii. 2nd Live Demonstration: User requirements

4.1 Mandatory Criterion: 1st Live Online Demonstrations for IT requirements (MT8-MT9-MT10-MT11-MT12-MT13-MT14-MT15-MT16-MT17)

The bid must meet the mandatory technical criteria . The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria specified below will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

#	Mandatory Criteria	Met / Not Met	Substantiation/ Cross Reference to Proposal
MT-8	<p>1st Live Online Demonstrations – IT Requirements</p> <p>The Bidder must be able to provide an online live demonstrations in English at no cost for each of the following:</p> <p>1st live demonstration: IT requirements; within 3 weeks of bid closure for a duration up to 90 minutes.</p> <p>The above demonstration must:</p> <ol style="list-style-type: none">a) start no earlier than 9am E.S.T.;b) finish no later than 4pm E.S.T.;c) take place Monday - Friday (Canadian statutory holidays excluded), except where indicated otherwise; andd) enable CBSA evaluators to join from more than one location. <p>Note: The Bidder must use MS Teams to host their online live demonstration once they have confirmed their day/time slot. CBSA will provide Bidders with day/time slots to choose from at the appropriate point in the evaluation process.</p>		In the PDF file of the bid.

<p>MT-9</p>	<p>Access via Web Browsers</p> <p>Users must be able to access the online Cloud-based testing Web-application via a PC and Mac computer/laptop through each of the following modern browsers:</p> <ul style="list-style-type: none"> • Chrome • Firefox • Edge 		<p>To be demonstrated in a live demo.</p>
<p>MT-10</p>	<p>Automatic log-off</p> <p>The proposed online Cloud-based testing Web-application must be able to automatically log-off CBSA staff with special access rights after a period of inactivity.</p>		<p>To be demonstrated in a live demo.</p>
<p>MT-11</p>	<p>Secure Test Administration</p> <p>The proposed online Cloud-based testing Web-application must be able to create and launch secured exams.</p> <p>i. ability to lock down users' computers/laptops and therefore they cannot access any other software, application or website during an exam. Assessment is launch in a secure browser to prevent printing, screen captures, and unwanted exit.</p>		<p>To be demonstrated in a live demo.</p>
<p>MT-12</p>	<p>Access Control</p> <p>The proposed online Cloud-based testing Web-application must provide role-based access to be able to configure the rights and privileges of users to be done by admins with special access rights, and have the capability to create different profiles for granting permissions to the different users.</p> <p>i. Manage user access using roles/types of users to ensure user assigned permissions are properly and consistently applied.</p> <p>ii. Provide roles/types of users as defined below:</p> <ul style="list-style-type: none"> ▪ Administrator (e.g. user with all access rights), ▪ Author (e.g. author questions and assessments in the application) ▪ Scheduler (e.g. create groups and enter scheduling parameters (date, time, number of attempts, etc.) as well as schedule users for exams) 		<p>To be demonstrated in a live demo.</p>

	<ul style="list-style-type: none"> ▪ Reporter (e.g. create, view and save exam results reports) ▪ Participant (e.g. the test-taker/end-user in this case the OITP recruits) <ul style="list-style-type: none"> iii. Create roles/types of users and assign one or more role(s) to an user iv. Create roles/types of users and assign one or more role(s) to a group of users v. Modify and delete users vi. Update, review, maintain and obtain a list of admin profiles vii. All users have unique credentials (username and password). 		
MT-13	<p>Content Import, Upload and Download</p> <p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to easily import exam questions and users.</p> <ul style="list-style-type: none"> i. Supports broad range item import formats such as: CSV (.csv), (.txt);(.zip), (.xml), (.xliff). ii. Import of users via CSV file format 		To be demonstrated in a live demo.
MT-14	<p>Export Scores and Reports</p> <p>The proposed online Cloud-based testing Web-application must enable users with special access rights to export the scores (exam results) and reports to Microsoft Excel.</p> <ul style="list-style-type: none"> i. Export reports to Word, Excel, HTML, and PDF file formats. 		To be demonstrated in a live demo.
MT-15	<p>Auditing</p> <p>The proposed online Cloud-based testing Web-application have the capability to record and collect auditable events. The audit records must be available and extractable to CBSA users with special access rights.</p> <ul style="list-style-type: none"> i. Ability to conduct periodic audit/log/report/review of system-specific auditable events and export results to Excel Spreadsheet or other acceptable format to manipulate as well as view data. 		To be demonstrated in a live demo .
MT-16	<p>Data Integrity</p> <p>The proposed online Cloud-based testing Web-application must provide administration capabilities as well as ability to track and audit changes for authoring of test questions.</p>		To be demonstrated in a live demo.

MT-17	Data Validation The proposed online Cloud-based testing Web-application must have the capability to enforce data validation rules against any entry field values.		To be demonstrated in a live demo.
--------------	---	--	------------------------------------

4.2 Point-Rated Criteria: 1st Live Demonstration for IT requirements (RT5-RT6-RT7-RT8-RT9-RT10-RT11)

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below. Each point rated technical criterion should be addressed separately.

#	Point Rated IT Criteria	Met / Not Met	Substantiation/ Cross Reference to Proposal
RT-5	Mobile Web Access The proposed online Cloud-based testing Web-application allows end-users (test-takers) to access the platform with full capability on an Android device and an Apple device.	<ul style="list-style-type: none"> ▪ Android and Apple: 5 pts ▪ No: 0 pt. Maximum Score: 5 pts.	To be demonstrated in a live demo.
RT-6	Customizable URL The proposed online Cloud-based testing Web-application has the ability to create a customizable domain/URL.	<ul style="list-style-type: none"> ▪ Yes: 5 pts. ▪ No: 0 pt. 	To be demonstrated in a live demo.
RT-7	Open Application Programming Interface (API) The proposed online Cloud-based testing Web-application provides access to open application programming interfaces (or equivalent): Points will be awarded for each of the following types of API available: <ul style="list-style-type: none"> • Management of Users • Management groups/classes and exam results • Management of questions • Management of system audit records • Backup and restore functionalities *management is defined as operations that allow creation, modification, extraction or deletion of records as well as any other operations appropriate for	<ul style="list-style-type: none"> ▪ 5pts for each type of API listed ▪ Additional 5 pts each for any type of API not listed up to a maximum of 15 pts (i.e.: 3 additional types) Maximum Score: 40 pts	To be demonstrated in a live demo.

	the type of record		
RT-8	<p>Systems Interoperability</p> <p>The proposed online Cloud-based testing Web-application allows integration with CBSA's current and future Information Technology as well as Human Resources ecosystem, namely:</p> <ul style="list-style-type: none"> • CBSA's learning management system (LMS) such as: Moodle, Brightspace, or others • Ability to use single sign-on via M365 • Other system integration 	<ul style="list-style-type: none"> ▪ 5 pts per system integration ▪ None: 0 pt. <p>Maximum Score: 15 pts</p>	To be demonstrated in a live demo.
RT-9	<p>White Labelling</p> <p>The proposed online Cloud-based testing Web-application supports white labelling, at a minimum of the exam interface permitting the use of CBSA identifiers.</p>	<ul style="list-style-type: none"> ▪ Login page: 10pts ▪ Identifier on exam landing page: 5pts ▪ Identifier on exam templates appearing on exam question pages seen by test-takers: 5 pts ▪ None: 0 pt. <p>Maximum Score: 20 pts</p>	To be demonstrated in a live demo.
RT-10	<p>Exam Proctoring</p> <p>The proposed online Cloud-based testing Web-application must be able to launch assessments administered and proctored by the CBSA on the platform. Proctoring cannot be done by a 3rd party.</p> <ul style="list-style-type: none"> i. An alternative would be a compatibility with a secured remote control for example NetSupport 	<ul style="list-style-type: none"> ▪ Built-in proctoring with role-based permissions to provide access to desired users: 20 pts ▪ Compatibility with secured remote control 10pts ▪ None: 0 pt <p>Maximum Score: 30 pts</p>	To be demonstrated in a live demo.

RT-11	The proposed online Cloud-based testing Web-application has the capability to integrate with external federated identity providers using industry standard protocols including Security Assertion Markup Language (SAML) and OpenID Connect (OIDC).	<ul style="list-style-type: none"> ▪ Yes: 10 pts ▪ No: 0 pts 	To be demonstrated in a live demo.
1st Live Demonstration - Total Point-Rated Criteria points for IT requirements (RT5-RT6-RT7-RT8-RT9-RT10-RT11)			/125

4.3 Mandatory Criteria: 2nd Live Demonstration - User Requirements (MT18-MT19-MT20-MT21-MT22-MT23-MT24-MT25-MT26-MT27-MT28-MT29-MT30-MT31-MT32-MT33-MT34)

The bid must meet the mandatory technical criteria . The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria specified below will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

The mandatory technical criteria are broken down as follows:

- M-18: user requirements for all (administrators and end-users)
- MT-19 to MT-28: requirements for administrators
- MT-29 to MT-34: requirements for end-users

#	Mandatory Criteria	Met / Not Met	Substantiation/ Cross Reference to Proposal
MT-18	<p>Live Online Demonstrations</p> <p>The Bidder must be able to provide an online live demonstration in English at no cost for each of the following:</p> <p>2nd live demonstration: User Requirements within 3 weeks of bid closure for a duration up to 2.5 hours.</p> <p>The above online demonstrations must:</p> <ul style="list-style-type: none"> a) start no earlier than 9am E.S.T.; b) finish no later than 4pm E.S.T.; c) take place Monday - Friday (Canadian statutory holidays excluded), except where indicated otherwise; and d) enable CBSA evaluators to join from more than one location. <p>Note: The Bidder must use MS Teams to host their online live demonstrations once they have confirmed their day/time slots. CBSA will provide Bidders with</p>		In the PDF file of the bid

	day/time slots to choose from at the appropriate point in the evaluation process.		
MT-19	<p>The proposed online Cloud-based testing Web-application is available in both official languages of Canada (English and French).</p> <ul style="list-style-type: none"> i. The user can select their preferred language or have the option to toggle between both languages or selecting the language of preference. 		To be demonstrated in a live demo.
MT-20	The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to import user profiles in CSV format.		To be demonstrated in a live demo.
MT-21	The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to turn on and off the automatic push to send test results to end-users.		To be demonstrated in a live demo.
MT-22	The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to add, modify, and delete users within their assigned privileges.		To be demonstrated in a live demo.
MT-23	The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to group users, schedule and administer assessments to one individual end-user, as well as groups or sub-groups of end-users, and set the assessment parameters (for example: attempts, duration, date), as defined in SOW, section 5.1.		To be demonstrated in a live demo.
MT-24	<p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to author and maintain bank/repository of examination questions and assessments in both official languages of Canada, as defined in SOW, section 5.2.</p> <ul style="list-style-type: none"> i. Translation management of English and French questions and assessments must be built-in and provided within the same 		To be demonstrated in a live demo.

	application.		
MT-25	<p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to author different types of questions, add attributes or settings to questions and answer choices, including feedback, and generate electronic copies of exams to Word file format, as defined in SOW sections 5.2.1 and 5.3.</p> <ul style="list-style-type: none"> i. Allow for different types of questions to be incorporated into one assessment/exam. 		To be demonstrated in a live demo.
MT-26	<p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to create, design and modify reporting templates or customise reports in both official languages of Canada, as defined in the SOW section 5.4.</p> <ul style="list-style-type: none"> i. Provide automated grading of exams with question types that provide answers choices (such as multiple choice, true or false, yes/no, multiple response) requiring end-user (test-taker) to select the correct answer(s). ii. Provide automated grading of exams with manual override capabilities (ability to change scores to question(s) manually) 		To be demonstrated in a live demo.
MT-27	<p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to select individual end-users or a group of end-users to generate reports on performance, as outlined in the SOW section 5.4.1.</p>		To be demonstrated in a live demo.
MT-28	<p>The proposed online Cloud-based testing Web-application must enable CBSA users with special access rights to run item analysis reports (e.g. psychometric analysis of item performance), as defined in the SOW section 5.4.2.</p>		To be demonstrated in a live demo.
MT-29	<p>The proposed online Cloud-based testing Web-application provides a login page that includes:</p> <ul style="list-style-type: none"> i. Username and password field 		To be demonstrated in a live demo.

	<ul style="list-style-type: none"> ii. Selection of interface language to either French or English 		
MT-30	The proposed online Cloud-based testing Web-application is available in both official languages of Canada (English and French)		To be demonstrated in a live demo.
MT-31	<p>The proposed online Cloud-based testing Web-application provides the following tools and resources within the platform while end-users take their assessment:</p> <ul style="list-style-type: none"> i. “assessment navigator” grid/table to easily navigate unanswered, answered and flagged questions; ii. an option to include a button to a repository of file/documents for “open-book” assessments iii. configurable text-size controls allowing end-user to increase/decrease font size of an exam question being viewed; iv. configurable contrast controls allowing end-user to choose contrast or not (black font on white background becomes yellow font on dark blue background); v. progression bar in order for end-users to visually see their progression of answered questions (shading within the progress bar appears automatically as questions get answered); vi. Access to “Next Question” and “Previous Question” navigation buttons to navigate the assessment with ease. 		To be demonstrated in a live demo.
MT-32	The proposed online Cloud-based testing Web-application provides a warning to end-users upon submitting an assessment, when some questions are left unanswered.		To be demonstrated in a live demo.
MT-33	The proposed online Cloud-based testing Web-application provides generic feedback to end-users based on their score, upon submitting an assessment. The feedback must be qualitative in nature and their score must not be divulged.		To be demonstrated in a live demo.

MT-34	The proposed online Cloud-based testing Web-application has a built-in mechanism allowing the restart of assessment, from where the end-user left off, when technical issues cause problems. For instance, if an end-user loses connectivity or power during timed assessment, time-limit is frozen and assessment is restarted where they left off, once connectivity is re-established.		To be demonstrated in a live demo.
--------------	---	--	------------------------------------

4.4 Point-rated Criterion: 2nd live demonstration - User Requirements (RT12-RT13-RT14-RT15-RT16-RT17)

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below. Each point rated technical criterion should be addressed separately.

The point-rated criteria are broken down as follows:

- RT-12: requirements for administrators
- RT-13 to RT-17: requirements for end-users

#	Point-rated Criteria – Users	Met / Not Met	Substantiation/ Cross Reference to Proposal
RT-12	The proposed online Cloud-based testing Web-application permits CBSA users with special access rights to consolidate different assessments and reports within one report showcasing the end-user's results.	<ul style="list-style-type: none"> ▪ Consolidate information and results using qualitative descriptions (pass or fail), from multiple reports to generate one summary report: 10 pts ▪ Consolidate information and results using quantitative data, which includes scores, from multiple reports to generate one summary report: 10 pts ▪ Not possible: 0 pt. Maximum Score: 20 pts.	To be demonstrated in a live demo.
RT-13	The proposed online Cloud-based testing Web-application login page provides a mechanism for users to:	<ul style="list-style-type: none"> ▪ Change password by request only – involves human intervention: 5 pts 	To be demonstrated in a live demo.

	<ul style="list-style-type: none"> i. request and/or change their password; or ii. permits users to change their own password 	<ul style="list-style-type: none"> ▪ Permits end-user to change password on their own: 10 pts 	
RT-14	<p>The proposed online Cloud-based testing Web-application provides the following additional tools and resources within the platform while end-users take their assessment:</p> <ul style="list-style-type: none"> i. ability to highlight text in an exam questions to identify key words ii. built-in dictionary iii. built-in calculator 	<ul style="list-style-type: none"> ▪ 5 pts for each <p>Maximum Score: 15 pts</p>	To be demonstrated in a live demo.
RT-15	<p>The proposed online Cloud-based testing Web-application provides a notification or warning to end-users at the following times during the administration of an assessment:</p> <ul style="list-style-type: none"> i. 5 minutes left to complete the exam ii. 10 minutes left to complete or submit the exam 	<ul style="list-style-type: none"> ▪ 5 points for each <p>Maximum Score: 10 pts</p>	To be demonstrated in a live demo.
RT-16	<p>The proposed online Cloud-based testing Web-application provides end-users the options to take the assessment on smart phones, tablets, iOS devices and Android devices.</p>	<ul style="list-style-type: none"> ▪ Smartphones or iOS devices or Android devices: 5 pts (maximum score: 5 pts) ▪ Tablets: 10 pts ▪ Not compatible: 0 pt. 	In the PDF file of the bid.
RT-17	<p>The proposed online Cloud-based testing Web-application has a screen reader incorporated within their platform settings.</p>	<ul style="list-style-type: none"> ▪ Yes, within platform: 10 pts ▪ Yes, only by installing a 3rd party software: 5 pt. ▪ No integration: 0 pt. 	In the PDF file of the bid.
<p>2nd Live Demonstration Total of the Point Rated Technical Criteria for User Requirements (RT12-RT13-RT14-RT15-RT16-RT17):</p>			/195
<p>Total Point-Rated Criteria points (1st Live Demonstration - Total Point-Rated Criteria points for IT requirements + 2nd Live Demonstration Total of the Point Rated Technical Criteria for User Requirements)</p>			/320

5. STEP 5: Contract award

The bid with the highest point rated technical score from STEP 4 will be recommended for contract award.

Appendix D – Security Requirements Check List (SRCL)



Contract Number / Numéro du contrat 1000433066
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	CBSA	2. Branch or Directorate / Direction générale ou Direction HR- TDD
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail There is a continued need for a robust, defensible, and reliable automated testing system for use in the Officer Induction Training Program (OITP) at the CBSA College in Rigaud, Quebec.		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	NATO CONFIDENTIEL <input type="checkbox"/>	TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>
	NATO SECRET <input type="checkbox"/>	
	COSMIC TOP SECRET <input type="checkbox"/>	
	COSMIC TRÈS SECRET <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED





PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
- Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux : _____
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

- INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui
- PRODUCTION**
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui
- INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production																
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).