

Request for Proposals
for
Ontario College of Pharmacists
Knowledge Assessment Exam Vendor
(Quality Assurance Department)

Issued: April 7, 2026
Closes at: May 5, 2026

A General Information and Instructions

A.1 About the Ontario College of Pharmacists

- With a mandate to serve and protect the public interest, the Ontario College of Pharmacists (OCP) is the not-for-profit regulatory body that oversees pharmacists, pharmacy technicians and pharmacies in Ontario. There are 18,514 pharmacists, 6,233 pharmacy technicians, 5,048 community pharmacies, 238 hospital pharmacies and 6 drug preparation premises in the province.
- OCP regulates registered pharmacy professionals by holding them accountable to OCP's governing legislation, and the standards of practice, Code of Ethics and policies and guidelines relevant to pharmacy practice that OCP has developed. In order to carry out professional regulation, OCP administers a quality assurance program, including practice assessments and knowledge assessments. OCP also conducts investigations, resolutions and prosecutions of concerns involving registrants, including professional misconduct, incompetence and incapacity.
- OCP also accredits and regulates hospital and community pharmacies in Ontario, holding them to relevant legislation, and the operational standards and policies developed by OCP.
- The objects of OCP are set out in section 3 of the *Health Professions Procedural Code*, which is Schedule 2 to the [Regulated Health Professions Act, 1991](#), S.O. 1991 c. 18.
- OCP is governed by a Board of Directors.
- See OCP's website and [By-law 7](#) for more information.

A.2 Invitation

- In issuing this Request for Proposals (RFP), OCP invites qualified proponents to make proposals for the services described below.
- The purpose of this RFP is to enable the OCP to review and evaluate proposals and proponents to identify the successful candidate(s) who will serve as a vendor, responsible for hosting and administering the QA Knowledge Assessment This RFP document sets out the requirements for the proponents' proposals and specifies the evaluation criteria and selection process. Proponents must be able to demonstrate a thorough understanding of service requirements, including their approach and methodology, professional qualifications and regulatory experience in the continuing competency sector.

- The successful proponent, once selected, will be required to enter into a contract with OCP.

A.3 Contracting Authority

- The contracting authority (Contracting Authority) for this RFP is:

Susan James
Director, Quality and Registration
The Ontario College of Pharmacists
483 Huron Street
Toronto, ON
M5R 2R4
416-962-4861 ext. 2206
sjames@ocpinfo.com

A.4 Project Authority

- The Project Authority is:

Kristin Reid
Manager, Quality Assurance
The Ontario College of Pharmacists
483 Huron Street
Toronto, ON
M5R 2R4
416-962-4861 ext. 2226
kreid@ocpinfo.com

A.4 RFP Coordinator

- The RFP Coordinator is:

Kristin Reid
Manager, Quality Assurance
The Ontario College of Pharmacists
483 Huron Street
Toronto, ON
M5R 2R4
416-962-4861 ext. 2226

A.5 Terms and Conditions

A.5.1 Glossary of Terms

Consultant: The successful proponent, who will enter into a contract with OCP to act as a vendor for administration of the QA Knowledge Assessment.

Contract: The consulting and vendor services agreement that the successful proponent will enter into with OCP at the conclusion of the RFP process.

Contracting Authority: The senior staff person responsible for execution of the Agreement with the Consultant. Note that the identity of the specific Contracting Authority may change during this RFP process and the project. OCP will notify proponents and the Consultant of any such changes.

Evaluation Criteria: The criteria used to rate the proposals of proponents, contained in the evaluation template contained in this RFP.

Ontario College of Pharmacists (OCP): The issuer of this RFP, who will enter into a contract with the successful proponent at the conclusion of the RFP process.

Project Authority: The senior staff person who will manage the contract with the Consultant, once in place. Note that the identity of the specific Project Authority may change during this RFP process and the project. OCP will notify proponents and the Consultant of any such changes.

Proponent: Entities who submit a proposal. The entity that will execute the contract with OCP will become the Vendor and Consultant, who has full contractual responsibility for the delivery of the required services.

Proposal: The submission made by the Proponent, in response to OCP's RFP, outlining the Proponent's qualifications, approaches, etc.

Request for Proposal (RFP): The document that commences the formal procurement process, which sets out service requirements allowing Proponents to compete for the contract.

RFP Coordinator: The senior staff person who will act as a point person during the RFP process. Note that the identity of the specific RFP Coordinator may change during this RFP process and the project. OCP will notify proponents of any such changes.

Services: The activities outlined in the Proponent's submission, required to meet the service needs of OCP outlined below.

Submission: A Proponent's proposal made in response to the RFP, drafted in accordance with the terms of the RFP.

Vendor: The successful proponent, who will enter into a contract with OCP, responsible for hosting and administering the Knowledge Assessment.

A.5.2 Acknowledgement and Legal Compliance

- By virtue of making a Submission, the Proponent acknowledges that OCP has the right to verify any information contained in their Submission, and that false, erroneous, or inadequate information may require that the Proponent provide corrected information, at the Proponent's own expense, for the approval of OCP.
- The Proponent assumes responsibility for compliance with all laws and regulations concerning its eligibility to provide a Submission and to perform the Services in the Province of Ontario and is aware that this RFP is governed by the laws of the Province of Ontario.

A.5.3 Queries During the RFP Solicitation Period

- The Proponent will base their proposal on OCP's RFP documents. It is the responsibility of the Proponent to obtain clarification of any terms, conditions or technical requirements contained in the RFP.
- Any questions or requests for clarification during the solicitation period must be submitted in writing by the primary contact of the Proponent to the Project Authority identified in this RFP document.
- Questions and requests for clarifications will be answered if received in writing by the RFP Coordinator at least seven days prior to the date stipulated for submitting the proposal.
- OCP will only respond to the primary contact of the Proponent, who will be responsible for further internal distribution as required.

A.5.4 Amendments to the RFP

- The answer to all questions or requests will be responded to by an addendum which will be issued to all Proponents.
- Proponents are advised that the written information issued by OCP in this RFP document, and any appended documents and any associated amendments shall

be contractually binding. Said documents, in conjunction with the signed Contract, shall constitute the entirety of the agreement between the parties.

A.5.5 Right to Initiate or to Terminate Negotiations

- OCP shall have the sole right to initiate or to terminate negotiations.

A.5.6 Right to Request Clarifications / Confirmations

- OCP reserves the right to request clarifications and/or confirmations from any or all Proponents regarding any aspect of their proposals. In the event such clarifications and/or confirmations are requested, the RFP Coordinator will make the request, to be directed to the individual named as the Proponent's contact in their proposal. A written response to each such communication is required from the Proponent.

A.5.7 Payment for Proposal

- There will be no payment and/or compensation by OCP for the document preparation and submission in response to this RFP.

A.5.8 Privacy and Access Legislation

- Proponents are advised that OCP from time to time, may need to comply with any applicable privacy and access to information legislation. Information submitted may be eligible for disclosure in accordance with any legislation. OCP will first consult with the Proponents, unless it is subject to court order, at which point OCP will advise proponents of any disclosures made in compliance with same.

A.5.9 Selection of Successful Proponent (Vendor and Consultant)

- During the RFP phase of this procurement the basis for the selection of the successful Proponent will be the Evaluation Criteria included in this RFP.

A.6 Form of Contract

- The Vendor/Consultant will submit their contract, and OCP holds the right to amend and/or negotiate any aspects as required.

A.7 Insurance

- The successful proponent will be required to have adequate insurance as outlined in any finalized Contract.

B Quality Assurance (QA) Program

B.1.1 QA Program Description and Background

- Under the [Regulated Health Professions Act](#), all regulated health professions in Ontario are required to have a Quality Assurance (QA) Program.
- OCP maintains a two-part register for pharmacists and pharmacy technicians (collectively referred to as 'Registrants' of the College).
 - Part A – Registrants who provide patient care
 - Part B – Registrants who do not provide patient care
- All part A Registrants must participate in the QA program when selected to do so. The QA program consists of four components:
 - Self-Assessment: Identifies Learning Needs
 - Knowledge Assessment: Evaluates Core Knowledge
 - Practice Assessment: Evaluates Performance
 - Learning Portfolio: Supports ongoing development.
- Purpose of the QA Program:
 - Assures the public that healthcare professionals are competent to provide patient care
 - Contributes to individual and system-wide continuous quality improvement
 - Ensures pharmacy professionals maintain appropriate skills and knowledge throughout their careers
 - Ensures pharmacy professionals stay current in their practice, including their ability to respond to changes in practice environments and technology.
 - Supports the College's role in protecting the public and promoting continued competency of Registrants
- Additional information about the QA program at OCP can be found on the College website: [Quality Assurance Program - OCPIInfo.com](#)

B.1.2 The Knowledge Assessment

- As noted above, the knowledge assessment (Knowledge Assessment) is one component of the College's QA Program.
- Currently, Part A pharmacists are required to complete the Knowledge Assessment when selected. A Knowledge Assessment for pharmacy technicians will be developed in the future. Note that support for development and administration of the pharmacy technician knowledge assessment is part of this RFP. See more below under SCOPE OF SERVICES.

- The Knowledge Assessment:
 - Assesses pharmacists' ability to apply clinical knowledge as well as current legislation, ethics and scope of practice to patient care scenarios
 - Promotes life-long learning and helps maintain competency throughout a pharmacist's career
 - Helps pharmacists either validate their knowledge or identify learning needs
 - Is based on the [Knowledge Assessment blueprint](#) and assesses key topics and competencies
- Knowledge Assessment Format:
 - Online, computer-based assessment consisting of multiple-choice questions
 - Open-book format. Registrants can access resources and references of their choice. Accessing appropriate resources reflects real practice where pharmacists are expected to use reliable, evidence-based and current references to support patient care.
 - Can be taken remotely from a home or workplace
 - **Annually in May**, approximately **20% of all part A pharmacists** (approximately 3000-3500 registrants) are selected to take the Knowledge Assessment. These individuals will take the assessment **UNPROCTORED** (no direct supervision).
 - Registrants have 2 attempts at the unproctored Knowledge Assessment during the month of May.
 - Once they start, they have up to 3 hours to complete the assessment in one sitting. The assessment consists of 45 multiple choice questions.
 - Pharmacists are required to complete a **PROCTORED** Knowledge Assessment in any of the following situations:
 - They were unsuccessful in completing the UNPROCTORED Knowledge assessment after two attempts
 - They were unsuccessful on a practice reassessment
 - They are a part B pharmacist requesting to move to Part A of the register
 - They were ordered to do so by the Quality Assurance Committee

C Scope of Services

C.1 Description of Work to be Performed

There are two buckets of work that the College is seeking to address in this RFP.

C.1.1 Pharmacist Knowledge Assessment

- The College requires a Vendor that can provide the required services as described in this RFP.
- The College is seeking a Vendor to deliver the pharmacist Knowledge Assessment online exam annually in an UNPROCTORED FORMAT (for 3500+ registrants) as well as multiple times throughout the year with a PROCTOR (with live, remote invigilation) – on average this would be for approximately 100 registrants annually.
- The chosen Vendor will be responsible for
 - providing qualified proctors and ensuring authentication of registrants (mandatory ID verification) (for proctored exam)
 - Monitoring the Registrants taking the exam and ensuring adherence to the allotted exam time (typically 3 hours for proctored exam)
 - Managing exam registration and individual results reporting, employing industry best practices for online exam proctoring.
 - Delivering training to College staff on the item/question bank, the exam development process, management of Registrant database and bookings, and available reports. The goal of this training will be to ensure that College staff are proficient and self-sufficient, in performing all of these tasks.
 - Conducting psychometric analysis and consultation for the exam.
 - **Technical Requirements:**
 - To facilitate exam registration, the College requires the Vendor to provide options on integration with our Registrant database. OCP will do a yearly upload of unique IDs that are used by OCP Registrants (Pharmacists and Pharmacy Technicians). This ID is expected to be used by the vendor to authenticate the user to the platform and start their registration process to the platform. The ID is the primary identifier for OCP and must be either used as the user id or tied to the platform authentication. OCP will provide a CSV file yearly and reserves the ability to make ad-hoc changes throughout the year as needed. OCP requires a secure method to upload the CSV file to a protected electronic storage vault.
 - The solution must be AODA compatible (with the included WCAG 2.0) and will move the platform forward based on WCAG standard

changes within a reasonable time. Assessments must be mobile device compatible.

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- The College will be responsible for selecting and notifying Registrants who are required to take the Knowledge Assessment exam and the exam period.
- If possible, Vendor to provide an estimated rate for services/upgrades to the platform that may be required in the future.

C.1.2 Pharmacy Technician Knowledge Assessment

- The College is seeking a Vendor to support development of a pharmacy technician Knowledge Assessment exam. Like the pharmacist Knowledge Assessment, a blueprint must be developed by peer pharmacy technicians practising in community, hospital and other practice settings. This blueprint will be based on the [NAPRA Professional Competencies for Pharmacists and Pharmacy Technicians at Entry to Practice in Canada](#)
- Specifically, the College is seeking a Vendor to provide psychometric support for development of this blueprint and the formatting of a Knowledge Assessment exam for pharmacy technicians, including engagement of peer pharmacy technician focus groups. Note that development of pharmacy technician Knowledge Assessment exam questions is beyond the Scope of Services, as all exam questions must be created by a group of pharmacy technician peers as per the regulations
- The College is seeking a Vendor to deliver any approved existing pharmacy technician Knowledge Assessment online exam annually in an UNPROCTORED FORMAT (for approximately 1000 - 1500 Registrants) as well as multiple times throughout the year with a remote, live proctor – on average this would be for less than 20 Registrants annually.
- All other requirements as stated above in C.1.1 for the pharmacist Knowledge Assessment exams apply to pharmacy technician Knowledge Assessment exams.

C.2 Scope of Work/Requirements

C.2.1 Technical Requirements for Online Knowledge Assessments

Successful Vendor must provide:

1. a qualified online proctor during the PROCTORED knowledge assessment

2. an online exam application that is browser-based and compatible with the most common modern browsers
3. examinee ID authentication
4. Proctoring functionality that allows real-time monitoring of both:
 - Examinees via webcam
 - Examinees' screens and screen activities
5. *Optional* lock-down browser functionality, including
 - preventing printing of the exam
 - preventing copy/paste function
 - ability to access pre-approved resources (online and/or hardcopy material) during an exam
 - preventing running of unauthorized applications
 - when applicable, enable access to non-pre-approved resources
6. On-demand registration, allowing examinees to register and start without prior scheduling
7. live support (chat, telephone)
8. Ability to suspend/extend testing for technical or accommodation reasons
9. Online test accommodation services
10. In-person testing centers available as an accommodation
11. Immediate test result generation upon completion of the exam
12. Functionality to directly input and manage question bank (add new/inactivate question, update multiple choice answers) by College staff and peer working group members (i.e. Question Writers/Reviewers, Standard Setters)
13. Enable College staff to reference source/resource information against a question
14. Functionality to allow College staff to input Minimally Passing Levels (MPLs), competencies, topics, subtopics, etc.

Note: The College requires that the solution has functionality that would allow for the examinees to reference material from multiple sources, including websites that we have not pre-approved. This 'open access' together with functionality that prevents printing of the exam, and preventing examinees from copying/pasting details of the exam or taking a screenshots of the exam are key requirements for the online exam service.

Successful Vendor 'nice to have' features/functionality:

15. Functionality to record examinees and their screen activity during unproctored exams (i.e. when there is no invigilation)
16. AI-based proctoring as a secondary security measure alongside live proctoring (flags suspicious activity for review)
17. Versioning capability to audit changes made to exam questions
18. French language support

C.2.2 Results Reporting and Analytics Requirements

Successful Vendor must have/provide:

1. reporting functionality
2. psychometrician on staff and/or built-in psychometric analyses

D Confidentiality Requirements

The Proponent/Vendor agrees to be bound by s. 36 of the RHPA and undertakes to hold all of the OCP's Confidential Information, including Proprietary Information and Personal Information, be it arising from this RFP or from any subsequent work product, in strict confidence and not to, directly or indirectly, disclose, use, copy, publish, summarize, or remove from the Client's premises any such information or work product (or remove from the premises any other property of the Client), except: (i) during the consulting relationship to the extent authorized and necessary to carry out the Consultant's responsibilities under this Agreement; (ii) as required by law; and (iii) after termination of the consulting relationship, only as expressly authorized in writing by the Client.

The Proponent/Vendor agrees not to use any Confidential Information for its own benefit either during the term of this Agreement or beyond, except as may be necessary to discharge the Proponent/Vendor's obligations under this Agreement or where the Proponent/Vendor has obtained the prior written consent of the Registrar and CEO of the Client.

Upon termination of any contract, the Proponent/Vendor shall promptly return or destroy all materials containing Confidential Information, including any copies. In particular, any potentially identifying information from Registrant evaluation, assessment or interviews conducted by the Proponent/Vendor in the course of their work is to be securely destroyed. This includes any data stored in a 'cloud server' or other offsite digital data store.

E Selection Criteria

The College will use an evaluation template with multiple criteria to select the most appropriate vendor, as well as information obtained from references and any presentation/demonstration the Vendor is requested to provide to the College. The following list summarizes the major qualitative areas that will also be evaluated:

- *Overall proposal suitability:* solution must meet the scope and needs included herein and be presented in a clear and organized manner
- *Organizational Experience:* Bidders will be evaluated on their experience as it pertains to the scope of this project
- *Previous work:* Bidders will be evaluated on examples of their work pertaining to online exams with invigilation
- *Value and Cost:* Bidders will be evaluated on the cost of their solution and services

- *Technical expertise and experience*: Bidders must provide description and documentation of staff technical expertise and experience.
- *Data analytic expertise and experience*: Bidders must provide description and documentation of staff expertise in psychometrics and demonstrate that the organization is capable of providing informative data reports
- Solution meets or exceeds industry standard for off-site/remote online proctored exam (e.g., standards from the Association of Test Publishers, Web Content Accessibility Guidelines (WCAG), *PIPEDA* etc.). Vendors are encouraged to describe how their solution aligns with these expectations and to provide examples from existing clients, preferably within Canadian health professions or regulatory bodies.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal.

F Instructions to Proponents

F.1 RFP Coordinator and Inquiries

Upon release of this RFP, all communications between proponents and the College concerning this RFP must be directed to the RFP Coordinator. Communication about this RFP between proponents and College staff other than the Coordinator may result in disqualification.

OCP at its sole discretion will determine which enquiries require response to be provided to all interested parties by issue of written addenda. Proponent questions will be accepted until **April 27, 2026, at 5 pm** as outlined below.

F.2 Proposal Presentation and Format

Instruction to Proponents

The purpose of this RFP is to gather detailed information about your company, technology solution, along with the data and analytics capabilities that your company can provide.

We would expect Proponents to:

- be as clear and concise as possible;
- provide details on how your company meets ‘must’ and ‘nice to have’ requirements;
- provide examples of how previous projects or work that your organization has completed supports your work on this project;
- demonstrate an understanding of industry best practices with respect to remote, online proctored exam services

Please supply the following information with your submission:

- Name of primary contact
- Company name
- Mailing address
- Telephone number
- Email address
- Website address
- Demo and / or other promotional literature where applicable
- Costs (in Canadian dollars) of solution and estimated cost for training and technical support services with a clear explanation of scope of services on all fronts.

Proponents must submit proposals in Microsoft Word or PDF format using the evaluation template provided as a guide (Appendix A). Proposals that do not meet the mandatory requirements outlined in the evaluation template will not be considered.

Proposals must be written in English. Please submit all proposals by email to the RFP Coordinator (see above section 5.1) by **May 5, 2026, at 5 pm** with the Subject Line: RFP for Knowledge Assessment Exam Vendor and Psychometric Services [Your Company Name]

The College will not reimburse proponents for any costs incurred in preparation of any response to this RFP.

F.3 Term

The initial term of the contract shall be for 1 year with an option to extend for an additional year subject to the Vendor providing satisfactory performance and mutual agreement of contracting parties on price, delivery and service scope. Any part of The contract can be waived or amended if agreed to in writing by both parties.

F.4 Price

Each Proponent will identify what the vendor will charge for provision of all services outlined in the requirements. All prices quoted should be in Canadian Dollars and shall be firm for the delivery of services and products.

F.5 Acceptance of Proposals

The College requires that proposals submitted by proponents remain open for acceptance by it for a period of thirty (30) days from the Closing Date and Time.

The College reserves the absolute right to accept or reject any or all proposals or cancel this RFP at any time without prejudice prior to entering into a signed agreement with a

Vendor. The lowest dollar figure proposal may not necessarily be accepted. All proposals will be evaluated to determine best overall value to the College and its stakeholders.

Shortlisted Proponents will be asked to attend a virtual interview and present their proposed solution.

Should a proposal be accepted, OCP will notify the successful Vendor and good faith negotiations to finalize a contract for services which can subsequently be executed referencing the proposal will be pursued.

F.6 Schedule of Events

RFP Issue Date	April 7, 2026
Closing Date for Questions from Vendors regarding the RFP	April 27, 2026
RFP Closing Date	May 5, 2026
Evaluation of Proposals	May 6 – May 15, 2026
Notification of Shortlist Vendors	May 22, 2026
Shortlist Presentations / Software Demo	May 25 – June 5, 2026
Selection of Preferred Vendor	June 8 – 12, 2026
Notification of Selected Vendor	June 15, 2026

F.7 No Claim

Except as expressly and specifically permitted in this RFP, no Vendor shall have any claim for any compensation of any kind whatsoever from OCP.

F.8 Vendor Conflict of Interest

Vendors shall disclose in their proposal any actual or potential conflicts of interest and existing business relationships it may have with the College, its elected or appointed officials or employees.

F.9 Liability for Errors

While the College has made every effort to ensure an accurate representation of information in this RFP, the information contained is supplied solely as a guideline for

Vendors. The information is not guaranteed or warranted to be accurate by the College, nor is it necessarily comprehensive or exhaustive.

Proposals will be reviewed and evaluated by an Evaluation Committee comprised of College staff.

F.10 Negotiation

The College reserves the right, prior to contract award, to negotiate changes to the scope of the services or to the contract documents (including pricing) with the Vendor or any one or more Vendors, proposing the “best value”.

Appendix A – Evaluation Template

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
Yes	1. Provide a qualified proctor during the exam		
	How many proctors does your organization employ?		
	What is the candidate to proctor ratio?		
	What training/experience have these proctors received? Describe any technical skills that these proctors have that are relevant to ensuring the examinees are able to access and navigate the exam, access resources (the knowledge assessment exam is 'open-book'); and determine if the examinee is experiencing issues (such as connectivity or inactivity).		
	Are there different costs associated with proctors? Please elaborate.		
	Could the College have input on the proctor assigned to the exam in case of conflict?		
	What are the proctor services hours?		
Yes	2. Provide an online exam application that is browser-based; compatible with the most common modern browsers		
	Please elaborate minimum recommended device/computer, camera and browser requirements for the solution.		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Does your solution allow bookmarking of questions skipped? How does the solution prompt the examinee to go back and answer questions skipped?		
	The Knowledge Assessment exam is typically 45 multiple choice questions. What options does your solution provide to display the questions and allow the user to navigate across the exam questions?		
	Is there a timer functionality and how is it displayed? Is there capability to have multiple reminders of time left for exam completion?		
Yes	Does your solution disable print screen, copy, printing of the exam?		
	Does your solution have functionality to prevent and detect if the exam is being recorded by the examinee? If 'yes', what is the process to disable/restrict the recording.		
	Does the solution incorporate mechanisms to detect potential cheating or irregular test-taking patterns, whether via AI or other processes?		
Yes	3. Provide examinee ID authentication e.g. Government issued photo ID & OCP number		
	Please describe your authentication process.		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Does the solution comply with the relevant privacy laws and OCP governing statutes?		
	Does the solution have encryption mechanisms in place for data transmission?		
	How does the vendor handle data breaches?		
	Can the examinee open the exam on more than one device? What validation is enforced to ensure that there is only one exam session open per examinee?		
	Describe the validation/authentication process where the examinee only has access to write and complete one exam.		
	Does your authentication process enable us to add authentication feature(s) such as the examinee's OCP number? Presumably OCP would provide a list of the expected examinees; and the exam registration process would be the Vendor's responsibility.		
	Does your solution allow the College to submit web content, and the examinee to acknowledge understanding of the content (for example a confidentiality agreement or declaration) at the beginning of the exam?		
	Does the solution have a demo mode where examinees can familiarize themselves with the interface before the exam?		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
Yes	4. Functionality that enables the proctor to view the examinees <u>and</u> examinees' screens		
	Please describe in detail regarding your online proctoring application.		
	What are the minimum and maximum number of examinees that can be proctored with your solution?		
No	Does your solution allow observers (how many can observe) to join the exam session remotely to either answer specific questions by an examinee, or to provide special instructions (for example at the beginning of the session).		
Yes	5. Optional lock-down browser functionality Note: Our Knowledge Assessment exam is an open-book exam. We allow the examinees to review resource material such as a book/notebook or digital material stored on their device, or to research on the internet for the correct response.		
	Does the solution allow for the input of an external resource link (clinical reference) for examinees to access during the exam?		
	We may decide to optionally lock down browser functionality. Please describe how your solution and options/capabilities to lockdown the browser.		
Yes	6. Registration with no prior scheduling		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Note: The College would be notifying registrants who are selected to write the exam. We would provide the Vendor the exam dates registrant would register for a specific exam through the Vendor's registration process.		
	Please describe your registration process.		
	Please describe your notification process when an exam is open for registration. Does your solution have notification functionality and would the College have input on the messaging?		
	How does the solution provide notification to College staff of new exam bookings, exam cancellations and detected test incidents?		
	What is the process for providing you with the list of examinees (for the current year and/or upcoming exam)? Are we able to add to the initial list as needed, and within what time frame? (e.g. up to 1-2 weeks before exam)		
	Please advise if you also offer an onsite proctored service and the locations in Ontario.		
Yes	7.Live Support		
	Does the solution offer ongoing day-to-day support that is handled by a local team (local to Ontario)?		
	Do you offer a dedicated account manager for ongoing support?		
No	Does your solution provide a 'chat' feature?		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
Yes	For technical issues, do you have a dedicated support line that the examinee can contact for immediate assistance?		
	What kind of technical difficulties have been encountered with your solution and what is the typical time to resolve?		
	What is your process if after the start of the exam, one examinee encounters technical difficulties which is not resolved in a timely manner?		
Yes	8. Ability to suspend / extend testing		
	There are many reasons that testing may be suspended. Please elaborate on the process to suspend testing.		
	Please elaborate on the solution, or process, to extend the testing time for all participants or a specific participant.		
	9. Online test accommodation service		
	Please describe your policies/guidelines for test accommodation services such as pre-approved extra testing time, late arrival, request for alternate test date, cancellation/no-show policy.		
	Please describe how your solution meets or complies with accessibility standards.		
	Does the solution offer modification of font size (or zoom in/out), screen text readers or alternative navigation methods?		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Does the solution support the use of French language?		
	10. Test result capability on completion of the exam		
	<p>Does your solution present the results at the end of the exam? What are the options for the presentation of the result? For example, is the result simply a pass/fail mark? Or can a summary be generated for the examinee that outlines his/her marks against the average,</p> <p>e.g.</p> <p>Patient Assessment (5) Full Marks 40 Examinee: 24, Median: 40;</p> <p>Decision Making (6) Full Marks 30 Examinee: 25, Median: 25</p> <p>Overall mark: 49/65 (Below Standard)</p>		
	If a summary is generated can this be in the form of a bar chart and sent to the College and examinee?		
	Can examinee results be broken down into competencies, topics/subtopics?		
Yes	11. Functionality to directly input and manage question bank (add new/inactivate question, update multiple choice answers) by College staff and various working group members (writers, reviewers, standard setters)		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Please describe in detail how your solution manages case creation. Does your solution enable additional data capture such as source, date created, date updated, active/inactive, active/inactive date, mark/weight?		
	Is there a limitation on the number of questions that can be stored in your solution?		
Yes	Data storage(question bank, exam, exam results) must be in a Canadian data centre.		
Yes	The College will be the owner of the data (questions, exam responses). We require control of the retention/archiving/deletion of our information. What are the College's options to move our data off your system?		
	Does the solution allow SSO Integration with our Azure AD and Microsoft Authenticator?		
	Please describe your solution's response options, i.e. multiple choice, boolean, text, attachment. Please also describe any restrictions on length of question/response or use of special characters such as degree symbol, super/subscript, etc.		
	Does the solution allow for the creation of a passage that can be used to answer multiple questions (case-based)?		

Mandatory requirement	A. Technical Requirements	Included in solution	Details of the functionality
	Is there a random function to generate the exam questions and cases (passages + respective questions) and scramble the answers?		
	Does the solution have [exam] versioning capability? i.e. on April 2 the exam had question 4; on the June 4 th exam question 4 was removed and a new question was added.		
	12. Case management (extranet)		
	<p>Does your solution have the functionality to:</p> <ul style="list-style-type: none"> a) enable registrants to upload case narratives for assessors to view? b) enable assessors to score cases online according to set key criteria c) can the system calculate the total score? d) Allow documentation of rationale, references, MPLs for each question 		

Mandatory requirement	B. Reporting and Analytics Requirements	Included in solution	Details of the functionality
Yes	13. Reporting functionality		
	Please describe the reporting capabilities of your solution, e.g. generate a report through the interface such as number examinees who 'passed' by exam date; number of examines who failed by exam date.		

Mandatory requirement	B. Reporting and Analytics Requirements	Included in solution	Details of the functionality
	Are there out-of-the-box reports that are available with the solution? Please provide a list and a description of these reports.		
	Can the solution generate custom reports based on user-defined parameters?		
	Does your solution have statistical reports? For example a report that provides by question the number of times the question was correctly and incorrectly answered for a given period; or a report by question on the number of times the incorrect response was selected. Please provide a list and a description of these reports.		
	Are there participant feedback reports/surveys that are provided with the service?		
Yes	14. Psychometrician on staff and/or built-in psychometric analyses		
	Please describe in detail your psychometrics capability.		
	Can the solution provide longitudinal performance data to track trends over multiple years?		
	Is there psychometric analysis built-in to the case creation / exam session such that questions incorrectly answered at a high percentage (for example 90% of all examinees who had this question on their exam answered incorrectly, including top		

Mandatory requirement	B. Reporting and Analytics Requirements	Included in solution	Details of the functionality
	<p>performers) would be identified. This would determine if any cases needed to be excluded from the final score.</p> <p>Are you able to provide which questions are correctly answered at a high percentage?</p> <p>Are you able to provide performance data statistics for each case/question for ongoing development or review.</p>		
	<p>Can your solution adjust the overall marking – dynamically/on-the-fly – to exclude the total marks for questions that are correctly and/or incorrectly answered at a high percentage?</p>		
	<p>Is psychometrics an add-on service? If so, please describe the service(s), and cost if applicable.</p>		

C. VENDOR INFORMATION

1. Name of primary contact
2. Company name
3. Mailing address
4. Telephone number
5. Email address
6. Website address
7. Corporation information if not available on your website
8. Demo and / or other promotional literature where applicable

9. Costs (in Canadian dollars) of the solution, and the estimated cost for technical support services if applicable. Please describe the breakdown of the cost for service, e.g. yearly fee or per exam/per person.
10. References (3) with at least one of the references having used your solution/service in the last year
 - Contact name
 - Company name
 - Telephone number
 - Website address