



Additional Questions & Answers

Re: RFP for the COTBC Quality Assurance Program Test and Learning Management Software-As-A-Service (SaaS)

Updated: February 20, 2019

1. Can companies from outside Canada can apply for this? (like, from India or USA)

Yes, companies outside of Canada can apply for this so long as they meet the privacy requirements outlined in Appendix A of the RFP.

2. Do we need to come over there for meetings?

No, meeting can be held by teleconference or web conferencing.

3. Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)

Yes, so long as performing the tasks meets the privacy requirements outlined in Appendix A of the RFP.

4. Is it possible for a company outside Canada to provide the service if hosted in Canada with only the project development team having access to the servers or would your FIPPA guidelines prevent this?

Yes. This arrangement would meet the guidelines.

5. Can we submit the proposals via email?

No, the proposal must be submitted using the online form. Any accompanying PDFs must be uploaded using the online form. Please see Section 2.3 of the RFP for the rules regarding submission.

6. What is COTBC's current booking and login process?

Occupational therapists login to a Hub with a username (their registration number) and a password (which they can reset at any time). From the Hub they access the Annual Continuing Competence Review (ACCR) when its available (usually 10-12 weeks). Obviously for the ACCR "to appear" a list of occupational therapists with their registration number and emails who are required to take the ACCR are enrolled into the system for the ACCR.

When an occupational therapist is required to write the Continuing Competence Exam (approximately every 6 years) the booking application is active for them. Booking requires that they choose which

exam form they will write and at what time. The booking application cannot be completed without proof of an approved proctor. This latter part may change in the future.

7. Please define “learning and testing events” (i.e., a physical location and room booking?)

At this time occupational therapists can complete both the ACCR and CCE on their personal computer wherever this is located, provided they have a reliable Internet connection. Some occupational therapists preferred to go to a testing centre where both computers and proctoring was available. They were referred to the list of testing centres vetted by Athabasca University; the majority of these were in post-secondary education institutions such as BCIT.

8. What are the repercussions if a vendor cannot meet all the requirements?

The mandatory criteria is outlined in the RFP. If a combination of vendors is necessary we may consider this provided they are easily integrated and responsibilities for services provided are clearly outlined in any contractual agreements.

9. Do you have an estimate of how long it takes learners to complete each of the programs?

Our programs are ongoing (annual) and cyclical (every 6 years) so the occupational therapists don't complete them and move one.

An occupational therapist, to be eligible to renew their registration, must:

- *Complete the Annual Continuing Competence Review (ACCR) every year. Some of the content of this remains largely the same every year; the Practice Quiz content changes each year. Occupational therapists report it takes from 1-3 hours to complete depending on how much time they take reviewing the resources. The ACCR can be completed at any time within the 2-3 months that it is open.*
- *Write and successfully pass the Continuing Competence Exam every six years. This content is updated to reflect current practice although some items will remain constant over time. Currently the exam is open for a three-hour window and contains approximately 100 questions organized into 25 cases. In 2016, occupational therapists were required to choose from three available times when they would take the exam. This may change in the next administration.*

At this point learning modules are optional. These would only be required once. Our existing learning modules can take up to 8 hours to complete. They are open from 6-12 months at a time.

Additional information on these can be found in the RFP.

10. In the following RFP questions, you mention the concept of “blueprint.” We understand this term to mean a test version of a course or test. Could you please confirm if this is this the correct understanding?

2.8 Allows blueprinting/tagging (of several dimensions) of content and at question level for test items

2.24 Generates reports on content/item development (e.g. number of items ready for review, number of items blueprinted to X dimension)

3.7 Provides user who fails areas for improvement by test blueprint

4.4 Provides built-in reports on case, item or blueprint category responses

Blueprints based on a practice analysis of the profession are a requirement for meeting international measurement standards for tests. They are used to demonstrate the job relatedness of the content to be included. The content must be related to the activities of practice. The COTBC's current blueprint guides the development, delivery, and evaluation of the entire Quality Assurance Program. By applying the blueprint to all program elements, COTBC ensures that the content focuses on the competencies necessary for occupational therapists to provide the public with safe, ethical and effective care. It also provides explicit links to the specific competencies that occupational therapists must maintain or enhance as part of their continuing professional development/improvement, those that are monitored/assessed, and those identified as needing improvement.

We would expect your software to be able to incorporate our blueprint into its tagging system so that any content we generate can be tagged to specific competencies. For example, if we developed a test item (case and questions) that assessed the test takers ability to "ensure consent prior to and throughout service provision", we would tag this competency. This should allow for reports regarding how much content we have specific to this competency. It would also allow us to build content targeted to specific competencies. For the test taker, it should allow them to receive a report indicating which competencies they appear to understand as X% of test items tagged to this content were correct, and which competencies they need to improve upon, as X% of test items tagged to this content were incorrect. It may also allow them to build their own content based on competencies they wish to address.

11. Booking and Login – what software does COTBC currently use? Is “booking” defined as self-enrolled?

Booking would be self-enrolled but your software would have a function for them to do this.

12. Learning and Testing Events – what event-booking/test-booking software does COTBC currently use? i.e. Eventbrite

It's customized to the current software for activities in the Quality Assurance Program. For other events such as webinars we use the built-in booking functions (e.g. Gotowebinar)

13. Migration – what file formats can be exported out of COTBC's current system? What file formats is the content created in?

This is unknown but we expect Word and possible Excel or a csv file.

14. Users - D2L calculates our active users per year. What is the number of unique active users per year? Would COTBC be inclined to base users off a full-time-equivalence model?

Unique active users would be approximately 2700 which is the number of registrants in our register.

15. Integration – what other software and hardware does COTBC uses that the LMS must integrate with?

At this point none. We have a registrant management system that we would like to integrate with.

16. Extension – we are kindly asking for an extension to better respond to the RFP

Our deadline is set. We encourage you to provide your best responses and the advisory panel when reviewing the proposal submissions will decide if an interview is merited.