

Questions and Answers part 3
00287287; CSHR Online test delivery system - RFI

| No. | Question | Response |
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| 1 | Please clarify what you mean by "test drivers", "linear backward", and "branching" - Core Capabilities cell 7D. | "Linear backward" - A back button "Branching" - next question based on response to previous question "Test driver" - Test templates that work in a particular way |
| 2 | Please clarify what you mean by "separate testing, staging and live stages" - Technical Information cell 12F. | Items and tests that are developed that have separate testing, reviewing and live modes. |
| 3 | Please clarify your overall timeline: Does CSHR expect a formal RFP phase following the completion of this RFI? When is the earliest that CSHR intends or expects to select and begin work with a vendor? | We are currently exploring the feasibility of developing and managing delivery of our own suite of tests. Where this involves procurement, it is not expected this will be initiated until the Autumn, 2018, or later. |
| 4 | Section 1.1 refers to the 'sourcing' of online psychometric tests. Will CSHR be developing exam content internally, or will this be a requirement for participating vendors? | CSHR will be managing the delivery of content. Tests are intended to be developed primarily internally, but may also be sourced externally when the situation requires it. A mixed approach is envisaged. |
| 5 | Which specific testing modules e.g. video interview, personality test, e-tray exercise, situational judgement tests will be covered by the successful solution? | The specification provides information about the functionalities considered to be must haves. |
| 6 | Where the vendor meets some but not all of the requirements listed within a single cell, how should this be colour-coded for the purpose of clarity? | Green, with explanatory notes to provide detail of the limitations. |
| 7 | The 'Hardware Information' sections are blank; are vendors required to populate this with extra information? | Yes |
| 8 | <u>Re Functional Info - 6</u> <i>"If exporting, the test (text and images) can be formatted once exported"</i> What does CSHR intend to export tests to (i.e. paper, third-party solution)? | Both situations could be required. |
| 9 | <i>"Please provide an indication of the skills, skill levels, and resources required for the execution of the delivery plan, and if they are available to you".</i> | The requirement refers to skills etc required by/available to the vendor |

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| | Is this requirement referring to the skills and resources required by/available to CSHR to support implementation, or those required by/available to the vendor? | |
| 10 | <i>"Facility to easily edit and preview items, including scoring and variables collection, & visualise items for a variety of target delivery devices and screen resolutions, including desktops, iPads and Android devices".</i> What is meant by 'variables collection' in this instance? | Variables or dimensions information. |
| 11 | Are the exams mentioned high-stakes, i.e. requiring a locked-down environment on candidate machines? | The anticipated use of the test delivery system is primarily high-stakes. |
| 12 | <u>Technical Requirement 35</u> Is CSHR expecting that each time an item is edited, this also creates a new version of every test containing that particular item, the a new test version is created and saved? Or only that you wish to have multiple versions of an item available? | If a test is administered, the item version for each time that was used is recorded |
| 13 | Approximate number of candidates per annum? | A representative figure is not able to be provided, as a new service line is being developed. Historical data for test currently supplied by the Government Recruitment Service shows test volumes will be higher than 250k per annum. The maximum number of concurrent users per hour has not exceeded 1500, whilst the average number is 50 per hour. |
| 14 | Language requirements? | Language requirements are specified in the RFI. |
| 15 | What population & levels will these tests be used with? | Applicants for jobs in the Civil Service or incumbents who complete assessment/examinations. |
| 15 | Are there any specific off the shelf products you'd like us to include in our proposal i.e. Behavioural / personality / ability measures? | We would be interested to hear about off the shelf products or product templates (e.g. templates for an e-tray, or SJT, or 360 tool) that are available and can be used via the test delivery system, however the primary requirement concerns the system. |
| 17 | Will you be providing feedback to candidates i.e. auto generated reports? | Yes |

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| 18 | What criteria will help you choose your preferred supplier? | Plans for procurement are at an early stage – therefore it is not possible to share these at this point |
| 19 | When will this solution need to be implemented i.e. when does your next recruitment campaign go live and is there a campaign cycle we need to be aware of? | Usage will be continuous, 24/7 and 365 days per year |
| 20 | What level of support are you anticipating from your chosen supplier? | It is likely we'll be seeking support for initial implementation and on-going support and maintenance. We are considering a range of approaches at this stage including fully managed services. The decision will be informed by the offerings available. We want to know the different options available. |
| 21 | Please can you provide definitions of the following: <ul style="list-style-type: none"> • PCI Standards • Test Drivers • QTI • SAAS & non-SAAS • Technology enhanced item (TEI) | The IMS Question & Test Interoperability (QTI®) specification is one example of how to exchange item and test content and results data between authoring tools, item banks, test construction tools, learning platforms, assessment delivery systems, and scoring/analytics engines. This or other similar standards are desirable. Test drivers as per previous response, but could include the system driving the test to the test taker. Software as a Service / Non Software as a Service Technology-enhanced items (TEI) are computer-delivered items that include specialized interactions for collecting response data. These include interactions and responses beyond traditional selected-response or constructed-response. |
| 22 | To confirm, are you looking for a question builder tool, where you can author your own question banks and build in the required validation? | The specification sets out a requirement to be able to build questions, as part of a comprehensive test delivery system package. This includes self-authoring tools and data availability for analysis and validation purposes. |
| 23 | Would CCS/CSHR be open to entering into a mutual NDA with potential suppliers? | We are using Contracts Finder to run the RFI process and so the requirement is in the public domain. Therefore it would be too onerous to use NDAs as part of the RFI process. We wouldn't normally use NDAs for an RFI process and certainly not where the requirement isn't particularly sensitive. |

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| | | We can assure suppliers that any commercial information within your RFI response will be treated as commercially sensitive and therefore it will be suitably marked and protected and reviewed only by CCS and CSHR/Cabinet Office staff. |
| 24 | The RFI explains that over the last fifteen months, 1/3rd of a million test instances have been recorded. Is any significant change to this volume anticipated if CSHR decide to implement a new test delivery system? It would be useful to understand the numbers of tests that would potentially be run through the system. | It is anticipated that test taking volumes would be significantly above this figure, with concurrent test use rising above 1500 per hour. The precise number of tests is not known at this point, but the intention is to create up to 20 within six months of operation, and up to 50 within 12 months. |
| 25 | <u>Functional Information:</u> “ <i>The item authoring and test delivery system allows scores to be converted using pre-defined conversion look up tables (i.e. norms), using allocation criteria such as date of test and user type (e.g. test taker, customer)</i> ”. Could you please clarify further the usage of these score conversions in practice? | We require the ability to convert a raw score to a standard score. We may require specific score conversions based on characteristics of the test request. For instance a particular normative conversion because the test request was from a particular organisation. |