



# Invitation to Tender Specification Computer Based Testing Services



The **Engineering Construction Industry Training Board (ECITB)** is pleased to invite you to tender for the above. Full details are included in these documents, which describe the services which are required, the basis of tendering and the process to be followed in the submission of tender offers.

## 1. Definitions

In this specification the terms listed below shall have the following meanings:

**Candidate** means the person undertaking the online test

**Connected Competence** means an ECITB product which is an Industry-led programme assuring ongoing technical competence covering both knowledge and practical assessments.

**ECITB** means the Engineering Construction Industry Training Board which is the statutory organisation which sets the standards and looks after the training and competency requirements for the Engineering Construction Industry

**Knowledge Only Test (KO)** – means the screening test associated with the applicable trade discipline which comprises of 45 multiple choice questions and covers questions pertaining to all elements of the trade.

**Knowledge Element Test (KE)** – means the knowledge part of the technical or practical test which is associated the trade activity, and comprises of 10 multiple choice questions related only to the practical activity the candidate will be performing.

**MSP** – means the Membership Services Portal which is ECITB's learner management system.

**SFTP** – means Secure File Transfer Protocol

## 2. Scope

ECITB wish to procure the services of an online testing and eProctoring solution for 1 year to deliver its KO and KE testing products to its member and non-member entities. The solution is required will have 3 key features:

1. Candidate Registration Portal
2. Testing/eProctoring platform
3. Output of Learner/Test records to MSP

The Connected Competence programme includes 9 Knowledge only (KO) tests and 44 Knowledge element (KE) tests. It is assumed 1 hour will be required for KO tests and 20 minutes for a KE test. The multiple-choice question bank shall be issued to the provider by ECITB in an excel format.

Annual forecast of testing:

<b>KO tests</b>	3,500 per year	<b>KE tests</b>	3,000 per year
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## 3. Background

ECITB's KO & KE tests are currently delivered through limited testing provision in certain geographical areas throughout the UK however during 2020, Covid-19 has had a significant impact

on the accessibility of the tests. ECITB now need to ensure the tests can be accessed online and reduce unnecessary travel for the candidates where possible.

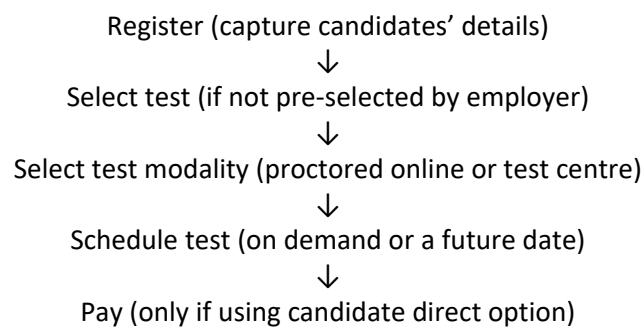
#### 4. The Services

The provider will provide;

- An online testing solution integrated with an eproctoring solution
- Candidate Registration Portal which has learner direct registration and registration of candidates by employers and supports test scheduling
- Easy solution to guide the candidates through the application, scheduling and test process
- Offer Call centre support / service element to assist with test scheduling.
- Have test centre coverage across the UK as an alternative for candidates who either cannot undertake digital testing or do not have compliant infrastructure.
- Tests can be accessed 24/7

##### Candidate Registration Portal

The solution should be easy to use and ultimately follow the below process;



The front-end portal will be accessed from the [ecitb.org.uk](http://ecitb.org.uk) domain and will contain the following features:

- Candidate data capture from:
  - 1) candidates direct with payment options
  - 2) Pre-approved employer accounts who don't require payment options and can bulk upload numerous candidate details
- Collect the right information from the candidate / employer and on behalf of a candidate, to advance them on the certification process
- Application and Scheduling: Provide a step by step guide for candidates through test applications and direct registration
- Verify candidate's identity and relate to the test taker
- Event based communication: Automatically send reminders at set timeframes for test dates

##### Testing / eProctoring Platform

ECITB require an online testing service which can provide:

- 24/ 7 online test delivery which is also supported by test centres located nationwide in the UK as an alternative to candidates who cannot use a computer-based approach, or prefer not to.
- Test publishing platform which supports questions banks and related multiple-choice test rules, and images relating to test questions



- Re-assurance the candidate has been verified as the test taker
- Ability to define rules which govern the booking process ie when candidates can re-sit tests, duration between etc
- Proctor tests remotely using robust and auditable mechanisms
- Results processing – Tests are automatically scored and available onscreen and results securely transferred to the ECITB.
- Customer service support – Candidates supported at every step by trained customer service team
- Reporting suite to include learner registrations, employer activity and breakdown of invoicing for individual / employer tests

#### Output of Learner/Test records to MSP

- Learner details on registration, scheduling and test results are sent from providers platform to MSP via SFTP daily in a format to be agreed.
- Providers platform will need to deploy a script for a batch overnight export.
- Provide process confirmation and error messaging related to data transfer.
- Work with ECITB's existing MSP IT provider to test and implement the synchronisation solution

#### Non-functional security – to ensure secure operation:

- The Provider must demonstrate a robust security governance framework that describes the security and change management of the software.
- It would be highly desirable for the solution to have data security accreditation such as ISO270001
- Data at rest should be encrypted, ideally at least 256 bit encryption
- Data in transit should be encrypted with at least TLS 1.2 or equivalent 256 bit or greater encryption.
- Restore protocols must be clearly defined and documented.
- The Provider must provide an annual Disaster Recovery trial run.
- The Provider must provide an annual Pen Test certificate.
- The system should be hosted in UK or EU.

#### To support data privacy:

- The system must be able to maintain an audit trail of consents and preferences.
- The system must enable the Data Privacy Officer to respond to subject access and right to data portability requests
- The system must be able to irrevocably delete the data of individuals who request that their data be removed.
- The system must provide an audit trail of data creation, edits and deletions.

### 5. Additional Services

ECITB may request additional services (as defined in the form of contract) from the provider

- Tests may need to be withdrawn and re-published for quality assurance purposes within the 1year duration. Provision should be made should this requirement be needed.



## 6. Expenses

Any expenses incurred by the Consultant in the performance of the contract, such as hotel costs, pilot costs and air/rail travel, will only be reimbursed by ECITB if:

- They are reasonable,
- They are agreed in advance with the Project Manager,
- Claims for such expenses are accompanied by valid receipts.

Agreed exceptional expenses must be inclusive of VAT.

It is the ECITB's policy to agree exceptional expenses on the following basis:

- Rail journeys - Standard Class
- Car mileage - Not to exceed 45p per mile, all inclusive
- Airfares - economy class
- Taxis/Hire Cars should only be used if other forms of public transport are not available. (Hire cars, if used, must not be retained unless retention is a cheaper option than any necessary use of taxis)
- Hotels - Up to 3 star.

Agreed expenses will be reimbursed on an 'as incurred' basis and should not be included in any tender costings.