

October 1, 2025

National Dental Hygiene Certification Examination Vendor(s)

Request for Proposals



Federation of
Dental Hygiene
Regulators of Canada

Fédération des organismes
de réglementation d'hygiène
dentaire du Canada

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FDHRC Key Contact for RFP

All enquiries related to this Request for Proposals (RFP), including any requests concerning interpretation, clarification or additional information, are to be directed in writing to the email address below (“**FDHRC Contact**”) no later than October 10, 2025 at 11:59 pm Pacific Time.

FDHRC Contact	Bridget Lett, Assessment Administration Manager
FDHRC Contact Email	blett@fdhrc.ca

Key Dates

Activity	Date
RFP published online	October 1, 2025
Deadline to submit questions	October 10, 2025
Deadline to submit proposals	October 24, 2025
Demonstrations	October 27-31, 2025
Anticipated award date	February 2026 ¹
Anticipated start date	March 2026

The FDHRC may change these dates at any time for any reason.

¹ The date FDHRC anticipates having a signed contract with the Contractor(s).



Definitions

Throughout this Request for Proposals, the following definitions apply:

1. "Blueprint" means the document which describes the examination content, the examination format, types of questions, and the weight of the competency domains.
2. "Contract" means the written agreement resulting from this Request for Proposals and executed between the Contractor and the Federation of Dental Hygiene Regulators of Canada.
3. "Contractor(s)" means the preferred Proponent or Proponents whose proposal is selected and who enters into a written Contract with the Federation of Dental Hygiene Regulators of Canada for the work or services.
4. "CPEDH" means Canadian Practical Examination in Dental Hygiene.
5. "Educational Institution" refers to a school that provides a post-secondary degree or diploma.
6. "FDHRC" means the Federation of Dental Hygiene Regulators of Canada.
7. "IRT" means Item Response Theory.
8. "NDHCB" means National Dental Hygiene Certification Board.
9. "NDHCE" means National Dental Hygiene Certification Examination.
10. "Online Proctoring" means an exam delivered via a virtual proctoring platform.
11. "Preparatory Tests" refers to optional practice exams available to candidates for purchase.
12. "Proponent" means an individual or entity that submits, or intends to submit, a proposal in response to this Request for Proposals.
13. "Request for Proposals" or "RFP" means the process described in this document.
14. "Sitting" refers to the two-day administration window for the NDHCE. The FDHRC offers the NDHCE in three (3) Sittings over a calendar year in January, May and September.
15. "Test Centre" means an exam delivered in a brick and mortar, in-person writing centre.
16. "Work" means the whole of the work, services, products and materials required to be done, furnished, provided and/or performed by the Contractor in order to carry out the RFP and Contract requirements, as set out in greater detail in Schedules A-C (Statements of Work).



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Introduction

Organizational Background

The National Dental Hygiene Certification Board (NDHCB) was developed in response to a priority concern of Canadian dental hygienists. In 1982, the Canadian Dental Hygienists Association (CDHA) began to investigate a certification process to enhance portability (the ability of dental hygienists to become licensed or registered in all Canadian jurisdictions) through a nationally recognized credential. The NDHCB was formed in 1994 and given the mandate to develop and administer the National Dental Hygiene Certification Examination (NDHCE).

The Federation of Dental Hygiene Regulators of Canada (FDHRC) was incorporated in 2017, creating an organization in which provincial regulatory colleges would collaborate to provide national leadership on issues concerning the protection of the public interest with respect to the profession of dental hygiene. In doing so, it also provided a forum for networking and information exchange among Canadian dental hygiene regulatory authorities.

In March 2021, the FDHRC and the NDHCB announced the intent to amalgamate into a single national entity. In January 2022, the amalgamation was finalized with the two organizations now operating as one national entity known as the FDHRC. Through amalgamation, operations and governance structures are streamlined, allowing the combined organization to ensure the protection of the public, while providing the same professional leadership and quality assurance as always.

The FDHRC administers the NDHCE for individuals who wish to become licensed as a dental hygienist in Canada. All regulatory jurisdictions in Canada use the NDHCE for entry to practice, with the exception of Québec. The FDHRC also serves as the single point of entry and body responsible for the preliminary assessment of candidates who are internationally educated in dental hygiene.

As of 2022, the FDHRC administers the Canadian Practical Examination in Dental Hygiene (CPEDH), once or twice annually. Applicants from non-accredited Canadian and International Educational Institutions who have been granted equivalency and have passed the NDHCE, must also successfully complete the CPEDH before they can register to practice in most provinces.

NDHCE Development and Format

The NDHCE is blueprinted to the Entry-To-Practice Canadian Competencies Dental Hygienists (FDHRC, 2021). The Blueprint (FDHRC, 2025) provides candidates with information on the structure and content of the examination. Approximately every 5 years, a review is conducted to revise the examination Blueprint.

In terms of the item development, two designated FDHRC registered dental hygienist staff members (Assessment Development Manager and Assessment Development



Coordinator) oversee the process. Items are developed by FDHRC-recruited subject matter experts. All development is conducted in English. The FDHRC translates items using its own translator and has a French Validation Group review translations for validity. The FDHRC's current item bank consists of approximately 2,300 items split between operational and others at various stages of development.

NDHCE Administration

The NDHCE is computer-based and administered three times annually (January, May, and September) over two days with one back-up day. This back-up day is not advertised to candidates and individuals are only booked on this third day if something happens on the regular two-day exam window that prevents the candidate(s) from writing. In the case of an extreme situation where an entire exam Sitting must be cancelled, or a large number of test-takers must be rescheduled, a back-up date would be arranged.

Historically, the examinations were administered through brick-and-mortar Test Centres. During the COVID-19 pandemic (starting in July 2020), all Sitzings (except for those with accommodations who require a Test Centre) were administered in an Online Proctoring modality. In September 2022 and January 2023, the FDHRC opened 100 Test Centre seats. For the remaining two administrations in 2023, May and September, the FDHRC adopted a hybrid model where candidates could choose to write via Online Proctoring or in a Test Centre. Due to security concerns with virtual proctoring, as of January 2024 the FDHRC has moved back to strictly using brick-and-mortar Test Centres in Canada for all candidates. Candidates are no longer able to write their NDHCE outside of Canada.

In terms of candidate volume per testing window, the May Sitting is always the largest. The chart below provides information on candidate testing volumes over the last six years.

	2020	2021	2022	2023	2024	2025
January	325	265	410	457	496	668
May	525	688	826	755	914	976
September	415	598	442	344	527	522
TOTAL	1265	1551	1678	1556	1937	2166

With new programs and campuses being added as well as cohorts being increased, we do anticipate a continued rise in examinees over the coming five years.

The NDHCE constitutes 200 multiple choice questions administered over four hours split into two distinct parts with a break at the half-way point. Some questions are stand-alone, while others follow a case-based passage with four to six items per passage. Some questions have images (picture or radiograph). The current examinations are provided in English and French with four forms (each scrambled into eight versions) offered at each Sitting. Candidates can toggle back and forth between both languages as they write the exam. New forms are developed for each May Sitting and used as the basis for the forms in that year's administration cycle. The exam forms include scored, experimental, and anchor questions.



The NDHCE is developed using Item Response Theory (IRT). IRT is used in psychometrics to design, analyze, validate, and score assessments. IRT looks at how likely a person is to answer each question correctly based on their ability and the question's level of difficulty.

NDHCE Registration

Candidates apply and pay for the NDHCE examinations through FDHRC's centralized application/registration portal. In 2025, the FDHRC expects to administer over 2,000 examinations over the three Sittings. The FDHRC will book candidates directly into their Test Centres, but requires an exam administration platform that will enable the FDHRC to manage testing sites and candidate booking.

NDHCE Preparatory Tests

The FDHRC has three optional Preparatory Tests to prepare candidates for the NDHCE. The Preparatory Tests consist of 75 questions each and are offered on demand through the current online testing system. It also allows candidates to experience the exam platform. The purchase of Preparatory Tests is currently managed by the Contractor of the platform. Approximately 2,600 Preparatory Tests were purchased in 2024.

For more information on the FDHRC, its programs, and its examinations, visit www.fdhrc.ca.

Work Overview and RFP Objective

This RFP intends to solicit and receive proposals from prospective Proponents who are capable and willing to provide or perform the Work contemplated in this RFP, primarily to assist the FDHRC in the development of the NDHCE and licensure of an exam management platform (end-to-end) for FDHRC to use for the administration of the NDHCE over a 36-month period.

At the conclusion of the solicitation process, the FDHRC will identify and may select a preferred Proponent(s) to enter into negotiations for a resulting contract with the FDHRC.

Proponents can submit proposals for either:

1. An Examination Platform/Application
2. Examination Development/ Psychometric Services
3. Both (An Examination Platform/Application **AND** Examination Development/Psychometric Services)

RFP Requirements

Proposals must be divided into five (5) separate packages, with Packages 2 and/or 3 depending which work packages the Proponent is responding to:

- Package 1: Proponent Overview and Experience;



- Package 2: Examination Platform/Application;
- Package 3: Examination Development/Psychometric Services; and
- Package 4: Financial.

Proponents must provide thorough and detailed responses in all sections of its proposal.

Package 1: Proponent Overview and Experience

The Proponent should address and include the following elements:

1) Overview

- Proponent overview, such as a brief description of the company, years in business, summary of the services it provides, etc.;
- Proponent's qualifications and experience. Proponent may wish to include information on their familiarity and experience with regulators and/or organizations with a national mandate;
- Team: Proponent may wish to append CVs or bios of the team that would work on the FDHRC mandate; and,
- Subcontractors: List any and all subcontractors that will work on the FDHRC mandate.

2) Experience

- List of all current high stakes exam clients; and,
- Three (3) references with contact information – At least one (1) Canadian organization. All references must be for high-stakes examinations. Proponent to specify the role played in the project(s) completed with/for each reference. Proponent to include one reference who transitioned them from another provider, if available. The FDHRC reserves the right to contact references in its evaluation process.

Package 2 – An Examination Platform/Application

The Contractor will license an end-to-end examination platform to the FDHRC and will provide technical support (ongoing and on examination days). This software must be able to be accessed or installed on third party computers. The Proponent should describe in detail its approach to meet the requirements as described in [Schedule A](#).

The Contractor will provide onboarding support to the FDHRC as well as item bank migration services. The Proponent should describe in detail its approach to meet the requirements as described in [Schedule A](#).



Package 3 – Examination Development/Psychometric Services

The Contractor will provide psychometric services required for the development, maintenance, and delivery of the NDHCE, ensuring that the processes meet or exceed all professional standards as specified in the most recent edition of the American Psychological Association Standards for Educational and Psychological Testing, including periodic evaluation, and upholding the credibility (reliability and validity) of the Examination.

The Proponent should describe in detail its approach to meet the requirements as described in [Schedule B](#).

Package 4 – Financial Information

1) Detailed Pricing

Provide itemized pricing (including if there is no fee) for performing the work and services for the Work.

- a) All pricing **must** be in Canadian dollars. Proponent must agree to invoice the FDHRC in Canadian dollars.
- b) For each fee, Proponent must indicate whether the cost is a one-time fee (i.e., start-up fee), or a recurring fee. If it is a recurring fee, Proponent must indicate the frequency (i.e., monthly, quarterly, etc.) at which it is charged.
- c) Proponent must indicate any annual increases.
- d) Proponent must indicate any annual minimums.

2) Additional Fees

Proponents must identify any additional fees, including but not limited to hourly fees for out of scope activities, with the position and hourly rate.

Evaluation and Award Process

For Proponents who submit proposals for the Exam Platform/Application portion of this RFP, the FDHRC will first evaluate Packages 1 and 2. Once completed, the FDHRC will then evaluate Package 4 for these Proponents.

The FDHRC will evaluate all proposals for Package 1 (Examination Platform/Application) based on the following criteria:

Package	Element	Available Points
Package 1: Proponent Overview and Experience	Proponent Overview	3
	Proponent Experience (including references)	7



Package 2 –Exam Platform/Application	Exam Administration Management	15
	Preparatory Tests	3
	Examination Platform	10
	Examination Delivery – Test Centre & Proctor Management	10
	Item Development Platform	10
	Examination Results	5
	Item Bank Migration (if applicable) ²	3
	Onboarding and Training	4
	Security Features and Risk Management	5
Package 4 – Financial Information	Financial Proposal	25
Total Available Points		100

For Proponents who submit proposals for the Examination Development/Psychometrics Services portion of this RFP, the FDHRC will first evaluate Packages 1 and 3 for these Proponents. Once completed, the FDHRC will then evaluate Package 4 for these Proponents.

The FDHRC will evaluate all proposals for Package 2 (the Examination Development/Psychometric Services) based on the following criteria:

Package	Element	Available Points
Package 1: Proponent Overview and Experience	Proponent Overview	3
	Proponent Experience (including references)	7
Package 3 – Examination Development/Psychometric Services	Item Development and Management	20
	Form Development	15
	Results Analysis	15
	Results Reporting	10
	Annual Reporting	5
Package 4 – Financial Information	Financial Proposal	25

² If a Proponent does not required migration, their Proposal will be scored out of 97 points.

Total Available Points	100
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The selection of the preferred Proponent will be based on, but not limited to, the selection of a proposal that:

- meets all of the requirements; and,
- achieves the best total score in compliance with the provisions of this RFP.

The lowest price shall not be the sole determinative factor in a successful proposal.

The FDHRC will hold demonstrations or presentations with each Proponent of Schedule A the week of October 27-31, 2025. Proponents can schedule a time for their demo through the following scheduling link: <https://calendly.com/blett-bfw/fdhrc-rfp-demo>.

Demonstrations or presentations will use videoconferencing technology and may be recorded. These demonstrations or presentations will not form part of the evaluation process and will not be evaluated against the proposal submission. The FDHRC may ask questions to Proponents during the demonstration or presentation, however these questions will not form part of the Proponent's proposal or the evaluation criteria. The demonstration will include:

- a) the item development platform, including:
 - i. how item writers write within the platform
 - ii. how item workflow is managed
 - iii. how competencies and metadata are assigned to items
 - iv. the types of reports that can be generated from the platform
 - v. how images and other media are inserted and labelled
 - vi. enemy identification
 - vii. stats display for items
- b) the exam platform as experienced by the candidate
- c) any live exam day auditing platform available to the FDHRC
- d) candidate management platform, including:
 - i. candidate exam history tracking (granted exams, booking history, etc)
 - ii. accommodation tracking
 - iii. communications capabilities and email history tracking
 - iv. profile management
 - v. practice test history tracking
- e) Test Centre management platform, including:
 - i. Test Centre address and contact information and ability to add links (i.e., google map integration)
 - ii. Test Centre capacity management/tracking
 - iii. Test Centre accommodations management/tracking
- f) exam session management platform, including:
 - i. creation of test sessions/administrations
 - ii. candidate seat assignment
 - iii. seat capacity management
 - iv. document upload capabilities



- g) proctor portal, including:
 - i. proctor access to candidate lists and supporting documents
 - ii. communication capability between proctors and FDHRC
 - iii. incident forms for proctors to complete
 - iv. attendance reports
 - v. document upload capabilities by proctors
- how point e) through h) are integrated (i.e., how information can be/is shared across parts of the platform)

While not a requirement of the RFP, Proponents can use a small part of their demonstration time to show online proctoring capabilities and candidate direct exam booking. This will not be used as part of the decision or scoring process.

Submission of Applications

The RFP is posted on our website and can be downloaded from there directly as of October 1, 2025. Proponents to this RFP must submit proposals electronically by email. Proposals must be received no later than October 24, 2025 at 11:59 pm Pacific Time. Responses should be clearly marked “RFP-NDHCE Vendor” and emailed to blett@fdhrc.ca.

Confidentiality

By submitting a proposal, the Proponent acknowledges and agrees to comply with the confidentiality requirements of this RFP, as set out in the [Terms and Conditions](#) section below.

The Proponent acknowledges that the preferred Proponent will be asked to sign a confidentiality agreement with the FDHRC.

RFP Process Terms and Conditions

1. General Information and Instructions

1.1. Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in the RFP. Where information is required or requested in the RFP, any response made in a proposal should reference the applicable section numbers or headings of the RFP where that request was made.

1.2. Language of Proposals

Submissions should be made in English.

1.3. FDHRC’s Information in RFP Only an Estimate

The FDHRC and its affiliates, representatives, employees, and advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in the RFP or issued by way of addenda. Further, the FDHRC is not responsible and



will not assume any liabilities whatsoever for the information found on the websites of third parties or any information obtained by means other than those specified in this RFP.

Any quantities shown or data contained in the RFP or provided by way of addenda are estimates and for information purposes only. The FDHRC makes no guarantee of the value or volume of work to be assigned to the preferred Proponent.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

1.4. Proponents Shall Bear Their Own Costs

The Proponent shall bear all costs associated with or incurred in the preparation of its proposal, including but not limited to, examination of documents, site visits, legal or consulting fees, presentations, interviews, or demonstrations.

1.5. Proprietary Information

The Proponent understands and agrees that the FDHRC shall obtain all rights, title and interests, including copyright ownership, to the deliverables that are to be produced and delivered to the FDHRC in accordance with the Work, this RFP and the Contract, and the FDHRC may disclose, disseminate, use or modify such deliverables in any manner it deems appropriate. The Proponent shall not do any act that may compromise or diminish the FDHRC's interest as aforesaid.

All data, information, and material of any kind, including all resulting reports, guides and publications prepared by the preferred Proponent in the provision or performance of the Work will be the exclusive property of FDHRC.

2. Communication after Issuance of RFP

2.1. Proponents to Review RFP

Proponents shall promptly examine all of the documents comprising the RFP, and

(a) shall report any errors, omissions, or ambiguities; and/or

(b) may direct questions or seek additional information

in writing by email on or before October 10, 2025 at 11:59 pm Pacific Time to the FDHRC Contact. No such communications are to be directed to anyone other than the FDHRC Contact listed in this RFP. It is the responsibility of the Proponent to seek clarification from the FDHRC Contact on any matter it considers to be unclear. The FDHRC shall not be responsible for any misunderstanding on the part of the Proponent concerning the Work, the RFP, or its process.

All questions (anonymized) and responses will be sent to all Proponents who have expressed interest in submitting a proposal, and will constitute an addendum as mentioned in section 2.2 below. Should a question contain confidential or proprietary information, it is the responsibility of the requestor to identify the confidential or proprietary information in order to prevent the response from being circulated.



Notwithstanding the foregoing, the FDHRC is not obligated to respond to any or all questions or inquiries.

2.2. All New Information to Proponents by Way of Addenda

The RFP may be amended only by an addendum in accordance with this section. If the FDHRC, at any time for any reason, determines that it is necessary to amend, revise, clarify or provide additional information relating to the RFP, such information will be communicated to all Proponents by addenda. Each addendum forms an integral part of the RFP. Such addenda may contain important information, including significant changes to the RFP. Proponents are responsible for ensuring they have obtained and reviewed all addenda issued by the FDHRC.

2.3. Verify, Clarify and Supplement

When evaluating proposals, the FDHRC reserves the right, but is not obliged, to verify, clarify or supplement the information provided in the Proponent's proposal.

Any response provided by the Proponent to the FDHRC shall, if accepted by FDHRC, form an integral part of that Proponent's proposal. Proponents are cautioned that any verifications or clarifications sought will not be an opportunity either to correct errors or change their proposals in any substantive manner.

2.4. No Incorporation by Reference

The entire content of the Proponent's proposal should be submitted together in one package. For greater certainty, any hyperlinks or references to websites or other external documents referred to, but not included, in the Proponent's proposal will not be considered.

2.5. Proposal to Be Retained by the FDHRC

The FDHRC will not return the proposal or any accompanying documentation submitted by a Proponent.

3. Prohibited Conduct and Confidential Information

3.1. Conflict of Interest

The Proponent shall disclose and must continue to be under an obligation to disclose any potential, perceived or actual conflict of interest of the Proponent, including its personnel, representatives, and affiliates, to the FDHRC. For the purposes of this section, the term "Conflict of Interest" means

- a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the FDHRC in the preparation of its proposal that is not available to other Proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of



the RFP process; or

- b) in relation to the performance of its contractual obligations contemplated in the Contract that is the subject of this procurement, the Proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

The FDHRC may, in its sole and absolute discretion, waive any Conflict of Interest or may impose conditions on a Proponent that require the management, mitigation and/or minimization of the Conflict of Interest. If, in the FDHRC's sole and absolute discretion, the Proponent is determined to have a Conflict of Interest that cannot be managed, mitigated, or minimized, the FDHRC may, in addition to any other rights or remedies, disqualify the Proponent and reject the proposal.

3.2. Proponent Not to Communicate with Media or Other Parties

A Proponent may not at any time directly or indirectly communicate with the media or issue any news release, public announcement, or other publication in relation to the RFP or any Contract awarded pursuant to the RFP without first obtaining the written permission of the FDHRC Contact.

3.3. Confidential Information of the FDHRC

All documentation and information provided by or obtained from the FDHRC in any form in connection with the RFP and resulting Contract, either before or after the issuance of the RFP, are the sole property of the FDHRC and must be treated as confidential. The information must not be used, duplicated, or disseminated for any purpose other than replying to the RFP and the performance of any subsequent Contract and must not be disclosed without prior written authorization from the FDHRC. Proponents are required to limit disclosure of any confidential information to those directors, officers, personnel, partners, or affiliates to whom disclosure is necessary in order to respond to this RFP and/or execute the Contract and who have agreed to be bound by the obligations of confidentiality under this RFP.

All such documentation and information shall be either permanently deleted or returned to the FDHRC immediately upon the request.

3.4. Confidential Information of Proponent

A Proponent should identify any information in its questions to the FDHRC Contact, its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by FDHRC. The confidentiality of such information will be maintained by FDHRC, except as otherwise required by law or by order of a court or tribunal.

Proponents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to FDHRC's advisers retained for the purpose of evaluating or



participating in the evaluation of their proposals. If a Proponent has any questions about the collection and use of personal information pursuant to the RFP, questions are to be submitted to the FDHRC Contact.

4. Negotiations, Notification and Debriefing

4.1. Selection of Top-Ranked Proponent

The top-ranked Proponent(s), as established via the proposal evaluation process, will be notified by email of the outcome of the RFP and be invited to enter into direct negotiations with the FDHRC.

4.2. Timeframe for Negotiations

The FDHRC intends to conclude negotiations within thirty (30) calendar days of the notice of selection. Time is of the essence in these negotiations.

4.3. Scope of Negotiations

After selection of the preferred Proponent, FDHRC will develop a form or resulting contract based upon the mandatory terms and conditions as described in [Schedule C - Mandatory Terms and Conditions of the Resulting Contract](#).

Subject to the FDHRC's rights under this RFP, the FDHRC will not negotiate the terms and conditions set out in [Schedule C](#) of this RFP.

Negotiations may include requests by the FDHRC for supplementary information to confirm the conclusions reached in the evaluation.

When the contract is duly executed, the contract will govern the relationship between the FDHRC and the preferred Proponent. For greater certainty, the FDHRC shall not be obligated to any preferred Proponent in any manner until a written agreement has been duly executed. This RFP, the proposals and the negotiation process are not intended to create and shall not create a formal legally binding process.

4.4. Failure to Enter into Agreement

If for any reason the preferred Proponent fails to execute the Contract within thirty (30) calendar days of the notice of selection, the FDHRC may, in its sole and absolute discretion and without incurring any liability:

- a) rescind the selection of the preferred Proponent;
- b) cancel the RFP in its entirety and proceed with some or all of the work or services in some other manner;
- c) reissue the RFP for some or all of the work or services; and/or
- d) select the Proponent with next highest score as the new preferred Proponent.

4.5. No Exclusivity

The FDHRC reserves the right in its sole and absolute discretion to sub-divide and/or bundle the Work, which is the subject of this RFP, and award one or any number of



separate agreements for the Work.

The FDHRC is under no obligation to extend or renew the Contract with the preferred Proponent. For greater certainty, this RFP does not oblige the FDHRC to conduct any subsequent RFP process.

4.6. Notification to Other Proponents

Once the Contract is executed between the FDHRC and the preferred Proponent, the unsuccessful Proponents will be notified directly in writing of the outcome of this procurement process.

4.7. Debriefing

Unsuccessful Proponents may request a debriefing after receipt of a notification of award. All requests must be in writing to the FDHRC Contact and must be made within sixty (60) days of notification of the outcome of the procurement process. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

5. Procurement Process

5.1. No Contract A and No Claims

The procurement process is not intended to create and shall not create a formal legally binding bidding process or any any legal obligation on the part of FDHRC. For greater certainty and without limitation: (a) the RFP shall not give rise to any “Contract A”-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and (b) neither the proponent nor the FDHRC shall have the right to make any breach of contract, tort or other claims against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to the RFP.

5.2. Reserved Rights

Notwithstanding any other clauses in this RFP, the FDHRC has reserved the following rights, which are in addition to any other rights that the FDHRC may have, which it can exercise in its sole and absolute discretion at any time in the RFP process:

- a) to accept or reject any and/or all proposals in whole or in part;
- b) to cancel and/or re-issue this RFP at any time for the same or similar Work;
- c) to make any changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;
- d) to waive any formalities and accept proposals which substantially comply with the requirements of this RFP;
- e) to request written clarification of or confirm any information or data provided by the Proponent and consider such information as part of the Proponent's proposal;
- f) to contact any reference provided by the Proponent;



- g) to consider past performance on previous contracts with the FDHRC;
- h) to verify with any third party any information set out in a proposal;
- i) to disqualify any Proponent whose proposal contains misrepresentations or any other inaccurate or misleading information;
- j) to disqualify any Proponent or reject the proposal of any Proponent who has engaged in conduct prohibited by this RFP;
- k) if a single compliant proposal is received, reject the proposal of the sole Proponent and cancel this RFP process or enter into direct negotiations with the sole Proponent;
- l) to select any Proponent other than the Proponent whose proposal reflects the lowest cost; and
- m) if a written resulting contract cannot be executed with the preferred Proponent, to rescind the award with that Proponent and select the next ranked Proponent, or terminate the RFP and not enter into an agreement with any of the Proponents.

5.3. Inappropriate Conduct

The FDHRC may prohibit a Proponent from participating in a procurement process based on past performance and such inappropriate conduct shall include but not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of the Proponent to honour its pricing or other commitments made in its proposal; or (c) any other conduct, situation or circumstance, as solely determined by the FDHRC, which constitutes a Conflict of Interest.

6. Governing Law and Interpretation

6.1. Governing Law

The terms and conditions of the RFP Process are to be governed by and construed in accordance with the laws of the province or territory within which the FDHRC is located (Ontario) and the federal laws of Canada applicable therein.



SCHEDULE A – STATEMENT OF WORK – Exam Platform/Application Licensing

1. Scope of Work

1.1. Specifications

The NDHCE is a computer-based exam that is delivered using an examination platform that must include the following:

- Platform interface is fully available in Canadian English and Canadian French, with the ability for candidates to toggle between both languages during the exam.
- Ability to be deployed in FDHRC's contracted Test Centres via a lockdown browser or equivalent secure technology.
- Appropriate security measures to ensure that the item bank is protected, including multi-factor authentication for exam development.
- The ability to manage exam items with embedded images.
- The ability to have case items with a common case description.
- A notepad function for candidates to take notes (either per item or overall, however notes must not carry from Part 1 to Part 2).
- Zoom functionality for text and images.
- The ability for candidates to flag items, see which items are not yet answered, and a display clock to show how much time is remaining, with a pop-up warning when time is close to expiring (e.g. 15 minutes remaining).
- The ability for a scheduled break. Part 1 is 100 questions and 2 hours long. Once it is submitted, candidates may take a 15-minute break. They may not resume Part 1 once it is submitted. Any remaining time from Part 1 cannot be carried on to Part 2.
- Ability to provide testing accommodations including:
 - different lengths of exam (e.g., time and a half, double time),
 - extended scheduled break (e.g., 30 minutes); and,
 - compatibility with a text to speech application.
- All data stored in servers located in Canada.
- All users can reset their own passwords.
- Candidate management including sending emails, booking candidates, password resets and historic exam attempts.
- Management and storage of unique candidate data including:
 - Unique candidate ID # (to be provided by FDHRC)
 - Last Name
 - First Name
 - Email Address
 - Educational Institution



- Attempt Number
- Language (EN/FR)
- Accommodations
- Historic exam bookings, withdrawals, attempts, and scores
- Provide examination delivery email communication to candidates such as exam granted and reservation confirmation emails in the candidate's preferred language (Canadian English or Canadian French).
- Test centre management including the ability to track and management a bank of Test Centres, their location information and capacity.
- Proctor management including a proctor portal where proctors can access exam day documents, report incidents, and send attendance reports. Also includes the ability for FDHRC to send emails/communications to proctors and for both FDHRC and proctors to upload documents.
- Exam session management including the ability to create exam sessions, assign Test Centres and seats to specific exam sessions, assign exam forms to an exam session, and assign specific exam forms to specific candidates.
- Permission levels for FDHRC staff to control user access to the lowest level of access required.
- Meta data tags that support Item Response Theory (IRT). These meta data tags include (but may not be limited to), EPCCoDH performance criteria, domain of expertise, cognitive domain, age, gender, item type, image (yes or no), and reference.
- Generate different forms that can be scrambled. Randomly assigned to candidates with ability to ensure no duplicates given or manually enter assignment.
- Ability to administer a candidate feedback questionnaire, as developed and translated by the FDHRC, for candidates to complete following submission of their exam. Please describe if this is a built-in feature of the platform or an external site is used.
- Ability to export exam data (by individual and by exam session) including all required meta-data for the items that are required for contracted psychometricians to analyze data and create results reports.

The following are additional components or items related to the exam platform/application that, while not mandatory for responding Proponents, would be beneficial additions:

- The ability to manage exam items with videos, audio files and pdfs.
- Alternate item types – hot spot, written/short answer, etc.
- A calculator function.
- Ability to provide stop time breaks for candidates with testing accommodations.
- AI supported item generation.
- Ability for system to auto assign a different exam form for multi-attempt candidates.
- Image bank management (i.e., import of images, removing duplicate images, etc).



- Proponent is a Canadian Company.
- Ability to generate individualized candidate performance profiles and school profiles. For a description of what is contained in the performance profiles, see Schedule B, 1.1.

1.2. Technical Support Requirements

Technical Support available to FDHRC staff during regular business hours.

Technical Support available to FDHRC staff and Test Centre staff on exam days between 7 AM ET and 7 PM ET.

Technical Support available to candidates and FDHRC staff for the practice test platform during regular business hours.

1.3. Security and Business Continuity

Security: lockdown browser, MFA, log in data stored including IP addresses

Ensure business continuity processes are in place in case of emergencies or other circumstances.

- Provide a secure and reliable system to store examination items with empirical data, including development stage, custom tags, references, and performance statistics. Secure access will be managed by the Contractor for up to 30 FDHRC item writers and staff. Ensure regular back-ups of the system, sign-ons, and cybersecurity metrics.
- Exam platform must be accessed by candidates (test takers) through a secure lockdown browser, or similar application, that prevents users from navigating away from the secure exam environment.
- Multi-factor authentication to verify user identity, is in place for the exam administration platform and item bank access.
- Secure storage of login credentials for candidates and their access history including IP addresses.
- Describe any other security measures not included above that you have in place.
- In addition to technical safeguards, the company must also have developed and maintained a comprehensive business continuity plan and processes to ensure operations can continue or quickly resume in the event of emergencies, such as cyberattacks, natural disasters, or system failures.

1.4. Preparatory Tests

- Provide a system for candidates to take FDHRC Preparatory Tests in Canadian English and Canadian French. This must be the same platform experience as candidates have on exam day. Ideally the preparatory exam platform can use



the same login information that the candidates will use on exam day (i.e., no need to create a new account).

- b) Either accept payment for Preparatory Tests OR have a token system so that once the candidate purchases the prep test from the FDHRC, they can access the preparatory test.

1.5. Onboarding

- a) Contractor will provide support to the FDHRC for orientation to their platform and systems, and will train FDHRC personnel (including staff and volunteers) as required. Work is anticipated to occur between March to August 2026.

1.6. Migration (if applicable)

- a) Contractor will work with the existing provider to securely migrate the existing item bank to the Contractor's platform, including performance and difficulty statistics and metadata tagging. This will include items at various stages of development, items with images and a separate bank for practice tests. Work is anticipated to occur between March to June 2026.



2. Deliverables

The following is a high-level summary of key deliverables to be provided in this work package:

Deliverable	Date/timing
Technical Support on the exam days of the NDHCE ³	Year 1 September 23-24, 2026 January 20-21, 2027 May 26-27, 2027 Year 2 September 22-23, 2027 January 19-20, 2028 May 24-25, 2028 Year 3 September 20-21, 2028 January 24-25, 2029 May 23-24, 2029
Preparatory Test Platform Set-up and Technical Support	Set-up March 2026 – June 2026 Technical Support Ongoing (3-year contract)

³ There could be some flexibility on these dates, but not significantly (i.e., not more than a week difference is likely allowed) as each exam Sitting must be offered over two-days, three-times per year in the months/cycle as outlined in the chart above.

SCHEDULE B – STATEMENT OF WORK – Exam Development/Psychometric Services

1. Scope of Work

1.1 Item Development and Management

- a) While the FDHRC is responsible for the recruitment of item writers, the Contractor will participate in one in-person new item training/orientation session in years 1 and 3 of the contract, to be held over 2 days.
- b) Participate in one in-person item writing workshop in year 2 of the contract, to be held over two days. The objective of this workshop is to bring experienced item writers together to create a number of items based on need, such as cases.
- c) Annually, create item development targets for subject matter experts based on item bank analysis and identified gaps in specific competency areas. Assist FDHRC personnel in ensuring there are a minimum of 240 quality experimental items per examination level per year to maintain enough content for the psychometric integrity of all examinations.
- d) Set standards for item retirement.
- e) Participate in one three-day virtual French validation group meeting per year. The participation of a translation coordinator or psychometrician in a similar role from the Contractor is required during the Committee translation review.
- f) Participate in virtual group review sessions – three-day session, 2-3 times per year.
- g) Provide a status report on examination maintenance and delivery including the status of the examination item bank.
- h) Items are developed using meta data tags required to support IRT. These meta data tags include (but may not be limited to); EPCCoDH performance criteria, domain of expertise, cognitive domain, age, gender, item type, image (yes or no), and reference.

1.2 Form Development

- a) Assemble forms for three examination Sitzings (total of four forms) annually, mapping to the appropriate exam blueprint and defined metadata. Note the Contractor will receive partially completed forms to publish for the September 2026 exam and January 2027 Sitting window.
- b) Attend a one-day virtual meeting of the examination committee once per year in February for anchor item approval.
- c) Attend a four-day virtual meeting of the examination committee once per year in the spring for form approval.
- d) Develop a post-exam Sitting technical report once per cycle that includes data



concerning examination performance, form characteristics, reliability, equating or standard-setting information, and pass rates.

- e) Perform item analysis using IRT of new forms. Attend one half-day exam committee meeting per year to review form performance prior to the release of examination results (May Sitting).

1.3 Results Analysis

- a) Psychometrician must be familiar with and comfortable using IRT to analyze and provide exam results.
- b) Perform thorough statistical item and test analysis to ensure validity and reliability of the exam.
- c) Perform data forensics after each examination Sitting to identify patterns that may suggest irregularities, including cheating (collusion) or other examination misconduct, including response time and total score analyses.
- d) Within 15 business days of the examination, provide the FDHRC with the examination results, including:
 - i. Candidate ID (as assigned by the FDHRC)
 - ii. Last Name
 - iii. First Name
 - iv. Form version
 - v. Total Score
 - vi. Max Score
 - vii. Percent
 - viii. Educational Institution Name
 - ix. Attempt Number
 - x. Test Accommodations (Y/N)
 - xi. Ability Estimate
 - xii. Pass/Fail (based on Item Response Theory)
 - xiii. Language Result
 - xiv. Data Forensic Analysis Flag (if any)
- e) Within 20 business days of the examination, provide individual candidate performance profiles (PDF) to the FDHRC for candidates who were not successful at the exam in their preferred language (Canadian English or Canadian French). Information should include:
 - i. name of exam
 - ii. month and year of examination Sitting
 - iii. candidate name
 - iv. candidate ID number
 - v. result (Fail)
 - vi. performance in each content category (as defined by the FDHRC) compared to the national average
 - vii. performance in each competency group (as defined by the FDHRC) compared to the national average
 - viii. performance in each cognitive group (as defined by the FDHRC)



compared to the national average

- f) Within 20 business days of the examination, provide individual Educational Institution performance profiles (PDF) to the FDHRC for Educational Institutions in their preferred language (Canadian English or Canadian French). This report will show the Educational Institution how well its candidates performed on the exam by competency area in comparison to other Educational Institutions across Canada. These reports are required after each Sitting, the number of which varies depending on the number of Educational Institutions with candidates taking the exam during any one Sitting, and for confidentiality reasons are only produced for Educational Institutions with 5+ candidates. The FDHRC estimates that between 40-50 of these reports are created annually.

A Proponent responding to the Exam Development/Psychometric Services portion of the RFP must confirm if the platform/application they use to analyze exam results can also create the required individual and school performance profiles or if they would need to use another platform/application. If the platform/application the Proponent uses does not have this capability, it is the Proponent's responsibility to explain how they would ensure the creation of these reports and what they would need to generate them.

1.7 Annual reporting

Provide a technical report to the FDHRC on the prior exam cycle (12 months) services and activities. This would include details about exam development and administration that took place in the exam cycle and would cover the following areas:

- a) NDHCE blueprint specifications
- b) examination development activities
- c) test form assembly
- d) examination administration
- e) psychometric properties of the NDHCE
- f) scoring of the NDHCE

2. Deliverables

The following is a high-level summary of key deliverables to be provided in this work package:

Deliverable	Date/timing
Participation in one in-person new item training/orientation session in years 1 and 3 of the contract, to be held over 2 days	Year 1 Year 3
Participation in one in-person item writing workshop in year 2 of the contract, to be held over two days.	Year 2



Deliverable	Date/timing
Participation in one three-day virtual French validation group meeting per year	Year 1 Year 2 Year 3
Participation in virtual group review sessions – three-day session, 2-3 times per year	Year 1 – 2-3 meetings Year 2 – 2-3 meetings Year 3 – 2-3 meetings
Form assembly	Year 1 Year 2 Year 3
Participation in a one-day virtual meeting of the examination committee once per year in February for anchor item approval	Year 1 - February Year 2 - February Year 3 – February
Participation in a four-day virtual meeting of the examination committee once per year in the spring for form approval	Year 1 - Spring Year 2 - Spring Year 3 – Spring
Participation in one half-day exam committee meeting per year to review form performance prior to the release of examination results	Year 1 - June Year 2 - June Year 3 – June
Technical Report	Year 1 – After January admin Year 2 – After January admin Year 3 – After January admin
Exam Results Analysis	Year 1 – Post- September, January and May administrations Year 2 – Post- September, January and May administrations Year 3 – Post- September, January and May administrations

SCHEDULE C – DESCRIPTION OF MANDATORY TERMS AND CONDITIONS OF THE RESULTING CONTRACT

The following is a non-exhaustive description of material terms and conditions that will be included in the resulting Contract and are mandatory. **The FDHRC will not negotiate the terms and conditions described herein.** Notwithstanding the foregoing, the FDHRC, in its sole and absolute discretion, specifically reserves the right to add additional terms and conditions to, or amend, supplement, or remove, the terms and conditions of, the resulting Contract described below.

The capitalized terms used in this Schedule C and not otherwise defined herein shall have the respective meanings ascribed to them in the RFP.

The resulting Contract will include:

1. **Term** – The resulting Contract will, unless earlier terminated, have an initial term of three (3) years. The resulting Contract will also provide for two (2) one (1) year extensions of the term, which the FDHRC may exercise in its sole discretion no later than ninety (90) days prior to the expiry of the then-current term.
2. **Applicable Laws** – The resulting Contract will be governed by the laws of Ontario, and the laws of Canada applicable therein.
3. **Payment** – All fees and payments under the resulting Contract will be in Canadian dollars. Any and all payments to a foreign based Contractor shall be subject to all applicable tax withholdings.
4. **Project Timeline** – The Contractor will provide the deliverables in accordance with the implementation plan to be developed by the FDHRC and the Contractor during the negotiation period. The Contractor will prepare and provide to the FDHRC quarterly reports on the progress against the plan. In the event that the Contractor fails to meet a critical milestone as established in the implementation plan, the Contractor will credit the FDHRC for each calendar day beyond the milestone in the amount stipulated by the resulting Contract.
5. **Transition Services** – The resulting Contract will oblige the Contractor to assist the FDHRC, at the FDHRC's option, for a period of up to six (6) months in the orderly transition of the services from the Contractor to a successor vendor or the FDHRC upon the termination or non-renewal of the resulting Contract by the FDHRC. Any extension of the services under the resulting Contract will be at the same price and service levels in effect on the date of termination or non-renewal of the resulting Contract, and any transition services will be provided at reasonable rates, consistent with the charges in the resulting Contract.
6. **Insurance** – Under the resulting Contract, the Contractor must maintain, and will cause its permitted subcontractors to maintain:



- a) worker's compensation insurance as prescribed by law;
 - b) employer's liability insurance;
 - c) commercial general liability insurance (including contractual general liability and products liability coverage); and
 - d) cyber liability insurance.
7. **Safeguarding Electronic Media** – The resulting Contract will contain a requirement for the Contractor to scan all electronic storage and media used to provide the deliverables for computer viruses and other coding intended to cause malfunctions and notify the FDHRC if any such viruses or coding are found.
 8. **Indemnification** – The resulting Contract will contain indemnification obligations in favour of the FDHRC, including with respect to: (a) personal injury (including death) or damage to personal property arising out of (i) the Contractor's or its subcontractors' negligent or intentional acts or omissions, or (ii) defects in the services or Work provided by the Contractor; and (b) any alleged violation, infringement or misappropriation of any intellectual property rights by the Contractor.
 9. **Limitation of Liability** – The resulting Contract will provide that Contractor will be liable to the FDHRC for damages for a breach of the resulting Contract. Such "damages" will include: (a) the costs of implementing a workaround in respect of a failure to provide the Work; (b) the costs of replacing lost or damaged property, equipment or software and materials; (c) the costs of replacing or developing new examination questions, preparatory tests or other information or documentation in the item bank that are damaged, lost, deleted or disclosed by Contractor while in the Contractor's care, custody or control, including through unauthorized access or the Contractor's administrative error; and (d) the costs and expenses incurred to procure the deliverables from another vendor. The resulting Contract will also provide that no party will be liable for any indirect or consequential damages, except for liability (i) relating to indemnification claims under the resulting Contract; (ii) resulting from the gross negligence or willful misconduct of a party; or (iii) resulting from a breach of a party's confidentiality obligations.
 10. **Assignment** – The Contractor may not assign or transfer the resulting Contract, in whole or in part, without the prior written approval of the FDHRC. For greater certainty, the following actions by the Contractor would be considered to be an assignment of the resulting Contract: (a) any sale or disposition of all or substantially all of the assets of the Contractor; or (b) any merger, share exchange, acquisition or similar event that results in the beneficial ownership of more than fifty percent (50%) of the shares of the Contractor.
 11. **Regulatory Considerations** – The Contractor recognizes that FDHRC administers examinations to enhance the ability of dental hygienists to become licensed or registered in Canadian jurisdictions. If any statutes, regulations, rules or by-laws governing the licensure or registration of dental hygienists change, or if any applicable regulatory body or bodies permit the licensure or registration of dental



hygienists without completing the examinations administered by FDHRC (collectively, “**Regulatory Changes**”), the FDHRC may request that the parties negotiate an amendment to the resulting Contract to provide for the Regulatory Changes, including reducing any annual minimums specified in the resulting Contract. If the parties cannot agree upon the terms of an amendment to account for the Regulatory Changes, FDHRC may terminate the resulting Contract upon sixty (60) days notice to Contractor.

12. **Protection of Personal Information** – The Contractor will comply with the FDHRC’s obligations regarding the collection, use, disclosure and protection of personal information, by means of physical, administrative, technological and other necessary measures to safeguard personal information as set out under applicable privacy laws. The Contractor will indemnify the FDHRC for any losses or damages arising out of the breach by Contractor of any applicable privacy laws resulting in the loss, theft or unauthorized disclosure of personal information processed by the Contractor.
13. **No Customer Announcements** – The Contractor must not use the FDHRC’s name, trademarks, or logos, or otherwise refer to or identify the FDHRC as a customer, in any announcement, statement, press release, publicity, or marketing materials, without the prior written consent of the FDHRC (which may withhold its consent in its sole discretion) in each instance.
14. **Not Exclusive** – Nothing in the resulting Contract will in any way limit the ability of the FDHRC to enter into similar agreements with, or to receive similar services from, any other service providers.

