



Request for Proposal

**The Development and Administration of the
Certification Examinations of the College of
Massage Therapists of Ontario**

February 2019

College of Massage Therapists of Ontario
1867 Yonge Street, Suite 810
Toronto, Ontario M4S 1Y5

1.0 Introduction

The College of Massage Therapists of Ontario (CMTO) is issuing this Request for Proposal (RFP) for the development and administration of the Multiple-Choice Question (MCQ) and the Objectively Structured Clinical Evaluation (OSCE) Certification Examinations to be used as the Certification Examinations by the CMTO.

2.0 Background

CMTO is the regulator established by the provincial government to regulate the practice of Massage Therapy and to govern the conduct of Registered Massage Therapists (RMTs) through the provisions of the *Regulated Health Professions Act, 1991* (RHPA) and the *Massage Therapy Act, 1991*. CMTO's primary role is to protect the public's interest with respect to the practice of Massage Therapy in Ontario and to ensure that Massage Therapy services are provided by competent and accountable practitioners in an effective, safe and ethical manner. CMTO is one of 26 regulatory colleges that oversee their respective health professions in Ontario's.

CMTO sets and enforces the requirements for registration, the standards of practice and the rules of professional conduct for all RMTs in Ontario. Under the RHPA, CMTO has the authority to:

- Establish requirements for becoming a Massage Therapist in Ontario
- Issue certificates of registration to Massage Therapists who are qualified to practise Massage Therapy in Ontario
- Set and monitor high standards of conduct and practice
- Promote continuing competence among registrants
- Help individuals obtain safe and effective Massage Therapy services by investigating complaints about Registered Massage Therapists
- Assist Massage Therapists with remediation or impose sanctions against Massage Therapists who have been found incompetent, incapacitated or have engaged in professional misconduct

2.1 Our Registrants

CMTO currently has more than 14,000 registrants across Ontario. CMTO reports annually on its activities and publishes an annual report available online.

Further information on CMTO and its programs is available on CMTO's website at www.cmto.com.

3.0 Overview

CMTO is seeking to outsource the development and delivery of the MCQ and OSCE Certification Examinations. Between 800 and 1,000 candidates take each exam each year. CMTO currently develops and administers these examinations in-house with the assistance of a third-party psychometric firm.

Successful completion of the Certification Examinations is one of several requirements that must be met in order to become registered with CMTO. To be eligible to take the exams, a student must have graduated from a recognized Massage Therapy program and must meet the requirements of CMTO's Language Fluency Policy.

The MCQ is a computer-based test consisting of 150 multiple choice questions administered over a three-hour time period. The MCQ is designed to evaluate the candidate's theoretical knowledge. Currently, it is offered in four administration windows each year, with each administration consisting of 2–4 days.

The OSCE consists of seven stations simulating various aspects of the Massage Therapy clinical environment and is administered over 90 minutes. It is designed to evaluate candidates' knowledge and application of skill and tests their ability to safely and effectively apply the principles and techniques of Massage Therapy practice. The examination is scored by Massage Therapist examiners who are trained to apply standard and objective marking criteria.

CMTO requires the Certification Examinations to be developed and delivered in a way that is valid, objective, standardized, reliable, fair, transparent and defensible. After many years of examination development, CMTO currently has a large and robust item bank for both the MCQ and OSCE with items and scenarios in both English and French (the Item Bank).

The governing legislation (*Regulated Health Professions Act, 1991* and *Massage Therapy Act, 1991*) provide that the CMTO is ultimately accountable to the Health Professions Appeal and Review Board and to the courts for offering a transparent, objective, impartial and fair examination process to candidates.

Detailed information about the development, structure and format of the examinations is available on CMTO's website at www.cmtto.com and contains information on the following:

- [A Candidate's Handbook for Understanding Certification Examinations in Ontario](#)
- [Certification Examination Application Form](#)
- [Inter-jurisdictional Practice Competencies and Performance Indicators](#)

- [Content Development – A Detailed Review](#)
- [2018 OSCE Content Outline](#)
- [2018 MCQ Content Outline](#)
- [CMTO Certification Examinations French-English Lexicon](#)
- [Certification Examination Testing Accommodation Application](#)
- [Certification Examination Review Request Policy and Form](#)

3.1 Certification Examination Dates

The General Regulation under the *Massage Therapy Act, 1991* mandates that written and practical examinations be offered at least twice yearly. Due to this legislative requirement, development and administration of the examinations must continue during any transition to a new provider and process.

4.0 Scope of Services

CMTO is seeking to enter into a Memorandum of Agreement in which the chosen provider works in collaboration with the CMTO for the development and administration of both the MCQ and OSCE Certification Examinations such that the CMTO and its Registration Committee can confidently recognize the chosen provider as the approved provider of CMTO's Certification Examinations.

4.1 Term

The Memorandum of Agreement between CMTO and the chosen provider will commence on a date to be agreed by the parties and will, unless terminated by either party, continue for an indefinite term.

4.2 Ownership of the Item Bank

CMTO will continue to update and develop the Item Bank during the transition period. The Item Bank, and all rights and entitlement to the Item Bank, shall remain the sole and exclusive property of CMTO during the transition phase.

After the transition phase, the chosen provider(s) will be expected to update and develop content for the Certification Examinations on an ongoing basis and will own any content that is created, updated, created or modified by them.

4.3 Use of CMTO Information

CMTO will share internal policies and processes with the chosen provider(s). No proprietary information belonging to the third-party psychometric firm currently engaged by CMTO to assist with examinations will be shared.

5.0 Proposal Requirements

5.1 Executive Summary

Please provide a brief summary of your response, indicating your interest in providing services to CMTO in developing and administering the Certification Examinations.

5.2 Qualifications

Please describe your qualifications and expertise to support your proposal. A brief history of the organization should be provided, including the number of years the organization has been in business and the number of years of the organization's experience in the area of examination development and administration.

Brief descriptions of two to three comparable contracts you have secured as well as the URLs for these programs would also be helpful to demonstrate expertise.

5.3 Key Deliverables

Your proposal should include detailed information on the following CMTO requirements and expected key deliverables.

1. Overarching Examination Requirements (OSCE and MCQ):
 - a. Examinations are available in both English and French
 - b. Accommodations are available for candidates with a documented disability
 - c. There are sufficient administrations to accommodate between 800 and 1000 students who graduate throughout the course of a calendar year
 - d. Security of examination content is a priority at every stage of the development and delivery processes
 - e. Professional facilities and professional examination experience for candidates
2. IT and Security Requirements
 - a. Develop and implement a secure examination platform in a supervised environment
 - i. Verify examinee identification
 - ii. Ensure secure access to exam data
 - iii. Employ procedures to ensure the integrity and confidentiality of electronic records/examination data
 - iv. Ensure access to Internet, USB devices, Bluetooth, etc. is disabled on examination computers
 - v. Implement measures to prevent data or examination question

- copying/dissemination
 - vi. Ensure back-up and off-site disaster recovery
3. Examination Development (OSCE and MCQ):
 - a. Develop, implement and maintain IT infrastructure (software and hardware) for examination development
 - b. Conduct job analysis as needed
 - c. Create test specifications/blueprint using the most current version of the *Inter-jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice*
 - d. Conduct item needs analysis
 - e. Maintain, update and publish a list of approved references
 - f. Recruit and train Subject Matter Experts (SMEs) for content development
 - g. Manage/coordinate content development schedule
 - h. Complete item/scenario development
 - i. Create examination forms
 - j. Conduct form validation
 - k. Establish cut score for MCQ forms/OSCE scenarios
 4. Examination Administration (MCQ)
 - a. Develop, implement and maintain IT infrastructure (software and hardware) for examination administration
 - b. Provide general information/guidance for candidates
 - c. Provide an accommodation process for candidates with a documented disability and provide separate accommodation administrations as needed
 - d. Coordinate confirmation of candidate eligibility with CMTO
 - e. Manage examination registration and payment
 - f. Recruit/train staff for examination delivery (exam registration staff, proctors)
 - g. Ensure examination venue(s) meet the needs of the exam (space, equipment, set-up, IT support)
 - h. Conduct on-site registration/candidate verification prior to each examination administration
 - i. Document unexpected incidents that may occur during the examination delivery
 5. Examination Administration (OSCE)
 - a. Develop, implement and maintain IT infrastructure (software and hardware) for examination administration
 - b. Provide general information/guidance for candidates
 - c. Provide an accommodation process for candidates with a documented disability and provide separate accommodation administrations as needed
 - d. Confirm candidate eligibility requirements for participation in the Certification Examination

- e. Manage examination registration and payment
 - f. Recruit/train staff for examination delivery (examiners, standardized clients, proctors, etc.)
 - g. Ensure examination venue(s) meet the needs of the exam (space, equipment, set-up, IT support)
 - h. Conduct on-site registration/candidate verification prior to each examination administration
 - i. Document unexpected incidents that may occur during the examination delivery
 - j. Re-train examination team as needed based on statistical data
6. Post-Administration (OSCE and MCQ)
- a. Validate the examination form through statistical analyses
 - b. Process MCQ scores and communicate to CMTO to share with candidates
 - c. Process OSCE scores and share with candidates
 - d. Review item performance
 - e. Review OSCE inter-rater reliability
 - f. Respond to/process appeals
 - g. Provide standardized reports to CMTO

5.4 Transition Plan

Please provide a comprehensive plan for the transition period to a new provider and process. The transition plan should include the anticipated involvement and time requirements of CMTO staff before, during and after the transition.

5.5 Team

Please provide information about your project team, including the names of your Team Lead and Psychometric Lead and each individual's role, qualifications and experience. You should also indicate whether any components are to be outsourced and to whom you are outsourcing, and how you will maintain appropriate oversight of third parties

5.6 Budget

A budget that provides the total cost and cost structure, including a cost breakdown and payment schedule for deliverables, is required. Budget estimates should include the costs involved with:

1. Examination content development and maintenance, including translation into French
2. Examination administration and delivery
3. Transition from the current process to the new provider(s) and process
4. Once the transition is complete, the estimated fee for examination candidates

5.7 References

Please provide a minimum of two (2) references of current or recent clients for which you have provided comparable services. References are to include the following:

- Organization name
- Contact person and role
- Telephone and email address of contact person

5.8 Other Information

Please describe any actual or potential conflicts of interest the organization may have as well as any other information that you believe is pertinent to this RFP.

6.0 RFP Process

6.1 Timelines

RFP Issuance:	February 26, 2019
Proposal Submission Deadline:	April 26, 2019
Notification of Successful Proposal:	May 10, 2019

Please submit your proposal by **4:00 pm (EDT) on Friday, April 26, 2019**. Submissions must be submitted by e-mail to Valerie Browne, Director, Registration Services at valerie.browne@cmto.com.

Adjustments to submissions by telephone, letter, facsimile or e-mail will not be considered. Should a provider wish to alter its response after its submission, a new response must be submitted by e-mail before the closing date with a covering letter asking for withdrawal of the first response.

6.2 Evaluation of Proposals

CMTO will evaluate the proposals based on considerations that include, but are not limited to, the following:

- Proven track record and experience in the development and delivery of high stakes examinations
- Familiarity with the regulatory healthcare environment in Ontario
- Efficiency and efficacy of approach
- Cost
- References

6.3 Short-Listed Providers

A short list of providers may be developed. Short-listed providers may be asked to provide additional information and/or make a presentation at CMTO's premises.

6.4 CMTO Contact

Clarifications or additional information may also be requested from:

Valerie Browne
Director, Registration Services
College of Massage Therapists of Ontario
1867 Yonge Street, Suite 810
Toronto, ON M4S 1Y5
E-mail: valerie.browne@cmtto.com

7.0 General Terms and Conditions

1. In submitting information, the provider agrees that any information pertaining to CMTO obtained by the provider as a result of participating in this RFP is confidential and shall not be disclosed by the provider except as authorized by CMTO. All providers agree to be bound by the confidentiality provisions of the *RHPA* with respect to any information that could reasonably be seen to be captured by those provisions.
2. CMTO reserves the right to accept or reject any and all submissions received. CMTO further reserves the right to accept all or part of a submission unless the submission clearly states that the submission may only be accepted in whole.
3. The response(s) selected may be subject to further negotiations. The agreement entered into between the successful provider(s) and CMTO shall be the prevailing agreement.
4. All submissions received in response to this RFP shall become the property of CMTO.
5. CMTO shall not be held liable for any errors or omissions in any part of this RFP.
6. All costs incurred in responding to this RFP shall be borne by the provider. The rejection of any or all offers shall not render CMTO liable for any costs or damages.