



COLLEGE OF DENTAL
HYGIENISTS OF ONTARIO

Request for Proposals:
Psychometric and Item Bank
Maintenance Services for
the Quality Assurance (QA) Test

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Deadline for Proposals: May 8, 2026

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1. CONFIDENTIALITY

All information contained in this request is privileged and confidential and intended solely for the designated recipients and for the purposes of submitting a proposal. Any unauthorized dissemination, distribution or copying of this request is strictly prohibited.

2. INTRODUCTION

The College of Dental Hygienists of Ontario (CDHO) is the regulatory body for over 16,000 Registered Dental Hygienists (RDHs) in Ontario. CDHO regulates the Dental Hygiene profession by setting the requirements to be registered as an RDH and establishing standards and rules for providing safe, ethical care for all Ontarians.

One of the ways CDHO protects the public's right to quality Dental Hygiene care is through its Quality Assurance (QA) Program, which supports the continuing competence of all RDHs. All RDHs participate in QA, and the variety of available tools and resources allows them to customize their continuing competence activities according to their unique needs.

In compliance with the Regulated Health Professions Act (RHPA) in Ontario, the QA Program consists of three components, including Peer and Practice Assessments. Each year, a percentage of RDHs are selected to participate in Peer and Practice Assessments based on criteria determined by the Quality Assurance Committee. RDHs who are selected can choose from one of four Paths to participate in the assessment. Two of the four Path options require the successful completion of the Quality Assurance Written Assessment (QA Test) administered through an online portal.

The QA Test is open book with 100 multiple choice questions available in English or French. Registrants have two and a half hours to complete the test. Of the 100 questions, only 90 questions are scored and the remaining 10 are experimental questions that are assessed for future use and do not count toward the final score.

The QA exam is delivered on demand, with the test platform automatically assembling each form and calculating its pass mark based on the items' Angoff values. Therefore, each RDH taking the QA Test will have different questions on their test, and the passing score for any given test is unique to the combination of questions that appear on that specific test, based on individual item Angoff scores.

The QA Test blueprint is designed to ensure that RDHs have sufficient knowledge of Dental Hygiene theory and practice by asking questions on knowledge (20%-30%), application (45%-55%) and critical thinking (20%-30%). Each question has three or four multiple-choice options associated with it. There are no case study stems that require responding to multiple questions.

CDHO is seeking proposals from qualified vendors to assist with item bank management, exam form development, scoring and psychometrics, analysis of psychometric statistics, and recommendations and support for improving item and test form performance, validity and reliability.

3. STATEMENT OF NEED / PROJECT OVERVIEW

The QA Test is a low to medium stakes assessment intended to support RDHs in confirming their knowledge and identifying their areas for learning and development. RDHs have up to three attempts to successfully complete this open book test. RDHs who are unsuccessful after their third attempt are referred to the CDHO Quality Assurance Committee for next steps which are likely to include some form of remediation.

The QA Test is taken by 70-200 RDHs each year depending on the number of RDHs who have chosen the two relevant Path options for their Peer and Practice Assessment. Those enrolled to take the QA Test are required to successfully complete it by June 30th. The Test blueprint requires the following breakdown in terms of types of questions: Knowledge (20%-30%), application (45%-55%) and critical thinking (20%-30%).

The QA test bank currently contains approximately 190 items. In addition, there are approximately 140 items previously developed which have not been added to the item bank platform. The quality and currency of these items will need to be reviewed by CDHO staff. All need to be reviewed to confirm their suitability to include in future test forms. New items may need to be developed to fill in gaps in the refreshed item bank. Angoff values need to be reviewed or re-set to support future test forms.

CDHO is seeking the services of an individual or organization who can support the College with the following:

- Item Bank Management, including item bank maintenance, item writing support and item metadata
- Scoring and psychometrics, including psychometric analyses, and periodic standard setting

4. SCOPE OF WORK

A. Item Bank Management:

- i. Item Bank Maintenance
 - Identifying items for review of accuracy, relevance, and currency
 - Recommending the archive or retirement of outdated or poorly performing items
 - Determining targets for replacement items based on blueprint
- ii. Item Writing and Review
 - SME item writing training
 - Technical review of new items written
 - Psychometric review

B. Test form development:

- Confirming balance of difficulty and content
- Pre-testing new items
- Integrating unscored items that have undergone testing

C. Scoring and Psychometrics:

- i. Scoring Operations:
 - Validating answer key
 - QA checks on scoring accuracy

- ii. Psychometric Analysis:
 - Analyzing item difficulty (p-values)
 - Evaluating item discrimination statistics
 - Calculating reliability indices
 - Checking distractor functioning
- iii. Standard Setting:
 - Training SME panel on standard setting
 - Facilitating and completing a round of standard setting

5. DELIVERABLES

5.1 Project Planning

- A detailed **project plan and timeline**, including key milestones and deliverable dates.
- A **data requirements document** describing required data fields, formats, and transfer protocols.

5.2 Item-Level Analysis Deliverables

- Item difficulty (p-value) statistics
- Item discrimination indices
- Distractor and option-level functioning analysis
- A list of **flagged items** with rationale (e.g., low discrimination, poor distractor functioning)
- Recommendations for item **revision, removal, or further SME review**
- Item-level analysis results

5.3 Standard Setting Deliverables

- A **standard setting facilitation plan**, including method (e.g., Modified Angoff)
- Training materials and instructions for panelists
- Summary of panel data and cut-score computations
- A **standard setting report** documenting the methodology and panel processes

5.4 Psychometric Technical Report

- Item-level and test-level findings
- Reliability and validity evidence
- Standard-setting results
- Score performance trends
- **Actionable recommendations** for exam improvement, item bank health, blueprint alignment, and future development cycles

5.5 Ongoing Consultation

- Guidance on blueprinting, item writing, exam redesign, or governance practices

- Support for continuous quality improvement activities

6. PROPOSAL REQUIREMENTS

Proponents shall include the following information in their proposal to enable CDHO to evaluate their capability, experience, and approach to delivering psychometric services.

6.1 Vendor Profile

- **Legal name of the organization or consultant**
- **Year established** and brief organizational history
- **Business structure** (e.g., independent consultant, registered corporation, partnership)
- **Office location(s)** and primary location from which services will be delivered
- **Primary contact information** for proposal communications
- **Description of services offered**, specifically related to assessment, psychometrics, and data analysis
- **Team structure and key personnel**, including roles and responsibilities
- **Statement of availability and capacity** to meet project timelines

6.2 Qualifications

The following must be included:

6.2.1 Education and Credentials

- Curriculum vitae (CV) or bios for the lead psychometrician and key personnel
- Academic qualifications (e.g., graduate degree in psychometrics, statistics, measurement, or related field)
- Professional certifications (if applicable)

6.2.2 Relevant Experience

- Description of experience providing psychometric services for:
 - Other professional regulatory bodies
 - Educational or training assessments

6.2.3 Knowledge of Industry Standards

Proponents should confirm their familiarity with applicable frameworks, such as:

- Standards for Educational and Psychological Testing
- Fairness, accessibility, and DEI guidelines for assessment

6.2.4 References

- Contact information for **two to three recent clients** for whom similar services were provide

6.3 Methodology and Approach

Proponents shall outline their plan to deliver psychometric services and meet the requirements of the project. This section must include:

6.3.1 Analytical Approach

A description of the methods and statistical techniques to be used, such as:

- Item difficulty and discrimination analysis
- Distractor and option-level analysis
- Validity considerations
- Standard-setting methodology (e.g., Angoff)

6.3.2 Work Plan and Project Management

- Proposed timeline and key milestones
- Project phases and deliverables
- Roles and responsibilities of project personnel

6.3.3 Deliverables

A description of the deliverables the vendor will produce, such as:

- Item-level performance reports
- Exam form performance summaries
- Comprehensive psychometric report
- Executive summary for non-technical audiences
- Recommendations for exam improvement

6.3.4 Data Governance and Security

- Approach to data handling, storage, access, transfer, and destruction
- Confidentiality protocols and data protection measures

6.3.5 Quality Assurance

- Internal review and validation processes, and methods to ensure accuracy, defensibility, and consistency of psychometric outputs

7. EVALUATION CRITERIA

CRITERIA	WEIGHTING
Qualifications & Experience	35%
Methodology & Technical Approach	20%
Work Plan & Project Management	20%
Cost Proposal	25%
Total	100%

8. COST AND PRICING

One of the criteria based on which proposals will be evaluated is the cost of services based on the work to be performed in accordance with the scope of this project. Proponents are requested to include a cost breakdown of their services and their pricing structure per deliverable.

9. TIMELINE

The deadline for proposal submissions is xx, 2026. Following the submission deadline, CDHO will evaluate the proposals submitted. During the evaluation phase, CDHO may reach out to select vendors to request a meeting for further clarification or questions.

The aim of CDHO is to select the successful candidate by xxx, 2026 and for services to commence immediately upon contract signature.

10. SUBMISSION INSTRUCTIONS

Please submit your proposal in PDF format to aarzoomanian@cdho.org by **May 8, 2026**.

11. CONTACT INFORMATION

All questions can be submitted in writing to Anita Arzoomanian, Director, Professional Practice at aarzoomanian@cdho.org by **April 24, 2026**. Responses will be shared with all interested proponents.