

Descrição Original	
1	Question 1. Procurement Timing 1.ii. "Clarification question and business model adherence is listed as being required by 22nd May. Can you please confirm if this is correct, or if this should be June, after the Industry Briefing workshop?"
	ANSWER RNP clarifies that, according to the Terms of Reference, the deadline of 22 May 2026 referred specifically to the first stage of the process, namely the Commercial Qualification stage, in which interested suppliers must formally confirm their full agreement with the licensing business model described in item 4.1 of the Terms of Reference. This stage is eliminatory and precedes the subsequent technical, commercial and PoC-related stages. The submission of the complete commercial proposal is not part of this first stage. However, without prejudice to the regularity of the stages provided for in the Terms of Reference and without changing the scope, minimum requirements, qualification and classification criteria, or the established evaluation matrix, RNP understands that granting an additional period may contribute to broadening the competitiveness of the process, enabling more consistent supplier submissions and reducing risks of misinterpretation by interested parties. Therefore, in attention to the principles of isonomy, transparency, reasonableness, competitiveness and the pursuit of the most advantageous and technically adequate proposal, RNP has decided to extend the deadline. Accordingly, the deadline for submission of the statement of agreement related to the first stage is extended until 8 June 2026. Any complementary clarification questions may be submitted until 29 May 2026, and consolidated responses to the clarifications will be made available by 3 June 2026.
2	Question 1.iii. "Deadline for Submitting proposals is listed below as 08/06/2025. Can you please confirm the deadline for proposals. We believe this would by 6th August 2026 based on the Industry briefing not occurring until 18th June, but would appreciate your clarification on this."
	ANSWER Any reference to 2025 should be disregarded as incompatible with the current 2026 process. As a consequence of the extension granted for the first stage, the subsequent milestones of the process have also been adjusted in order to preserve procedural coherence between the stages and to ensure a reasonable period for preparation of the following artefacts. Accordingly, the deadline for submission of commercial proposals is now 15 June 2026. The expected window for the PoC demonstration will occur between 26 June 2026 and 2 July 2026. This extension does not imply the reopening or substantial modification of the Terms of Reference, nor does it alter the sequential nature of the qualification process, the requirements set out in Annex I, the need to fully meet the mandatory requirements, or the conditions established for the subsequent stages.
3	Question 2. "There are no procurement and project timeframes provided in the documentation provided. Can you please provide a timeline for how long the procurement processes will run for and what the planned implementation timeframe is for the Digital Exam platform before it will go live?"
	ANSWER The Terms of Reference establish a phased procurement process comprising: commercial qualification, technical and price qualification, and a Proof of Concept stage. Considering the extension now granted, the current procedural milestones are as follows: •Complementary clarification questions may be submitted until 29 May 2026; •Consolidated responses to clarifications will be made available by 3 June 2026; •The deadline for submission of the statement of agreement related to the first stage is 8 June 2026; •The deadline for submission of commercial proposals is 15 June 2026; •The expected window for the PoC demonstration is from 26 June 2026 to 2 July 2026. The implementation model may follow either an on-premise model under INEP infrastructure or a public cloud model in Brazil, provisioned by RNP, as further detailed in the Terms of Reference and Annex I. The final implementation schedule will be aligned with the selected supplier, the approved deployment model and the contractual milestones.
4	Question 3. Bid Communications 3.i. "As the proposal will require the sharing of commercially sensitive information and intellectual property, it is customary for a mutual non-disclosure agreement (NDA) to be countersigned between both parties. Will there be an NDA provided for this bid process?"
	ANSWER The Terms of Reference already provide that each supplier's documentation submitted to RNP will be treated as reserved information and will not be disclosed to other participants. Such information will be shared only with the internal teams involved in the process. Should an additional NDA or confidentiality instrument be deemed necessary, this may be assessed by RNP's legal and procurement teams in accordance with the applicable rules of the process.
5	Question 3.ii. "Is there a template or a format that you would prefer to receive clarification questions in?"
	ANSWER Clarification questions should preferably be submitted in writing, in a structured format, with reference to the relevant item of the Terms of Reference or to the corresponding code in Annex I, whenever applicable. Considering the adjusted schedule, complementary clarification questions may be submitted until 29 May 2026.
6	Question 3.iii. "Will you be sharing the clarification questions asked by all potential bidders or will these remain private?"
	ANSWER RNP may consolidate and share responses of general interest with all participants, while preserving confidential, proprietary or commercially sensitive information submitted by each supplier. This approach is intended to ensure transparency, isonomy and equal access to relevant information throughout the process. The consolidated responses to clarifications will be made available by 3 June 2026.
7	Question 4. Commercial Proposal 4.i. "Can you please confirm the currency that all commercial proposals should be made in, as well as the structure (inclusive or exclusive of any associated taxes)?"
	ANSWER Suppliers should present the commercial proposal in a clear and structured manner, with costs segregated according to the Terms of Reference: licensing; implementation and knowledge transfer; and maintenance, technical support and assisted operation. The proposal must identify the applicable taxes, charges and assumptions used for pricing, so that RNP may assess the total cost of the proposed solution under comparable conditions. Considering the extension granted and the adjustment of the subsequent milestones, the deadline for submission of commercial proposals is 15 June 2026. Foreign companies (outside of Brazil) may preferably use the US dollar when preparing their proposals.
8	Question 4.ii. "The scope of exams [...] is not clearly articulated in the Term of Reference. This understanding is very important to correctly scoping support requirements, particularly for the 'During Exam' and 'Application of Exam' components which need to be priced based on exam requirements."
	ANSWER RNP clarifies that the object of the process is not structured as a pay-per-exam or volume-based hiring model. The Terms of Reference require the provision of a technological solution for digital exams under a perpetual licensing model with unrestricted institutional use, without limitation of users, items, item banks, exams, simulations, simultaneous applications or annual application cycles, subject only to the physical limitations of the infrastructure. Accordingly, the commercial proposal must include all direct and indirect costs necessary for the full delivery of the object, including any functionalities, integrations, licenses, support, storage, security, proctoring or other components required to meet the Terms of Reference. The extension now granted does not alter the scope of the procurement, the minimum requirements, the qualification and classification criteria, or the evaluation matrix established in the Terms of Reference and Annex I.
9	Question 5. Scope 5.i. "Would be possible to schedule an introductory call with the procurement team as part of this process [...]"
	ANSWER RNP appreciates the opportunity to engage with suppliers. However, in order to preserve equal treatment among all participants, any additional interactions will be conducted through formal and transparent channels, such as official workshops, written clarification procedures or other communications made available to all participating suppliers. For now, only the workshop meeting on the 18th was scheduled for clarification purposes. The granting of additional time is intended precisely to allow interested parties to prepare more consistent submissions and to reduce interpretation risks, while preserving isonomy, transparency and competitiveness.

10	Question	5.ii. "We would appreciate the opportunity to further understand the scope of this project and how the solution being procured by the RNP on behalf of agencies including INEP, MCIT and MEC will be used across Primary, secondary, higher education and professional qualification use cases."
	ANSWER	The current Terms of Reference concern the acquisition of a technological solution for digital examinations within the framework of cooperation between RNP and INEP, with the objective of supporting INEP in modernizing educational assessment processes currently conducted in person, in different examination contexts. The Proof of Concept focuses on the second stage of the Revalida exam, as described in the Terms of Reference and Annex II. This Proof of Concept aims to assess the functional scope of the product and validate the requirements associated with the third stage of the process, as defined in the Terms of Reference. Any broader institutional use will be subject to the scope, governance and contractual conditions established in this process.
11	Question	5.iii. "The examples provided for use cases indicate that this platform is being used for Medical Qualification Assessments, but the broader scope of the requirements could be for any segment, so we would like to ensure we are clear on the breadth of the scope as part of our response."
	ANSWER	The Revalida second-stage use case is the reference business case for the PoC and is intended to assess the solution's ability to support a complex vOSCE-style digital examination scenario. At the same time, the Terms of Reference require a broader digital exams platform, including capabilities such as item management, exam assembly, application, monitoring, proctoring, reporting, interoperability, data export, auditability, support and assisted operation. Suppliers should therefore respond to the full scope of the Terms of Reference, not only to the PoC scenario. Thus, it is correct to understand that the digital exam product/solution must be able to meet broader contexts than those presented in the case required in the PoC. The expected window for the PoC demonstration is from 26 June 2026 to 2 July 2026.
12	Question	5.iv. "For the example assessments provided, one is a face to face / physical examination task. Can we please confirm that the objective of the use case would be to re-create this as a digital exam or is it to better enable the delivery of the face to face / physical exam process (e.g. digital data capture and marking of the candidates completion of a face to face / physical task)."
	ANSWER	The PoC is intended to demonstrate how the proposed solution can support the digital execution and management of the assessment flow, including vOSCE-style stations, digital interactions, supporting materials, audio/video/text responses, proctoring, reporting, export capabilities and audit-related features. There are at least two stations designed to demonstrate the functional potential of the product from the perspective of the Revalida exam. For example, in Station 1, a script and pre-provided videos are presented along with the Terms of Reference so that the supplier can develop the exam, perform the required configurations of relevant requirements defined in the Terms of Reference, and demonstrate how the product/solution executes an exam using vOSCE (Virtual Objective Structured Clinical Examination), a methodology for evaluating medical reasoning, decision-making and clinical interpretation skills of the candidate/student in scenarios involving medical fields. In addition to creating, configuring, managing, applying, monitoring and exporting exams, RNP expects a demonstration of the process from the perspective of the student/candidate taking the exam. The objective is not merely to convert every physical component into a remote examination format, but to assess how the platform can digitally support, manage, record, evaluate and evidence the relevant assessment interactions, including scenarios that may involve simulated, practical or face-to-face components.
13	Question	4.1 – Digital Exam Solution Licensing The RFP requires perpetual licensing with unrestricted institutional use. Please confirm whether the perpetual license applies only to the core digital examination platform or also includes proctoring, AI-based monitoring, analytics/reporting, APIs/integrations, and future product upgrades.
	ANSWER	The perpetual license must cover the digital examination solution necessary to fully meet the scope outlined in the Terms of Reference, including the modules, functionalities, native or certified integrations, and minimum capabilities indicated in item 4.1 and Annex I. Thus, supervision functionalities, when segmented from the main solution, can be priced separately from the main licensing (since item 4.1.7: PRO14 allows for integration with third-party tools), but should include the perpetual licensing model if integrated into your native solution, but costing separately. Other functionalities such as AI-based monitoring, analytics/reporting, and APIs/integrations are an integral part of the main solution and therefore fall under perpetual licensing. Product updates should only be integrated if maintenance and support services are active.
14	Question	4.1 – Digital Exam Solution Licensing Does the number of exams or test simulations include remote proctored examinations as well?
	ANSWER	Yes. The reference to exams and test simulations should be understood comprehensively, including in-person, remote, synchronous, and asynchronous applications, and, when configured, exams with remote proctoring or other supervision mechanisms provided for in the Terms of Reference.
15	Question	4.1 – Digital Exam Solution Licensing Please clarify whether "unrestricted institutional use" means unlimited users, unlimited exams, unlimited item banks, unlimited exam cycles, and unlimited simultaneous applications without any commercial cap.
	ANSWER	Yes, according to the Terms of Reference. Unrestricted institutional use ensures INEP and RNP the right to full use of the solution, without commercial limitations regarding the number of users, items, item banks, exams or simulations, simultaneous applications, annual application cycles, and storage volume associated with the platform's functional logic, except for physical infrastructure limitations. However, the assignment, sublicensing, or subcontracting of the solution is prohibited, as mentioned in the Terms of Reference.
16	Question	Business Model / Offer Please confirm whether the expected commercial model includes: (i) a fixed one-time perpetual license fee; (ii) recurring annual support, maintenance, and assisted operation pricing; (iii) usage-based pricing for proctoring or other services; or (iv) a combination of these models.
	ANSWER	The business model should adhere to the structure outlined in the Terms of Reference: licensing; deployment and knowledge transfer; and maintenance, technical support, and assisted operation. The licensing fee will be non-recurring, while maintenance and support fees will be recurring annually (since renewed). The assisted operation fee is charged on demand.
17	Question	Business Model / Offer Please confirm whether the commercial proposal must include all costs for third-party licenses, database licenses, middleware, monitoring tools, proctoring tools, AI/analytics components, storage, security, and other external software/services required for the full operation of the solution, or whether any such items may be priced separately. If separate pricing is permitted, please clarify which categories may be separately priced and whether they may be structured as recurring annual charges, usage-based charges, or on-demand charges.
	ANSWER	The proposal does not require infrastructure costs related to the solution. However, it must express all the requirements necessary for seamless operation. The proposal should focus on the subject of the terms of reference, which refers to the digital examination product as described in the terms of reference and Annex I.
18	Question	Implementation Model A / Model B Please confirm the preferred deployment model: INEP on-premise, RNP cloud, vendor-managed cloud, hybrid deployment, or whether all models are acceptable for evaluation.
	ANSWER	The TR supports two deployment models: Model A, on INEP's own infrastructure; and Model B, in the AWS, Azure, or GCP public cloud, all located in the Brazil region and provisioned by RNP. However, the preference is to operate under model A, using INEP's infrastructure.
19	Question	4.1.4 – Non-Production Environments We assume that all environments — production, pre-production, testing/simulation, and training — will be set up within the INEP/RNP environment. Could you please confirm?
	ANSWER	Yes. The production, homologation, testing/simulation, and training environments must be included in the adopted deployment model, under the governance of INEP/RNP, with data isolation between environments and compliance with the security, privacy, performance, and operational requirements stipulated in the Terms of Reference.
20	Question	Implementation Model A / Model B Please clarify whether Kubernetes/OpenShift compatibility is mandatory for all solution components or only preferred.
	ANSWER	The solution shall comply with the deployment and technology compatibility requirements defined in the TR for the different execution models. For on-premise institutional environments, the architectural and operational premises defined by INEP shall be observed. For cloud environments, solutions compatible with managed Kubernetes platforms will be accepted, provided that the functional, operational, security, availability, and support requirements defined in the TR are met.

21	Question	Implementation Model A Please confirm whether compatibility/certification with OpenShift 4.18 and support for Oracle 19 RAC are mandatory requirements for deployment in the INEP Model A on-premise environment, or whether they are desirable/scoring requirements only. If they are not mandatory, please confirm whether alternative Kubernetes distributions and alternative database technologies may be proposed, subject to meeting the required performance, security, availability, and support requirements.
	ANSWER	Compatibility/certification with OpenShift 4.18 and support for Oracle 19 RAC are desirable requirements with higher scoring weight. For Model A, the solution shall comply with the compatibility and interoperability requirements defined for INEP's reference technology environment, as established in the TR.
22	Question	Implementation Model B For RNP cloud deployment, please confirm whether AWS, Azure, GCP, or managed Kubernetes platforms such as EKS, AKS, or GKE are acceptable.
	ANSWER	For Model B, public cloud infrastructures and managed Kubernetes platforms compatible with the requirements established in the TR may be used, provided that the minimum requirements for security, performance, availability, observability, operational support, and other criteria defined for the procurement are met.
23	Question	Implementation Model A / Model B Please confirm whether the solution must support deployment in a shared cluster with namespace isolation, or whether a dedicated cluster is expected.
	ANSWER	The TR does not establish a mandatory requirement for either dedicated or shared clusters. The solution shall support deployment models compatible with best practices for logical isolation, security, environment segregation, and operational governance, considering the technological premises defined for the execution environment.
24	Question	Implementation Model A / Model B Please confirm whether deployment manifests, Helm charts, Operators, GitOps/IaC recipes, or CI/CD automation artifacts must be submitted with the proposal or only after award/shortlisting.
	ANSWER	Deployment, automation, and Infrastructure-as-Code artifacts required for installation, update, operation, and maintenance of the solution shall be delivered during contract execution, according to the schedule and milestones defined in the implementation project. Their full submission is not required during the proposal phase, except when requested for technical validation, demonstration, or proof-of-capability purposes.
25	Question	Sizing and Capacity Please confirm the expected annual candidate volume, peak concurrent users, number of simultaneous exam sessions, and expected growth over the contract period.
	ANSWER	The estimative should 20,000 users as a reference to start and will increase year by year . So this number must be used only to stimate the volume, concurrency, and capacity scenarios defined in the TR (requirements in Annex I) shall be considered as reference parameters for the minimum sizing of the solution, encompassing different application profiles, expansion scenarios, and operational evolution throughout the contract term. The solution shall demonstrate horizontal and vertical scalability compatible with the scenarios presented in the technical questionnaire, while preserving performance, availability, and operational integrity. However,
26	Question	Sizing and Capacity The questionnaire references sizing for 5,000, 10,000, and 20,000 simultaneous users. Please confirm whether these figures are mandatory certification thresholds, target planning scenarios, or future scalability goals. Additionally, please clarify whether the same concurrency levels apply to both assessment delivery and proctoring/supervision, or whether separate concurrency assumptions should be used for: (i) candidates taking assessments, and (ii) candidates requiring proctoring with audio/video recording, live monitoring, AI-based monitoring, or hybrid supervision during the same exam window.
	ANSWER	The quantities defined in the technical questionnaire represent reference scenarios for planning, capacity validation, and scalability verification of the solution. The CONTRACTOR shall consider that concurrency levels may vary according to the application model, including scenarios involving remote supervision, audiovisual recording, assisted or automated monitoring, and hybrid application models. Therefore, solution sizing shall separately consider the assessment delivery components and the additional supervision/proctoring components when used simultaneously.
27	Question	Sizing and Capacity Please confirm the expected average exam duration for standard exams, high-stakes exams, and VOSCE/clinical simulation exams.
	ANSWER	The solution shall support different duration profiles according to the type of assessment, including short-, medium-, and long-duration exams, with an expected average duration of 5 to 6 hours. The platform should be designed to support extended continuous sessions without loss of integrity, stability, or evidence recording.
28	Question	Sizing and Capacity What percentage of exams are expected to require video/audio recording, video-response upload, remote proctoring, or AI-based monitoring?
	ANSWER	The TR does not set a single percentage of exams that will use recording, video upload, remote proctoring, or AI-based monitoring. The solution must allow proctoring to be enabled or disabled per exam and must support such capabilities when configured, according to the TR and Annex I requirements. However, the estimative it is about 50% per exam.
29	Question	Sizing and Capacity Please confirm whether load testing must be performed within the INEP/RNP environment before go-live, during PoC, or after contract award. And if INEP will perform the load test on their own? Or, does INEP expects vendor to perform.
	ANSWER	The supplier must be able to support and/or perform technical validation tests of performance and security, according to the deployment model. The Terms of Reference (TR) stipulate that the solution must be able to pass through cycles defined by the client for performance and security validation. The operational details of these tests will be defined during the implementation and execution planning phase. Thus, the test will be performed by RNP/INEP after contracting, in the environment selected for deployment, with supplier support to validate the capacity to handle the exam to be administered.
30	Question	Technical Evidence Please confirm whether performance/load test reports must be submitted with the proposal, within a specific period, during PoC, or after shortlisting.
	ANSWER	Technical performance evidence may be requested according to the stages of the process. In Stage 2, the supplier must submit the completed Annex I, evidence of similar cases, and the commercial proposal. In Stage 3, the PoC will have a demonstrative and validation purpose, and RNP may request additional evidence, including performance reports or load tests, if necessary.
31	Question	4.1.1 – Creating and Managing Items Is a structured workflow approach required for item archival as well?
	ANSWER	Yes, Desirable Item (CNF26, Annex I). The TR provides a structured and customizable workflow that covers the creation, review, approval, publication, and archiving of items.
32	Question	4.1.3 – Creation and Delivery of Exams What is meant by automatic and manual start control in this context?
	ANSWER	Automatic or manual start control refers to the ability to configure exams to start automatically, according to previously defined rules and windows, or manually by an authorized profile, according to the exam's operational strategy.
33	Question	4.1.3 – Creation and Delivery of Exams Could you please elaborate on what is meant by "controlled technical pause" in this context?
	ANSWER	A controlled technical pause means the possibility of a temporary, controlled, and traceable interruption of the application due to technical or operational reasons, preserving session integrity, logs, time, governance, and the possibility of resumption according to exam rules.

34	Question	4.1.3 – Creation and Delivery of Exams Please clarify whether temporary offline mode/buffering is mandatory for all exam types or only for specific exam delivery scenarios.
	ANSWER	Connectivity fault-tolerance mechanisms, including temporary buffering and subsequent synchronization, shall be supported in scenarios where application continuity may be impacted by network instability, considering the operational characteristics and requirements defined in the TR. So, should be available in all on-line exams with proctoring face-to-face. For example, if there is a power outage, the exam/application will recover and resume once power is restored.
35	Question	4.1.3 – Creation and Delivery of Exams Please clarify whether exams must support both synchronous and asynchronous delivery from day one.
	ANSWER	Yes. The TR (AVA21, Annex I) provides for synchronous and asynchronous delivery as a solution capability. The supplier must declare and demonstrate compliance according to Annex I and the evaluation stages.
36	Question	Exam Execution Please clarify whether hybrid/paper-based support and the ability to download or print assessments are mandatory for the digital examination solution. If paper-based or hybrid exams are required, please clarify the expected process for marking, scoring, uploading, validating, and completing those assessments within the platform.
	ANSWER	The solution shall support hybrid mechanisms, allowing the creation and application of assessments in both online and hybrid formats (AVA05), as well as the functionality to print these assessments (AVA07), as set out in the requirements of the Terms of Reference.
37	Question	4.1.7 – Proctoring The RFP refers to “remote and/or face-to-face/on-site supervision mechanisms” under the proctoring requirements. Please clarify whether “face-to-face/on-site supervision” means: (i) live remote proctoring through webcam/audio by an online proctor; (ii) supervision conducted physically at a test center/classroom/lab by local invigilators; or (iii) both models. Please also confirm whether the supplier is expected to provide the human proctors/invigilators, or only the technology platform to support these supervision models.
	ANSWER	The expression refers to the technological capability of the solution to support remote and/or on-site supervision mechanisms, according to the exam configuration. The TR does not automatically assume the contracting of human proctors or invigilators as part of the license. Ensure that there are capabilities to monitor all sessions online, with monitoring that allows supervisors to view in real time what is happening.
38	Question	4.1.7 – Proctoring Please confirm whether AI-augmented proctoring, record-and-review proctoring, live remote proctoring, and hybrid proctoring models are acceptable, or whether fully live proctoring is mandatory.
	ANSWER	The product must strictly guarantee continuous audio/video recording and effective monitoring throughout the assessment, in full compliance with the TR and Annex I requirements.
39	Question	Proctoring Infrastructure Please confirm whether all proctoring recordings, evidence, logs, and AI-processing outputs must be stored and processed within Brazil.
	ANSWER	He solution must operate in a dedicated environment under INEP/RNP governance and, in Model B, in public cloud in a Brazil region. Data, evidence, records, and outputs related to proctoring must remain under the contractor’s control and comply with the residency, security, traceability, governance, and LGPD conditions provided in the TR and contractual instrument.
40	Question	Proctoring Infrastructure Please confirm the expected retention period for proctoring recordings, suspicious behavior evidence, session logs, audio/video records, and audit trails.
	ANSWER	The solution must support configurable and fully parameterizable data retention periods for proctoring recordings, evidence, session logs, and audit trails. The specific retention thresholds will be defined and managed by the institution in compliance with internal governance policies and applicable data protection regulations (LGPD)
41	Question	Proctoring Infrastructure Please clarify whether “local recording mode with post-sync” means that, in low-bandwidth or unstable connectivity situations, the proctoring solution must continue recording audio/video and proctoring evidence locally on the candidate device and automatically synchronize/upload the data once connectivity is restored. Please also confirm whether this capability is mandatory for all proctored exams or only desirable for specific low-connectivity scenarios.
	ANSWER	Yes. The concept of “local recording mode with postsync” refers to the capability of temporarily storing supervision evidence locally, including recordings and monitoring events, with automatic synchronization after connectivity is restored. It is desirable that such functionality be supported in the applicable scenarios defined in the TR.
42	Question	Proctoring Infrastructure Please confirm whether proctoring can be disabled on a per-exam basis based on exam configuration.
	ANSWER	Yes. The TR (PRO11, Annex I) provides the option to enable or disable the proctoring feature per exam, according to the configuration defined by the contractor.
43	Question	Proctoring / LGPD Please clarify any restrictions under LGPD related to biometric monitoring, eye tracking, facial recognition, AI anomaly detection, and audio/video recording.
	ANSWER	Under the Brazilian General Data Protection Law (LGPD – Law No. 13.709/2018), biometric data is considered sensitive personal data and requires enhanced protection measures. The use of biometric monitoring, facial recognition, AI-based anomaly detection, and audio/video recording must comply with LGPD principles, including transparency, necessity, proportionality, purpose limitation, and appropriate security measures.
44	Question	Annex I Questionnaire Please confirm whether all “Must” requirements must be fully available at proposal submission/PoC stage, or whether partial compliance with committed customization timelines will be accepted.
	ANSWER	Requirements classified as “Must” form the mandatory compliance baseline and are part of the maximum score. The supplier must declare its compliance in Annex I and demonstrate the corresponding capability when requested. Future customization commitments do not replace compliance with a mandatory requirement, unless expressly accepted by RNP under the formal rules of the process
45	Question	Annex I Questionnaire Please clarify whether “Should” and “Could” requirements are purely scoring/classification items or whether any of them may become mandatory during technical evaluation.
	ANSWER	“Should” and “Could” items are classificatory in nature and make up the maximum score as desirable requirements. RNP may verify their demonstration during the technical evaluation and PoC for classification purposes, without changing their original nature as defined in Annex I, unless the instrument is formally amended.
46	Question	Reports, Export, Import and Interoperability Please confirm which external systems the platform must integrate with, including candidate registration systems, identity providers, psychometric systems, analytics tools, government databases, or LMS platforms.
	ANSWER	The TR requires documented APIs for integration with external systems and structured export to external statistical or psychometric analysis environments. The final list of integrations will be defined according to INEP/RNP needs, and shall be executed using the project’s customization hours pool, as provided for in item 4.3.1.3 of the Terms of Reference.
47	Question	IMS QTI / Interoperability Please confirm whether IMS QTI 2.1 or higher is mandatory for both import and export of items/tests, or only for item bank interoperability.
	ANSWER	The TR requires support, at minimum, for the IMS QTI 2.1 standard or higher, associated with item and test interoperability. Import and export functionalities must be native, complete, and must not depend on additional development, complementary licensing, or contracting of services not provided for.
48	Question	APIs Please confirm whether API documentation must be submitted as part of the proposal, PoC, or only after contract award.
	ANSWER	API documentation must be complete, updated, and made available to the contractor. During the evaluation stage, the supplier must evidence its availability in Annex I, and RNP may request additional documentation during the technical evaluation, PoC, or contractual execution.

49	Question	Authentication / IDP Please confirm which authentication protocols are required: SAML, OAuth2, OIDC, LDAP, SSO, MFA, or all of these.
	ANSWER	The solution shall support integration with corporate authentication and identity federation mechanisms compatible with market standards and institutional environments. Protocols and mechanisms compatible with the authentication, such as SAML, OAuth2, OIDC, and MFA, requirements defined by the CONTRACTING PARTY and established in the TR shall be supported.
50	Question	Authentication / IDP Please confirm whether integration with any Brazilian government identity provider or INEP/RNP-specific identity system is required.
	ANSWER	The Gov.br platform is the preferred authentication solution required for the implementation phase (https://acesso.gov.br/roteiro-tecnico/iniciarintegracao.html). This integration shall be executed using the project's customization hours pool, as provided for in item 4.3.1.3 of the Terms of Reference.
51	Question	Security Please confirm whether ISO 27001, SOC 2, or any Brazilian government security certification is mandatory or preferred.
	ANSWER	The ToR requires compliance with ISO 27001 and ISO 22301, in addition to the LGPD. Other certifications, such as SOC 2 or national certifications, may be submitted as complementary evidence, as applicable and according to Annex I requirements.
52	Question	Security Please confirm whether vulnerability assessment and penetration testing reports must be submitted with the proposal, during PoC, or before go-live.
	ANSWER	Security evidence, including vulnerability assessment or penetration testing reports, may be requested according to the stage of the process. RNP may request such documents during the technical evaluation, PoC, implementation, or before go-live, according to the need to validate the solution.
53	Question	Security Please clarify whether the requested intrusion/penetration test report must be executed within a maximum period of 45 days from proposal submission, PoC, or contract award.
	ANSWER	The TR does not establish, in the analyzed excerpt, a specific 45-day period linked to proposal submission, the PoC, or contract signing. The supplier must observe the corresponding requirement in Annex I and submit updated evidence when requested by RNP.
54	Question	Privacy and Data Protection Please confirm whether all personal data, exam responses, logs, recordings, backups, and audit records must remain within Brazil.
	ANSWER	The solution must operate in a dedicated environment under INEP/RNP governance and, in Model B, in public cloud in a Brazil region. Personal data, responses, logs, recordings, backups, and audit records must remain under the contractor's control and comply with the LGPD, security, governance, traceability requirements, and the contractual instrument.
55	Question	Privacy and Data Protection Please confirm whether offshore support teams may access production systems, logs, or candidate data for troubleshooting, subject to access controls and confidentiality obligations.
	ANSWER	The TR does not assume unrestricted access by offshore teams. Any access to production systems, logs, or candidate data must comply with the LGPD, access controls, traceability, purpose limitation, confidentiality, contractor authorization, and specific contractual conditions.
56	Question	Privacy and Data Protection Please clarify whether anonymization and pseudonymization are required only for reports/statistical use or also for operational dashboards.
	ANSWER	The PoC provides for demonstration of anonymization and pseudonymization techniques in data presented in list format. The application of these techniques in reports, operational dashboards, or statistical views must observe the purpose, necessity, access profile, governance defined by the contractor, and the LGPD.
57	Question	Privacy and Data Protection Please confirm whether data portability/export must include all candidate data, exam data, item banks, logs, recordings, metadata, and audit trails.
	ANSWER	The solution must ensure bulk export of items, responses, scores, user groups, logs, recordings when applicable, and test versions, in addition to full portability of authored content and metadata, without dependence on the supplier's proprietary tools.
58	Question	Monitoring and Observability Please confirm whether integration with Prometheus, Syslog, ELK/OpenSearch, or other monitoring/logging tools is mandatory.
	ANSWER	The solution shall provide monitoring, observability, auditing, and integration mechanisms compatible with market-standard corporate tools, meeting the requirements for metrics collection, logging, traceability, alerting, and operations defined in the TR.
59	Question	Audit Please clarify the expected immutability requirements for access logs, event logs, exam logs, and proctoring evidence.
	ANSWER	For auditability and compliance purposes, the software platform is expected to maintain comprehensive and tamper-resistant logging capabilities across access logs, event logs, exam logs, and proctoring evidence. At a minimum, the application must record all relevant user activities and security-related events, including but not limited to: User authentication events (login attempts, successful logins, logout events); Session tracking information, such as login timestamp, logout timestamp, session duration, and user/account identifier; All actions performed by users within the platform, including exam access, answer submissions, navigation events related to the examination flow, administrative actions, permission changes, and any operation that may impact the integrity or traceability of the examination process; Proctoring-related evidence, including monitoring events, alerts, suspicious behavior detections, screenshots, recordings, and associated timestamps. The platform must ensure that audit logs and proctoring evidence are protected against tampering or unauthorized modification. Integrity controls should be implemented through mechanisms such as cryptographic hashing, digital signatures, hash chaining, or equivalent approaches capable of detecting any alteration to stored records. Additionally, audit records should contain reliable timestamps and support integrity verification throughout the retention period, allowing historical actions and examination events to be validated during audits, investigations, or dispute analysis.
60	Question	Evidence Documents Please confirm whether reference architecture, load test reports, security vulnerability reports, and IaC/deployment recipes must be submitted with the proposal or later in the evaluation process.
	ANSWER	Complementary technical documents, such as reference architecture, load test evidence, vulnerability reports, deployment recipes, and automation artifacts, may be requested during the technical evaluation, proof-of-concept, implementation, or contract execution phases, as provided for in the TR and applicable evaluation instruments.
61	Question	Support – Normal Regime Please confirm whether support during business hours must be provided in Portuguese.
	ANSWER	The TR provides for support during business hours in the Brazil time zone and knowledge transfer with support material and documentation preferably in Portuguese. Considering the Brazilian institutional context, adequate communication with RNP and INEP is expected, preferably in Portuguese, especially for functional support, training, and operation.
62	Question	Support – Normal Regime Please confirm whether 24/7 support is mandatory from the opening of the official exam window until closure of the last active session.
	ANSWER	Yes. The special exam application regime requires 24x7 support from the opening of the official window until the closure of the last active session.

63	Question	Support – Normal Regime Please confirm whether a dedicated priority channel for RNP and INEP must be available during official exam windows.
	ANSWER	The priority channel may occur in the context of TR, items 4.3.2.2 and 4.3.3 and their sub-items. Cases that may be requested on demand.
64	Question	Assisted Operation Please confirm whether a virtual war room is mandatory during exam windows and what roles/profiles are expected from the vendor team.
	ANSWER	The war room will be requested on demand, for a pre-determined period during the exam. The required profiles support the activities described in item 4.3.3.1.3.
65	Question	Assisted Operation Please confirm whether on-site assisted operation in Brasília-DF is mandatory, optional, or on-demand only.
	ANSWER	It is mandatory and on demand, as stipulated in the Terms of Reference, item 4.3.3.1.3.
66	Question	Maintenance Please confirm whether preventive releases, critical security updates, cumulative releases, major releases, and pooled hours are included under the maintenance scope or priced separately.
	ANSWER	The only items charged separately in the context of the execution are: 4.3.1.3. item d) Pool of Hours; 4.3.2.2 (on demand) 4.3.3.1 and respective sub-items
67	Question	SLA Please confirm whether SLA penalties or service credits will apply for response/resolution failures during normal and special regimes.
	ANSWER	Sanctions will be applied as stipulated in item 4.3.4 on the Term of Reference, and detailed in item 10 - Sanctions. It should be noted that the time SLAs refer to category 2 of the criterion.
68	Question	Contract Template Please confirm whether foreign companies without a Brazilian CNPJ are eligible to participate directly in process ADC/15883/2026 and, if selected, contract directly with RNP. The Intent to Participate form also requires the CNPJ of the company intending to participate and appears to accept only a numeric value. If a CNPJ is mandatory for the interest form, proposal submission, contracting, invoicing, or payment, please confirm whether foreign vendors may participate through a Brazilian local partner, representative, or subsidiary, and what documentation would be required.
	ANSWER	The expression of intent form was designed with Brazilian companies in mind. Foreign suppliers can participate in the process, and having a CNPJ (Brazilian company tax ID) is not mandatory.
69	Question	Contract Template Please confirm whether invoicing must be done locally in Brazil or whether international invoicing is acceptable.
	ANSWER	If the winning company is a foreign company, invoicing must be done via Commercial Invoice.
70	Question	Contract Template Please clarify whether contract execution requires a Brazilian tax registration, local representative, or local banking arrangement.
	ANSWER	It don't need to have a Brazilian tax registration, a local representative, or a local bank account.
71	Question	Contract Template Please clarify the liability exposure for exam interruption, proctoring failures, data breach, security incident, or incorrect score/report calculation.
	ANSWER	The liability regime will be governed by the contract to be executed with the selected supplier, the Terms of Reference, and the applicable Brazilian law, including Brazilian civil law. The contractor shall be liable for failures, defects, service interruptions, proctoring failures, security incidents, data breaches, or incorrect score/report calculations that are attributable to its solution, the services provided, its team, subcontractors, or the technical environment under its responsibility. Without prejudice to the assessment of each specific case, the draft contract provides for measures such as the correction of failures and non-conformities at the contractor's expense and at no additional cost to RNP, withholding or suspension of payments, application of penalties, losses and damages, contract termination, and any other applicable remedies under the contract, the Terms of Reference, and applicable law. The contractor shall also promptly report incidents, critical failures, relevant risks, or threats to the continuity, performance, or security of the solution.
72	Question	Accessibility Please confirm whether WCAG, eMAG, or any other accessibility standard is mandatory.
	ANSWER	No, item REG03, Annex I of the TR, is considered a desirable item.
73	Question	Accessibility Please clarify which accessibility accommodations are mandatory for exam delivery, including screen readers, zoom, audio description, captions, keyboard navigation, and assistive technologies.
	ANSWER	No, item CNF15, AVA41, Annex I of the TR, is considered a desirable item.
74	Question	Languages Please confirm whether Brazilian Portuguese localization is required for the full platform, including the candidate interface, administrator interface, reports, notifications, help text, support materials, and user/administrator guides.
	ANSWER	The solution must be suitable for institutional use by INEP/RNP in Brazil. The Terms of Reference (TR) stipulate documentation and support material preferably in Portuguese, and the Proof of Concept (PoC) requires a virtual narrator/instructor in Portuguese. Interfaces, reports, notifications, and materials in Brazilian Portuguese will be considered relevant for operational adherence and technical evaluation, as per Annex I.
75	Question	Languages Please confirm whether implementation meetings, vendor demonstrations, PoC walkthroughs, technical documentation, training materials, and support communications may be conducted/provided in English, or whether these must also be conducted/provided in Brazilian Portuguese.
	ANSWER	Considering the Brazilian institutional context and the need to transfer technical and business knowledge to RNP and INEP, it is recommended that training, support materials, support communications, and operational interactions be provided preferably in Portuguese. The use of English may be permitted in supplementary technical documentation or specialized interactions, provided it does not compromise comprehension, autonomous operation, and evaluation by RNP/INEP.
76	Question	CON02 Should support for mathematical expressions be provided through integration with market tools, such as LaTeX/MathJax/KaTeX/MATLAB, or is native implementation expected? In addition, should rendering occur in HTML/dynamic format or through image generation?
	ANSWER	The solution must support mathematical formulas and scientific notation, among other items provided for in CNF21 in the visual editor. The technical form of implementation, whether native or through an integrated component, and the rendering method, whether HTML/dynamic or image-based, may be indicated by the supplier, provided that it preserves usability, accessibility, security, exportability, and full operation.
77	Question	CON07 Regarding support for, at minimum, the international interoperability standard IMS QTI (Question & Test Interoperability), version 2.1 or higher, is IMS compliance certification required for the QTI standard?
	ANSWER	The Terms of Reference require support, at minimum, for the IMS QTI 2.1 standard or higher, associated with item and test interoperability. Import and export functionalities must be native, complete, and must not depend on additional development, supplementary licensing, or the contracting of services not provided for.

78	Question	CON09 Must the solution be 100% containerized?
	ANSWER	The Terms of Reference do not establish a requirement that the solution be fully containerized. The proposed architecture must meet the implementation, operation, scalability, availability, and support requirements set forth in the Terms of Reference. The supplier must demonstrate adherence to the declared implementation model, observing the applicable requirements of the Terms of Reference and Annex I. If the solution is presented with a containerized architecture, the implemented components, as well as the mechanisms for deployment, updating, scalability, operation, observability, and continuity, must be demonstrated, especially when such aspects are evaluated in the context of the PoC or the required technical documentation.
79	Question	CON15 Will the contracting party have access to the database, logs, and application telemetry?
	ANSWER	Yes. The CONTRACTING PARTY must have access to the information necessary for the operation, monitoring, audit, traceability, and oversight of the solution, including logs, records, and evidence. Access to the database, logs, audit trails, telemetry, configurations, and other records must observe the adopted implementation model and the allocation of responsibilities provided for in item 4.2 and its subitems of the Terms of Reference. In any case, the contracting party must have the elements necessary for oversight, audit, traceability, export, support, and governance of the solution. The solution must ensure integrity, availability, consistency, portability, and auditable access to data and records, without prejudice to the specific responsibilities of the supplier, RNP, and INEP according to the implementation model.
80	Question	CON29 The solution has already been tested with more than 20,000. What would be the format for delivering the evidence?
	ANSWER	Evidence may be presented through technical reports, load and performance test results, preferably containing methodology, execution date, environment used, volume, simulated user profiles, executed scenarios, scripts or descriptions of the tested flows, response metrics, resource consumption, identified bottlenecks, results obtained and conclusions, reports, execution records, or equivalent documentation demonstrating compliance with the requirement. RNP may request clarifications or complementary evidence if the material submitted is not sufficient to validate adherence to the requirement.
81	Question	CON31 What are the recommended test scenarios?
	ANSWER	The test scenarios must cover the functional and non-functional requirements provided for in the Terms of Reference, including performance, load, scalability, availability, security, continuity, and operation of the solution.
82	Question	CON44 Can application file persistence be performed exclusively through Object Storage accessed via HTTPS API, without dependency on file shares such as SAN, SMB/CIFS, or NFS?
	ANSWER	Yes. Architectures that use Object Storage accessed by API will be accepted, provided that they meet the security, performance, availability, integrity, traceability, retention, audit, export, and continuity requirements defined in the Terms of Reference and Annex I. The adoption of this approach may not imply functional limitation, performance degradation, restriction of access to data, reduction of audit capacity, or technical dependency incompatible with the implementation model offered.
83	Question	CON74 What is the maximum RTO and RPO for the DR solution?
	ANSWER	The supplier must inform whether its application is prepared to support DR and, consequently, may indicate the RTO and RPO supported by its solution, describing the disaster recovery strategy, replication, backup, restoration, continuity testing, and contingency activation. The final definition of the RTO and RPO parameters may be consolidated in the architecture and implementation plan, observing the criticality of the exam, the expected operational continuity, the infrastructure and application responsibilities, and the security, availability, and recovery requirements provided for in the Terms of Reference and Annex I.
84	Question	CON94 Can Microsoft Azure PaaS and managed services be used?
	ANSWER	Yes. For Model B, managed services and native resources from AWS, Azure, or GCP providers may be used, provided that they are executed in the Brazil region. Cloud resources must be provisioned in accounts owned and managed by the CONTRACTING PARTY, observing the requirements of security and compliance with the LGPD, portability, interoperability, operational continuity, access to data, and other requirements provided for in the Terms of Reference and Annex I.
85	Question	CON111 Which technical artifacts exactly do you expect to receive? Should the reference architecture represent the current scenario or a future proposal for the solution? Is the expected level of detail more executive/macro or technical/detailed? What is the main objective of this documentation: support, audit, onboarding, governance, etc.?
	ANSWER	The supplier is expected to submit technical documentation sufficient for analysis, validation, implementation, support, audit, governance, and possible assisted operation of the solution, and therefore aligned with the object of the contracting in the Terms of Reference. The reference architecture must represent the solution actually offered to meet the Terms of Reference, covering the implementation scenario proposed by the supplier, and not merely a generic or future view. The expected level of detail is technical, without prejudice to a complementary executive view. The artifacts must include, at minimum, logical and physical architecture, solution components, integrations, data flows, security mechanisms, infrastructure requirements, sizing, availability, backup, recovery, observability, logs, audit trails, access profiles, implementation model, technological dependencies, and operating procedures. This information supports the analysis of the technical components necessary for implementing the product.
86	Question	CON120, CON121 Since the software will already have been delivered, I would like to understand whether this scope presupposes a continuous support/maintenance contract or a specific amendment, since the SLAs presented are typical of production operation and support, not solution development. In addition, what will be the mechanism for identifying, recording, and triggering occurrences that will start the SLA count and ensure compliance?
	ANSWER	Nature of the Contract and Support Scope: As established in Section 4.3 of the Terms of Reference, the contracting model provides for a hybrid structure. The software licensing is non-recurring in nature (one-time payment for a perpetual license), while production support and maintenance services (corrective, preventive, and evolutionary) will be governed by a model of annual contracting cycles, with provision for successive renewals at each cycle. The SLAs presented (items CON120 and CON121) apply fully to this production support and operation ecosystem. The scope presupposes the provision of maintenance, technical support, and assisted operation services over the licensed application layer, in an annual cycle, as provided for in item 4.3 and its respective subitems of the Terms of Reference. These services do not condition, restrict, or suspend the right to use the perpetual license acquired. The SLAs are technical-operational in nature, and the count of response and resolution deadlines will begin from the registration of the occurrence by the contracting party or from the unequivocal awareness/detection of the incident by the contracted party, whichever occurs first, as provided for in the Terms of Reference.
87	Question	CON122 Given that the object of the contract provides for the delivery of a software solution, could you detail what is meant by preventive maintenance, what its term will be after delivery of the solution, which components will be covered by this service, and whether its execution will be linked to a support contract, warranty, or specific amendment?
	ANSWER	As established in item 4.3.1.2 of the Terms of Reference, preventive maintenance corresponds to updates intended to preserve the security, stability, and technological compatibility of the solution. The minimum scope includes security and privacy updates, browser compatibility updates, updates to internal libraries, and cumulative fixes. The initial term is 1 year, counted from the approval of the implementation stage in the infrastructure defined by the client, with the possibility of annual renewal, as provided for in the Terms of Reference.

88	Question	CON123 Given that the object of the contract provides for the delivery of a software solution, could you detail what is meant by access to major new versions, standard functional updates, performance improvements, and a pool of hours, as well as clarify whether such services are part of the solution warranty, a continuous support contract, or a specific future contracting?
	ANSWER	As established in item 4.3 and its subitems of the Terms of Reference, provided that the maintenance, support, and assisted operation services are active, the execution of the items described for the annual term will be subject to such services. In the context of the services that make up the annual maintenance and support cycle of the solution, without prejudice to the right to use the perpetual license, item CONF 123 in Annex I stands out, which, within the minimum scope of evolutionary maintenance of the Terms of Reference (Item 4.3.1.3), refers to: * Access to major new versions: The right to receive structural and generational software updates released by the manufacturer, without additional licensing costs; * Standard functional updates: Delivery of quarterly packages with increments of new functionalities and standardized product security improvements. * Performance improvements: Continuous optimizations and technical adjustments to the application layer to ensure system performance, scalability, and stability. * Pool of hours: Allocation of an estimated reference of 1,000 hours per annual cycle, to be triggered on demand (according to Table 3), for the execution of evolutionary adjustments requested by the contracting party, without this constituting a minimum consumption obligation.
89	Question	CON124 Could you detail how ticket handling will be performed and what initial milestone will be considered for counting the response and resolution SLAs?
	ANSWER	Ticket handling: Ticket handling under the Normal Regime must be performed during business hours, Monday through Friday, between 8:00 a.m. and 6:00 p.m. (Brazil time zone), as established in subsection 4.3.2.1 of the Terms of Reference. The expected triggering method for this context is the automatic forwarding of tickets by the CONTRACTING PARTY's team, as specified in item CON124 of Annex I. Initial milestone for counting SLAs: the deadlines officially begin to be counted from the registration of the occurrence by the contracting party or from the supplier's unequivocal awareness/detection of the incident, whichever occurs first. The general rule is established in item 4.3.2.1 of the Terms of Reference and must be in full accordance with the expected response and resolution SLAs.
90	Question	CON125 Given that the object of the contract provides for the delivery of a software solution, could you detail whether this 24x7 duty shift during application windows will be contracted as a continuous operation/support service, as well as clarify how the solution will be monitored, who will be responsible for identifying and classifying incidents, and from which event the defined SLAs will start to be counted?
	ANSWER	The 24x7 duty shift during application windows is part of the special support regime provided for in the Terms of Reference, applicable from the opening of the official application window until the closure of the last active session. Monitoring must occur through the solution itself and the administrative dashboards provided for, without prejudice to the infrastructure mechanisms applicable according to the implementation model. The identification and classification of incidents will observe severity, impact, extent of the occurrence, number of affected users, and criticality of the functionality involved. The SLAs will begin to be counted from the registration of the occurrence by the contracting party or from the unequivocal awareness/detection of the incident by the contracted party, whichever occurs first. In addition, detailed planning will be discussed during the implementation process, but it must contain the essential elements for platform observability during exam execution time; among other details, these are provided for in item 4.3.2.2 and its subitems of the Terms of Reference.
91	Question	CON126 Given that the object of the contract provides for the delivery of a software solution, could you detail the scope of assisted operation, its duration, the indicators that must be monitored, the expected preventive activities, and whether this service will be contracted as continuous support/operation or on demand for each exam application?
	ANSWER	Assisted operation is a complementary and temporary service of active monitoring during the execution phase of real exam applications, and does not imply the definitive transfer to the supplier of the ordinary responsibilities for managing the solution or the governance of the exam. The scope includes technical and functional support to the contracting party, monitoring of the first applications, real-time session monitoring, remote support during the exam, contingency team for critical failures, joint supervision, and post-application report. In addition, information such as minimum indicators (which may be refined during the implementation process, but must contain the essential elements for platform observability during exam execution time), among other details, is provided for in item 4.3.3 and its subitems of the Terms of Reference.
92	Question	CNF07 Could you detail the expected behavior for sharing items among applicators, including which profiles may perform the operation, which permissions must be respected, and in which business scenarios this functionality will be used?
	ANSWER	Item sharing is expected to occur in a controlled, configurable, and auditable manner, respecting profiles, permissions, segregation of duties, the authoring/review/approval workflow, change history, and version control. The functionality must allow authorized users, such as authors, reviewers, evaluators, or administrators, as configured by the contracting party, to share items within the established access limits. The functionality may be used in scenarios of collaborative authoring, technical review, pedagogical validation, composition of item banks, and exam assembly.
93	Question	CNF14 Could you detail the expected behavior of the virtual instructor, including whether it should use an avatar, voice-over, or both, which exam stages will be conducted, whether there will be dynamic interaction with the candidate, and who will be responsible for producing and maintaining the necessary audiovisual content?
	ANSWER	The virtual instructor must be able to introduce the case/question/exam, guide the participant, and conduct the interaction flow of the station/stage (see the example of the business case provided for the PoC). The functionality may be implemented through an avatar, voice-over, or another equivalent resource, provided that it meets the purpose of guiding and conducting the participant's experience. The solution must demonstrate the ability to create (if applicable), configure, execute, and update such content. Responsibility for producing and maintaining the audiovisual content must be detailed by the supplier in its proposal and validated during the demonstration/PoC stage.
94	Question	CNF15 Will captions be provided by the contracting party or generated by the solution?
	ANSWER	It is a desirable requirement that the solution supports the use of subtitles in audiovisual content, especially when associated with videos, audios, or accessibility features. Subtitles may be provided by the client, generated by the solution, or added through a configuration mechanism, according to the technical capabilities offered by the supplier. In any case, accessibility, the possibility of review, content control, traceability, and consistency with the official exam materials must be preserved.
95	Question	CNF17 How should the flow work and how should the roles behave?
	ANSWER	The solution must allow the configuration of workflows and user profiles compatible with the needs of the item bank, exam assembly, application, evaluation, audit, and platform administration. Roles must observe configurable permissions, segregation of duties, traceability of actions, and profile-based access control. At minimum, the possibility of configuring profiles such as administrator, author, reviewer, evaluator, inspector/supervisor, candidate, and auditor is expected, without prejudice to other profiles that may be defined by the contracting party.
96	Question	CNF18 Could you detail at what moment validation should be performed and, if inconsistencies or the need for adjustments are identified, what the expected behavior of the solution should be?
	ANSWER	Validation may occur in production and non-production environments, before publication or official application of the exam, covering verification of the structured exam, flows, media, timers, scoring rules, access profiles, reports, exports, and other configured parameters. If inconsistencies are identified, the solution must allow publication to be blocked, return for adjustment, controlled correction of the configuration, and auditable recording of the changes made, according to the workflow defined by the contracting party and in compliance with the other requirements provided for the solution in the Terms of Reference.

97	Question	AVA01 Could you detail which functional differences and business rules distinguish each type of assessment, as well as which specific behaviors of the solution should vary according to the selected classification?
	ANSWER	The requirement seeks to ensure flexibility for configuring different types of assessment, according to business rules defined by the contracting party. Differences between assessment types may involve total time, time per section or item, application format, use of proctoring, item types, scoring rules, weights, partial scoring, availability of supporting materials, identification requirements, execution order, and reports. It will be up to the supplier to demonstrate that the solution allows such behaviors to be parameterized without compromising the minimum requirements of the Terms of Reference. As a reference, one may consider: Summative: Assessment applied at the end of a cycle, stage, discipline, course, module, or training process, with the objective of verifying the level of learning, proficiency, or competence achieved by the participant. It is normally used for assigning grades, certification, approval, progression, or completion of a stage. In good practices, it must be aligned with learning objectives, have clear scoring criteria, allow traceability of results, and ensure equal treatment among participants. Formative: Assessment carried out throughout the learning process, focused on continuous monitoring of the participant's performance. Its main objective is to provide feedback, identify difficulties, guide pedagogical interventions, and support progressive improvement in learning. In good practices, it must allow clear feedback, individual or collective monitoring, identification of gaps, and use of results to adjust teaching strategies, without necessarily producing classificatory or certifying consequences. Intermediate: Assessment applied at control points throughout a training or operational path, situated between initial, formative, and final assessments. Its purpose is to verify partial progress, validate stages, measure adherence to intermediate goals, or support adjustment decisions before the conclusion of the process. In good practices, it may combine formative and summative characteristics, provided that its objective is clearly defined. It may be used, for example, to assess partial mastery of competencies, authorize advancement to a new stage, or identify the need for reinforcement before the final assessment. Diagnostic: Assessment generally applied before or at the beginning of a training process, program, course, or intervention, with the objective of identifying prior knowledge, gaps, proficiency levels, competencies already developed, or specific needs of participants. In good practices, its results should support pedagogical planning, allocation into learning tracks, definition of interventions, personalization of activities, or identification of groups that require additional support. Unlike summative assessment, its main purpose is not to certify, but to guide pedagogical and operational decisions.
98	Question	AVA02 Could you detail whether item generation should occur in a fully random manner or based on predefined business criteria and rules, as well as which parameters should be considered in composing the assessment?
	ANSWER	Item generation or selection should not be understood as unrestricted randomization. Assembly must observe configurable business criteria and rules, such as reference matrix, thematic area, difficulty level, item type, distribution by categories, exposure control, reuse, equivalence between versions, and other parameters defined by the contracting party. Randomization may be used within the limits of the established assembly rules, preserving the consistency, comparability, and validity of the assessment. Thus, what is required is the solution's capability to configure exam questions in a randomized manner.
99	Question	AVA03 Will subject, topic, and type of test be fixed, hierarchical, or configurable registration fields, and will grouping impact only the visual organization of items or also the assessment assembly rules?
	ANSWER	The solution must allow configurable and extensible metadata, in order to enable the management, search, organization, and control of items. Fields such as subject, topic, type of test, thematic area, difficulty, and assessed skill may be used both for visual organization and for rules related to search, selection, grouping, assembly, and composition of the assessment, according to the parameterization defined by the contracting party.
100	Question	GUS01 Could you detail the expected profile and permission structure for the solution, including access levels for each type of user, operations permitted by profile, and item sharing rules among users with an author profile?
	ANSWER	The solution is expected to allow configurable, secure, and auditable management of profiles and permissions, including, at minimum, administrative profiles, authors, reviewers, evaluators, inspectors/supervisors, candidates, and auditors, as defined in the Terms of Reference. Operations permitted by profile must be parameterizable, with access control, segregation of duties, audit trail, user lifecycle management, session control, and the possibility of controlled sharing of items among authorized users, according to rules defined by the contracting party. Thus, profiles, access levels, associated permissions, and sharing rules among users will still be defined by the contracting party during the implementation process and requirements detailing. Therefore, the solution is expected to have flexible mechanisms for configuring and administering these permissions, without dependence on predefined profiles or limitations that prevent customization.
101	Question	EXE03 Could you detail the expected behavior of the exam pause functionality, including whether execution time should continue to be counted during the pause, be temporarily interrupted, or be subsequently compensated to the candidate?
	ANSWER	The pause functionality must be understood as a controlled technical pause, triggered according to rules authorized by the contracting party. The behavior regarding time counting — continuity, temporary suspension, or compensation — must be parameterizable or defined in the exam configuration plan, observing business rules, equal treatment among candidates, application security, and preservation of exam integrity.
102	Question	FED07 Considering that the application must run in a secure environment, without allowing exit from the system during the exam, could you detail how the search for information external to the DAP will be performed, which sources will be authorized, whether there will be a content whitelist, and how it will be ensured that the candidate cannot freely browse outside the controlled environment?
	ANSWER	There is no expectation of free browsing by the candidate outside the controlled exam application environment. Supporting materials, sources, documents, clinical exams, protocols, or auxiliary content must be previously defined, authorized, and made available within the exam environment itself, in a controlled area, such as a materials folder or equivalent resource made available and under the control of the digital exams platform. The solution must preserve external browsing blocking, access control, proctoring, session security, and application integrity, as provided for in the requirements defined in item 4.1 and its respective subitems of the Terms of Reference.
103	Question	NOT03 Could you detail how maintenance or unavailability notifications should be made, including the communication channels used, the profiles that should be notified, the expected minimum advance notice, and the types of events that require prior communication?
	ANSWER	The solution must allow communication of maintenance events, unavailability, service degradation, operational alerts, and other relevant events to the profiles defined by the contracting party. Channels, notified profiles, minimum advance notice, and types of events must be configurable or formalized in the implementation and operation plan. Communication is expected to be compatible with the criticality of the event, with auditable records and sufficient advance notice to avoid undue impact on exam applications, except in emergency situations and in full accordance with the response and resolution SLAs provided for and the minimum frequency in item 4.3 and its respective subitems of the Terms of Reference.
104	Question	SEG04 Could you detail from which event the maximum 45-day deadline for making the penetration test report available will be counted, as well as the expected periodicity for performing these tests?
	ANSWER	Technical performance evidence may be requested according to the stages of the process. In Stage 2, the supplier must submit the completed Annex I, evidence of similar cases, and the commercial proposal. In Stage 3, the PoC will have a demonstrative and validation purpose, and RNP may request additional evidence, including performance reports or load tests in addition to penetration testing, if necessary. Thus, making the reports available together with the Annex I documentation at the time of proposal submission is an indication of product maturity. The supplier must be able to support and/or perform technical validation tests for performance and security, according to the implementation model. The Terms of Reference stipulate that the solution must be able to undergo cycles defined by the client for performance and security validation. The operational details of these tests will be defined during the implementation and execution planning phase. Thus, the test will be performed by RNP/INEP after contracting, in the environment selected for implementation, with the supplier's support to validate the ability to handle the exam to be applied. Regarding periodicity, considering market recommendations and good practices established by references such as ISO/IEC 27001, the NIST Cybersecurity Framework, NIST SP 800-115, and the OWASP Testing Guide, it is recommended that penetration tests be performed at least annually. Additionally, new assessments should be performed whenever significant changes occur in the environment, such as relevant infrastructure changes, implementation of new critical functionalities, architecture changes, integration with third-party systems, or after relevant security incidents.

105	Question	FLX01 Which platform elements must be customizable, which parameters may be configured by the contracting party, and are there specific limits or rules for adapting question formats, exam time, and difficulty levels?
	ANSWER	The platform must allow customization and parameterization compatible with the functional and operational requirements provided for in the Terms of Reference and Annex I. Among the configurable elements are question formats, metadata, difficulty levels, total time, time per section or item, assembly rules, weights, scoring criteria, access profiles, approval flows, supporting materials, visual identity, application windows, notifications, reports, and security parameters. Any technical limits must be clearly informed by the supplier in its response, technical documentation, and demonstration, without prejudice to compliance with the established minimum requirements.
106	Question	PPD12 Could you detail whether there is any minimum password policy that the solution must meet, as well as any regulatory requirements or specific security standards to be observed?
	ANSWER	The solution must adopt secure mechanisms for storing and authenticating credentials, using appropriate cryptographic algorithms for password protection. As a minimum requirement, the password policy must require: At least 8 characters; Uppercase and lowercase letters; Numbers; Special characters. The solution must allow the parameterization of authentication and password rules, enabling adaptation to institutional information security policies, internal regulations, and market best practices in force during the contractual term.
107	Question	5. CONTRACTED PARTY'S RESPONSIBILITIES Regarding compliance with ISO 22301 (Business Continuity Management) and ISO 27001 (Information Security), is it necessary to have official certifications under the standards, or is it sufficient to present evidence proving active management system processes aligned with the standards?
	ANSWER	It is not mandatory to present official certification under ISO 22301 and ISO/IEC 27001. However, the supplier must be able to present evidence proving the adoption of Information Security and Business Continuity Management controls and processes aligned with good practices and the requirements established by these standards.
108	Question	Could INEP/RNP please confirm whether a SaaS subscription model, with pricing aligned to candidate or usage volumes, would be acceptable in place of the perpetual unlimited licence model described in the RFP? If a fixed-cost or unlimited licence model is required, could you also confirm whether you would accept this being provided as a SaaS subscription rather than as a perpetual licence? Could INEP/RNP please confirm whether supplier-managed SaaS hosting on AWS, with data hosted in Brazil, would be acceptable? A related point is that the basis for the services contract would typically be our standard Master Services Agreement, which defines the relevant SaaS terms, service levels, support arrangements, hosting responsibilities, security obligations and data processing provisions. Within the MSA, there is a mechanism to include special terms as agreed between parties, if required. Could you please confirm whether INEP/RNP would be open to contracting on this basis, subject to appropriate review and discussion?
	ANSWER	RNP recognizes the relevance of the information provided, as well as your experience in delivering digital assessment solutions, particularly in high-stakes, professional and simulation-based assessment contexts. RNP also notes that the your statement submitted clearly indicates that the your standard solution model differs, in commercial, technical and contractual aspects, from the conditions established in the Terms of Reference and its Annex I. With regard to the licensing model, RNP confirms that the Terms of Reference establish, as a requirement for the procurement, the provision of a perpetual license, with unrestricted institutional use and for an indefinite term, ensuring INEP and RNP the full right to use the digital exams platform, without limitation as to the number of users, items, item banks, exams, simultaneous exam applications, annual application cycles and storage volume associated with the functional logic of the platform. Therefore, commercial models based exclusively on SaaS subscription, payment per use, candidate volume, consumption, or recurring fees linked to the right to use the solution are not compatible with the business model defined in the Terms of Reference for the first stage of commercial qualification. It should be noted that maintenance, technical support and assisted operation services may have an annual recurring nature, as provided for in the Terms of Reference, without conditioning, suspending or restricting the right to use the perpetual license acquired. Regarding the hosting and deployment model, the Terms of Reference allow two modalities: Model A, in infrastructure provided by INEP; and Model B, in public cloud infrastructure, AWS, Azure or GCP, in the Brazil region, provisioned by RNP. In both cases, the solution must ensure operational continuity, full access to data, auditability, portability, institutional governance and the possibility of operation by RNP or INEP, and no technical dependency that prevents the contracting party from operating the solution shall be accepted. In this regard, although AWS hosting with data residency in Brazil may partially address data location concerns, a SaaS model fully managed by the supplier, in a cloud account that you own or that you control exclusively, does not correspond to the deployment alternatives currently provided for in the Terms of Reference and Annex I. As to the use of your standard Master Services Agreement, RNP clarifies that the supplier's own contractual documents may be assessed, if necessary, only as commercial and technical inputs, should the company be qualified and proceed to subsequent stages. However, any future contracting shall comply with the contractual instrument to be executed with RNP, the rules applicable to RNP's procurement processes, the requirements of the Terms of Reference and the conditions necessary to protect the institutional interests of RNP and INEP. Accordingly, for the purposes of the first stage of commercial qualification, RNP requests that you objectively confirm whether it is able to fully comply with the perpetual licensing model, unrestricted institutional use and deployment models set forth in the Terms of Reference and Annex I. If you maintains exclusively a SaaS subscription model, with pricing based on use or candidate volume, and hosting fully managed by the supplier, its statement shall be understood as non-compliant with the minimum conditions established for continuation in this process. RNP emphasizes that the maintenance of these requirements seeks to preserve equal treatment among participants, objective comparability of proposals, legal certainty of the procurement, institutional governance of the solution, sovereignty over data and adherence to the guidelines established by INEP for the modernization of digital exams.
109	Question	
	ANSWER	
110	Question	
	ANSWER	