

		Descrição
1	Pergunta	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?"
	RESPOSTA	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	Pergunta	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 be 6th August 2026 based on the Industry briefing not occurring until 18th June, but would appreciate your clarification on this."
	RESPOSTA	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	Pergunta	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?"
	RESPOSTA	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	Pergunta	3. Bid Communications 3.1. "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?"
	RESPOSTA	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	Pergunta	3.ii. "Is there a template or a format that you would prefer to receive clarification questions in?"
	RESPOSTA	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	Pergunta	3.iii. "Will you be sharing the clarification questions asked by all potential bidders or will these remain private?"
	RESPOSTA	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	Pergunta	4. Commercial Proposal 4.1. "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)"
	RESPOSTA	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	Pergunta	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."
	RESPOSTA	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	Pergunta	5. Scope 5.1. "Would be possible to schedule an introductory call with the procurement team as part of this process [...]"
	RESPOSTA	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	Pergunta	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."
	RESPOSTA	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	Pergunta	5.iii. "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)."
	RESPOSTA	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	Pergunta	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)."
	RESPOSTA	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	Pergunta	4.1 – Digital Exam Solution Licensing
	RESPOSTA	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. 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	Pergunta	4.1 – Digital Exam Solution Licensing
	RESPOSTA	Does the number of exams or test simulations include remote proctored examinations as well? 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	Pergunta	4.1 – Digital Exam Solution Licensing
	RESPOSTA	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. 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	Pergunta	Business Model / Offer
	RESPOSTA	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. 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. The assisted operation fee is charged on demand.
17	Pergunta	Business Model / Offer
	RESPOSTA	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. 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	Pergunta	Implementation Model A / Model B
	RESPOSTA	Please confirm the preferred deployment model: INEP on-premise, RNP cloud, vendor-managed cloud, hybrid deployment, or whether all models are acceptable for evaluation. 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.
19	Pergunta	4.1.4 – Non-Production Environments
	RESPOSTA	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? 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	Pergunta	Implementation Model A / Model B
	RESPOSTA	Please clarify whether Kubernetes/OpenShift compatibility is mandatory for all solution components or only preferred. 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	Pergunta	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.
	RESPOSTA	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. The use of alternative technologies may be accepted provided that all performance, availability, security, support, interoperability, and governance requirements established by the CONTRACTING PARTY are fully preserved, subject to technical evaluation within the context of the proposed solution.
22	Pergunta	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.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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.
26	Pergunta	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.
	RESPOSTA	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	Pergunta	Sizing and Capacity Please confirm the expected average exam duration for standard exams, high-stakes exams, and vOSCE/clinical simulation exams.
	RESPOSTA	It will be answered soon.
28	Pergunta	Sizing and Capacity What percentage of exams are expected to require video/audio recording, video-response upload, remote proctoring, or AI-based monitoring?
	RESPOSTA	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.
29	Pergunta	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.
	RESPOSTA	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	Pergunta	Technical Evidence Please confirm whether performance/load test reports must be submitted with the proposal, within a specific period, during PoC, or after shortlisting.
	RESPOSTA	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	Pergunta	4.1.1 – Creating and Managing Items Is a structured workflow approach required for item archival as well?
	RESPOSTA	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	Pergunta	4.1.3 – Creation and Delivery of Exams What is meant by automatic and manual start control in this context?
	RESPOSTA	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	Pergunta	4.1.3 – Creation and Delivery of Exams Could you please elaborate on what is meant by "controlled technical pause" in this context?
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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.

35	Pergunta	4.1.3 – Creation and Delivery of Exams Please clarify whether exams must support both synchronous and asynchronous delivery from day one.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	It will be answered soon.
37	Pergunta	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.
	RESPOSTA	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 ToR does not automatically assume the contracting of human proctors or invigilators as part of the license.
38	Pergunta	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.
	RESPOSTA	It will be answered soon.
39	Pergunta	Proctoring Infrastructure Please confirm whether all proctoring recordings, evidence, logs, and AI-processing outputs must be stored and processed within Brazil.
	RESPOSTA	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	Pergunta	Proctoring Infrastructure Please confirm the expected retention period for proctoring recordings, suspicious behavior evidence, session logs, audio/video records, and audit trails.
	RESPOSTA	It will be answered soon.
41	Pergunta	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.
	RESPOSTA	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	Pergunta	Proctoring Infrastructure Please confirm whether proctoring can be disabled on a per-exam basis based on exam configuration.
	RESPOSTA	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	Pergunta	Proctoring / LGPD Please clarify any restrictions under LGPD related to biometric monitoring, eye tracking, facial recognition, AI anomaly detection, and audio/video recording.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	“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	Pergunta	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.
	RESPOSTA	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 the solution must allow secure, documented integration compatible with the ToR and Annex I requirements.
47	Pergunta	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.
	RESPOSTA	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	Pergunta	APIs Please confirm whether API documentation must be submitted as part of the proposal, PoC, or only after contract award.
	RESPOSTA	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	Pergunta	Authentication / IDP Please confirm which authentication protocols are required: SAML, OAuth2, OIDC, LDAP, SSO, MFA, or all of these.
	RESPOSTA	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	Pergunta	Authentication / IDP
	RESPOSTA	Please confirm whether integration with any Brazilian government identity provider or INEP/RNP-specific identity system is required. It will be answered soon.
51	Pergunta	Security
	RESPOSTA	Please confirm whether ISO 27001, SOC 2, or any Brazilian government security certification is mandatory or preferred. The TR 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	Pergunta	Security
	RESPOSTA	Please confirm whether vulnerability assessment and penetration testing reports must be submitted with the proposal, during PoC, or before go-live. 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	Pergunta	Security
	RESPOSTA	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. 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	Pergunta	Privacy and Data Protection
	RESPOSTA	Please confirm whether all personal data, exam responses, logs, recordings, backups, and audit records must remain within Brazil. 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	Pergunta	Privacy and Data Protection
	RESPOSTA	Please confirm whether offshore support teams may access production systems, logs, or candidate data for troubleshooting, subject to access controls and confidentiality obligations. 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	Pergunta	Privacy and Data Protection
	RESPOSTA	Please clarify whether anonymization and pseudonymization are required only for reports/statistical use or also for operational dashboards. 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	Pergunta	Privacy and Data Protection
	RESPOSTA	Please confirm whether data portability/export must include all candidate data, exam data, item banks, logs, recordings, metadata, and audit trails. 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	Pergunta	Monitoring and Observability
	RESPOSTA	Please confirm whether integration with Prometheus, Syslog, ELK/OpenSearch, or other monitoring/logging tools is mandatory. 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	Pergunta	Audit
	RESPOSTA	Please clarify the expected immutability requirements for access logs, event logs, exam logs, and proctoring evidence. 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	Pergunta	Evidence Documents
	RESPOSTA	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. 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	Pergunta	Support – Normal Regime
	RESPOSTA	Please confirm whether support during business hours must be provided in Portuguese. 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	Pergunta	Support – Normal Regime
	RESPOSTA	Please confirm whether 24/7 support is mandatory from the opening of the official exam window until closure of the last active session. 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	Pergunta	Support – Normal Regime
	RESPOSTA	Please confirm whether a dedicated priority channel for RNP and INEP must be available during official exam windows. 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	Pergunta	Assisted Operation
	RESPOSTA	Please confirm whether a virtual war room is mandatory during exam windows and what roles/profiles are expected from the vendor team. 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	Pergunta	Assisted Operation
	RESPOSTA	Please confirm whether on-site assisted operation in Brasília-DF is mandatory, optional, or on-demand only. It is mandatory and on demand, as stipulated in the Terms of Reference, item 4.3.3.1.3.

66	Pergunta	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.
	RESPOSTA	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	Pergunta	SLA Please confirm whether SLA penalties or service credits will apply for response/resolution failures during normal and special regimes.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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	Pergunta	Contract Template Please confirm whether invoicing must be done locally in Brazil or whether international invoicing is acceptable.
	RESPOSTA	If the winning company is a foreign company, invoicing must be done via Commercial Invoice.
70	Pergunta	Contract Template Please clarify whether contract execution requires a Brazilian tax registration, local representative, or local banking arrangement.
	RESPOSTA	It don't need to have a Brazilian tax registration, a local representative, or a local bank account.
71	Pergunta	Contract Template Please clarify the liability exposure for exam interruption, proctoring failures, data breach, security incident, or incorrect score/report calculation.
	RESPOSTA	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	Pergunta	Accessibility Please confirm whether WCAG, eMAG, or any other accessibility standard is mandatory.
	RESPOSTA	No, Item REG03, Annex I of the TR, is considered a desirable item.
73	Pergunta	Accessibility Please clarify which accessibility accommodations are mandatory for exam delivery, including screen readers, zoom, audio description, captions, keyboard navigation, and assistive technologies.
	RESPOSTA	No, item CNF15, AVA41, Annex I of the TR, is considered a desirable item.
74	Pergunta	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.
	RESPOSTA	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	Pergunta	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.
	RESPOSTA	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.