Procurement and Contracting Services

Request for Proposals for an Online Exam Proctoring Tool

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L191906
Due on November 29, 2018 no later than 2:00 PM, MST
The following questions were received before the technical question/inquiry due date of November 9, 2018 at 12:00PM MST:

1. Items 3.7.14 & 3.7.15 state that a proposal bond and performance bond are not applicable to this RFP, yet 4.33 seems to indicate otherwise. Should 4.33 be disregarded in our response?

_Please disregard the requirement for payment/performance bonds. The University will not require either for this RFP._

2. Item 5.5.2 Scalability / Cost Effectiveness: Are there specific ways or areas within the University where you anticipate growth that you would like to ensure the successful vendor can address with their solution?

_The University of Arizona has ambitious growth goals for its fully online population through the year 2025. The ability to provide fully remote proctoring services to a growing population each year is a significant factor._

3. Item 6.2 Legal Workers Certification: Does the University view 6.2 as being applicable to this procurement?

_Yes, the requirement is applicable for this procurement._

4. 3.9.8 Method of Award. Limiting Criteria. Are the Limiting Criteria items mandatory?

_Yes, the vendor must meet the requirements listed under the limiting criteria to be considered for further evaluation._

5. 4.46.C. Please define the term "direct services".

_Direct services are defined within section 4.46.C as, “Any services that are described in this Agreement that directly serve the University and may involve access to secure or sensitive University Data or personal client data or development or modification of software for the University will be performed within the borders of the United States.”_

6. How do you currently deploy different service lines from the incumbent vendor?

_Currently, instructors have the choice to determine appropriate level of proctoring for their respective assessments. The authentication is available for all exams and the instructor determines whether a recorded or live proctoring session is warranted._

7. How many students do you expect to take a proctored exam in 2019?
Here are the totals for 2017-2018 academic year. We anticipate modest increases YOY.

- **Students Testing** – 17,900
- **Instructors using authentication or proctoring services** – 261
- **Classes with authentication or proctoring services** – 520
- **Different assessments authenticated or proctored** – 1,326

8. How many proctored exams on average per student do you expect them to take in 2019?

*This number varies by course. For some courses, there are several proctored experiences. For others, there are zero. We seek a solution that can scale with growth in both student population, as well as changing pedagogies to increased proctoring.*

9. How many exams on average will be proctored virtually per course? i.e. 2 (midterm and final)

*This number varies by course. For some courses, there are several proctored experiences. For others, there are zero. We seek a solution that can scale with growth in both student population, as well as changing pedagogies to increased proctoring.*

10. Can you provide usage data with your current online proctoring vendor?
   a. How many exams are proctoring annually?

   *For 2017-2018 Academic Year, 65,948 exams were proctored or authenticated*
   - Total Authenticated – 2,428
   - Total Proctored - 63,520
   - Total Proctored Hours – 79,044

   b. If you're using different modalities or levels of proctoring, can you provide a breakdown of the use of live proctoring vs. record & review proctoring?

   - Live Proctoring – 39,561
   - Record and Review – 23,959

   c. Do you expect the use of live proctoring to increase, decrease or remain the same compared with record and review proctoring in the future?

   - Faculty select the appropriate proctoring level of each activity within their courses. As such, it is impossible to predict whether there will be an increase or decrease in live proctoring in the future.
11. What is the average length of exams that require proctoring?

Exams are frequently between 45 minutes to 90 minutes, though instructors set the time parameters for their respective assessments.

12. What is your expected student population for each year of the initial 3-year term of the contract?

The current student population is around 43,000 total. We expect 3% growth annually.

13. Can you provide any details related to projected counts for proctored examinations annually? Could you project the anticipated growth over the three year contract term?

Here are the totals for 2017-2018 academic year. We anticipate modest increases YOY.
Students Testing – 17,900
Instructors using authentication or proctoring services– 261
Classes with authentication or proctoring services – 520
Different assessments authenticated or proctored – 1326
Overall: 65,948 total proctored or authenticated assessments

14. The incumbent vendor offers UoA a number of different service lines. Please advise how many exams used each service in the most recent 12 month period:
   a. Level AA – 2,428
   b. Level 1 -1,354
   c. Level 2 – 23,959
   d. Level 3 – 38,207

15. The incumbent vendor offers UoA a stand-alone authentication service (Level AA). Are you seeking equivalent services as part of this RFP?

We seek to learn about the various levels of proctoring that exist for all proctoring solutions.

16. Please describe how you expect Shibboleth or OAuth to function with regards to online proctoring (listed under "Limiting Criteria")

We use two types of authentication methods to authenticate students into the Examity platform:

1. An LTI integration within D2L which sends credentials through the LMS platform and authenticates. LTI is the standard framework that all major LMSs use.
2. An SSO (in this case Shibboleth) integration through the Next Steps Center to authenticate new students who are completing their Next Steps Center Steps including placement exams.

For any new contract, we should maintain the existing integrations.

Ideally, vendors that we work with would have either a Shibboleth and an OAuth method of authenticating. We like to have an authentication method that let’s UA users connect through the LMS or outside of the LMS and Shibb or OAuth will do so.

Shibboleth is the SSO measure the UA relies on to run WebAuth.

UA is a Google Campus and All students as well as any staff or faculty member has the ability to use Google’s OAuth to authenticate with their UA Credentials

Our 2Factor authentication partner is DUO and it is contained within the Shibboleth experience. The respective vendor only needs to support Shibboleth as their application will not have contact with DUO.

17.5.4 Pricing. You ask for an estimated price for the following population sizes: 20,000, 40,000, 60,000. Since the university currently has 44,000 students what do those numbers represent how are they calculated?

These numbers are meant to help assess pricing at scale. Depending on the populations that are served by the company, combinations that reach these thresholds are possible (whether subsets such as “fully online,” Undergraduate vs Graduate, or the entire university community, with growth).

18. Will there be a pilot period before the University implements a full rollout?

The university may request a pilot period to ensure full functionality prior to a complete rollout.

19. Is there a preferred model for payment. Student pay vs university pay?

Currently, the university pays for all remote proctoring. Students pay fees which then are used to cover proctoring costs, so students are not charged per instance.

20. Can the University of Arizona share their primary motive for issuing the RFP?

Proctoring is used across the university, for both residential and non-residential students. The university strives to create a best-in-class experience
for its students and faculty and seeks to evaluate the landscape of available tools to support its community.

21. In section 5.4 Pricing the RFP asks to provide pricing structures for population sizes 20K, 40K, 60K. Is there an estimated number of proctored exams per student (per course, annually, etc.), or any other volume information associated with the Proposal.

This is difficult to predict, as the trends for volume of proctored assessments may vary over time.

22. In section 3.9.8 “Access” the vendor should present supported devices (mobile and cloud based), Are there any specific devices/ operating systems that need to be supported such as, Google chrome books, Ipads, android devices, mobile devices?

As technology options expand, the University of Arizona is committed to access and seeks to evaluate proctoring solutions that are committed to student access. While no specific devices or operating systems must be highlighted, we seek to know which options are or are not supported.

23. Is there a required data storage timeframe that the data needs to stored by the vendor? Example 60, 90, 120 days

We do not currently have a required time length for data storage as part of the evaluation criteria.

24. Will the use of the online proctoring solution be managed centrally; or will faculty be responsible for all of the exam set up and registration?

The university provides staff to serve as liaison between the proctoring organization and university faculty. While faculty may interact directly with organization, there is also a team to support faculty centrally.

25. Can you identify peak usage periods during the year, and what the expected volume would be for these times?

As the university as 6, 7.5-week sessions throughout the year, we are a year-round operation. However, we may expect jumps during traditional final exam times on the traditional calendar (May, December).

26. Do you have an anticipated go-live date for implementing a new platform?

The university seeks a go-live date to support the 2019-2020 academic year: Fall 2019, with a potential pilot or test in the preceding Summer.
27. In the Agreement Terms & Conditions, Section 4.4c Off Shore, can you clarify if the vendor is allowed to utilize proctors that are employees of the company, who are not inside the borders of the United States?

Yes, proctors may reside outside of the United States.

28. Can you provide examples of how an online proctoring solution would be used for classroom-based learning as requested in the Scope of Work?

Currently, in-person classroom-based courses are permitted to use online proctoring for their courses (the population is not necessarily fully-online). There are no restrictions for university instructors who elect to use a remote proctoring solution.

29. Do you anticipate any specific language requirements for proctors (other than English)?

No.

30. What is the current version of D2L the university using?

The university is using the latest version of the cloud-based D2L Brightspace.

31. Are there any plans to plan to move to a different LMS completely in near future?

There are no current plans to move to a different LMS; however, the university consistently evaluates technology contracts and may engage in an RFP process once contracts expire.

32. How many Students and assessments are we forecasting for a year?

This number varies by course. We seek a solution that can scale with growth in both student population, as well as changing pedagogies to increased proctoring.

33. How many assessments will each student take in each course?

This number varies by course. For some courses, there are several proctored experiences. For others, there are zero. We seek a solution that can scale with growth in both student population, as well as changing pedagogies to increased proctoring.

34. What is the average duration for the assessments in general?
Assessments are frequently between 45 minutes to 90 minutes, though instructors set the time parameters for their respective assessments.

35. Currently, is the university using any proctoring solution? How that is divided among different mode of proctoring? *The university currently is using one proctoring solution for authentication, recorded and live proctoring.*

36. What are the major challenges that calls for a proctoring solution for your university?

*The growth of a non-residential student population warrants the need for solutions to ensure the academic integrity of remote students. The university sees proctoring opportunities as a way to support its faculty in gauging learning outcomes and protecting the integrity of the institution.*

37. Will the students from your university take the online assessments from campus or remotely? If remotely, will there be any students taking exams from outside the United States?

*The majority of assessments will likely be taken remotely. As the university has online students around the world, we expect that there will be students taking exams from outside the United States.*

End of addendum, all else remains the same.