

**REQUEST FOR PROPOSALS #2022-002
Software Solution for Remote Proctoring
RESPONSE ADDENDUM #1
September 2, 2021**

CLARIFICATIONS

RFP Submission deadline is changed to September 30, 2021 on or before 11:59 pm EST.

Student FTE for Maine Law is 285.

QUESTIONS

1. According to the timeline of key events, there are two deadlines that fall on Sundays. Are these dates correct? We usually don't see Sunday deadlines, so we wanted to check.
 - Deadline for Written Inquiries/Questions – Sunday August 22
 - Deadline for Proposal Submission – Sunday September 12

ANSWER: See clarification noted above for proposal submission. The written questions deadline is correct.

2. Can you please provide details on UMS's desired model or type of proctoring solution you're seeking? Are you looking for an automated (AI-only) proctoring service, a live proctoring service, a record and human proctor reviewed service, etc.? The answer to this question can impact PSI's interest in submitting a proposal.

ANSWER: Please refer to RFP Sections 1.1.3, 1.1.4 and Appendix H2.

3. What are you referring to by 'A combined solution'?

ANSWER: Please ignore that statement

4. We assume 'other University Institutions' in this statement refers to only eight campuses as mentioned in section 1.1.3 on page 6. Please clarify if you are aiming at any other university/institute beyond these.

ANSWER: That is correct.

5. Please state the criteria based on which the award agreement may be provided to multiple respondents.

ANSWER: Same as what is outlined in RFP Section 2.1

6. Is it expected that this RFP will result in a pre-qualified list of vendors? If a pre-qualified list of vendors is the expected outcome, please provide the selection procedure following the pre-qualification process. Or is this RFP the only qualification process which will result in a vendor selection for actual implementation?

ANSWER: Prequalified list – No

Vendor Selection – Yes implementation at one or more campuses based on need, pricing and budget

7. Please define the scope of “Any information and/or materials” and will it also include the vendor’s proposed software product?

ANSWER: In this case the data in the solution specific to the services provided in the solution.

8. What would be the Remote Proctoring Solution’s use case for such organization as foundations, alumni associations?

ANSWER: Refer to RFP Section 1.1.3 and 1.1.4

9. As per the 1st requirement, the student needs to authenticate before starting the exam. As per the 2nd requirement are you expecting a re-authentication or a fresh authentication during the exam?

ANSWER: We want to understand how a student’s identity is authenticated/monitored during the exam period.

10. Could you elaborate this use case for Remote Proctoring Solution?

ANSWER: Refer to RFP Section 1.1.3 and 1.1.4

11. Please provide the use case details on this requirement. Are you looking for an integration with a third party web conferencing tool or an in-built web conferencing capability in the Remote Proctoring Solution?

ANSWER: We would like to know if either or both are available. Use case is when students are monitored live via zoom while taking an exam.

12. Please share your expected “go live” date.

ANSWER: Prior to July 1, 2022

13. We understand you have Brightspace LMS. Do you have any other LMS that requires integration with Remote Proctoring Solution?

ANSWER: No

14. Please provide details on this use case and an understanding on the objective of standalone access.

ANSWER: May extend other options such as for hiring/interview processes.

15. Please explain student’s association with multiple careers and its relevance from Remote Proctoring Solution perspective.

ANSWER: We assume the question is related to the following evaluation question “Can students have one ID but be associated with multiple campuses, and multiple careers?”. The question is really related to can we have one student ID in the solution for students associated with more than one campus.

16. Could you please share the excel template referenced in the document?

ANSWER: Yes

17. We located the proctoring request form on UMS' website. Could you please elaborate on previous proctoring software/systems used by UMS? What aspects worked well, what were pain points?

ANSWER: Respondus Lockdown browser and Monitor, in general worked ok. Some issues with chromebooks and reporting features.

18. There is mention of a browser-based solution. Can you please share why UMS prefers/requires a browser-based solution?

ANSWER: Less of an impact on privacy/technical concerns for student personal devices.

19. You mention international students in some regions where WiFi can be challenging. Will these students have stable access to the internet?

ANSWER: Unsure this is a case by case basis

20. There is mention of potential upcoming legislature regarding recognition. Would you like respondents to answer in their response how they would address this should it be enacted? Or should respondents just be prepared to address it should they win the RFP and the legislature be enacted?

ANSWER: Yes, please provide your approach to supporting the legislation should it be enacted.

21. Can the University of Maine System (UMS) share any details on the desired model/modality of proctoring you're seeking? Are you looking for an automated (AI-only) proctoring service, a live proctoring service, a record and human proctor reviewed service, etc.?

ANSWER: We are soliciting and investigating all options with the primary use case being within our D2L Brightspace LMS.

22. Have you surveyed your students or faculty on their experience with online proctoring? If so, would you be willing to share any data or feedback?

ANSWER: No surveys have been done.

23. **1.1.2, Background, p. 3** Can UMS share any details on the historic and/or expected usage of online proctoring? Ideally the number of individual proctored tests? Can this be broken down by campus?

ANSWER: UMS Remote Proctoring Sessions Fall 2020-Summer 2021

Dev Courses	215
UMA	3327
UMF	1223
UMFK	5702
UMaine/UMM	5222
USM	5956
UMPI	2232
Total Sessions:	23877

24. **1.1.3, Purpose, p. 6.** Can you provide any further details on specific faculty and institutional concerns?

ANSWER: Providing verification of identity, monitoring students' physical and virtual testing environments, and documentation of the testing event

25. **1.1.3, Purpose, p. 6.** Can you share your expectation for "anticipated changes to accreditation requirements and federal regulations"?

ANSWER: The University expects that the solution address the federal regulations within the timeframe required.

26. **Appendix H – Reporting Questions #2, p. 51.** Please confirm that BI means "business intelligence".

ANSWER: yes

27. **Appendix H2 – Solution Requirements Matrix #13, p. 55.** Can you please describe the ideal scenario for an "option for proctoring by university staff using web conferencing technology with the solution"? What product functionality would be needed, and what functionality might need to be avoided/disabled in this scenario?

ANSWER: Use case is when students are monitored live by staff via zoom while taking an exam. Monitoring features required.

28. **Appendix J – Technical Security Evaluation #3, p.57.** Will the proctoring solution be funded by the UMS, each individual campus, or will students be paying fees?

ANSWER: Campus Budget

29. **Appendix K – Multi-Institution Capabilities, #2, p. 61.** Just to confirm, is the UMS asking if several colleges run exams concurrently and separately, then get reports by institution?

ANSWER: The need for exams will be determined by the campuses individually.

30. Please share any issues or concerns you have with online proctoring during the past year.

ANSWER: No concerns. We are a public institution and are required to bid the solution.

31. What is the expected use in terms of a percentage of the FTE who you expect will be using the proctoring system at each institution? And can you estimate the number of exams for the first year of proctoring, and projected growth for subsequent years?

ANSWER: See answer to question 23.

32. 3.1.4 Additional Attachments Prohibited: "Any material exceeding the response limit will not be considered in rating the response and will not be returned." What is this response limit referring to? Is there a page limit specified by the University for vendor responses?

ANSWER: Please reframe from providing marketing material that does not relate to the specific requests for information detailed in the RFP

33. Are system institutions all on the same D2L instance or does each institution have their own LMS instance?

ANSWER: Yes they all use D2L

34. Prometric does not currently have an existing integration with D2L's LMS. Would not having that result in a "0/10" score in Sec. 2.1.1: Appendix F&G?

ANSWER: No

35. Self-authentication by students is a potential security risk that we do not recommend, but other remote invigilation solutions allow.

ANSWER: Thanks for the recommendation.

36. Does the 24/7 access still require scheduling an exam, or do you require exam access without prior notification? Again, on-demand access is a feature set of certain exam delivery providers but represents a security risk.

ANSWER: We would like to understand your approach and appreciate the security points. Please explain the options you recommend for your solution and why. We certainly want maximum flexibility for our faculty & students while preventing possible security threats.

37. By what date of this five-year contract are the Chrome OS and Mobile clients required? Has a vendor agreed to provide that to you by 12/31/21?

ANSWER:

38. Are you expecting that exams (tests) from 3rd parties such as ALEX, McGraw Hill, Cengage, etc., will be uploaded to the Test Driver? If so, will you require services to upload these exams, or will your staff provide that service?

ANSWER: Yes, that would be ideal. We utilize around 40 different LTI integrations with our LMS including all those mentioned above.

39. Which web conferencing technology would staff be used to DIY proctoring?

ANSWER: Mostly Zoom as it is license system -wide, perhaps others such as Google Meet or Skype.

40. Are you currently using D2L as your LMS system-wide?

ANSWER: Yes