



Central Connecticut State University

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Purchasing Department

**Request for Proposal # 2019-20
Online Exam Proctoring Services
Addendum 1 dated May 6, 2019**

Contents of Addendum 1:

- 1) **Extension of proposal due date**
- 2) **Questions submitted related to the subject RFP and related responses**

EXTENSION: Note that proposal due date has been extended from May 8, 2019 to May 14, 2019, 3:00 PM

Group 1 –

1. Does CCSU intend to pilot the chosen solution post-award? Or is the total of 2,000 exams during the 2019 Academic year the “pilot program”?
ANSWER: Yes that is the intent. As online exams are still evolving, the 2,000 exams referenced is an estimate and may be high. For the sake of this RFP, CCSU can commit to at least 1,000 exams for the pilot period.
2. If the year one total is 2,000 exams; do you have an idea what the totals might be in year two and year three?
ANSWER: Future totals will be subject to the growth in CCSU’s Online offerings.
3. Has the university used an online proctoring solution in the past?
ANSWER: No we have not.
4. What is the average length of online exams (in minutes)?
ANSWER: Ninety (90) minutes
5. Does CCSU have any concerns with proctors using remote access to take control of a student’s computer?
ANSWER: Security and privacy issues will be paramount.
6. On page 7 of the RFP Section 2.3.2 #'s 4 and 5; Can you please explain what is meant by “data elements”?
ANSWER: Student name, authentication time, authentication type, accepted/rejected.
7. Would CCSU be interested in alternate pricing models to consider, other than what was presented in the RFP?
ANSWER: Yes, CCSU would be interested in alternate pricing models.

8. For the first semester and beyond; how will you determine what type of technology the student will utilize (live, record & review, automated)?
ANSWER: The type of technology would likely be determined by the individual faculty member and could vary from faculty to faculty and even for one faculty member from test to test.
9. Do you have any other testing systems that deliver exams? For example: 3rd Party (MyMathLab).
ANSWER: Yes. Mindtap and others.
10. Are instructors responsible for the exam registration for the proctoring vendor or is this a centrally managed process?
ANSWER: That would depend on the offered solution and how easy (or difficult) it would be for the instructors.
11. If you decide CCSU is paying for proctoring fees; would you prefer to pay annually based on project usage and reconcile or pay monthly on actual usage?
ANSWER: For budget and audit purposes, CCSU would prefer to pay monthly based on actual usage.

Group 2 –

1. Does CCSU intend on piloting more than one proctoring solution for the first contract year (2019 academic year)?
ANSWER: CCSU anticipates one pilot for 2019.
2. What is the expected level of use in terms of number of students and number of exams after the pilot year?
ANSWER: CCSU expects a minimum of 200 students in the first (pilot) year.
3. Does the Consulting Agreement Affidavit need to be completed/notarized and submitted with our proposal?
ANSWER: Yes it does.
4. Could CCSU provide an estimated evaluation and decision making timeline along with when you would like to go live with the selected solution?
ANSWER: CCSU is hoping that the proposal evaluations and award decision take no more than three weeks. After an award is made, CCSU and the awardee will need to enter into a contract which may take another three to four weeks. CCSU expects a go-live date will in advance of the Fall 2019 semester.

Group 3 –

1. Please provide your standard definition of online proctoring.
ANSWER: CCSU defines it as a mechanism to ensure the authenticity of the test takers and prevent them from cheating via live proctoring, recording, behavioral recognition or any other reliable technology.
2. What exam security and product/service capabilities are most important to meet this standard?
ANSWER: That they integrate with our LMS. That our student privacy is assured (in terms of taking over their camera and safeguarding that connection).
3. What problem are you trying to solve with this solution?
ANSWER: NECHE/Accreditation Requirement

4. Regarding section 2.3.3: can you please define "real-time" reporting, and define the expected deliverables available at 30 minutes?

ANSWER: For the university "real-time" is indicated as an interval which is less than 30 min. By example, if login information is batched nightly to a reporting server and reports are available next-day, this would not be considered real-time. If the university can assess the database directly through API or query, with information which is less than 30 min stale, then this would be considered real-time.

5. Would you please define "self-service options" in terms of their use-case?

ANSWER: Self service would be the capabilities and functionality faculty and administrators will have at their disposal automatically. Will they be able to set up their exams on the fly, for example?

6. Appendix II: A, B, and G. Can you please elaborate on the expectations of item G as it relates to A and B, which require physical submissions?

ANSWER: The reference to Proposal Certification page in Appendix II.G refers to Appendix III. That form must be completed and included in your proposal 'package' along with all other required forms and documents.

All other terms, conditions and specifications in the RFP remain the same.

END OF ADDENDUM 1