

RFP 25-15

Questions and Answers #2

Sl. No	Requirements & Questions	A-State Response
1	<p>Point 1.3, The proposed product must have been implemented in a higher education environment for more than two years.</p> <p>Question: <i>Are you looking at only university references, or other implementations from higher education institutions like certification body, examination body, etc. also will do, and is this for all 3 references asked?</i></p>	<p>Implementation in a higher education environment for more than two years indicates that the product has a probable track record of successful implementation and has been proven an acceptable solution within a setting similar to our own. This also gives our team the opportunity to reach out to product client higher education institutions directly to discover how their experience (i.e., need and use, etc.) will compare to our own in terms of service, cost, reliability, number of students/programs utilizing the product per year, etc. Universities, community colleges, and similar higher education institutions are likely to be using the tool in a manner comparable to our need and can perhaps provide further insight.</p>

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2	<p>Point 1.4, LIVE support availability required, 24/7 access for students preferred.</p> <p>Question: <i>Can you please clarify if you are looking for L1 support, or L2 support, or both?</i> <i>Also, is the 24/7 support required during exam times or at all times?</i></p>	<p>We would require both L1 & L2 support for all institutional users. 24/7 support at all times preferred but at a minimum, during test times.</p>

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3	<p>Point 1.7. Proposed solution must be entirely browser based.</p>	<p>We are open to a secure/lockdown browser option but it isn't a requirement. Ideally, the solution would detect any</p>

	Question: <i>Are you also looking for secure/lockdown browser option?</i>	attempts to navigate away/outside of the exam during the test sessions.
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4	<p>Scope of Services</p> <p>Question: <i>What roles are expected in the proctoring system?</i></p>	<p>The clarification question is unclear. We are looking for an academic integrity solution to safeguard student work and prevent academic misconduct such as cheating. Live proctor or AI-driven with a live person intervening during exams if suspicious behavior during test sessions is detected. Reports to be sent to instructor(s) after exam completion and/or when behavior occurs. If this is specifically asking regarding user roles, we would need Administrator role, Instructor role, and Student role.</p>

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5	<p>Point 1.11 live proctor intervention Solicitation No. 25-15 must be available during proctored sessions.</p> <p>Question: <i>What will be the proctor to candidate ratio in terms of LIVE proctoring?</i></p>	<p>The typical model is 1:1 though if exams are scheduled at the same time, we would be interested in hearing the capacity the vendor offers and how this works operationally to ensure the integrity of the proctoring.</p>

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6	<p>Point 1.11 live proctor intervention Solicitation No. 25-15 must be available during proctored sessions to intervene in the event of suspect academic misconduct.</p> <p>Question: <i>What steps does proctor intervention mean? Is it textual chat, Audio call, or Assessment pause..?</i></p>	<p>We are open to various forms of proctor intervention, whether that be in the form of chat, video/audio call, etc. so long as the student is required to stop/pause exam and account for action to the proctor. The forms and methods of intervention suggested/offered by vendor candidates will be weighed by the committee.</p>

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7	<p>Point 1.11 Proposed solution may include adaptive AI monitoring.</p> <p>Question: <i>What is expected when it states "Adaptive AI monitoring"</i></p>	<p>While a live proctor should be present/available during exam sessions, the utilization of an automated or AI-driven system that actively “watches” and tracks student behavior during the exam and can notify proctor/observer in real time during said exam is an acceptable alternative to having a live proctor watching the exam from start to finish.</p>

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8	<p>Point 1.11 Proposed solution may include adaptive AI monitoring.</p> <p>Question: <i>What flags are expected as part of the proctoring product? Is it all existing flags in the product to be enabled or any specific flags expected?</i></p>	<p>Assuming flags is referring to what sort of behaviors the vendor product should watch for, consider suspicious, and/or report during exams, we are open to hearing which apparent flags the product considers by default. Ideally, workspace/area scan would be included as well as monitoring for student not looking at screen during test (frequently looking down or away from exam), external noise or voices, notes, devices such as phones or tablets, attempts to open other tabs/pages or navigate away from exam during the session, etc.</p>

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9	<p>Point 1.11 Live Proctored sessions.</p> <p>Question: <i>Is the vendor expected to provide proctors as a service well, for live proctoring, or will the university take care of this requirement?</i></p>	<p>The vendor is expected to provide live proctors who will monitor exams.</p>

Reference: RFP requirements document: Section 4 Service:

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10	<p>Point 4.2. b) Archived proctored exams, storage, length of time and location</p> <p>Question: <i>Is there any specific duration of storage of exams that the university is looking for? What would be the average duration and type of examination, as this would help us in sizing. We are flexible and are open to this as per the client's requirements.</i></p>	<p>Biometric data should be deleted immediately (if collected). Test session recordings should be deleted after one (1) year. Other personal data is retained for the duration of the contractual agreement, or as long as required to comply with legal obligations and data protection laws.</p>
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11	<p>Point 4.3. Vendor must provide the following regarding exam scheduling options for students</p> <p>Question: <i>Can you please confirm if the proctoring solution should support exam scheduling, or is it just enough to integrate with a scheduling system? If yes, what sort of integration are you looking at?</i></p>	<p>No requirement to integrate with an existing scheduling platform, open to recommendations to ensure user experience is positive (is SSO available for example?)</p>

Reference: RFP requirements document: Section 3.1 Technology Access:

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12	<p>Point B, Voluntary Product Accessibility Template (VPAT) for 36 C.F.R. § 1194.21</p> <p>Question: <i>Do we require to submit a VPAT report along with this proposal submission, or is it post award?</i></p>	<p>Please submit VPAT report along with proposal submission as accessibility is a required criterion for product/service consideration.</p>

Reference: RFP document: Combined Certifications for Contracting with the State of Arkansas

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13	<p>Boycott Israel. Knowingly employ or contract with illegal immigrants. Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries. Knowingly employ a Scrutinized Company as a contractor.</p> <p>Question: <i>For these certifications/Policies, our understanding is that we need to fill out page-20 in the RFP document, and submit it as part of the proposal, please clarify that our understanding is right.</i></p>	<p>Yes, you are understanding correctly.</p>

Reference: RFP Document: Section 5.00 Proposal Format

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14	<p>Proposal Packet</p> <p>Question: <i>Is there a separate Proposal packet provided, apart from the RFP document?</i></p>	<p>No, there is no separate proposal packet, just the RFP document.</p>

Reference: Q&A document: Question 3: Number of Exams

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15	<p>We expect around 8K-10K live-proctored exams to be delivered per year.</p> <p>Question: <i>Can you please provide the expected Concurrency of these exams, and whether they are evenly spread out across the year or happen at specific time intervals?</i></p>	<p>The exams will be spread out throughout the year but there will most likely be time intervals of greater volume.</p>

General Query

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16	<p>Data Migration</p> <p>Question: <i>Is there any requirement for migration of any previous data/content? If yes, can you please specify the amount and the type of data?</i></p>	<p>No migration will be needed as the exams will take place within our LMS and/or already contracted test platforms.</p>

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17	<p>Hosting Requirements</p> <p>Question: <i>Is there any specific hosting requirements, and who will take this ownership?</i></p> <p><i>Ours is a cloud-hosted solution, usually hosted on AWS or Azure, and the data is stored within the US region.</i></p>	<p>No hosting requirements, except for security reasons data needs to reside within US region – recommendations and suggested options for on-premise vs cloud hosted would be considered.</p>

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18	<p>Geo Requirements</p> <p>Question: <i>Will any students might require to take the examinations outside US geography?</i></p>	<p>Yes, we have students outside of the geographic US who will need to take exams.</p>

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19	<p>Multi-Lingual Requirements</p> <p>Question: <i>Do we need to support a multi-lingual version of the application</i></p>	<p>Multilingual option availability is preferred.</p>