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Jeff Spohn

FROM: Jeff Spohn
Director of Procurement
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SUBJECT: 25-9-10001-01180
USI Remote Proctoring
Due: 2-4-25 2PM / Local Time

Addendum #1

Answers to questions submitted for RFP 25-9-10001-01180 project titled "USI Remote Proctoring".

All bidders shall acknowledge receipt of this addendum on the bid proposal form.

JS/bw

Procurement

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Answers to Questions Submitted for the USI Remote Proctoring project

1. What is the use (in number of exam sessions) of the current solution for the past year?

We do not track individual usage at this level. Rather, we track how many unique users, defined as individual student ID, take a proctored exam. That number is approximately 3,000 users.

2. What is the expected use of the new solution?

We have faculty who only use a lockdown browser solution when administering exams to prevent students using other resources that are not permitted, such as a web search. We also have faculty who rely only on visual monitoring only to review exam takers to determine if there are suspected activities occurring during the exam, such as others entering the room, talking going on, student leaving their computer, etc. A smaller percentage of our faculty use both a lockdown browser and the visual monitoring simultaneously.

3. Can you confirm that the only documents to submit for this RFP are the spreadsheet with questions and the signature on the USI Remote Proctoring PDF?

That is correct. After our committee reviews the submitted RFPs, any additional documentation the committee may wish to see will be requested on a case-by-case basis.

4. Can vendors additionally submit a short document with an overview of their solution with the response?

That would be acceptable, although not required and not part of the committee's decision-making process.

5. The RFP states "Exams and assessments can be completed at any time by the learner, while other courses require all learners to complete the exam at the same time (potentially 100+ learners completing the exam at the same time)." Are the 100+ simultaneous learners physically located in the same place such as a classroom or testing center OR are these 100 online learners who are instructed to log in at a specific time to take their exam from their location?

The 100+ users would be taking the exams at a remote location of their choosing during a specified time period (typically 2 hours). There may be instances where we have approximately 50 users taking the exam at the same time in a computer lab(s) on campus.

Answers to Questions Submitted for the USI Remote Proctoring project

6. Is the lockdown browser to be used in a classroom testing environment, with online remote testing, or both?

Depending upon faculty preference, it may be both.

7. For row 23, Visual Proctoring, would you please elaborate what this means, or how it differs from the other proctoring types listed?

Visual proctoring means that the student's webcam would be activated for the entire exam period, the webcam stream is recorded, and the recording is then made available for the faculty member to review.