**Questions and Answers for R697994 Online Proctoring Services**

Question 1. Fall 2018 exam statistics - sessions, 8178 - How does UA define “sessions?”

Answer 1.

A session is a proctored exam session. For example, if a course had 100 students and two proctored exams that would be 200 sessions.

Question 2. Can Proof of Insurance that meets UA specific liability requirements be provided upon Intent to Award, or does this need to be provided with the proposal?

Answer 2.   Proof of insurance should be provided with the proposal.

Question 3. After an intent to award has been issued, would the District consider using a vendor MSA written specifically for SaaS engagements as a basis for contract negotiations?

Answer 3.  RFP’s typically provide the formation of agreement option, so please refer to that section in the RFP for this MSA question.  Basically, a letter of agreement can be drafted to confirm the RFP as the contract moving forward, OR the MSA or other contract document can be negotiated.  In any case, the respondent needs to be clear of the TsCs/stipulations of the RFP when drafting/negotiating a subsequent contract.

Question 4. “Online education is embedded within UA's traditional brick-and-mortar land-grant institution.”  Please define “embedded” in reference to Global Campus. How are on-campus students being tested/proctored vs. online students?

Answer 4.   The “embedded” reference means that, unlike some institutions in which online courses are outsourced to an Online Program Management entity or are offered by a distinct unit set up by the institution, online courses at the U of A are offered by the U of A’s college departments on the same basis as are face-to-face courses.  Online courses at the U of A are taken by both on-campus students and online-only students, often in the same sections.  In this context, therefore, the term “online students” includes both on-campus students taking online courses and online-only students.  The proctoring services under this RFP would apply to “online students” in both senses of the term.

Question 5. Does the selected vendor need to work with Windows, Mac, and Google Chrome operating systems?

Answer 5. Windows and Mac are required. Chrome OS is not.

Question 6. Should the proctoring solution estimate all additional fees (i.e. convenience fees, rescheduling fees, etc.) into the cost proposal?

Answer 6.  Yes, but on an itemized basis.

Question 7. Does the University of Arkansas require 3rd party certification for any VPATs provided by a vendor?

Answer 7. We currently do not require a 3rd party certification; we do require compliance.

Question 8. Does the University of Arkansas require an independent 3rd party certification for vendors that are FERPA, COPPA, GDPR, ADA 508, and WCAG compliant and if so, would you like the certification included into the RFP document?

Answer 8. We currently do not require a certification; we do require compliance.

Question 9. How often must the vendor be third-party audited– verifying the standards and performance of their security model?

Answer 9. We currently do not require a third-party certification; we do require compliance.

Question 10. Will the University of Arkansas require a redundancy plan for proctoring vendors that are utilizing legacy browser plugins with known security vulnerabilities (e.g, Flash)?

Answer 10. The university does not require a redundancy plan, but we are looking for a secure exam environment and stable test-taker experience. If vendors are utilizing legacy browser plugins with known security vulnerabilities (e.g. Flash), they need to describe the roadmap for updates to address what will happen when Adobe discontinues support for Flash in 2020. The vendors need to supply the system requirements for the test-taker and may include information about browser checks or other services to reduce technical issues for the test-taker.

Question 11. Is there a minimum threshold for number of exams proctored by a vendor to demonstrate the scalability and expertise needed to provide proctoring services to the University of Arkansas? (e.g., one million exams proctored).

Answer 11.  There is not a minimum threshold, but we do need some evidence of scalability. Over the past five years, U of A has not administered fewer than 366 proctored online exams in any month with the highest number of exams as 5,664 in one month.