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October 9, 2018

**ADDENDUM #1** to the University of Florida ITN19NH-111 Online Student Authentication and Proctoring Service for Distance Learning scheduled to be opened on **October 25, 2018 3:00 PM** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN19NH-111** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

**This addendum consists of:**

- Responses to technical questions and inquires submitted prior to October 3, 2018.

Sincerely,

Nicola Heredia, Associate Director  
Procurement Services

**Please acknowledge receipt of Addendum #1 by signing below, and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Company Address

\_\_\_\_\_  
City/State/Zip

Responses to questions submitted for UF's ITN Florida ITN19NH-111 Online Student Authentication and Proctoring Service for Distance Learning.

### **General Questions**

Q1. In Section 1.2 Scope of Work, you provide "UF Current and projected volume for annual enrollments (proctored enrollments)."

- a. Can you define what a proctored enrollment means? Is this a count of the number of individual proctored exams? For instance, in 2018 you have 122,910 proctored enrollments. Does this mean there 122,910 proctored student exams through your current online proctoring vendors?

**A1a. A proctored exam enrollment is based on our current vendor agreement in which UF is billed based on student/course. 1 Proctored enrollment = 1 student enrolled in one course.**

- b. If a proctored enrollment is not equal to a proctored exam, can you provide data for actual and projected annual volume of proctored exams?

**A1b.**

Actual & Projected annual volume of enrollments						
2016	2017	2018	2019	2020	2021	2022
52,822	109,003	122,910	137,659	154,178	176,679	193,401
147,902	305,208	344,148	385,445	431,698	494,701	541,523

Stud/Courses  
Ind Exams

Q2. Can you specify what you mean by "projected enrollments" as outlined in the chart in section 1.2 Scope of Work?

**A2. See A1a above**

Q3. Can you provide a breakdown of the number of courses that have 0-100, 100-200, 200-500, 500-1000, and over 1000 students annually?

**A3. UF doesn't collect such specific data as it has not previously been an issue. UF has at least 3-5 courses that use online proctoring in the 1000-2000 student enrollment range.**

Q4. Can you provide an average monthly exam volume estimate for each month for 2019? When are your peak months of usage?

**A4. 10,243 per month average with February, April, October, December being our peak months due to midterm and final exams.**

Q5. For exams that will require live proctoring, can you provide any data or insight into the expected exam availability windows?

- a. Are exams typically open for 24 hours, 48 hours, 72 hours, more?

**A5a. Typically exam windows are 12-48 hour windows for students to schedule.**

- b. Do any courses/instructors require live proctoring synchronous exams (all students required to start an exam at the same exact time)?

A5b. **No. There usually is a window of 12-48 hours.**

- i. Can you provide any details on the number of courses/exams expected to fall into this scenario?

A5bi. **Currently 98% of all UF exams use live.**

- ii. Can you provide any details on the average number of students per course that would fall into this scenario?

A5bii. **See the numbers from A1b**

Q6. This ITN is seeking vendor(s) that can offer both live proctoring and automated/asynchronous proctoring options.

- a. Can you provide a breakdown of the percentage of exams annually that you expect to be run through live proctoring vs. automated/asynchronous proctoring systems?

A6a. **UF has primarily used live proctoring so we do not have this kind of data. It is not a requirement for vendors to be able to offer both live and automated/synchronous proctoring options.**

- b. Do you expect the percentage breakdown to change moving forward? For example, do you anticipate more exams being proctored via automated proctoring to increase year over year while the use of live proctoring decreases?

A6b. **Our projection is that with a viable automated/synchronous option more instructors will switch to that option. Our best estimate is that we could potentially have a 60-40 automated to live breakdown during this contact cycle.**

- c. Will faculty decide what modality of proctoring they will use in their own courses? Is this a department/college level decision?

A6c. **It is typically an individual, course by course faculty decision.**

- d. Will there be, or are there today, any guidelines/rules/limitations on the number of proctored exams per course and how often they can use live vs asynchronous proctoring in each course?

A6d. **There are not any specified limitations on our faculty and their number of assessments that need proctoring.**

Q7. In section 1.1 Summary you state UF's DCE department registers faculty with the proctoring service and share centralized communication for faculty, staff and students. Are faculty responsible for the

exam registration process, or setting up exams with the proctoring partner, or will this also be a centralized process handled by DCE? Will individual faculty be fully responsible for the management of scheduling/registering exams in the proctoring systems?

A7. ***Setting up exams within Canvas is the role of the instructor, supported by training vendor videos/instruction, and/or DCE.***

Q8. Live Proctoring Services SLR:

- a. How will you be monitoring/auditing things such as maximum average “wait time” and “launch time”?

A8a. ***We historically have received this type of data from the vendor.***

- b. #4 in the Live Proctoring SLRs states “Exam volume capacity of up to 1000 exams per hour”. Does this refer to the vendor’s ability to schedule up to 1000 student’s exam each hour of the day?

A8b. ***Yes.***

Q9. Will the institution accept wait times being reported as a company average, or do they have to report using this data from the University of Florida use-case?

A9. ***UF use-case.***

Q10. Upon award of this ITN, what is the expected start date to implement the new proctoring solution?

A10. ***Contract in January 2019. As soon as possible afterward and no later than summer (May 1), 2019.***

Q11. If the ITN is awarded to a new vendor, that UF doesn’t current work with, will UF do a hard cut over to the new vendor all at once, or phase out the old vendor(s) while phasing in the new vendor(s) over time.

A11. ***Phase out, ramp up is likely best for UF.***

Q12. For the use of live proctoring, does UF desire to allow or require the proctor to terminate a student’s examination upon witnessing cheating incidents? Does UF desire to simply receive reports on incidents, without terminating student’s exams? Under what conditions would you want the proctoring vendor to terminate a student’s exam (for example: specific types of incidents, a student repeating unwanted behavior, etc.)?

A12. ***Faculty decision ultimately. During egregious incidents after documented warnings, UF desires an individual exam to be stopped and faculty member immediately notified, when possible.***

Q13. How often do you want the vendor to be third-party audited- verifying the standards and performance of their security model?

A13. ***Monthly, at a minimum.***

Q14. If there is an infraction by a proctor, what is the review process and its expectation?

A14. ***Depending on the severity of the infraction, as soon as 24-48 hours.***

Q15. Does UF utilize any additional 3rd party testing systems outside of the Canvas LMS system? If so, can you provide a list of systems?

A15. ***No. All online testing is managed via the Canvas LMS.***

Q16. Can the chosen vendor display exam content outside of the LMS?

A16. ***No as it is proprietary content from our faculty.***

Q17. In Section 1.2 Scope of Work, you state the successful vendor must agree to a per student, per course pricing model based on an average exam of 2 hours or less.

a. Can you provide any details on the expected number of 2 hour (or less) proctored exams allowed in each course?

A17a. ***We do not limit the number of exams however our research, history, and projections show that we average around 2.8 exams per course.***

b. Will you restrict the use of online proctoring solutions to only one proctored exam in each course?

A17b. ***No. We do not restrict the number of proctored assessments that an instructor can have.***

c. In order to accurately provide a per student per course pricing model, it's important to know how many proctored exams would be required per course (especially for live proctoring).

A17c. ***Our average is 2.8 exams per course.***

d. Will you consider alternative pricing models in addition to the desired per student per course fee?

A17d. ***Yes. We are interested in exploring alternative pricing models.***

e. Can you provide any comment on whether there will be a specific number of live proctored exams + asynchronous proctored exams required in each course?

A17e. ***It is most likely that an instructor will use one or the other and not a combination.***

Q18. Can you provide any details on the anticipated or desired payment model?

- a. Will students or the University be paying the fees directly to the vendor?
- i. If students are paying, will they be paying the desired per course fee individually, or annually?

A18ai. ***95%+ of our exam billing will be managed by the UF Distance & Continuing Education Office (DCE). We would like the option to allow for direct student per exam payments in the rare cases where a campus student cannot take a face to face exam.***

- ii. If the University is paying, are you expecting to pay annually for projected volume or monthly billing, or an alternative model?

A18aii. ***Historically we pay ½ the projected semester total 3 weeks into a semester and then reconcile and pay the total semester bill at the end of a semester.***

Q19. Would you be open to a pricing model that allows for unlimited exam attempts rather than a fee-per-exam model?

A19. ***Yes.***

Q20. ADA Compliance – can you provide specific ADA or accessibility requirements you have or will be evaluating proposals against?

A20. ***Reasonable accommodations need to be made for the hearing, visually and physically impaired to comply with ADA.***

Q21. How does the University of Florida confirm that vendors are FERPA, COPPA, GDPR, ADA 508, and WCAG compliant?

A21. ***Our vendors work with our DCE Office to comply with each requirement.***

Q22. You have provided a breakdown of the Evaluation Criteria in Section 2.1. Can you provide any scoring rubric related to the value weighted to each bullet/section in the evaluation criteria?

A22. ***No, as stated in section 2.1, there is no particular weighting applied to the evaluation criteria.***