



NOTICE OF RFP ADDENDUM

Date: June 4, 2025

Solicitation: RFP #DOC1555879052; Online Proctoring Services

Subject: Addendum #1

In accordance with Section I.5.C of the above referenced RFP, this addendum provides answers to questions submitted by potential offerors and includes the pre-proposal conference presentation. No other changes are being made to the RFP.

The proposal due date is June 17, 2025, at 2PM ET.

Questions / Answers:

1. Reference doc: Exhibit A - Section 3.1 Requirement: Submit FEIN and Dunn & Bradstreet report
Query: Could you please confirm whether submission of the Dunn & Bradstreet (D&B) report is mandatory at the time of proposal submission? If the report is not currently available, could you advise on what alternative documentation would be acceptable in its place? Additionally, would it be permissible to submit the D&B report upon award of the contract instead? **If a Dun & Bradstreet report is not available, submit other verifiable information that assesses the company's financial health.**
2. Section 5.1 within the Ariba portal instructs bidders to, "Submit the OMNIA Partners Requirements for National Cooperative Contracts (Appendix E)." **Please refer to IV.1. Technical Submittal Response Format, G. for information regarding Exhibit A and B. Exhibit C, Master Intergovernmental Cooperative Purchasing Agreement, Example and Exhibit D, Principal Procurement Agency Certificate, Example are informational. Offerors are encouraged to respond to Exhibit F, Federal Funds Certifications, and G. New Jersey Business Compliance to provide the greatest opportunity for nationwide syndication. Exhibit H, Advertising Compliance Requirement is informational.**
3. How many suppliers are expected to be contracted under the Master Agreement? Reference doc: Exhibit A - Section 1.3 Requirement: Estimated Volume. **To be determined post award.**
4. Could you please confirm if the VPAT is mandatory at the time of proposal submission, or if it can be submitted later upon award of the contract? Reference doc: Section C - Technical Requirements Requirement: Provide your VPAT – Voluntary Product Accessibility Template. **VPAT is required to be submitted with the technical proposal.**

5. What is the maximum concurrency the proctoring platform has to support for Live Proctoring, Automated Proctoring and Record and Review respectively? Reference doc: Section C - Technical Requirements Requirement: Restrictions on number of users accessing the proposed solution. **Provide a detailed description of this feature.**
6. What is the number of real-time Live proctored exam, Record and Review based exams and automated proctored exams conducted by the State every year? Reference doc: Section C - Technical Requirements Requirement: Restrictions on number of users accessing the proposed solution. **Data not available.**
7. Where does the state currently store the student recording? Reference doc: Section C - Technical Requirements Requirement: Offerors may increase their liability by creating educational records and keeping them on file permanently on external servers. If student recordings are kept on a cloud server, it may pose a higher risk of violating FERPA. Offerors may not subcontract labor to a third-party as this may violate FERPA. **Data not available.**
8. Are there any age-specific accommodations required by the state system? For e.g.: Allow for a guardian to sit with the student below age 18 while taking an exam. Reference doc: Section C - Technical Requirements Requirement: Student Privacy. **Data not available.**
9. Does the state require the vendor to provide live proctors/reviewers for the exams? Reference doc: Section A - Monitoring Processes, Requirement: Real-time Live Proctoring. **The State System is requesting live remote proctoring services as an option.**
10. Specify the LMS, assessment systems and other third-party systems to which the proctoring solution must integrate Reference doc: Section H - Technical and Customer Support, Requirement: Third Party Integrations. **Per Section C.E. of Appendix A, the LMS used by all universities is Brightspace by D2L.**
11. What is meant by ordering methods from a proctoring tool PoV? Please clarify with a use case. Reference doc: Section H - Technical and Customer Support, Requirement: Available ordering methods – online ordering, order tracking, search options, order history. **Provide an explanation as to your ordering methods.**
12. Typically, vendor provides L2 support while the higher education institution provides the student, faculty facing L1 support. Please validate if this applies to the State. Reference doc: Section H - Technical and Customer Support, Requirement: When is support available? 24/7/365 or specific days and times? **Provide an explanation when support is available.**
13. What is the various Active Directory to which the tool must integrate? Reference doc: Section H - Technical and Customer Support, Requirement: Active Directory. **Provide a description of this feature.**
14. What support model is required by the State? 24/7/365 or specific days and times. Reference doc: Section H - Technical and Customer Support, Requirement: When is support available? 24/7/365 or specific days and times? **Provide a description of your support model.**
15. We are certified with WCAG 2.0 AA. Is there any specific type of assistance required under 'ADA Assistance'? Reference doc: Section A - Monitoring Processes, Requirement: ADA Assistance. **In 2024, the DOJ made a new ruling related to Title II of the ADA requiring WCAG 2.1 AA certification by 2026. Suppliers need to meet that goal.**

16. Could you please clarify this requirement with a use case. Reference doc: Section A - Monitoring Processes, Requirement: Personally Identifiable Information PII Single Sign-On. **Provide and explanation to this feature.**
17. What are the identification documents the State expects the tool to capture and verify in the Pre-Authentication phase? Reference doc: Section A - Monitoring Processes, Requirement: Pre-test Authentication (verifying student identities). **Provide a description of this feature.**
18. What are the roles expected within the proctoring system? Reference doc: Section A - Monitoring Processes, Requirement: Real-time Live Proctoring/Automated Proctoring/Record and Review. **Data not available.**
19. What will be maximum and average duration of the proctored assessment in each category (Automated, Record & Review and Real-Time Proctoring)? Reference doc: Section A - Monitoring Processes, Requirement: Real-time Live Proctoring/Automated Proctoring/Record and Review. **Data not available.**
20. Scheduling and Managing Exams will be done in the D2L platform. Proctoring tool will get the information of the assessments scheduled in the D2L platform through API integration. Please confirm if our understanding is correct. Reference doc: Section A - Monitoring Processes, Requirement: Scheduling and Managing Exams. **Correct.**
21. What will be the Proctor to candidate ratio for Real-time Live proctoring? Reference doc: Section A - Monitoring Processes, Requirement: Real-time Live Proctoring. **Data not available.**
22. What level of automation is expected in automated proctoring? Do you expect the proctoring system to pause the assessment automatically depending on the anomalies of the candidate during the assessment? Or is it only flag detection and storing within the system? Reference doc: Section A - Monitoring Processes, Requirement: Automated Proctoring. **Provide an explanation as to your capacity to provide any or all of these options.**
23. Student Registration will be done on a third-party application/portal system, and the registration system should be integrated with the proctoring tool. Please confirm if our understanding is correct. Reference doc: Section A - Monitoring Processes, Requirement: Student Registration (including exam instructions). **Provide a description of your process.**
24. What Violations/Flags are expected to be raised for candidate (User, Screen and Audio) by the proctoring tool? Also, what are the aberrant behaviors that the tool has to detect? Reference doc: Section A - Monitoring Processes, Requirement: Violations (algorithms to detect and capture aberrant behavior) ". **Provide a description of your process.**
25. Active restriction of student computer can be achieved using the Lockdown browser. What additional restrictions should be enabled beyond the features of a Lockdown Browser? Reference doc: Section A - Monitoring Processes, Requirement: End-to-End Security (active restriction of students' computers). **Some students with accommodations require communication through a communication board that is not compatible with lockdown browser. Indicate and explain if you have a work around for this.**
26. What is the process followed at the State for post-exam audit? What data needs to be captured in this process? Reference doc: Section A - Monitoring Processes, Requirement: Post-exam Auditing. **Provide a description of your process.**

27. Content protection achieved within the Lockdown browser by using features such as restricting copy-paste, disable screenshots for users. What additional protection is expected? Reference doc: Section A - Monitoring Processes, Requirement: Content Protection. **Explain type of content protection your solution offers.**
28. Which languages need to be supported by the proctoring system? Reference doc: Section A - Monitoring Processes, Requirement: Real-time Live Proctoring/Automated Proctoring/Record and Review. **Provide a description of available languages with your proposed solution.**
29. What are all the additional checks required in off-campus testing centers, and what will be the candidate to proctor ratio in this case? Reference doc: Section A - Monitoring Processes, Requirement: Will the solution be able to be used at off-campus premises (testing centers)?" **Provide a description of this feature.**
30. What accommodations are allowed for a student? What verification and monitoring process is required to be supported by the proctoring tool? Reference doc: Section A - Monitoring Processes, Requirement: How are student accommodations verified, provided, and monitored? **Common (no-exhaustive) Accommodations: Extended time for testing, readers, scribes/speech to text, ability to return to questions already answered, images descriptions for screen readers.**
31. The proctoring tool allows a live proctor to pause or terminate an exam depending on the severity of the transgression. The testing organization provides guidelines on when an exam should be terminated. Could you please clarify what specific interventions or actions the proctoring tool is expected to support in such cases? Reference doc: Section A – Monitoring Processes Requirement: Provide a description of your actionable plan to intervene in an exam where the integrity of the exam has been compromised. **Provide a description of these features.**
32. Please specify the process followed by PA state in generating and submitting a result for a proctored exam to the faculty. Reference doc: Section A - Monitoring Processes, Requirement: Provide a description of your quality assurance processes to validate the proctor's results before submitting the results to the faculty. **Provide a description of your processes.**
33. What are the device form factors that the proctoring platform must support? Additionally, are the feature requirements consistent across all form factors, or do they vary depending on the device? Reference: Section G – Software/Hardware Requirement: The Proctoring Solution must be compatible with all current operating systems and must be entirely browser-based, supporting all current versions of popular browsers (i.e., Firefox, Chrome, and Safari). **Provide a description of your proposed solution.**
34. What is the expected growth in test submissions, assessments, and student data (video/audio recordings) for the next 2 years? Reference doc: Section G - Software/Hardware, Requirement: System scalability. **Data not available.**
35. Does the State have any preference for streaming services used in live proctoring? Reference doc: Section A - Monitoring Processes, Requirement: Real-Time Live proctoring. **Data not available.**

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PENNSYLVANIA'S STATE SYSTEM *of* HIGHER EDUCATION

Pre-Proposal Conference

ONLINE PROCTORING SOLUTIONS

RFP #DOC1555879052

May 28, 2025

Pennsylvania's State System of Higher Education

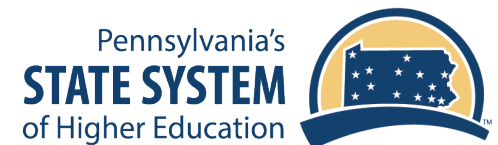
Linda Venneri CPSM

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Contract Manager

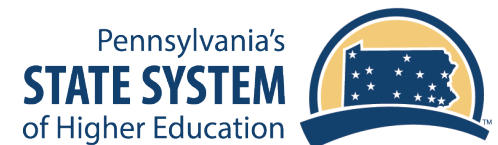


RFP Scope

- Pennsylvania's State System of Higher Education is a state-affiliated agency of the Commonwealth of Pennsylvania that oversees 10 state-owned universities
- National cooperative business alliance between the State System and OMNIA Partners
- Contracts available to other public agencies nationally (state and local governmental entities, higher education entities, non-profit entities)
- Multiple national contracts for five-year term
- Potential national volume ~\$50 million

OMNIA Partners Documents

- Introduction
- OMNIA Partner Exhibits (Appendix E)
 - Exhibit A – Response to National Cooperative Contract
 - Exhibit B – OMNIA Partners Administration Agreement
 - Exhibit C – OMNIA Partners Master Intergovernmental Cooperative Purchasing Agreement (MICPA)
 - Exhibit D – Principal Procurement Agency Certificate
 - Exhibit E – OMNIA Partners Contract Sales Reporting Template
 - Exhibit F – OMNIA Partners Federal Funds Certifications
 - Exhibit G – New Jersey Business Compliance Forms
 - Exhibit H – OMNIA Partners Advertising Compliance Requirement



Proposal Preparation & Submission Section IV

- Appendix A Technical Submittal **Do not include any pricing**
- Appendix B Cost Submittal
- Appendix C Trade Secret / Confidential Information **Optional; Section II.5; pricing is not confidential**
- Appendix D Exceptions to Contract T&Cs **Optional; Section II.3**
- Appendix E OMNIA Partners Response **Section I.1**
- Appendix F Sample Standard Contract **Does not need to be submitted**

Include company name in all documents

Submit proposals at SAP Ariba Discovery

Evaluation – Section V

- Understanding of requirements
- Company Qualifications / Experience
- Technical Requirements
- Value-Added Services
- Cost

Technical Proposals must achieve minimum of 75% of available technical points to be considered for award

Timeline

Questions due by June 3, 2025 at SAP Ariba
Discovery

- Answers provided June 4, 2025

Proposals due by June 17, 2025; 2:00PM ET

- Anticipate award by August 2025

QUESTIONS?



Pennsylvania's
STATE SYSTEM
of Higher Education