**INSTITUTION NAME HERE**

Request for Proposals for

Online Proctoring Services

RFP [identification number]

**Issue Date:** [Month & Day], [Year] at [Time][Time zone]

**Submissions Due:** [Month & Day], [Year] at [Time][Time zone]

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**Request for Proposal: Online Proctoring Services**

# Part 1: RFP introduction and overview

This Request for Proposal (RFP) is issued by [Institution name (abbreviation)] for Online Proctoring Services. The goal is to gather responses from qualified companies about proctoring software and services needed to successfully proctor online exams.

[Institution abbreviation] offers [format, e.g., online, on-campus, hybrid, etc.] [program types, e.g., two-year, bachelor’s, etc.] programs to approximately [number of students] students in [state or region].

Our goal is to implement a proctoring solution for our online programs by [month or semester and year]. Optional sentences: The online proctoring solution must be able to scale to handle approximately [number of exams] per semester for [number of students] online students. OR The online proctoring solution must be able to scale to handle unlimited proctored exams for [number of students] online students.

At a minimum, [Institution abbreviation] requires the proctoring solution to provide the following requirements:

1. Direct integration with [name of the LMS]
2. 24/7/365 support for students and faculty
3. AI (automated) + live proctoring
4. Record and post-exam review
5. Accommodations for specific students’ needs
6. Ability to proctor exams offered on third-party platforms

## Schedule

|  |  |
| --- | --- |
| **Event** | **Day & time** |
| [Institution abbreviation] issues RFP |  |
| Vendor questions due |  |
| Provide responses to vendor questions |  |
| Final RFP responses due |  |
| Selected vendor interviews & presentations |  |
| Recommendation submitted to [institutional title] |  |
| Notification of award |  |
| Contract start date |  |

### Questions

All vendors submitting questions about this RFP before bid submission must email the questions to [First Name] [Last Name], [Title] at [email address].

The subject line for all question emails should be “Q&A - RFP for Online Proctoring Services.”

All questions must be submitted by [Month & Day], [Year] at [Time] [Time zone]. Responses to all questions will be [insert response method. e.g., posted on the university’s website, emailed to all respondents, etc.] on [Month & Day], [Year] at [Time] [Time zone].

### Submission format

The vendor should submit an electronic PDF of the response by email to [First and Last Name], [Job Title] at [email address].

## Evaluation & award

### Evaluation

[Institution name] will be responsible for evaluating proposals concerning compliance with RFP requirements and determining which vendor’s proposal is the most advantageous and best solution for [Institution abbreviation].

### Criteria

All proposals will be evaluated based on the criteria listed below. If a response does not reasonably and substantially conform to all the terms and conditions in this solicitation, or if it requests unreasonable exceptions, it may be considered nonresponsive. Responses should address every question and point made (in the order given) in each section.

|  |  |
| --- | --- |
| [Evaluation criteria item 1]e.g., Meets technical requirements in Section 3 | [Associated Points]50 |
| [Evaluation criteria item 2]e.g., Relevant experience and recommendations | [Associated Points]30 |
| [Evaluation criteria item 3] | [Associated Points] |
| [Evaluation criteria item 4] | [Associated Points] |
| [Evaluation criteria item 5] | [Associated Points] |
| **Total points** | **[Total Possible Points]** |

### Interviews & demonstrations

Vendors with the highest scores will be placed on a shortlist and invited to interview and provide a demonstration of their proposed online proctoring services. The purpose of the demonstration is to show the product’s overall ease of use and usability as well as its ability to integrate with [Institution abbreviation]’s current software and operating systems.

### Discussions & negotiations

[Institution name] reserves the right to conduct discussions with vendors, to accept revisions of proposals, to negotiate price changes, or to negotiate separately with any source whatsoever, if no acceptable proposals are submitted to best serve the interests of [Institution abbreviation]. [Institution name] also reserves the right to negotiate final pricing for any contract entered into with a vendor.

### Award

The award, if any, shall be made to the one vendor whose proposal is determined to be the most advantageous to [Institution abbreviation] based on the evaluation factors described in the RFP. The contract will be based on the initial product and professional services such as implementation, training, and support.

This RFP does not commit to awarding a contract, paying any costs incurred in the preparation of a proposal, or contract for the services described herein. [Institution name] will name the apparent successful vendor in a “Notice of Intent to Award.” Identification of the apparent successful vendor is procedural only and creates no right in the named vendor to award the contract.

The resultant contract will constitute [Institution name]’s acceptance of the proposal in response to the RFP for Online Proctoring Services. The RFP, its appendices, any amendments, and the proposal submitted by the successful vendor will be incorporated into and become the contract. The contract represents the entire agreement between the vendor and [Institution name] and supersedes all prior negotiations, representations, understandings, or agreements, either written or oral.

##

# Part 2: Vendor overview & experience

Provide a brief company overview, including company history, relevant experience, number of customers, and differentiators.

Include details of any past or pending litigation, or claims filed, against your firm that may affect your performance under a contract with [Institution abbreviation].

In addition, please provide your standard Master Service Agreement (MSA) and describe the process for redlining the document.

# Part 3: Proctoring features & functionality requirements

## Proctoring type

* What type of proctoring software and services are provided?
	+ *For example, AI-only, live proctoring-only, a combination of AI & live proctoring, or record and post-exam review?*
* Summarize the various levels of proctoring services your company provides.

**If using live test proctors:**

* Do the proctors watch students during the entire exam session?
* How are proctors alerted to intervene if potentially dishonest behavior occurs?
* Can the proctor review the behavior before the exam?
* Describe how your proctors are trained.

## LMS integration

* Does the proctoring software integrate with [Institution’s LMS]?
* How long does the LMS integration typically take to complete?
* Describe the plan for conversion and integration with existing systems.
* With the LMS integration, do students and instructors need extra logins and passwords?
* Can instructors review exam reports within the LMS?
* Can instructors and students access support within the LMS?

## Account creation

* Do students need to create an account to take a proctored exam?
	+ If so, describe how this works.

## Sound and voice detection

* Does the proctoring software use sound detection or voice detection? Briefly describe how it works.
	+ **If using sound detection:**
		- How does the proctoring solution differentiate irrelevant sounds (cough or dog barking) from sounds that may indicate potential dishonesty (talking to a friend)?
			* Does the proctoring solution flag irrelevant sounds?
		- Are flags still presented to the instructor for review?
* If the student is talking to someone, does the software create a transcript of what the student said?
	+ **If using voice detection:**
		- Does the software provide a transcript of what a student says?
			* How comprehensive is the transcript?
		- If the voice detection AI detects potential dishonesty, does it alert a live proctor to intervene?

## Test content protection

* Briefly describe how the proctoring solution protects test content.
* Can the solution identify when test content is leaked on the internet?
	+ If so:
		- How are instructors alerted that test content was leaked?
		- Does the solution provide the actual website(s) that the test content has leaked to or just the questions leaked?
		- Does the solution help instructors send content takedown requests?
			* If so, briefly describe the process.

## Third-party test proctoring

* Does your solution provide a remote proctoring option for exams within third-party platforms such as MyMathLab, Pearson, etc.?
	+ If so, describe the process for proctoring tests on the platforms.

## Detection of cell phones and other devices

* Can the software detect the use of phones and other devices?

## ID verification process

* Describe the student ID verification process.
	+ Is AI used or does a proctor or instructor review afterward?
	+ What information is collected and how is it stored?
* How long does the ID verification process usually take for students?
* During the verification process, does the proctoring solution use facial recognition or facial detection?

## Browser locking software

* Is the browser locking software an application that students must install on their computer or is it only a browser extension?
* Describe how instructors can allow students to access specific websites during an assessment while restricting access to other websites.
* Can the browser locking software prevent certain keyboard functions, such as copying and pasting?

##

## Reports and recordings

* Summarize the solution’s reporting and recording capabilities.
* Are time-stamped video recordings of student activity available?
* What reports on student activity are provided?
* Are reports available within the LMS? If not, do instructors have to access reports within a different platform?
* Can authorized users export summary reports into formats such as CSV, XLS, and PDF?
* Can authorized users download student exam recordings?
* Are system-level reports about usage, exam sessions, etc. be provided?
* Are reports included or provided at an additional cost?
* Please provide screenshots of sample reports in the appendix of your response.

## Accessibility

* Provide yes or no responses to numbers 1-3 below.

Is your proctoring solution:

1. ADA accessible?
2. Compliant with Section 508?
3. Developed to conform to WCAG 2.0 level AA guidelines?
* Does the proctoring software work with common assistive devices, such as screen readers and alternative keyboards?
* Describe how accommodations can be provided for specific students.
* Describe how accessibility is accounted for in the development process.
* Provide a link to your VPAT or add it to the appendix of your response.

# Part 4: Data security and system requirements

## Data security and collection

* Please specify if any sensitive, confidential, or other protected data is planned to be stored.
* Is your company FERPA compliant?
* Who owns the data, [Institution abbreviation] or your company?
* Does the proctoring company sell or monetize [Institution abbreviation]’s data in any way?
* *How* is the data collected and maintained?
* What is the data retention period and data retention justification?
* Is the data encrypted in transit and at rest?
* Does your company consider student data "confidential" and is there a policy in place to manage PII?

## Security testing and employee training

* What is the cadence of your vulnerability and penetration testing?
* Does the proctoring vendor have a dedicated security team?
* Summarize employee security training and frequency.
* Does your company conduct background checks for employees?

## Disaster planning and response

* Describe your disaster recovery and business continuity plans.
* Describe your incident response plan.

## System requirements and other technical information

* Describe your software system requirements (computer, operating systems, and minimum internet connection/network bandwidth).
* Can students check that they meet the system requirements to take a proctored exam?
* What is the max number of concurrent exams the solution can support?

# Part 5: Support, implementation, and training

## Support

* How is support provided to students and faculty? e.g., chat, phone, email, etc.
* Is support available 24/7/365? If not, what days/times is it available?
* In what country are support representatives based?
* Can users communicate with live support reps or is it only automated?
* What is the escalation process for more complex support issues?
* Is support provided at an additional cost or is it included?

**Customer success and management**

* Is a customer success manager provided?
* Is the customer success manager included or is it an extra cost?

**Updates and upgrades**

* Describe the process for upgrade rollouts, if they're mandatory, happen in the background, or require completion by our staff.
* Are there upgrade schedules? If so, describe how our staff will be notified of an update or upgrade.

## Implementation

* Summarize how the proctoring solution will be implemented in the time frame and suggested implementation milestones.
* What is [Institution abbreviation] responsible for during implementation? Describe the resources, tasks, and timelines.

## Training

* Describe ongoing training resources for students/faculty & provide examples.
* Please describe the training for staff upon the initiation of the contract.
* Is training included or does it cost extra?

# Part 6: References

* Provide three to five college or university references that are similar in size and use the proposed proctoring solution.

#

# Part 7: Pricing

* Provide pricing for your proctoring services. Include all the services and options available.
* Differentiate one-time and ongoing costs.



Make online proctoring simple, easy, and human.