

1) Who are the current incumbents for proctoring services at the ARKANSAS STATE UNIVERSITY?

Presently, live proctoring services at A-State are provided by Proctor-U. We also utilize Respondus LockDown Browser & Monitor to safeguard academic integrity for exams that do not require live proctoring. The RFP is open to any vendor able to meet the criteria, but it was sent to Proctor360, BioSight by BiometricSignatureID, and Honorlock. We are also accepting updated bids from our current vendors.

2) Is the university planning on issuing the award to multiple vendors or a single vendor? If multiple, will Annual Total Cost have to be reassessed based on expected number of exams delivered since that would change between two vendors?

We hope to find a single vendor able to provide solutions for all of our institution's needs.

3) What is the expected number of exam sessions to be delivered annually?

We expect around 8K-10K live-proctored exams to be delivered per year. Number of other exams to be delivered through academic integrity tool without required live proctoring has yet to be determined.

4) **1. Critical Needs 1.1.:** If a service does not fully support this requirement will it not be considered?

Windows & OSX operating system compatibility are required for consideration. Mobile and tablet operating system compatibility (Windows, iOS, & Android) is preferred but the lack of mobile device compatibility will not automatically disqualify a vendor for consideration.

5) **1. Critical Needs 1.7.:** If a service does not fully support this requirement will it not be considered?

Compatibility with all current versions of popular web browsers (Microsoft Edge/IE, Chrome, FireFox, and Safari) are preferred but vendors with compatibility with at least two or more of these browsers will still be considered.