



300 North Beaty Street, Athens, AL 35611

Bid Number: 72019

Opening Date/Time: April 17, 2019, 2:00 PM

Opening Location: Founders Hall, Room 109

Contact Person: Belinda.Krigel@Athens.edu

April 3, 2019

To Whom It May Concern:

Athens State University will receive sealed bids for the purchase of a remote test proctoring solution as described and specified on the enclosed attachment. All responses to this Invitation-to-Bid (ITB) are to adhere to the format outlined in this document.

1. Bid is to be mailed in a **sealed envelope** with ITB which bears the above bid number and opening date on the outside of the envelope.
2. Bid must be typed or printed in ink. Bid must be signed by a responsible representative of your company. Bid must indicate unit prices, extensions and total prices.
3. In bidding substitute items from brand names specified on the ITB, the bidder must so indicate the substitution and must include complete specifications with their responses.
4. Bidder must quote all prices FOB Athens State University.
5. Athens State University is exempt from Federal Excise and State Taxes. Code of Alabama 40-23-4.
6. Athens State University reserves the right to reject any and/or all bids and, unless otherwise specified by the bidder, to accept any or all items in the bid and may elect to award a bid on "all or none" basis. Athens State University reserves the right to purchase according the availability of funds.

7. Before a purchase order will be issued, the awarded vendor may be required to submit to Athens State University the following documents, completed and properly executed:

- State of Alabama Vendor Disclosure
- Athens State University Vendor Form W-9
- Alabama Immigration Law Certificate of Compliance
- E-Verify Memorandum of Understanding

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116, CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. BY SUBMITTING THIS BID, THE BIDDER IS HEREBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE

Sincerely,

A handwritten signature in black ink, appearing to read "Mike McCoy". The signature is stylized with a large "M" and "C".

Mike McCoy, CPA

Vice-President of Financial Affairs

ASU Bid #72019
Remote Online Proctoring Solution

Based on the **Online Proctoring Solution Requirements**, provide the price for each of the quantities and services below.

Price per authorized user up to 2,000 students for one year \$ _____
Price per authorized user up to 3,000 students for one year \$ _____
Price per authorized user up to 4,000 students for one year \$ _____
Price for Help Desk Services 24/7 \$ _____
(please specify if provided by the vendor or third party)

Setup/installation Price \$ _____
Training Price \$ _____
(provide details on how long, onsite or remote)

Annual Cost
Total first year price \$ _____
Total second year price \$ _____
Total third year price \$ _____
Total fourth year price \$ _____
Total fifth year price \$ _____

If the vendor cannot meet all of the proctoring solution requirements, the vendor must list the features that do not meet the Online Proctoring Solution Requirements on a separate page.

How are overages handled?

Is there an allowance made for exceeding the number of paid authorized users in one year? If so, what is that allowance?

If the number of authorized users purchased goes beyond the allowance, how is this situation handled?

Cost per authorized user that exceeds the number purchased \$ _____

ASU Bid #72019
Remote Online Proctoring Solution

Firm: _____
Name of Representative (Print) _____
Signature: _____ Title: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Date: _____ Phone Nr.: _____ Fax Nr.: _____
Email Address: _____



Bid #72019 - Online Proctoring Solution

Athens State University seeks a secure and flexible online, remote proctoring solution that verifies student identity with a government issued ID, monitors student behaviors/actions by capturing and analyzing the audio/video of proctored sessions for testing irregularities, and provides real-time reports of individual student testing irregularities for faculty review.

The University seeks a cost effective, convenient, and customizable solution. The remote, online proctoring service should support automated proctored sessions with an optional live proctor intervention with trained and certified proctors. The service should have a simple, flexible setup for faculty to customize the test environment to meet required exam specifications and a simple setup for students that does not require proprietary equipment such as web cameras or computers.

Institution Summary

Athens State University is a public upper-level undergraduate institution serving the educational needs of transfer students. The University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate and master's degrees.

Annual Headcount: 4,070 undergraduate, 43 graduate

Annual FTE: 2,298

Enrollment (Fall 2018): 3,045

Mission Statement:

The University advances the best interests of its students and the State of Alabama through teaching, service, research and other creative activities to empower students to make valuable contributions in their professional, civic, educational, and economic endeavors. Through innovative communication and course delivery for high-quality undergraduate and select graduate programs, Athens State University provides a supporting environment for each student, demonstrating the importance of the diverse and interdependent nature of our state and society. Athens State University changes the face of Alabama by changing the lives of its students.

Vision:

Athens State University will be the premier destination for transfer students seeking the highest quality education and cutting-edge delivery at the most affordable cost. As the upper division university in Alabama, building on a tradition that began in 1822, Athens State University will be the catalyst for positive change in the lives of its students.

Distance Learning at Athens State University

Athens State currently has 16 bachelor degree programs, 21 minors and a number of certificate programs that can be completed entirely online and three masters programs offered online exclusively. Athens State University delivers synchronous and asynchronous instruction through Blackboard Learn, the learning management system used by all students and faculty for course management, collaboration, discussions, and digital coursework and project submissions. Other online instructional tools used at the university include TechSmith Relay, Zoom, NBC Learn, and SoftChalk. Students and faculty also communicate through e-mail using Microsoft Office 365 accounts.

Online Proctoring Solution Requirements

Because the current online proctor solution will be discontinued on August 1, 2019, Athens State University seeks a state-of-the-art, online proctoring solution based on the following requirements:

1. Must currently be used at higher education institutions of at least 3,000 students and must have a proven track record of quality service for at least two years.
2. Must have a highly responsive help desk available to students and faculty 24/7.
3. Must be entirely browser based and compatible with a current version of popular web browsers.
4. The product workflow for students, faculty, and administration must be a simple, straightforward process for setup, use, and management.
5. Must include a student identity verification process using a government issued, photo ID.
6. When the product is used, appropriate Athens State University branding must be visible to students and faculty.
7. Must be deployed to work with Blackboard Learn or Blackboard Ultra.
8. Must support live proctoring.
9. Must support a webcam video recording of online proctored sessions.
10. Must record the student's screen during online proctored sessions.
11. Must support a webcam audio recording of online proctored sessions.
12. Must provide real-time reporting of proctored session results (e.g. 30 minutes) to faculty.
13. Must support web browser lockdown during online proctored session.
14. Must support single sign-on through the learning management system.
15. Must support the ability to white-list websites.
16. Must support real time auto review of online proctored session to detect violations of online test rules.
17. Must capture and identify the exact point in the proctored session when violations occurred.
18. Must allow the entire session to be reviewed with an easy navigation to specific points in the recorded session where violations occurred.
19. Must proactively deter cheating by intercepting and removing access to unscrupulous cheating sites that provide access to exams.
20. Must be able to detect the use of more than one web accessible device during online proctor sessions.
21. Must provide the option for a live proctor intervention with students when suspicious activity is detected through the real-time online proctored session review.
22. Must provide a method to safely archive evidence of proctored session violations.
23. Must encrypt all recordings.
24. Must support the deletion of recordings based on the university's online course retention policy.

25. Must provide an online live proctor option that works in conjunction with the audio/video recording of the proctored session with the automated proctored session review.
26. Must use trained proctors for live proctoring sessions.
27. Must allow faculty to customize the test environment requirements such as allowing the use of a textbook, notes, calculator, or in room assistance for students requiring accommodations.
28. Must work seamlessly to proctor sessions that use third party and book publisher online test banks.
29. Must be an easy to use, seamless virtual process from first point of contact through completion, student plugins minimized, clarity of instructions/documentation to include all users, and all steps in the workflow.
30. Must be GDPR compliant.

Required Product and Vendor Information

1. Vendor must submit detail instructions on how to set-up or upload exams
2. Vendor must provide information on levels or types of authentication and security available for use with online exams as well as the availability of live proctors
3. Vendor must outline how authentication and security levels can be selected or customized per class or exam by the faculty member
4. Vendor must provide detailed information regarding the following capabilities:
 - a. Video storage capabilities
 - b. Archived proctored exams; storage, length of time and location
 - c. Details on how individuals are given access to review proctored exams
 - d. Technology requirements for students to access the online proctoring system
 - e. Means of communicating with students during proctoring sessions
 - f. Details on the number of simultaneous exams that can be proctored at one time
5. The vendor must provide in detail the process for installation and integration with Blackboard, the current learning management system used at the university.
6. Must provide in detail the required data elements for data feed to setup student and faculty access.
7. Must provide in detail information on the data elements that can be exported for reporting purposes.
8. The vendor must describe the method used for transferring data to and from the University.
9. Vendor must provide in detail information regarding Ad-Hoc reporting.

Required Implementation and Project Management Information

1. Describe the required lead time from receipt of order through complete installation and implementation of proposed online proctoring solution.
2. The Vendor must provide the projected timeline required to meet the May 13, 2019 deadline for availability.
3. Detail the actual steps required for installation/integration/testing with Blackboard Learn.
4. Detail the planned roll out and training for university faculty.
5. A narrative description of the project plan, resources made available for the project, expected Athens State resources, and time commitments for the desired "Go-live" date.

Required Information on Administration, Support and Maintenance

1. Provide a detailed process flow for how Athens State would resolve any performance, access, and availability issues.
2. Describe how the online proctoring solution will manage new releases of browsers (mobile, PC, or Mac)
3. Describe how the proposed online proctoring solution securely removes temporary files, cookies, etc. in local workstations at the end of each session.
4. Describe in detail the standard technical support Service Level Agreement for the proposed online proctoring solution.
5. Describe in detail, your annual release schedule and any planned enhancements associated for the proposed online proctoring solution.
6. Describe the standard technical support level including days/hours of operation, contact/reporting methods, limitations in the use of technical support, and identification of individuals who will act as technical assistance contacts at the university.
7. If there are tiered technical support solutions, describe each tier and provide the price for each.

Pricing

Pricing is requested for a proctoring solution that meets all of the **Online Proctoring Solution Requirements** listed on page 2 and 3 for the following quantities.

1. Cost per authorized user up to 2,000 students for one year
2. Cost per authorized user up to 3,000 students for one year
3. Cost per authorized user up to 4,000 students for one year
4. Help Desk Services 24/7 (please specify if provided by the vendor or third party)
5. Setup/installation cost.
6. Training cost.
7. Total first year price
8. Total second, third, fourth, and fifth year price.

If the vendor is not able to meet all of the proctoring solution requirements listed on page 2 and 3, the vendor must list the features that do meet the **Online Proctoring Solution Requirements** included in this document.

How are overages handled? Is there an allowance made for exceeding the number of paid authorized users in one year? If so, what is that allowance? If the number of authorized users purchased goes beyond the allowance, what is the cost and how is this situation handled?

Submittals

Vendor must submit written narrative to address each of the requirements detailed above. Pricing must be submitted on the form provided in the bid document.



Dear Vendor;

We are requiring the following information:

Company Name _____

Organization Type Corporation Partnership LLC
 Individual Other (explain _____)

Mailing Address _____

Phone # _____ Fax # _____

Contact Person _____ Email _____

Taxpayer ID# _____ Minority Owned Yes No

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number.
- Neither I nor a direct family member has a conflict of interest with the University.
- Purchase order must be received prior to purchasing materials or providing service or payment will not be made.
- Purchase order number must be referenced on invoice sent to Athens State University.
- I understand payment terms are 30 days. (Unless otherwise agreed upon or negotiated)
- I am licensed to conduct business in Alabama.
- I have reviewed the Vendor Disclosure Act 2001-955 requiring disclosure statement for proposals, bids, and contracts in excess of \$5,000. I understand all required documents must be submitted before payment can be made.

Signed _____ Date _____

Printed Name _____ Title _____

Please Fax completed form to 256.216.3306 or email to business.office@athens.edu

BUSINESS OFFICE USE ONLY

GOAMTCH Match Found New Vendor

Banner Vendor ID Number: _____

ATHENS STATE UNIVERSITY – COMPLIANCE WITH SECTION 31-13-9 OF THE CODE OF ALABAMA

Section 31-13-9 of the *Code of Alabama*, as amended (see Alabama Act No. 2012-491) (the “Act”) is applicable to all contracts entered into with Athens State University via a competitive bidding process.

Be advised that as a condition for the award of any contract that is competitively bid and awarded by Athens State University to a business entity or employer that employs one or more employees, the Act requires that the business entity or employer shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama.

Be further advised that as a condition for the award of any contract that is competitively bid and awarded by Athens State University to a business entity or employer that employs one or more employees within the State of Alabama, the Act requires that the business entity or employer shall provide documentation establishing that the business entity or employer is enrolled in the E-Verify program. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations.

Information about "E-verify" can be found at web address: <https://e-verify.uscis.gov/enroll> and the program is operated by the United States Citizenship and Immigration Service Bureau of the United States Department of Homeland Security to verify information of employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603.

Be further advised that the Act requires that any subcontractor, on a project paid for by a contract that is competitively bid and awarded by Athens State University, shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama and shall also enroll in the E-Verify program prior to performing any work on the project. During the performance of the contract, the subcontractor shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. A business entity or employer who has been awarded a contract with Athens State University through a competitive bidding process should maintain records of such compliance in case verification is required by Athens State University or a law enforcement agency.

Failure to comply with these requirements may result in breach of contract, termination of the contract or subcontract, termination of employees, and possibly suspension or revocation of business licenses and permits in accordance with the Act, among other things.

All bidders must complete the following information and return this form with their bid information.

1. Are you a business entity or employer that employs one or more employees within the State of Alabama?

No

Yes, and I have enclosed documentation along with this form establishing that I am enrolled in the E-Verify program. If you answered “Yes,” then you must provide such documentation with this form. A copy of your E-Verify Memorandum of Understanding is acceptable documentation.

2. Pursuant to the Act and by operation of law, the following provision shall be incorporated into any contract that is awarded by Athens State University as a result of this competitive bid process, regardless of whether or not the same is expressly set forth in the written documents relating to such contract:

By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

I represent and affirm that my response to #1 above is true and correct, that I fully agree and accept the statement in #2 above, and that Athens State University may fully rely on the same. I also acknowledge that I have received notice of and reviewed all of the information contained in this document.

If Bidder is a Business Entity

Name of Bidding Party: _____

Signature: _____

Printed Name of Signatory: _____

Its: _____ (Position)

Date: _____

If Bidder is an Individual

Name of Individual: _____

Signature: _____

Date: _____
