

Intent to Sole Source

Orangeburg-Calhoun Technical College

June 4, 2024

In accordance with Section 11-35-1560(a) of the SC Consolidated Procurement Code, and Section 19-445.2015 of the SC Code of State Regulations, Orangeburg-Calhoun Technical College intends to enter into a sole source contract for: Examsoft Proctoring Services

Description of the Agency need that this procurement meets: The OCtech nursing program plans to enter into a two-year agreement with Examsoft. The College Bookstore has had a contract with ExamSoft for the past two years to provide exam services that include test construction, storage, and analysis in addition to proctoring services. Exam Soft has the capabilities of creating test items that are used specifically for the NextGen NCLEX certification examination. Vouchers for Examsoft are sold to students in the OCtech College Bookstore for testing in online courses. In the past, the bookstore sale included the test proctoring as well, but due to a restructuring of student fees, the proctoring portion has become a separate purchase.

The proctoring services should meet the following needs and requirements of the Nursing Program.

- We are seeking a high level of exam security with AI and a human review option and auto-identity verification that does not require internet access.
In order to move to a hybrid model of instruction, we are moving to all remote testing for our nursing courses. We need to maintain the integrity of exams. Identity verification with biometric scanning allows for in-person check-in to verify the test taker is identified and accurate. With AI proctoring with the human review option, we can ensure our students are taking their exams maintaining the highest standards of honesty and integrity. This mode of proctoring identifies any irregularities from the students' behavior and flags them for instructors to analyze and address. In this rural area, internet access can be an issue for our students. A proctoring product that does not require internet access will allow students to take their exams even when their internet may not be sufficient to support their needs giving them more flexibility on test taking locations to help them be successful.
- The proctoring service needs to be compatible with D2L to push grades.
- This is a nursing program so we need to be able to provide exam questions to students that prepare them for NextGen NCLEX clinical judgment items (bowtie, cloze, drag and drop, etc.). We also need select-all-that-apply multiple choice items to be able to grade +/- partial credit.
D2L is our college's learning management system. It does not have test items like bowtie, cloze, or drag and drop, partial credit select all that apply, or other NCLEX style clinical judgement items that are necessary to promote state licensure exam success for our nursing students. ExamSoft offers all these types of items and interfaces with D2L to push grades directly to the LMS accurately and efficiently.
- Customer support that is available 24-7 for faculty and students is needed.
In our courses, students test asynchronously during a window of time given to them for testing. Therefore, students may be testing at any time during the day or night. Availability of customer service around the clock gives students and faculty the support they need at any time of day.
- We need data analysis and management on individual items, exams and student performance.
- We are also seeking Item Banking to organize and track item performance over time.
Data analysis and management, including item banking, give us valuable information for continuous quality improvement in our exams and courses. We need the ability to track items and improve future exams based on real-time data analysis. We also need the ability to analyze individual students and cohorts' performance to identify at-risk students to provide early remediation and support.

Description of market research Agency performed to determine the availability of products or services that would meet the Agency's needs. There is a contract available for the technical colleges to use for proctoring services. The vendors include: Proctor360, Inc, Verificient Technologies, Smarter Services Proctoring, Proctor IO Incorporated, Honorlock, and Respondus. The Dean for Nursing reached out to all vendors requesting information and a quote that met

all specifications required for proctoring the Nursing exams. She received responses back from Proctor IO Incorporated, Honorlock, and Respondus and had conversations with them about their products. The other 3 vendors did not reply. The replies received from the 3 respondents were that they only provided services for exam proctoring and did not have a product that did anything with test creation, storage, or analysis and they did not have the capability of interfacing with Examssoft. She then reached out to learn if D2L had the capability of creating test items that are congruent with NextGen NCLEX questions that our nursing students need to be prepared for their licensure exam. They do not.

Examssoft has a test construction platform and analysis as well as the proctoring services. The Examssoft test platform are also offers questions that are specific to Nexgen NClex Nursing. OCtech has not found another vendor that offers all of these services.

Examssoft was originally chosen due to the fact that this database will lock down all browsers except the one used for testing. Therefore, the students can't access any online databases or content while testing. Examssoft also has a test construction platform and analysis as well as its own proctoring service that is integrated into testing systems that allows a one stop shop with seamless testing. Therefore, it is secured testing with video capability to ensure high-quality assessments from being compromised.

Description of supplies, construction, information technology, and/or service Vendor will provide under the contract:

Exam Monitor H.R.

Detailed explanation why no other vendor's supplies, construction, information technology, and/or services will meet the needs of the Agency: Examssoft is a unique computer-based testing and assessment management solution with no comparable equivalent in the marketplace. The Examssoft Suite of products and services is only available from Examssoft.

Please send questions or concerns via e-mail to Scarlet Geddings @ geddings@octech.edu for this Intent to Sole Source no later than 5:00 PM on June 12, 2024, EDT.

This notice will be posted in the South Carolina Business Opportunities (SCBO) as required by SC Code 11-35-1560.

PROTESTS:

If you are aggrieved in connection with the intended award or award of the contract, you may be entitled to protest, but only as provided in Section 11-35-4210. To protest an award, you must (i) submit notice of your intent to protest within five (5) business days of the date this notice is posted, and (ii) submit your actual protest within fifteen days of the date this notice is posted. Days are calculated as provided in Section 11-35-310(13). Both protests and notices of intent to protest must be in writing and must be received by the appropriate Chief Procurement Officer within the time provided. The grounds of the protest and the relief requested must be set forth with enough particularity to give notice of the issues to be decided. Any protest or notice of intent to protest must be addressed to the Chief Procurement Officer, Information Technology Management Office, and submitted in writing

(a) by email to: protest-itmo@itmo.sc.gov, or

(b) by post or delivery to: 1201 Main Street, Suite 600, Columbia, SC 29201.

Official signed document on file in the Procurement Office

6/3/24