



REQUEST FOR PROPOSAL (RFP)

Virtual Testing AI Monitoring & Proctoring Services

Issuing Entity: The Heron Institute
RFP Release Date: August 5, 2026
Estimated Annual Volume: 35,000 –
50,000 Proctoring Hours (to be divided
between Cyber Academy of South
Carolina and Heron Virtual Academy)

1. Statement of Purpose & Background

The Heron Institute is seeking formal proposals from qualified vendors to provide a secure, scalable, and zero-install virtual testing AI monitoring and proctoring solution. Our virtual charter schools serve K–12 students across the state of South Carolina who complete assessments remotely. The ideal solution will provide AI-powered automated behavior monitoring, real-

2. Procurement Timeline

Vendors must adhere to the timeline detailed below. Late submissions or inquiry requests submitted after stated deadlines may not be considered.

Milestone	Date / Time (EDT)
RFP Release Date	August 5, 2026
Vendor Questions / Clarifications Due	August 21, 2026 by 5:00 PM EDT
Responses to Questions Posted	August 22, 2026
Proposal Submission Deadline	August 24, 2026 by 5:00 PM EDT
Vendor Evaluation & Selection	Late August 2026
Contract Award & Implementation	Early September 2026



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The selected vendor must demonstrate seamless functionality across our current technology stack without disrupting student test-taking experiences.

A. Core Platform Integration & Environment

- **LMS Integration:** Native integration with Canvas LMS via LTI standards.
- **Single Sign-On (SSO):** Full compatibility with ClassLink for automated rostering and single sign-on access.
- **Hardware & OS Compatibility:** Primary optimization for Windows, as well as, macOS and Chromebooks (ChromeOS) devices.
- **Zero-Install Architecture:** Strictly required. The proctoring system must run 100% inside the browser without requiring students to download executable software, local apps, or third-party browser extensions.

B. AI Behavior Monitoring & Security Capabilities

- **Identity Verification:** Automated pre-exam photo ID verification and continuous facial recognition throughout the assessment session.



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- **AI & LLM**
Detection: Automated mechanisms to detect and prevent unauthorized usage of external AI tools, Large Language Models (LLMs), or web searches during testing.
- **Exam Environment**
Control: Built-in browser lockdown functionality (restricting tabs, copy-paste, print screen, and virtual machines).
- **Secondary Camera**
Support: Capability to leverage secondary mobile device cameras for 360-degree room scans or secondary monitoring angles when required.

C. Admin Dashboard & Hybrid Review

- **Session Length**
Flexibility: Support for varying exam windows ranging from 30 minutes to 3 hours.
- **Flagging & Review**
Dashboard: Time-stamped event logging with video/audio clips, flag severity ratings, and an objective integrity score for fast administrative review.
- **Hybrid / Human Review**
Option: Capability for flagged sessions to be escalated to trained human reviewers or live proctors to minimize false positives and support academic decisions.
- **Ethical AI & Transparency:** Transparent flagging algorithms that serve as evidence for educator review



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Hours

The organization anticipates purchasing 35,000 to 50,000 hours of proctoring capacity per contract year to accommodate steady, year-round virtual testing.

- **Bulk Purchasing:** Vendors must provide tiered volume pricing for 35,000–50,000 hours.
- **Rollover Hour Guarantee:** Proposers must explicitly state their policy on unused hours. Preference will be given to vendors offering rollover capabilities for unused hours into subsequent term renewals.
- **Billing Transparency:** No hidden setup fees, LMS integration surcharges, or per-student seat licenses. Pricing must be transparent based on consumed or allocated monitoring hours.

5. Data Privacy, FERPA & Security Compliance

Given our student population, strict adherence to student data protection regulations is mandatory:

- **FERPA & COPPA Compliance:** Full compliance with the Family Educational Rights and Privacy Act (FERPA) and Children's Online Privacy Protection Act (COPPA).
- **South Carolina Data Standards:** Compliance with

hosted security on a cloud-based cloud infrastructure with end-to-end encryption (at rest and in transit).

- **Zero-Data Commercialization:** Vendor must guarantee that student biometric, video, or contextual data will never be sold, rented, or used to train third-party public AI models.

6. Proposal Evaluation Matrix

Proposals will be evaluated based on the criteria outlined in the matrix below:

Evaluation Category	Description	Weight
1. Technical Capabilities & Integration	Canvas/ClassLink compatibility, Zero-Install Chromebook architecture, AI detection accuracy, LMS user experience.	35%
2. Data Privacy, FERPA & Security Standards	FERPA compliance, US data residency, ethical AI algorithms, student data privacy guarantees.	25%



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Proposal & Rollover Hours Structure	hourly rates, rollover flexibility for unused hours, cost transparency.	
4. Vendor Qualifications, Experience & SLA Support	K–12 virtual school experience, references, platform uptime, customer service responsiveness.	15%
TOTAL SCORE		100%

7. Vendor Submission Instructions

Vendors wishing to respond to this RFP must submit their complete proposal package electronically by **August 24, 2026 at 5:00 PM EDT**.

Submission Checklist

1. **Executive Summary:** Overview of organization, platform capabilities, and K–12 experience.
2. **Technical Response:** Detailed breakdown of Canvas/ClassLink integration, zero-install architecture on Chromebooks, and AI behavior monitoring features.
3. **Data Security & Privacy Addendum:** Documentation



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specific removal terms for unused hours.

5. **References:** Minimum of three (3) references from virtual charter school networks or public K–12 school districts currently using the platform.
6. **Remittance and Questions:**
 - Address to Russell Campana
 - RCampana@theheroninstitute.org
 - 803-600-1130

8. Additional information

Confidentiality of Proposals

All proposals submitted in response to this RFP are considered public records, with the exception of specific commercial or financial information that is privileged and confidential. Offerors must clearly mark any specific sections or pages of their proposal that they consider exempt from public disclosure under the South Carolina Freedom of Information Act or the South Carolina Consolidated Procurement Code. Failure to clearly mark such information may result in its disclosure to the public.

Protest Rights

Any actual offeror who is aggrieved in connection with the intended award or award of a contract must notify the designated procurement officer in writing of its intent to protest within seven (7) business days of the date that the notification of intent to award



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