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Craig P. Orgeron, CPM, Ph.D., Executive Director

## Notice of Intent to Certify Sole Source

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**To:** Interested Parties

**From:** Craig P. Orgeron, CPM, Ph.D.

**CC:** ITS Project Number 49302

Initial  
CPD

**Date:** January 27, 2026

**Re:** Sole Source Certification Number 4734 to provide exam proctoring licenses and support for the Mississippi Community College Board's (MCCB) Mississippi Virtual Community College (MSVCC)

**Contact Name:** Matthew Livingston

**Contact Phone Number:** 601-432-8244

**Contact E-mail Address:** Matthew.livingston@its.ms.gov

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### Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4734 for the Mississippi Community College Board, please be advised that ITS intends to award SmarterServices LLC, as the sole source provider of the exam proctoring licenses and support for the Mississippi Community College Board's (MCCB) Mississippi Virtual Community College (MSVCC) through December 31, 2028, in an amount not to exceed \$475,372.00. Please be advised that ITS will determine if additional licenses, enhancements, upgrades, or support are within scope during the certification period and may increase the spending authority accordingly. Should SmarterServices, LLC change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment B: Sole Source Procurement Overview.

### Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

**SmarterProctoring™, a Proctoring Process Management System™ (PPMS), provides a holistic, multi-modal proctoring system that facilitates the proctoring workflow for each modality for multiple institutions with varying processes. The PPMS is the only complete proctoring platform that includes all proctoring modalities and allows an institution to use their own proctoring services (RegisterBlast testing center, proctoring professionals, and instructor as proctor) so that students can self-schedule appointments based on the permitted modalities. The system is fully integrated with the Canvas Learning Management**

**System (LMS) used at the State's community colleges, providing single sign-on, automated scheduling, and secure data exchange. The combination of LMS integration, multi-modal functionality, and statewide scalability is unique to SmarterProctoring. No other commercially available product offers the same level of coordination and flexibility across multiple institutions.**

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

**SmarterProctoring™ is an online test management system that helps facilitate proctored exams. SmarterProctoring™ integrates with the Canvas Learning Management System (LMS) and allows students to schedule their exams with the community college testing services, approved online/virtual proctoring services, or approved proctors at other locations. SmarterProctoring™ also allows for the scheduling of virtual proctoring appointments if authorized by the local community colleges. SmarterProctoring™ has the capacity to facilitate test center registration for cross-enrolled students (students taking courses at multiple institutions) within the MSVCC taking into consideration the process rules for both institutions.**

**SmarterProctoring™:**

- **Integrates with MSVCC's Learning Management System (LMS)**
- **Provides single sign on from the LMS**
- **Allows for scheduling reminders to be sent to students**
- **Provides a variety of roles and functions (e.g., administrator, proctor, instructor, student)**
- **Provides robust reporting capabilities to include passwords, allowed materials, scheduling information, seats available, seats remaining, etc.**
- **Allows electronic check-in and check-out at testing centers**
- **Allows for scheduling of special events**

**RegisterBlast (test center scheduling) is specifically for MSVCC testing centers and allows testing administrators to manage how and when exams can be registered for. Test administrators are able to define test center locations, hours of operation, blackout dates, and testing seat count so that students may register.**

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

**SmarterProctoring as well as all of its associated services are a single source product, sold and distributed only by SmarterServices, LLC. The SmarterProctoring platform is the only solution on the market that contains all of the following functionality:**

- **Seamless integration into the Learning Management System**
- **Test Center Scheduling, including integration capabilities with RegisterBlast**
- **Nationwide Database of Testing Centers and Testing Professionals**
  - **In addition to the existing database of pre-approved testing locations and professionals, the database can also be configured as a custom database of persons and locations the Client has approved to serve as proctors.**
- **Live virtual proctoring with optional integration with Meazure Learning**

- **Virtual Test Center:** includes remote live proctoring capabilities for institution testing centers and instructors.
  - This unique functionality facilitates remote proctoring by Client staff, such as disability services, for learners requiring accommodations, using the same platform as professional proctors.
- **Automated virtual proctoring**
- **Facilitation of written exam content between proctors and instructors**

The vendor’s sole source certification letter is included as Attachment A.

**Schedule**

<b>Task</b>	<b>Date</b>
First Advertisement Date	01/27/26
Second Advertisement Date	02/03/26
Response Deadline From Objectors	02/10/26 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 02/11/26

**Project Details**

The Mississippi Virtual Community College (MSVCC) is a consortium of Mississippi’s 15 community colleges that makes it possible for these colleges to leverage their distance learning resources, including faculty, course, support services, and technology. Through MSVCC, students may take courses from community colleges anywhere in Mississippi while getting support services from a local college. All MSVCC courses require between one and three proctored exams per semester, which results in approximately 250,000 proctored exams per year. There are currently over 50 approved proctoring facilities within the state that must schedule these exams. There is no fee to take a proctored exam at one of the facilities and a student can select any site at which to take the exam.

Since November 2015, ITS began issuing Notice of Intents to Certify Sole Source for the SmarterProctoring™ Proctored Test Management System, SmarterMeasure™ Learning Readiness Indicator, and RegisterBlast Test Center Scheduling and has not received any objections. To date, MCCB has spent a total of \$1,614,999.99 and wishes to extend the Smarter Proctoring™ and RegisterBlast Test Center Scheduling licenses and support through December 31, 2028.

**Submission Instructions and Format of Response from Objecting Parties**

Interested parties who have reason to believe that the exam proctoring licenses and support should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to SmarterServices LLC.

- 1.1 Interested Party Information
  - 1.1.1 Contact Name, Phone Number and email address
  - 1.1.2 Company Website URL, if applicable
- 1.2 Objection to Sole Source Certification

- 1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.
- 1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.
- 1.3 Comments will be accepted at any time prior to Tuesday, February 10, 2026, at 3:00 p.m. (Central Time) to Matthew Livingston at [matthew.livingston@its.ms.gov](mailto:matthew.livingston@its.ms.gov) or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Matthew Livingston to verify the receipt of their Responses. Responses received after the deadline will be rejected.
- 1.4 Interested Party responses should include the following information:

**SUBMITTED IN RESPONSE TO**  
**Sole Source Certification No. 4734-49302**  
**Accepted until February 10, 2026 @ 3:00 p.m.,**  
**ATTENTION: Matthew Livingston**

If you have any questions concerning the information above or if we can be of further assistance, please contact Matthew Livingston at 601-432-8244 or via email at [matthew.livingston@its.ms.gov](mailto:matthew.livingston@its.ms.gov).

- Attachment A: Vendor Correspondence
- Attachment B: Sole Source Procurement Overview

## Attachment A

DocuSign Envelope ID: E6074FE9-5BB6-4882-9C2B-C0E04D971E8A



October 31, 2025

**RE: Sole Source Justification**

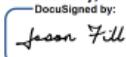
This letter confirms that SmarterProctoring and all of its associated services are a single-source product sold and distributed only by SmarterServices, LLC. This communication formally acknowledges that this solution can only be procured directly from SmarterServices, LLC, located at the address below.

The SmarterProctoring platform is the only solution on the market that contains all of the following functionality:

1. Seamless integration into the Learning Management System
2. Test Center Scheduling with integration capabilities with RegisterBlast
3. Nationwide Database of Testing Centers and Testing Professionals
  - a. In addition to the existing database of pre-approved testing locations and professionals, the database can also be configured as a custom database of persons and locations the Client has approved to serve as proctors.
4. Live virtual proctoring with optional integration with Meazure Learning
5. Virtual Test Center: includes remote live proctoring capabilities for institution testing centers and instructors.
  - a. This unique functionality facilitates remote proctoring by Client staff, such as disability services, for learners requiring accommodations, using the same platform as professional proctors.
6. Automated virtual proctoring
7. Facilitation of written exam content between proctors and instructors

If you desire additional information, please don't hesitate to contact us toll-free at 877-499-7627 (SMARTER) anytime or visit our website at [www.SmarterServices.com](http://www.SmarterServices.com). Thank you for your interest in SmarterProctoring.

Sincerely,

DocuSigned by:  
  
BBDACDE884B046F...  
Jason Fill  
CEO

1 Allegheny Square, Suite 500, Pittsburg, PA 15212

## Attachment B

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website ([www.its.ms.gov](http://www.its.ms.gov)).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment A.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$75,000 (not over \$25,000 for projects funded by the American Recovery and Reinvest<sup>TM</sup>ment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.