

Pearson VUE

1. **General.** On the LaPAC website, the listing for RFP #3000008652 contains both the RFP (under the “Attachments” line item) and what appears to be a purchase order (under the “Original” line item). Are Proposers required to submit the purchase order document with their proposal responses? If so, should Proposers fill in the respective Three-Year Average for the Fingerprint Services and Pre-License Testing line items in the “Unit Price” column? Further, what is required to be entered in the “Extended Amount” column? **No, you are not required to submit the bid proposal form from the LaPAC website.**
2. **RFP p. 2, 1.6 Schedule of Events.** When will the first examination administrations begin under the new contract? **March 1, 2018**
3. **RFP p. 3, 1.8 Qualifications of Proposer.** In this requirement, the RFP cites “Attachment I: Scope of Services,” but RFP Attachment I is the Certification Statement form. Was this meant to be a reference to some other section of the RFP? **Part II: Scope of Work/Services**
4. **RFP p. 4, D. Company Background and Experience.** In this requirement, the RFP cites the “Mandatory Qualifications for Proposer” section, but there doesn’t appear to be an RFP section named “Mandatory Qualifications for Proposer.” Was this meant to be a reference to some other section of the RFP? **That sentence should not be in the RFP, please disregard.**
5. **RFP p. 7. 1.10 Number of Copies in Proposals.** In this requirement, the State requests “one (1) redacted copy, if applicable.” Can the State confirm that the redacted copy is an exact copy of the proposal that would include all proposal information with the exception of information that Proposers deem confidential or proprietary as noted in RFP requirement 1.13? **Yes**
6. **RFP p. 7. 1.11 Number of Copies in Proposals.** In this requirement, the State requests “two (2) copies on USB flash drives.” Could the State clarify if each flash drive copy should individually contain copies of both the Technical Proposal and Cost Proposal, and that the electronic copies of each volume need not be separated as their hard copy counterparts? **Yes to both**
7. **RFP p. 9, 1.14.2 Proposer Inquiries and p. 10, 1.16 Changes, Addenda, Withdrawals.** Can the State confirm that Proposers should be monitoring the Louisiana Procurement and Contract Network (LaPAC) URL at <https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm> instead of the URL at <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm> cited in these two requirements? The cited URL appears to require authorized access. **You can get to the page using the link in the RFP as it redirects you. I do not see where the cited URL requires authorized access.**
8. **RFP p. 17, 1.39 Record Ownership.** In performance of the services under any resulting contract, contractors will utilize significant existing proprietary computer programs, source code, materials, test items, tests and intellectual property that have been previously developed by their contractors or their 3rd party licensor (“Contractor Intellectual Property”), some of which may be trade secret, copyright, patent and trademark protected. We presume the State

understands the Contractor or its licensors will retain all Intellectual Property rights to Contractor's Intellectual Property including derivative or customized works and the state will not disclose or provide any such Contractor Intellectual Property to another person not a party to this agreement; is our presumption correct? **As stated in the RFP, any state specific questions developed will be the property of the LDI.**

9. **RFP p. 17, 1.39 Record Ownership.** Can the State confirm whether or not it intends to retain ownership of the state-specific items developed under a pursuant contract? **Yes as indicated in the RFP, the LDI will retain ownership of state specific items.**
10. **RFP p. 19, 2.2 Tasks and Services, 2nd bullet point.** Could the LDI provide an Excel file containing the zip codes of the testing candidates for 2016 and 2015? Specifically, this Excel file would contain records that reflect the year of testing and the corresponding home address zip code of each candidate that tested (2011, 04333, etc.; 2012, 04333, etc.). If this information is not available, could the LDI provide candidate volume by test center location, city, metro area, county, or other geographical category for 2016 and 2015? **See Attached**
11. **RFP p. 19, 2.2 Tasks and Services, 2nd bullet point.** Could the LDI provide the number of fingerprints processed by test center location for each of the past two years? **See Attached**
12. **RFP p. 20, 6th bullet point on page.** Does the LDI currently own any Louisiana-specific test questions that will be shared with the selected vendor? If so, please provide the following information:
 - How many items are available per license line?
 - Automobile Adjuster: 72
 - Bail Bond: 82
 - Casualty Producer: 74
 - Commercial Lines Adjuster: 43
 - Comprehensive (P&C Adjuster?): 94
 - Crop Adjuster: 67
 - Health and Accident: 68
 - Industrial Fire: 90
 - Life: 67
 - Life, Health and Accident: 68
 - Personal Lines Adjuster: 64
 - Personal Lines Producer: 89
 - Property and Casualty Producer: 104
 - Property Producer: 89
 - Public Adjuster: 43
 - Surety: 67
 - Surplus Lines: 81
 - Title: 67
 - Are there statistics for the current items? **Yes**
 - Are the item banks currently linked to test outline specifications, blueprints, or domains? **Yes**

- Will the item banks be provided in an electronic format? **Yes.** Please specify the format. **Format TBD but will be a mutually compatible format exchanged in a secure method between vendors.**
13. **RFP p. 20, 6th bullet point on page.** Will the LDI be willing to identify potential SMEs for the content development processes? Will LDI personnel be available to participate in the content development processes? **Yes, the LDI will make contact information for potential SMEs available for participation in the exam review committee and LDI personnel will be available to participate in the exam development process.**
 14. **RFP p. 20, 1st bullet point on page.** Will records for in-process candidates (i.e., candidates for whom providers have submitted course completions but who have not scheduled or taken the exam) be transferred to a newly selected vendor? If so, what is the total number of records to be transferred? **Yes. Information on any in-process candidates will be transmitted to a newly selected vendor. The number is indeterminable at this time.**
 15. **RFP p. 20, 1st bullet point on page.** Will historical candidate records (i.e., for candidates who have completed the exams they have been authorized to take prior to the new contract period) be transferred to a newly selected vendor's system? If so, what is the total number of records to be transferred? **No. Historical information on examinations taken prior to the contract period will not be transmitted to a newly selected vendor.**
 16. **RFP p. 20, 1st bullet point on page.** This requirement states, "Establish a mechanism for the electronic capture of pre-license education course completions directly from the pre-license education course providers and an electronic method to verify that a license candidate has complied with any additional mandatory pre-license requirements prior to exam registration." Can the State detail what mandatory pre-application requirements need to be addressed by this requirement? **Information on statutorily required pre-licensing is located at <http://www.lidi.la.gov/industry/producer-adjuster/education/prelicensing-education-requirements>**
 17. **RFP p. 26, Attachment II: Cost Summary.** The State requires that Proposers provide a proposed examination fee for the Workers Comp Adjuster license line. But the current vendor's handbook does not appear to list the current examination fee for this license line. Could the State provide Proposers with the current fee for the Workers Comp Adjuster license line? **The current fee is \$15.00.**

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1. **p. 19, 2.2 Tasks and Services.** Would a location in Pineville be close enough to meet the requirement for Alexandria? Likewise, would a location in Metairie be close enough to meet the requirement for New Orleans? **All responses will be evaluated at the time of submission.**
2. **p. 24, Part III: Evaluation, Hudson/Veteran Small Entrepreneurship Program.** If the proposer does not currently utilize entrepreneurs for the Veteran or Hudson Initiatives, but wishes to utilize these organizations under this contract, is it permissible to list organizations that will be used upon award? **Yes, but they will have to be listed as subcontractor, currently be registered as a Hudson/Veteran small business and submit their certificate as proof.**

3. **p. 24, Part III: Evaluation, 3.1 Cost Evaluation.** Please provide additional detail on which costs will be used to evaluate each vendor's proposal, and how the Three-Year Average is to be calculated. The 2014 RFP evaluation for the current program seemed to use fees that were much higher than the Three-Year Average that appeared in each vendor's cost proposal. **The Proposer with the lowest three-year average fee of both the examination fees and fingerprint submission fees combined shall receive 25 points. Other proposers shall receive cost points based upon the following formula.**

$$BCS = (LPC/PC \times 25)$$

Where: BCS = Computed cost score (points) for proposer being evaluated
 LPC = Lowest proposed three-year average of all proposers

You calculate the three-year average by adding the total in Column A, B & C and dividing that number by three.

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1. *Part II: Scope of Work/Services, 2.2 Tasks and Services, page 20:*
 - *Establish a mechanism for the electronic capture of pre-license education course completions directly from the pre-license education course providers and an electronic method to verify that a license candidate has complied with any additional mandatory pre-license requirements prior to exam registration.*
 - 1.1. What specific type of information and/or data is electronically provided from pre-license education course providers to verify a candidate, as described in the requirement? **This information will include name, SS#, Course # and Completion Date.**
 - 1.2. Also, what is the format of the data (i.e. txt, excel, pdf, jpeg, etc.) and how is this information electronically transmitted? **Vendor should specify the formats acceptable in their response to the RFP.**
 - 1.3. Please provide specifics around "any additional mandatory pre-license requirements." What are these additional mandatory pre-license requirements? **This includes the completion of the Bail Bond Apprenticeship program and any requirements added by the Louisiana Legislature during the term of the contract.**
2. *Part II: Scope of Work/Services, 2.2 Tasks and Services, page 20:*
 - *Collect fingerprints of all resident licensing candidates, including the candidates for licenses which do not require examination and individuals who are otherwise required to be fingerprinted in association with a license or permit issued by the LDI, and submit those prints electronically to the Louisiana State Police.*
 - 2.1. Does the state have a preferred fingerprint vendor? **Method of submission is determined by the Louisiana State Police.**
 - 2.2. Who is the current fingerprint vendor/subcontractor? **Contractor is determined by the Louisiana State Police.**

3. *Part II: Scope of Work/Services, 2.2 Tasks and Services, page 20:*
- *Collect and maintain signed documents required by the Louisiana State Police and Federal Bureau of Investigations from individuals submitting fingerprints and make those documents available to the LDI upon request for duration of the contract.*

3.1. Please provide more detail on what signed documents need to be collected and maintained? Copies of the currently required document forms are located at <http://www.lidi.la.gov/docs/default-source/documents/licensing/companies/authorization-to-disclose-criminal-history-records-information.pdf?sfvrsn=24> and <http://www.lidi.la.gov/docs/default-source/documents/licensing/companies/rapsheetdisclosure.pdf?sfvrsn=6>

4. *Attachment IV: Sample Contract, Professional Services Contract, Record Ownership, page 33:*

Regarding ownership language clarification that is outlined in the Record Ownership section, in providing our solution to the requirements in the RFP, the Contractor will propose the use of our proprietary software, systems and examination items that were developed prior to or may be developed during the term of an ensuing contract that are owned by and used by the Contractor in our normal course of business, and are not specifically created for the State of Louisiana under a contract resulting from the RFP.

4.1. Please confirm that Contractor's proprietary software, systems and examination items mentioned above are exempt from the Record Ownership or similar clause and Contractor shall retain ownership of its proprietary examination items, item storage systems, test delivery systems, and software programs, including associated source code(s), used in performing services under this Agreement, and at no time shall ownership of same be transferred to the State or its agencies. Notwithstanding the above conditions, the Contractor acknowledges that any examination items created by Contractor that are unique to the State of Louisiana and specifically created using information or materials provided by the State pursuant to an agreement between the parties that are derived from Louisiana law, regulation or statute and used only in examinations for the State of Louisiana will be owned by the State.

As stated in the RFP, any state specific questions developed will be the property of the LDI.

5. *Attachment IV: Sample Contract, Professional Services Contract, Submission of Invoices and Reports by Contractor, page 32:*

Invoices: Invoices shall be submitted in accordance with the provisions of Appendix A attached hereto

5.1. Is there a detail version of Appendix A's provisions? *Attachment IV is only a sample contract. The contract will not be drafted until after the contract is awarded.*

5.2. What is the submission of invoice/remittance frequency? *This is a no cost contract to the department so there will be no submission of invoice.*

5.3. Is there a required method of payment for remittance to LA Insurance portion of processing fees? *Fingerprint processing fees are remitted to the Louisiana State Police and the Federal Bureau of Investigation. Those agencies will set requirements for remittance of their portion of the fees.*

5.4. What reports, details and format are required for invoicing/remittance support? *This is a no cost contract to the department so there will be no submission of invoice.*

6. Testing Volumes: Please provide testing volumes by month, by market for the past 12-24 months?
See attached spreadsheet.
7. PLE Providers: Please provide a list of all current approved PLE providers that the vendor will need to interact with to comply with all pre-licensing data requirements in the RFP? *This information is available at <https://www.lidi.la.gov/onlineservices/ActiveCompanySearch/> by choosing "License Type" and "Prelicense School"*
8. Part I, Administrative and General Information, Subsection F, Proposed Staff Qualifications.

Please clarify whether "Customer references...should be provided...in the individual resumes" refers to Professional References for our Key Personnel. *As indicated in the RFP "Customer references should be provided for the cited projects in the individual resumes."*
9. *Part III, Evaluation, Difference in Professional Competence, page 23:*
 - 9.1. This requirement specifies that resumes should be provided for all people who will "design examination questions under this contract." However, Part I, Subsection F asks for resumes for "personnel considered key to the success of the project."

Are we to provide resumes for all Key Personnel, or only for test development personnel?
Information should be provided for every individual who meets any of the expressed criteria.
10. *Attachment III: Firm and Personnel Information.*
 - 10.1. Please confirm how many Client References each vendor is to provide. *No minimum or maximum is expressed in the RFP.*

2015 (3/2/15 to 12/31/15)						
Exam Series	New Orleans (Metairie)	Baton Rouge	Shreveport	Lake Charles	Alexandria (Pineville)	Lafayette
Life Only 101	664	644	245	115	114	368
Health and accident Only 102	84	85	63	34	10	35
Life, Health & Accident 103	718	833	278	93	157	344
Property Only 104	5	5	0	0	0	0
Casualty Only 105	3	0	0	0	0	0
Property & Casulty (producer) 106	679	495	367	142	192	214
Personal Lines Producer 107	95	172	53	12	9	22
Bail Bonds 108	36	73	44	16	28	11
Surety 109	0	1	1	0	0	0
Industrial Fire 110	145	192	123	78	78	143
Title 111	21	19	4	2	3	8
Surplus Lines 112	6	3	5	0	0	3
Auto Adjuster 201	51	66	11	3	2	13
Personal Lines Adjuster 202	24	9	1	3	4	3
Commercial Lines Adjuster 203	4	2	2	1	0	0
Property & Casualty Adjuster 204	240	113	37	9	18	29
Crop Adjuster 205	0	4	2	4	8	0
Public Adjuster 301	0	0	0	0	0	0

2016 (1/1/16 to 12/31/16)						
Exam Series	New Orleans (Metairie)	Baton Rouge	Shreveport	Lake Charles	Alexandria (Pineville)	Lafayette
Life Only 101	942	681	366	121	159	492
Health and accident Only 102	109	99	88	57	40	83
Life, Health & Accident 103	1004	998	411	162	156	486
Property Only 104	1	2	1	0	1	0
Casualty Only 105	5	0	6	0	1	0
Property & Casulty (producer) 106	736	599	441	152	187	260
Personal Lines Producer 107	74	91	24	30	6	11
Bail Bonds 108	37	44	66	6	26	44
Surety 109	0	3	1	0	0	1
Industrial Fire 110	166	139	161	46	101	146
Title 111	31	27	13	5	4	7
Surplus Lines 112	5	5	2	0	0	2
Auto Adjuster 201	96	71	28	3	5	28
Personal Lines Adjuster 202	14	4	13	0	3	4
Commercial Lines Adjuster 203	4	3	1	0	0	0
Property & Casualty Adjuster 204	180	131	30	4	9	42
Crop Adjuster 205	1	0	4	0	2	0
Public Adjuster 301	0	0	0	0	0	0

2017 (1/1/17 to 7/31/17)						
Exam Series	New Orleans (Metairie)	Baton Rouge	Shreveport	Lake Charles	Alexandria (Pineville)	Lafayette
Life Only 101	667	404	238	73	111	209
Health and accident Only 102	44	43	42	34	12	62
Life, Health & Accident 103	668	610	295	74	101	210
Property Only 104	4	0	2	0	3	1
Casualty Only 105	4	5	0	0	0	1
Property & Casulty (producer) 106	454	338	241	61	147	117
Personal Lines Producer 107	15	44	10	13	8	21
Bail Bonds 108	26	33	14	8	11	12
Surety 109	0	0	0	0	0	0
Industrial Fire 110	77	72	110	34	90	134
Title 111	23	8	10	4	5	3
Surplus Lines 112	1	1	0	4	0	0
Auto Adjuster 201	41	28	7	1	0	13
Personal Lines Adjuster 202	5	4	3	1	6	0
Commercial Lines Adjuster 203	2	0	0	0	0	0
Property & Casualty Adjuster 204	105	67	10	6	10	13
Crop Adjuster 205	0	0	4	0	14	0
Workers Comp Adjuster 206 ***	7	16	0	0	0	0
Public Adjuster 301	2	0	0	0	0	0

****Workers Comp exams offered beginning 7/5/17

Fingerprints Per Test Site			
	Period		
	8/22/15 to 7/31/16		8/1/2016 to 8/22/17
Baton Rouge	1545		1653
New Orleans (Metairie)	1663		2189
Lafayette	750		843
Alexandria (Pineville)	393		499
Lake Charles	331		251
Shreveport	847		1068