

Questions & Answers for Fingerprinting & Pre-License Testing

SFO#: 3000010942

Prometric

RFP Reference:

Cost Offers; Page 22

1. The BCS formula states $BCS = (LPC/PC) \times 25$. However, the Maximum Score for Contractor's Compensation is 30, how does BCS translate into Contractor Compensation score, or should $BCS = (LPC/PC) \times 30$? **BCS = (LPC/PC) x 30.**
2. Please provide additional detail on how examination and fingerprint fees will be combined. **The fee for fingerprinting services will be added to the weighted average total to get the combined fee total.**
3. Are zero dollar fees permitted? **Yes**

RFP Reference:

Section 6.5 Evaluation and Review; Page 21

4. In regards to the Hudson / Veteran Small Entrepreneurship Program, will all ten (10) points allowed for this category be available to a respondent that satisfies the requirements of the SFO for at least 1 qualified Hudson / Veteran Small Entrepreneurship? If not, how will the allocation of points under this category be calculated? **Yes, but you must supply all information being requested under Section 6.5. Evaluation and Review.**

RFP Reference:

Attachment III: Sample Contract, Professional Services Contract, Record Ownership; Page 32:

5. 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. 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. **Record ownership does not apply to proprietary software, systems or examination items other than Louisiana state-specific exam questions.**

Pearson VUE

1. The current bid schedule does not allow significant time to craft a thorough, accurate, and competitive response. The SFO was advertised on August 10th, with questions due one business day later on the 13th. Responses to these inquiries are scheduled to be issued on the 20th, with offers due on August 27th.
Because offers would need to be mailed on August 23rd to meet the deadline, the current schedule only allows 10 business days to compile a response. If inquiries are responded to on the 20th, offerors would only have 3 business days to incorporate the LDI's answers into their bids.
Would LDI consider extending the offer submission deadline to September 26th, 2018? **No, the submission deadline cannot be extended; however, the LDI could possibly respond to the inquiries before August 20, 2018.**
2. A due date of August 27th, 2018 means that bidders would have to finalize and ship their offers to LDI by August 23rd in order to provide for a timely delivery. This allows for ten working days to craft an offer. With responses to bidder questions scheduled to be released on August 20th, this only allows three working days to incorporate these responses into a bid.
Would LDI consider extending the offer submission deadline to September 26th, 2018? **No, the submission deadline cannot be extended; however, the LDI could possibly respond to the inquiries before August 20, 2018.**
3. The SFO states that the contract execution will begin on or about November 1, 2018. It is nearly impossible for bidders other than the incumbent to meet this requirement. A program of this magnitude would take a minimum of 120 days to implement all of the LDI's requirements listed in the SFO following contract execution. We ask that LDI please extend the program launch date.
At this time, we cannot extend the program launch date.
4. When will the first examination administrations begin under the new contract?
November 1, 2018
5. **RFP p. 26, 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? **Authorized but not tested candidate data will be transferred. As this number can fluctuate daily, an exact number is not known. Estimated amount is 325-350 candidates.**
6. **RFP p. 26, 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? **Historical data will not be transferred.**
7. **RFP p. 26, 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? **Records regarding the completion of the mandatory prelicense education course for Life, Accident & Health, Property, Casualty and Personal Lines producer candidates will be**

collected by the test vendor from the prelicense education vendors. Exam authorization for bail bond producer and public adjuster applicants will be provided by LDI.

8. **RFP p. 32, 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? **Record ownership does not apply to proprietary software, systems or examination items other than Louisiana state-specific exam questions.**
9. **RFP p. 32, 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.**
10. Could the LDI provide an Excel file containing the zip codes of the testing candidates for 2017 and 2018? 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 2017 and 2018? **See CHART A below.**
11. Could the LDI provide the number of fingerprints processed by test center location for each of the past two years? **See CHART B below.**
12. It is our understanding the LDI does not require authorized third-party testing sites to be named as subcontractors in the proposal as the service to be performed is clear. We assume the LDI understands computer-based testing solutions may include both company-owned and authorized third-party testing sites. Is our understanding correct? **Yes.**

PSI Services

1. **p. 7, 2.6 Schedule of Events.** When will the first examination administrations begin under the new contract? **November 1, 2018**
2. **p. 8, 3. Offer Information, and p. 25, Attachment I: Scope of Work/Services, Tasks and Services.** Would a test center 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? **Yes**
3. **p. 15, 4.2 Offer Format. “A certified copy of a board resolution granting such authority should be submitted if the Offeror is a corporation.”** Please confirm that providing a copy of a board resolution is not necessary if the Offeror is not a Corporation, but is instead a Limited Liability Company. **That is correct, an LLC does not need to submit a board resolution.**
4. **p. 15, 4.2 Offer Format.** How many copies of the Cost Offer should be submitted? **One**
5. **pp. 17-19, 5 Offer Content.** In addition to the required information in this section, there are several additional sections throughout the SFO to which it seems vendors should respond. Please clarify whether responses to each of the following sections are required, and if so, where these responses should be placed within the format required by Section 5, Offer Content, in order to ensure maximum clarity and facilitate a thorough evaluation by LDI:

- **3.1 Mandatory Requirements and Desirable Qualifications of Offeror**
- **3.2 Determination of Responsibility**
- **6.5 Evaluation and Review, Technical Approach**
- **Attachment I: Scope of Work/Services**

Section 3.1, Mandatory Requirement and Desirable Qualifications of Offeror, is stating the tasks and services that are required in order for the offer to not be rejected. The offer should state if you can or cannot meet the requirements. Those requirements are also discussed in Attachment I: Scope of Work/Services. Section 3.2, Determination of Responsibility, also states requirements that must be met. Section 6.5, Evaluation and Review, Technical Approach, explains the different criteria that are being scored and what information the LDI is looking for in your response. Attachment I: Scope of Work/Services lists **all** the requirements and items and Offeror should have responses as to whether or not the Offeror can or cannot provide said requirements.

CHART A

August 1, 2016 through July 31, 2018						
Exam Series	New Orleans (Metairie)	Baton Rouge	Shreveport	Lake Charles	Alexandria (Pineville)	Lafayette
Life Only 101	2019	1288	821	209	403	688
Health and accident Only 102	124	149	173	82	64	179
Life, Health & Accident 103	2062	1842	992	229	316	732
Property Only 104	11	0	7	7	6	2
Casualty Only 105	13	0	15	0	2	1
Property & Casualty (producer) 106	1514	1142	925	224	420	433
Personal Lines Producer 107	105	198	34	42	26	57
Bail Bonds 108	108	122	74	21	56	42
Surety 109	1	3	0	0	0	1
Industrial Fire 110	260	349	411	102	283	404
Title 111	81	59	34	11	9	11
Surplus Lines 112	11	3	5	4	1	2
Auto Adjuster 201	119	132	23	4	4	42
Personal Lines Adjuster 202	31	18	17	1	12	5
Commercial Lines Adjuster 203	10	1	1	2	0	0
Property & Casualty Adjuster 204	536	336	105	18	34	86
Crop Adjuster 205	1	2	10	0	19	0
Workers Comp Adjuster 206 ***	76	86	2	1	3	2
Public Adjuster 301	24	0	0	0	0	0
****Workers Comp exams offered beginning 7/5/17						

CHART B

Fingerprinting from 8/1/16 through 7/31/18	
New Orleans (Metairie)	3683
Baton Rouge	3114
Shreveport	1945
Lake Charles	421
Alexandria (Pineville)	926
Lafayette	1461