

QUESTIONS & RESPONSES VERSION 3
FOR
RFP SCC-12-025-BOI

**Insurance Agent and Public Adjuster Pre-Licensing Examinations and
Related Services**

Please Note: Any Revisions & Additional Questions are noted in Red Text

	Question	SCC Response
1	Would you be kind enough to obtain and share comprehensive information about current Insurance testing? In order to provide the best information and best value to the state in our bid, we seek exam volume by test center. Further, it would be quite helpful to also have candidate test volume by zip code so that we may offer additional testing locations beyond those required.	Attachment#1 is included on page 5 of this document to provide exam volumes by test center. Candidate test volume by zip code is not -obtained by the State Corporation Commission (SCC).
2	On pages 2 and 16, a contract term/operational date of 6/1/13 is indicated. On page 20, a contract start date of 4/1/13 is indicated. Can you please confirm that it is 6/1/13?	The SCC listed a tentative date of April 1, 2013 as a contract start date as this is a target date to award a contract if any. If the contract is awarded to a new vendor, then there will be a transition period that will be required and the newly awarded contractor will need to be ready to start administration of the requirements indicated in the RFP on 6/1/2013. Page 16, j) requests information on how the Offeror proposes to assist in the transition from the current testing service provider to their testing site(s).
3	On page 34, the RFP requests “most recent three (3) fiscal years of independently audited financial statements with Balance Sheet, Income Statement and Cash Flow Statement with audit opinion letter and footnotes”. Does the SCC also wish to receive statements from Standard & Poor’s or Moody’s Investors Service?	No, the SCC does not wish to receive additional statements from Standard & Poor’s or Moody’s Investors Service.
4	On page 14, Section 2, paragraph d, and page 28, Section XIII, Part H, the RFP addresses “...ownership of data, materials, and documentation...”. a) For clarification purposes, can the Commonwealth confirm that the ownership clauses exclude the copyrighted item bank owned by the Contractor and that at no time will the Contractor be required to grant perpetual use of or assign	This refers to all data, materials and documentation originated and prepared for the SCC pursuant to the RFP and/or any materials developed for the SCC such as work plans, project reports, designs, programs, etc. If “item bank” as identified in your question is specifically referring to Bank of Test Questions as identified in Question# 17, then please refer to the SCC’s response specific to that question.

	<p>ownership of its owned item bank to the Commonwealth?</p> <p>b) Does the Commonwealth currently own test items that will be shared with Contractor following award for publication in Virginia exams?</p> <p>c) Will items jointly developed that are unique to Virginia—and used exclusively in examinations for Virginia—become the property of the SCC?</p>									
5	Would you kindly provide inception-to-date PACE processing data by transaction type?	Please refer to Chapter 18, Title 38.2 of the <i>Code of Virginia</i> . Licensing of Public Adjusters began January 1, 2013.								
6	On page 19, the SCC indicates that points assigned to each of the eight identified criteria will be posted at 2:00pm on 1/25/13. Can the SCC please clarify how it intends to measure, evaluate, or compare cost proposals as they may vary in corporate capabilities, solutions offered, and optional fees for services that would not be borne by the Commonwealth?	The RFP indicates the points assigned to each criteria will be posted <u>prior</u> to 2:00pm on 1/25/13. Section VIII. Evaluation and Award Criteria, B Award of Contract provides information on how a contract will be awarded.								
7	<p>Per previously submitted question, could the SCC please provide a breakdown of licensing exams by candidate “home” zip (not test center where candidate took the exam)? For example,</p> <table border="1"> <thead> <tr> <th>Zip</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>23219</td> <td>851</td> </tr> <tr> <td>22309</td> <td>429</td> </tr> <tr> <td>22314</td> <td>675</td> </tr> </tbody> </table>	Zip	Quantity	23219	851	22309	429	22314	675	Please refer to question# 1 response.
Zip	Quantity									
23219	851									
22309	429									
22314	675									
8	Pages 12 – 13, Section A – General Requirements, paragraphs a through d – Would the SCC be amenable to Vendors providing materials on the CDs in a Portable Document Format (PDF)?	Yes, as long as the PDF documents that are scanned in are searchable with the exception of the Appendices which can be downloaded and completed and scanned are not required to be searchable, however the remaining proposal documents must be searchable.								
9	Page 17, Section B - Specific Proposal Instructions, paragraph 1b states: “Describes how Offeror proposes to provide and meet each specific requirement in the Statement of Needs set out in Section VI.” To provide a clear and concise response to this requirement, would the SCC be amenable to Vendors adding an additional Tab, (e.g. Tab 6a) for providing responses to the 24 items listed in Section VI - Statement of Needs? If not, please specify the State’s preference for responding to Section VI – Statement of Needs	Section VII, C2, 6th bullet reflects the instructions for this. As referenced, the information should be provided in Tab 6.								
10	Page 17, Section C - Specific Proposal Format/Organization/Identification, paragraph	Section VII B. Specific Proposal Instructions, 1st paragraph, language is included which states the								

	1(8th bullet) states: “Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted as directed in section 2 below and designated as additional material.” Would the SCC be amenable to Vendors adding an additional Tab (e.g. Additional Materials) for providing Exhibits as additional materials? If not, please specify where in the proposal response “additional materials” should be placed.	following: <i>Offerors shall not include marketing materials to respond to any of following</i> , however, if documents are relative to the proposal response, then the SCC will amend the RFP to add Tab 8 under the RFP, Section VII C 2 Proposal Organization. Please check eVA for updates prior to the due date and time for RFP proposals.
11	Page 19, Section A – Evaluation Criteria, paragraph 1 - Could the SCC provide the weighting of the evaluation criteria listed?	Please refer to question#6 response.
12	Page 8, #10 Testing locations. Please provide candidate volumes by testing location for the most current year.	Please refer to question#1 response.
13	Page 20, Tentative Schedule of Events. Please clarify the start date for test administration, as the tentative schedule of events lists both the Contract Award and Contract Start date as April 1, 2013. Would test administration begin June 1, 2013?	Please refer to question#2 response.
14	Page 46, Pricing Schedule. Please provided anticipated volumes for each of the 5 approval categories listed in the PACE Program Associated Processes table.	This is a new program and the SCC does not have accurate volumes to provide at this time.
15	Please clarify if Virginia intends to stay with a two-part (National and State) exam or move to a one-part exam.	Currently we are planning to stay with a two-part (National and State) exam but want the flexibility to change if required.
16	As per the current candidate handbook, can you please provide the number of English as a Second Language (ESL) exams administered last year?	In Section VI. A 13. we address the collection and review of prescribed demographic data and this paragraph references footnote 1 which is at the bottom of the page and a link is associated with these reports as follows: Demographic reports: http://www.scc.virginia.gov/boi/resp.aspx#aa . The latest information can be found by reviewing the report under Virginia Demographic Report, the specific report dated: November 1, 2011 - October 31, 2012.
17	Who owns the current bank of test questions? Will the current bank be provided to the successful contractor? Please confirm who will be the owner of the bank of questions developed under the new contract.	The Contractor owns the current bank of test questions. The current bank of test questions will not be provided to the awarded Contractor. The awarded Contractor will own the bank of questions developed under the new contract.

18	Please provide a copy of the current contract, including all amendments and subcontracts.	The SCC can provide the current contract information with the exception of anything that has been identified as confidential or proprietary. An administrative cost will apply of \$.50 per page or media cost (if any) to cover material and staff time (hourly rate) for research and time to provide the requested information. If you should still be interested in obtaining this information please contact Sheryl Conyers at sheryl.conyers.procurement@scc.virginia.gov
19	Please confirm that no portion of the examination fee is to be remitted to the State Corporation Commission. Are there any fee caps for testing or for PACE?	No portion of the examination fee is to be remitted to the State Corporation Commission. There are no fee caps for testing or for PACE, however as stated in Sections VI. A. 1 & 24 – any new exam and service related fees and the established fee schedule is approved by the SCC.
20	The first question regards requirement 6 on page 7 of the RFP, in section VI. Statement of Needs. The requirement indicates the need to create and update appropriate “course content outlines” for the different examinations. Given the context of the questions preceding and following #6, should this read “exam content outlines”? (as distinct from course content outlines for PACE or other CE material).	Yes, this should read “exam content outlines”. The SCC will also include this amended language in the RFP Addendum.
21	Job Analysis. In requirement #11 on page 8, Offeror’s are tasked with Job Analysis updates. Will Virginia provide an existing state-specific job analysis to the Offeror to start with [then to update biennially], or is the Offeror expected to conduct a state-specific job analysis initially?	The Offeror is expected to conduct a state-specific job analysis.
22	With regards to Appendix I- Pricing Schedule, what does column C represent?	Column B is the fee for the associated processes; Column C is for the expedited fee. If there is an expedited fee that is associated with that process, then this fee would be in addition to the base fee listed in Column B and should be entered into Column C.
23	For the PACE Program, can you please elaborate on volumes for the PACE program?	When this legislation was presented, it was estimated that there would be between 400 and 500 licensed public adjustors, with the majority being non-residents. We have already licensed around 100 licensed public adjustors, with the majority being non-residents. We would expect the pattern to continue; however, the volume is still unknown.

24	<i>In Attachment 1 associated to Question#1 above, are the volumes listed for the Reston Tech Center in Reston (2225), the Cross Data, Inc. site in Norfolk (2369), and Southwest Virginia Community College in Cedar Bluff (143) accurate?</i>	Yes the volumes are accurate and are based on data as of 1/1/13 provided by the current vendor.
25	Please confirm that these three sites indicated in Question#24 above are third-party test centers and not owned-and-operated test centers by the current vendor.	The three sites are not owned and operated test centers by the current vendor.

Attachment 1

Test Center Activity

Exam Delivery Date Range: January 1, 2012 to December 31, 2012

Test Center City	Number of Appointments	Number Cancelled	Number Delivered	Number No-Show
Cedar Bluff	143	2	126	11
Lynchburg	573	16	509	48
Newport News	984	44	877	64
Norfolk	2,369	78	2180	109
Reston:info@RestonTechCenter.com	2,225	111	1,912	200
Richmond	3,290	92	3,003	190
Roanoke	887	27	808	52
Vienna	1,589	93	1,391	106