



February 9, 2009

Department of Administration
Purchasing Division
Building 15
2019 Washington Street East
Charleston, WV 25305-0130

RE: Cover Letter for RFQ #LAB6775 – Examination and Testing Services

To Whom It May Concern:

Psychological Services, Inc. (PSI) is pleased to present this proposal to the Commissioner of Labor (Commissioner) to provide Examination and Testing Services for the citizens of West Virginia. PSI is excited about this opportunity, and is committed to fulfilling the requirements of this RFQ.

PSI is a nationally recognized test development and test administration company. We have a well-established reputation for expertise in psychometric and statistical procedures. Our state-of-the-art test generation software, FormCast™, developed in-house by PSI's team of world-class psychometricians, allows for the generation of an almost unlimited number of test forms that are content-balanced yet statistically equivalent.

PSI has been developing and administering minimum-competency licensing examinations for plumbers since 1994, and we currently deliver tests on behalf of 13 plumbing regulatory clients, including:

- Maryland Department of Labor, Licensing, and Regulation;
- Virginia Department of Professional and Occupational Regulation;
- Massachusetts Division of Professional Licensure;
- North Carolina State Board of Examiners for Plumbing, Heating & Fire Sprinkler Contractors; and
- Utah Division of Occupational and Professional Licensing.

In fact, we are the largest provider of plumber state licensing examinations in the country, and we are growing faster than any of our competitors in the state licensing examination arena – a testament to our superior customer and client services and quality products. The trend is to select PSI – even in newer categories, such as insurance and barbering and cosmetology. Since 2000, we have lost only 7 contracts due to low bids – and two of those clients have since returned. Meanwhile, we have won over 30 contracts



from Prometric (previously Thomson Prometric, Exporior, Capstar, NAI, Block & Associates), 14 contracts from Pearson VUE (previously Promissor, CAT*ASI, and ASI), and 4 contracts from AMP (Applied Measurement Professionals) during the same time period. We have achieved this based on our uncommonly high standards for customer service and quality products, and are eager to prove our superiority to the Board.

PSI operates in all U.S. states nationwide, so we are very familiar with a wide variety of state agencies and their regulatory requirements, policies, and procedures, as well as their technology platforms, which we integrate with our own licensing systems. Our experience with real estate, trades, barber and cosmetology, and many other examination contracts has proven our ability to customize any and all aspects of our services and products in order to achieve the highest possible client satisfaction. **PSI licensing examinations are administered at over 260 test centers nationwide.**

PSI's hundreds of licensing and employment examinations, successfully administered to millions of candidates, **have never been successfully challenged in court or by an administrative agency.**

Likewise, PSI has repeatedly demonstrated that we can commit to accelerated startup periods. Many factors contribute to the implementation date, such as the actual award date, recruiting subject matter experts, and scheduling exam review committee meetings, finding testing sites (and allocating time for build-outs), etc.

Ultimately, **PSI prides itself on providing the most responsive customer service in the testing industry**, as well as state-of-the-art test development and technical services. We have extensive experience with implementing program startups, including those requiring data transfers and systems integration.

As Treasurer and CFO of PSI, I am fully authorized to obligate the corporation contractually, as well as to negotiate the contract on behalf of PSI.

We appreciate the opportunity to present our qualifications to provide licensing examination services for the Commissioner. If you require any additional information or clarification, including information on PSI's confidential items, please contact our Vice President, Tadas Dabsys, at either (800) 367-1565 ext. 7203, or by email at tadas@psionline.com. Thanks again for your consideration.

Sincerely,

Jeffrey E. Moxie
Treasurer and CFO



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFO NUMBER
LAB6775

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**FRANK WHITTAKER
 304-558-2316**

*B25113905 818-244-0033

VENDOR

PSI Services LLC
 2950 N Hollywood Way, Suite 200
 Burbank, CA 91505

SHIP TO

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST

 CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/28/2009				

BID OPENING DATE: **02/11/2009** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		924-20		
<p>EXAMINATION AND TESTING SERVICES</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF LABOR, IS SOLICITING BII FROM RESPONSIBLE VENDORS TO PROVIDE THE DEVELOPMENT AND ADMINISTRATION OF PLUMBERS LICENSING EXAMINATIONS PER THE ATTACHED SPECIFICATIONS.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE</p>						

RECEIVED
 2009 FEB 10 AM 10:32
 WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 818-847-6180	DATE 2/9/09
TITLE Treasurer & CFO	FEIN 20-5910717	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
LAB6775

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
**FRANK WHITTAKER
 304-558-2316**

*B25113905 818-244-0033

VENDOR

PSI Services LLC
 2950 N Hollywood Way, Suite 200
 Burbank, CA 91505

SHIP TO

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST

CHARLESTON, WV 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	POB	FREIGHT TERMS
01/28/2009				

BID OPENING DATE: 02/11/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>(1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 818-847-6180	DATE 2/9/09
TITLE Treasurer & CFO	FEN 20-5910717	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
LAB6775

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**FRANK WHITTAKER
 304-558-2316**

*B25113905 818-244-0033

PSI Services LLC
 2950 N Hollywood Way, Suite 200
 Burbank, CA 91505

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST

CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/28/2009				

BID OPENING DATE: **02/11/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOF	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>REV. 04/11/2001 EXHIBIT 6</p> <p>PRICE ADJUSTMENT PROVISION: THE STATE OF WEST VIRGINIA WILL CONSIDER PRICE ADJUSTMENTS AT THE TIME OF CONTRACT RENEWAL PROVIDED THAT SUCH PRICE ADJUSTMENT COVERS BOTH UPWARD AND DOWNWARD MOVEMENT OF THE COMMODITY PRICE, AND THAT ADJUSTMENT IS BASED ON THE "PASS THROUGH" INCREASE OR DECREASE OF RAW MATERIALS AND/OR LABOR, WHICH MAKE UP ALL OR A SUBSTANTIAL PART OF A PRODUCT. ADJUSTMENTS ARE TO BE BASED UPON AN ACTUAL DOLLAR FIGURE, NOT A PERCENTAGE. ALL PRICE ADJUSTMENT REQUESTS MUST BE SUBSTANTIATED IN A MANNER ACCEPTABLE TO THE DIRECTOR PURCHASING, E.G. GOVERNMENTAL BENCH MARKS, GENERAL MARKET INCREASE, PUBLISHED PRICE LISTS. SUCH REQUESTS FOR AND INCREASE SHOULD BE RECEIVED IN WRITING BY THE DIRECTOR OF PURCHASING AT LEAST 30 DAYS IN ADVANCE OF THE EFFECTIVE DATE OF THE INCREASE. ANY TIME THE VENDOR REQUESTS A PRICE ADJUSTMENT, THE PURCHASING DIVISION MAY EITHER ACCEPT THE PRICE ADJUSTMENT AND AMEND THE CONTRACT ACCORDINGLY OR REJECT THE ADJUSTMENT IN ITS ENTIRETY AND CANCEL THE CONTRACT.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 818-847-6180	DATE 2/9/09
TITLE Treasurer & CFO	20-5910717	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
LAB6775

PAGE
4

ADDRESS CORRESPONDENCE TO ATTENTION OF
**FRANK WHITTAKER
 304-558-2316**

*B25113905 818-244-0033

SUBMIT

PSI Services LLC
 2950 N Hollywood Way, Suite 200
 Burbank, CA 91505

SUBMIT

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST

 CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/28/2009				

BID OPENING DATE: **02/11/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p> <p>RFQ. NO.: LAB6775</p> <p>BID OPENING DATE: 02/11/2009</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 818-247-7223</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): Jeffrey E. Moxie, Treasurer & CFO</p> <p>-----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 818-847-6180	DATE 2/9/09
TITLE Treasurer & CFO	FEIN 20-5910717	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER:
LAB6775

PAGE:
5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**FRANK WHITTAKER
 304-558-2316**

*B25113905 818-244-0033

SHIRT

PSI Services LLC
 2950 N Hollywood Way, Suite 200
 Burbank, CA 91505

SHIRT

DIVISION OF LABOR
 1900 KANAWHA BOULEVARD EAST
 CHARLESTON, WV
 25305 304-558-7890

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/28/2009				

BID OPENING DATE: **02/11/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ LAB6775 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 818-847-6180	DATE 2/9/09
TITLE Treasurer & CFO	FEIN 20-5910717	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

SECTION 1 OPERATING ENVIRONMENT

1.1 Location

The Division of Labor is located at the State Capitol Complex, 1900 Kanawha Boulevard East, Building 6, Room 749B, Charleston, WV 25305.

1.2 Background

The contact person during the performance of the contract is:

Denise K. Brown
Administrative Services Manager
West Virginia Division of Labor
State Capitol Complex
1900 Kanawha Boulevard East
Building 6, Room 749B
Charleston, WV 25305

Telephone: (304) 558-7890, ext. 131
Facsimile: (304) 558-2452
Email: denise.k.brown@wv.gov

1.3 Contract Matters

1.3.1 Payment Terms and Conditions

There will be no cost to the State for the performance of services under a contract or purchase agreement. In consideration of products and services provided hereunder by the Vendor, the Vendor must charge and collect the appropriate fee from each candidate registered for an examination, reexamination, or review.

SECTION 2 PROCUREMENT SPECIFICATIONS

2.1 General Requirements

The Vendor must develop and administer an examination program in accordance with the adopted standards, International Plumbing Code, 2006 Edition, International Fuel Gas Code, 2006 Edition, and approved by the Commissioner of Labor (*Commissioner*).

The Vendor must develop new forms as needed, including revising and updating examination items to include amendments to statutes and other applicable regulations.

2.2 Schedule of Events

Vendor must be able to implement all requirements of the contract by April 1, 2009.

2.3 Scope of Services

2.3.1 Categories of Plumber Examinations

The Vendor must develop an item bank of unique forms of examination questions for the following categories: Master Plumber, Journeyman Plumber and Plumber-In-Training.

2.3.2 Content of Plumber Examinations

Pursuant to West Virginia Code §21-14-1, each applicant for a Plumber license must pass an examination before a license is issued. Examinations must be composed of multiple choice questions in accordance with the following schedule, and subject to the Commissioner's approval:

Master Plumber	-	100 questions
Journeyman Plumber	-	80 questions
Plumber-In-Training	-	20 questions

2.3.3 Psychometric Examination Methods

Examinations must be developed according to currently accepted psychometric methods and principles. Questions for all examinations must be rotated to prevent memorizing content.

2.3.4 Test Format

Each category of examination must be composed of multiple choice, open book questions.

Examinations must be offered in paper-pencil format and in electronic computer format at all testing locations. All testing centers must have a minimum of five (5) computers available for computer based testing.

Oral examinations must be available upon request by the candidate in order to accommodate disabilities.

2.3.5 Passing Score

The minimum passing score for all examinations is 70%, as mandated by W. Va. Code R. § 42-32-7.3 (b)

2.3.6 Review of Examination Questions by the Board

The Vendor must provide staff support for a review of pooled examination questions by the Commissioner. The Commissioner will assure all questions used on the examinations represent the practice of plumbing in West Virginia. The Commissioner is authorized to modify and reject any examination question(s) that contain subject matter not in compliance with the plumbing industry's practices, laws or rules.

2.3.7 Candidate Examination Guide Package

The Vendor must design and produce a candidate examination guide package acceptable to the Commissioner. The guide will contain examination outlines, a list of books allowed for open book testing, study references, registration and services information, testing dates, testing locations and must include examples of questions on the examinations. Guides must be developed for all examinations. The Vendor must distribute sufficient quantities of these guides to the State at no charge and must make them available on the Internet. The Guides must be revised as needed with the latest information concerning licensing requirements and procedures.

2.3.8 Reference Manuals and Practice Examinations

The Vendor must offer practice examinations in the tested classifications, at a cost to be paid by the candidate.

The Vendor may offer for sale or rent code or reference books identified in its testing information guide to candidates.

2.3.9 Legal Challenge to Examinations

The Vendor must defend any legal challenge from any party concerning the development and administration of examinations.

2.3.10 Examination Administration

2.3.10.1 Location of Test Centers; Dates of Examination

The Vendor must obtain prior State approval for the location and relocation of all test centers and for the dates of examinations.

2.3.10.2 Examination Administrators

The Vendor must utilize examination administrators experienced in licensure examination administration who are not affiliated with any Vendor service education program and who fully understand the examination security requirements.

2.3.10.3 Security

The Vendor must utilize procedures to ensure the examination materials are produced, assembled, and delivered accurately under secure conditions. The Vendor must also provide a system of security for the examination questions, the test center and the transmission of test results to the State and to the candidates. Security violations must be reported immediately (within 3 business days) to the State's contact for the contract, by telephone, and in writing, or email.

2.3.10.4 Registration for Examinations and Payment of Fees

All candidates processing must be provided from the Vendor's office in Charleston, WV.

The Vendor must receive and process applications and accept payment of fees by the candidate in the forms of money order, cashier's check, certified check, debit card or credit card, for the examination at the examination site, by mail, by telephone or over the internet. The unit price for the exam must include all fees, including taxes, related to the test administration except walk-in fees. The vendor cannot charge bank fees, expedited registration fees, late fees or same day scoring fees. The vendor may charge a walk-in fee. The Vendor must acknowledge receipt of each candidate's registration.

The Vendor must provide a toll-free telephone registration number for candidates to inquire, order materials and make reservations. Telephone calls from candidates must be handled with a minimum response time. Candidates on hold, without communication with the Vendor's staff in excess of 10 minutes response time, would be unacceptable. Voice mail messages must be returned within eight (8) business hours. In addition to the toll-free telephone registration number, the vendor must also have three (3) additional telephone registration lines. The numbers may be toll-free or local.

The Vendor must supply the Commissioner with a direct telephone number to all permanent testing sites. The Vendor must communicate

with the Commissioner immediately (i.e., within the hour) in the event that any telecommunication malfunctions occur.

2.3.10.5 Test Centers

The Vendor must operate a full-time test center in Charleston, WV, where candidates may take licensing examinations five (5) days per week with a minimum seating capacity of fifteen (15) persons.

The Vendor must also provide part-time test centers in Morgantown, Martinsburg, and Wheeling, where examinations will be offered at least one (1) day per month. The Vendor must also offer the West Virginia examinations at any of the Vendor's sites located in other states where testing is currently provided.

The Vendor must provide all physical facilities and test center personnel for testing. Testing facilities must have a comfortable room temperature to ensure an acceptable testing environment. The Vendor must make reasonable efforts to accommodate the needs of candidates with disabilities, including, but not limited to, accommodations under the Americans with Disabilities Act.

2.3.10.6 Reporting Examination Scores

The Vendor must provide photograph-bearing score reports to each candidate and upon request, to the Commissioner. These reports must be provided to the candidate within ten (10) days of the testing date.

The Vendor must inform each candidate, in writing, of his or her passing or failing score immediately following the examination, for both paper/pencil and computer based examinations.

The Vendor must offer "Duplicate Score Reports" at a cost to be paid by the candidate.

2.3.10.7 Failure by a Candidate

The Vendor must furnish, at no cost to the candidate, a written report to every failing candidate that must contain an analysis of the areas of weakness and strength on the examination and must list the number of attempts at the exam on every score report.

The Vendor must offer an "Examination Review" service to failed candidates at a cost to be paid by the candidate.

2.3.10.8 Inquiries or Appeals by a Candidate; Comments and Correspondence

The Vendor must respond in writing to the candidate within seven (7) days of examination in connection with any candidate inquiry, appeal or comment regarding an examination, with a copy of the Vendor's response provided to the Commissioner. The Vendor must review individual candidate comments from the testing sessions and provide a summary of such responses to the Commissioner. The Vendor must respond to individual candidate correspondence within seven (7) days from receipt of correspondence from the candidate.

2.3.10.9 Reports to the Commissioner

The Vendor must provide monthly summary statistics score reports.

Proposed Cost of Other Services Required by the RFQ

Examination Review: \$75.00

Walk-In Candidate: \$0

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: PSI Services LLC

Authorized Signature: _____

Date: 2/9/09