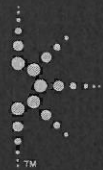


PROMETRIC

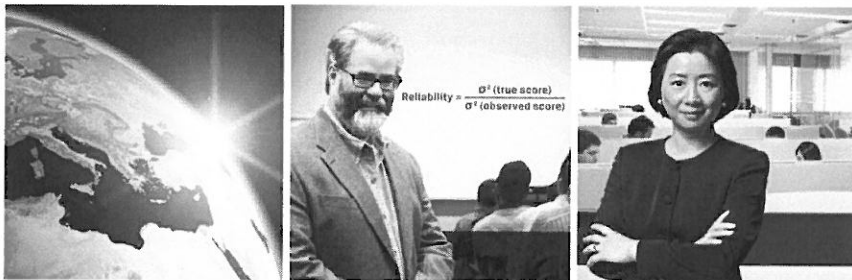
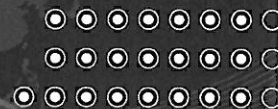


A PROFESSIONAL LICENSING EXAMINATION
SOLUTION FOR THE:

WEST VIRGINIA INSURANCE COMMISSION

VOLUME 2: PRICING PROPOSAL

The Right
Expertise



Trusted Provider of Market Leading Test Development and Delivery Solutions

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2013 SEP 11 AM 10:33

WV PURCHASING
DIVISION

Pricing Proposal – (Original)
RFQ #INS14004
Due: September 12, 2013

Submitted To:
Connie Oswald
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Authorized By:

G. Christopher Derr
Chief Financial Officer and
Senior Vice President, Finance

Submitted By:
Colleen Caulfield
Vice President, Government/Financial
colleen.caulfield@prometric.com
732 758 6672 PHONE
443 691 2587 MOBILE
443 455 8047 FAX



September 9, 2013

Ms. Connie Oswald
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

RE: Cost Proposal in Response to RFQ No. INS14004

Dear Ms. Oswald:

On behalf of Baltimore-based Prometric, we are pleased to submit this proposal to the West Virginia Insurance Commission (WVIC) for the development, security, and administration of insurance examinations, and reporting of these results to the Agency.

As the leader in the development and administration of insurance testing and pre-licensing, Prometric is uniquely qualified to achieve our mutual goal of protecting West Virginia consumers by regulating the state's insurance companies and producers. Throughout our proposal, we will highlight numerous examples that support our key points of differentiation and illustrate why Prometric is the best partner to provide insurance licensure testing services. We will demonstrate how our experience, innovative advancements and management assets provide you with the best overall value and service package—a robust solution designed to meet and/or exceed all of your RFQ requirements.

Over 65% of WVIC's licensure candidates are already served by our existing testing sites in West Virginia, with the remaining 35% served by our testing centers that are well within the 150-mile distance you require for your candidates' convenience. We offer WVIC and your candidates an array of customized scheduling options; industry-leading data management and security protocols; and test development services that yield exceptional results.

Additionally, we are offering West Virginia licensing candidates a new examination fee that represents a **15% savings** over the current examination price. We are committed to offering the highest quality examination administration *at the most competitive and economic level for your candidates.*

If you have any questions about the services described herein, please contact: Colleen Caulfield, vice president, government/financial portfolio, client services at 443.691.2587 or Laurie Sadowski, manager, insurance and continuing education at 651.603.3258.

Respectfully,

Colleen Caulfield
Vice President, Government/Financial Portfolio

PROMETRIC

1501 South Clinton Street
Baltimore, Maryland 21224
USA

443 455 8000 PHONE
866 PROMETRIC TOLL FREE
866 776 6387 TOLL FREE

www.prometric.com

**BID TYPE: COST, Original,
One (1) Copy**
**REVISED for 9/12/13 Submission;
Please disregard prior submission
dated 8/22/13**

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The information and data furnished in this proposal may be duplicated, disclosed or distributed according to West Virginia statute and regulation.

This proposal is intended to fully comply with the requirements expressed in the Request for Proposal. If the WVIC believes any part of this proposal is not in compliance, Prometric agrees to negotiate in good faith to comply with WVIC requirements.

This proposal is valid for 90 days from the date of receipt.

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PRICING PROPOSAL

The following fees are to be charged to prospective licensees for examination administration services by Prometric during the new contract period. These prices include all costs necessary or incidental for the proper performance under a contract with the West Virginia Insurance Commission (WVIC). We understand that no costs are to be borne by WVIC and that Prometric will receive all payment from fees paid by prospective licensees. \$25 of the fee will be returned to West Virginia, per WV Code Section 33-12-6(a)(8).

FEES	YEAR		
	1	2	3
Fee Per Test Session	\$94.00	\$94.00	\$94.00

Candidate examination fees are inclusive of all expenses required to take a licensure examination. The following policies detail the approach and fees we propose for exceptions and optional test administration services. Only those services listed below have fees that are charged in addition to the test fees.

+ **Rescheduling an Appointment:**

- Cancellation Penalty: There is no cost to a candidate who schedules and cancels or reschedules an appointment, provided a three-day notice, as published, is given.
- Late Cancellation or Missed Appointment: Candidates who fail to keep a scheduled appointment or fail to give three full working days' notice of cancellation will forfeit their original payment. Reschedules due to bad weather, documented illness, or emergency will not be charged any additional fees.
- Valid Registration Period: A candidate's registration will be valid for three months. If no test is taken within this period, the registration fee will be deemed earned by Prometric. All fees are nonrefundable and nontransferable.

+ **Not Showing Up for An Appointment:**

- Candidates who fail to appear for their scheduled appointments will forfeit their full examination fee(s) and will be required to register and pay for any additional examination attempts.
- Retake Fees: A candidate who does not pass their examination will be charged the original exam price for each subsequent attempt.

+ **Duplicate Score Reports**—candidates may request a duplicate score report for a nominal fee.

We understand that the proposed fee amounts must be approved by WVIC prior to being put into effect and must comply with West Virginia State laws and rules.

General Policies and Procedures

1. **Licensing Information Bulletins:** Bulletins are developed and distributed by Prometric at no extra charge to the candidates, schools, companies or the Department.
2. **Testing Nationally:** Candidates may test anywhere throughout the Prometric network. We will not charge the candidate an extra fee to test outside of West Virginia.
3. **Credit Card Payment:** A candidate may register for a test using a valid credit card. No additional fee is charged for this service.

4. Candidates with Special Needs and Disabilities: No additional fee is charged for testing arrangements required for candidates with disabilities.

COST PROPOSAL BID SHEET

Please see page 3 for Prometric's completed *Testing Administration Services for WV Resident Producers*.

ADDENDUM ACKNOWLEDGEMENT FORM

Please see page 4 for Prometric's completed *Addendum Acknowledgement Form, Solicitation No.: INS14004*.

INS14004

TESTING ADMINISTRATION SERVICES FOR WV RESIDENT PRODUCERS

The WVOIC reserves the right to request additional information and supporting documentation regarding prices when the price appears to be unreasonable.

Cost of Services

Compensation under the contract awarded pursuant to this RFQ will be through fees charged to candidates and or insurance agents, and collected by the Vendor.

Cost Proposal Format Bid Sheet

The Vendor will collect the Examination fee plus \$25.00 per examination to be returned to the state pursuant to WV Code Section 33-12-6(a)(8).

Examination fee	\$ 69.00
Fee Returned to State per exam (per WV Code Section 33-12-6(a)(8).)	\$ 25.00
Total amount collected per exam (Exam fee + \$25 to be returned to the state.)	\$ 94.00

Note: Combination examinations such as Property/Casualty and Life/Accident & Sickness wherein the candidate schedules both examinations at the same time is considered one examination and candidates must be charged as such.

Additional Costs: Vendor agrees to comply with any services mandated by subset statutes or changes in law that would affect the requirements of this contract.

Signature: Colleen Caulfield

Company Name: Prometric, Inc.

Address: 1501 South Clinton Street; Baltimore, MD 21224

Phone: 732-758-6672 Fax: 443-455-8047

Email Address: colleen.caulfield@prometric.com

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: INS14004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

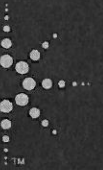
- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Prometric, Inc.
 Company
Colleen Caufield
 Authorized Signature
September 9, 2013
 Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
 Revised 6/8/2012

PROMETRIC

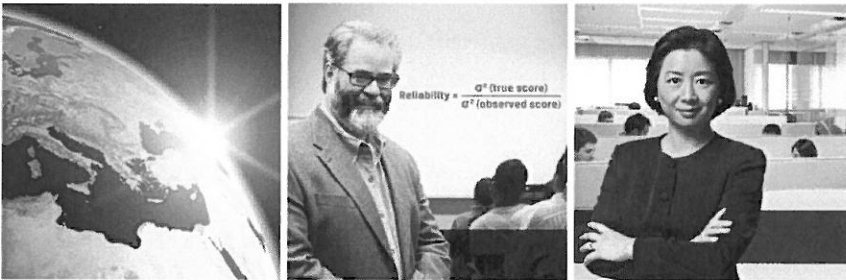
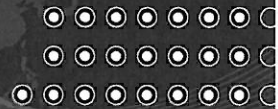


A PROFESSIONAL LICENSING EXAMINATION
SOLUTION FOR THE:

WEST VIRGINIA INSURANCE COMMISSION

VOLUME 1: TECHNICAL PROPOSAL

The Right
Expertise



Trusted Provider of Market Leading Test Development and Delivery Solutions

Technical Proposal – (Original)
RFQ #INS14004
Due: August 22, 2013

Submitted To:
Connie Oswald
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Authorized By:

G. Christopher Derr
Chief Financial Officer and
Senior Vice President, Finance

Submitted By:
Colleen Caulfield
Vice President, Government/Financial
colleen.caulfield@prometric.com
732 758 6672 PHONE
443 691 2587 MOBILE
443 455 8047 FAX

PROMETRIC



August 19, 2013

Ms. Connie Oswald
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

RE: Proposal in Response to RFQ No. INS14004

Dear Ms. Oswald:

On behalf of Baltimore-based Prometric, we are pleased to submit this proposal to the West Virginia Insurance Commission (WVIC) for the development, security, and administration of insurance examinations, and reporting of these results to the Agency.

As the leader in the development and administration of insurance testing and pre-licensing, Prometric is uniquely qualified to achieve our mutual goal of protecting West Virginia consumers by regulating the state's insurance companies and producers. Throughout our proposal, we will highlight numerous examples that support our key points of differentiation and illustrate why Prometric is the best partner to provide insurance licensure testing services. We will demonstrate how our experience, innovative advancements and management assets provide you with the best overall value and service package—a robust solution designed to meet and/or exceed all of your RFQ requirements.

If you have any questions about the services described herein, please contact: Colleen Caulfield, vice president, government/financial portfolio, client services at 443.691.2587 or Laurie Sadowski, manager, insurance and continuing education at 651.603.3258.

Respectfully,

Colleen Caulfield
Vice President, Government/Financial Portfolio

1501 South Clinton Street
Baltimore, Maryland 21224
USA

443 455 8000 PHONE
866 PROMETRIC TOLL FREE
866 776 6387 TOLL FREE

www.prometric.com

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APPENDICES

Appendix A. Global Test Center Locations

Appendix B. Required Forms:

Solicitation

Certification and Signature Page

Addendum Acknowledgement

Contract Manager

Purchasing Affidavit

West Virginia Business Registration

Certificate of Liability Insurance (Workers' Compensation Certificate)

The information and data furnished in this proposal may be duplicated, disclosed or distributed according to West Virginia statute and regulation.

This proposal is intended to fully comply with the requirements expressed in the Request for Proposal. If the WVIC believes any part of this proposal is not in compliance, Prometric agrees to negotiate in good faith to comply with WVIC requirements.

This proposal is valid for 90 days from the date of receipt.

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EXECUTIVE SUMMARY

The West Virginia Insurance Commission (WVIC) is seeking a qualified professional testing organization to provide services to administer licensing examinations for insurance producers, insurance adjusters, surplus lines, viatical settlement broker licenses and other new license types or lines of authority. In response to the RFQ, Prometric is pleased to present a detailed solution that documents how our organizational strength, technical capabilities, subject-matter expertise and practical experience with the state-based regulatory insurance industry meet and exceed your requirements comprehensively and cost-effectively. Prometric's crucial role in programs comparable to WVIC's allows us to capitalize on the solutions and strategies that met key objectives for those programs, and will ensure that the WVIC program achieves the same level of success. Prometric has decades of experience in test development and test delivery, including more than **20 years of experience in the insurance testing and licensing industry**. We delivered more than 135,000 insurance exams in 2012, and more than 1.5 million exams from 2005-2013. Our ability to leverage our considerable experience, industry best practices, and innovative solutions uniquely qualifies Prometric to administer WVIC's program.

For the past 10 years, Prometric has been the West Virginia Offices of the Insurance Commissioner (OIC) vendor of choice for its pre-licensing and continuing education (PLE/CE) program. While our existing partnership has been positive and mutually beneficial, we are confident that the full benefits of partnering with Prometric will only be realized when we demonstrate our commitment to the successful execution of both the PLE/CE program and the insurance licensing program. You will find that WVIC and your candidates will experience the same level of exceptional service that we have provided for the PLE/CE program.

Candidates in the 12 states in which Prometric provided insurance testing during 2012 reported greater than 95% satisfaction for factors including ease of scheduling, comfort of the test center, and friendliness and helpfulness of the test center staff.

Prometric has invested heavily in specific process improvements and capital investments that have improved both the candidate experience and the transparency of data to WVIC. We will illustrate why Prometric is the best partner to provide insurance licensing testing services for WVIC with **four key differentiators**.

1. **Operational excellence:** Prometric offers operational excellence with investment in stable, dependable system infrastructure and technology and operations personnel who customize our programming and reporting offerings to meet your needs. From consistent and flawless launch and reliable delivery of your exams (**99.9% system uptime over the last year**), through rapid transmission of exam results and related candidate data (**year to date, 99.66% within 24 hours**), **Prometric offers the best platform for delivering WVIC's exams.**
 2. **Data management and industry-leading security:** Prometric's rigorous, efficient and accurate data management and security protocols protect the security of examinations, testing sessions, and candidate data. We continually invest in personnel and technology to ensure that we maintain the highest degree of data integrity and systems efficiency to **ensure a professional and positive candidate experience.**
- + We continuously scrutinize and measure quality throughout the entire testing cycle – from self-service scheduling metrics to candidate satisfaction – to ensure our systems and procedures meet the highest industry standards.

- + From content development through delivery, we safeguard every facet of the delivery of exams through physical and digital systems, policies that deter behaviors, secret shops, and undisclosed (yet highly effective) measures to protect test content and uphold exam validity.
 - + Sophisticated identity management software deployed throughout every test center in North America ensures that only eligible candidates can test, providing the highest level of security in the industry.
3. **Candidate access:** Prometric provides a *secure, flexible and standardized global test center network*. Prometric manages the largest test center network in North America, with 300 testing locations for WVIC candidates to choose from. For more localized support, Prometric offers WVIC constituents and licensees *10 test centers to choose from*, well within the 150-mile range you require. Those 10 test centers give your candidates a combined 244 seats to choose from, all offering a consistent, secure, standardized environment.
- + Prometric staffs each test center with certified, professional test center administrators, who ensure consistent examination administration and a positive testing experience for each candidate, and coordinates and manages the quality of the candidate testing experience and capacity throughout our computer-based test center network with a channel management team that delivers the highest level of quality service in the industry. Further, we will be expanding our domestic network by another 8% in 2013 to exceed capacity expectations for new and expanding client programs.
 - + In addition, we excel at providing on-demand, secure event testing for large insurance companies that have a requirement to test a large number of candidates across a specific geography in a short period of time – ensuring responsiveness to all West Virginia constituents.
 - + With more than 10 million test takers each year, Prometric provides a consistent and professional face to candidates around the world. Our Web site, available 24/7, receives more than 50 million visitors and supports the scheduling of millions of testing appointments annually. Additionally, WVIC candidates will have toll-free telephone access to our candidate contact centers, which process more than 2.5 million customer contacts annually.
4. **Client services:** Our implementation and transition management team ensure a seamless transition from your current vendor to partnering with Prometric with committed and knowledgeable *client services personnel*, who provide unmatched leadership from the initial transition through on-going support for WVIC's program. Our staff members specialize in the full range of disciplines vital to the professional assessment industry in order to anticipate and/or quickly respond with targeted solutions that ensure the successful operation of your licensing program.
- + Our dedicated client service team tasked with executing the WVIC licensing program has years of experience and in-depth industry knowledge, and is led by Laurie Sadowski (FLMI, ACS, AIRC, ARA, AIAA) as account manager. With over 25 years of insurance experience, and 10 years specifically with the West Virginia continuing education program, Ms. Sadowski has the insight and expertise required to execute on all deliverables and milestones for WVIC's program. Ms. Sadowski will lead a team with the engagement and acumen to ensure operational excellence and strategic alignment with your program goals.

Overall Best Value for the West Virginia Insurance Commission

Achieving your goals and strategies will require the flawless execution that Prometric has consistently demonstrated to regulatory agencies. Our dedicated client services team manages the program in concert with your staff – supporting or leading at each stage. Our experience, innovative advancements and management assets of Prometric provides the best overall value and service package – ***a robust solution designed to meet and/or exceed all of your requirements.*** In addition, we recognize the economic challenges impacting candidates for licensure and are therefore pleased to offer a value-driven pricing solution.

Prometric's services are designed to aid government agencies like WVIC in ensuring that citizens of West Virginia are provided with access to adequate and reliable insurance protection. The Department can rely on our 54 years of experience and more than 65 contracts in the government testing arena.

We encourage WVIC to contact our references to investigate and verify the consistent and effective ways in which we support each program. Just in the past year, we successfully launched the New York State Department of Financial Services insurance license examination program within 60 days of contract award, a singular achievement given the size of the candidate population (over 50,000 candidates) and required number of exams (27).

Prometric's highly secure, robust examination systems successfully deliver over 10 million exams per year. You will find that working with a team of Prometric professionals is rewarding for you and your candidates. We welcome the opportunity to demonstrate that choosing Prometric as your testing partner is an investment in the future combined with tangible benefits today.

Experience

- More than two decades of computer-based testing experience and ***successful delivery of over 1.5 million insurance exams to date***

Quality of Service

- A responsive, client-focused management team that surpasses customer expectations and ensures ***exceptional operational performance***

Security

- ***Industry-leading security protocols*** that have resulted in Prometric being only testing vendor in the world to achieve the "gold" standard of FISMA, CMMI Level II, and 508 Compliance

Test Development

- Providing the ***full spectrum of test development services*** that ensures the relevance, currency and legal defensibility of WVIC's test content

Data Management and Test Delivery

- ***State-of-the-art data management tools and test delivery software*** that set the industry standard

Global Test Network

- Providing WVIC's candidates access to a ***globally accessible, professional, convenient, and secure testing network***

COMPLIANCE/DELIVERABLES MATRIX

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
General Terms and Conditions		
8. Required Documents	Worker's Compensation Insurance: The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.	Appendix B: Required Forms
14. Registration	Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division.	Appendix B: Required Forms
39. Confidentiality	The Vendor agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/default.html	F. Confidentiality
Specifications		
3. QUALIFICATIONS		
3.4	The Vendor will be responsible for providing a mechanism for the collection of all licensing examination fees and information to the Agency on a regularly scheduled daily basis.	Examination Fees
3.5	The Vendor will collect examination fees as approved by the Agency. The vendor will collect its examination fees from a candidate when the candidate registers to take an examination.	Examination Fees
	Statistical reports (regarding collection of fees) must be delivered to the Agency on a quarterly basis.	Examination Fees
3.6	The Vendor is responsible for administering these examinations at agreed-upon test sites that are centrally located so that no candidate shall drive farther than 150 miles to reach the facility from their residence within the State.	Test Centers Offer Abundant Testing Opportunities
	The Vendor shall report scores to examinees and the Agency.	Reports Detail Candidate and Exam Performance
	The Vendor shall establish the availability of facilities, trained personnel, and the functionality of all services described in this contract to the satisfaction of the State no later than 30 days after the date of this contract.	C. Implementation
	No services will be rendered by Vendor to any potential applicants 15 days prior to the start date of the contract which is intended to allow for an effective transfer between Vendors, if required, and to establish functionality of systems prior to rendering services to the public. Vendor acknowledges that this is a mandatory requirement of this contract.	C. Implementation
3.7	The Vendor must be able to provide Electronic Data Transfer and Electronic Funds Transfer in a format compatible to the Agency systems.	Data Security; Examination Fees

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
3.8	Establish sites with handicap access that are ADA compliant and comply with all applicable State and local regulations.	Testing Accommodations
3.9	Provide, at each location, sufficient directional signs for applicants to easily locate the examination room or area without the need to ask directions.	Centers are Staffed with Dependable Professionals
3.10	Provide an atmosphere conducive to examination, including good housekeeping, controlled environment as to heating and cooling, proper lighting and proper furnishing.	Test Centers Offer Abundant Testing Opportunities
3.11	Be easily accessible and secure for the safety of candidates.	Test Centers Offer Abundant Testing Opportunities
3.12	Provide ready access to restrooms and other facilities of human needs to the candidates.	Centers are Staffed with Dependable Professionals
3.13	Provide for multiple candidates to sit for an examination at any given time in venue that is a detriment to the likelihood of cheating.	Test Center Security
3.14	Produce and maintain all equipment necessary for a successful operation.	Continuous Investment in Technology
3.15	The examination service must provide insurance examination testing services in all states.	Test Centers Offer Abundant Testing Opportunities
3.16	Ensure that all equipment is properly maintained and receives routine preventative maintenance. In the event of equipment failure make appropriate arrangements for retesting without additional costs to the candidate.	Test Centers Offer Abundant Testing Opportunities
3.17	The Vendor will collect the examination fees and return the required examination fee to the state.	Examination Fees
3.18	Have sufficient site staffing to remain operational in the event of absent personnel (illness, emergency, etc.).	Centers are Staffed with Dependable Professionals
3.19	The Vendor will establish and maintain a Web site that allows applicants to register and schedule examinations that collects all demographic information necessary for registration.	Exam Scheduling Benefits Candidates and Clients
3.20	Applicants shall not wait more than five (5) minutes, when calling on a service line, before being connected with a live operator to accept the applicant's information. During this waiting period, the Vendor shall notify the applicant of their Web site scheduling option. In addition, there shall be recurring statements notifying the caller of the anticipated wait time until an operator is available.	Telephone Scheduling
	The Vendor shall test applicants within five (5) business days of the applicant's request to schedule an appointment.	Exam Scheduling Benefits Candidates and Clients
3.21	All applicants affected by site closures shall be notified of the closure within 24 hours of the applicant's appointment. The Vendor shall reschedule all applicants affected by a site closure within five (5) business days of the closure.	Exam Scheduling Benefits Candidates and Clients

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
3.22	Provide a Special Accommodation Request form or provision to candidates for whom: English is a 2 nd language, for religious reasons cannot take an examination only offered on Saturdays and for ADA reservations.	Testing Accommodations
4. MANDATORY REQUIREMENTS		
4.2. Examination Services		
4.2.1	The Vendor shall establish and maintain four (4) testing centers throughout West Virginia including but not limited to Charleston, Beckley, Morgantown, and a testing site located in the eastern panhandle.	Test Centers Offer Abundant Testing Opportunities
4.2.2	Establish and maintain a mechanism for the positive identification of all examination candidates. The Vendor shall ensure that the applicant presents proper identification documents at the time of the examination. The identification documents presented by the applicant must include two (2) forms of current signature identification.	A Positive Testing Experience for each Candidate
4.2.3	Provide examinations that consist of objective, multiple-choice questions or problems of a length and duration as determined by the Vendor.	Psychometrics and Test Construction
	All examination items developed or provided by the Vendor shall be the property of the Agency and may be copyrighted in the Agency's name.	Pre-Existing Intellectual Property and Item Ownership
	The content of the examinations shall be based upon the West Virginia examination content outlines, developed and periodically revised by the Vendor and the Agency. The outlines shall be approved by the Agency prior to use.	Item Development Facilitated by the Industry Leader
4.2.4	Validate prelicensing certificates from one of West Virginia's approved prelicensing providers prior to testing. If certificate is not valid; the date is greater than 90 days from the date of the certificate, the certificate has been falsified or not from an approved prelicensing provider the testing center is required to refuse the candidate its testing services.	A Positive Testing Experience for each Candidate
4.2.5	Provide candidates with the ability to take practice tests for the major lines of authority. The practice tests should contain questions developed by subject matter experts using concepts found in the general portion of the licensure examination.	Web-based Practice Tests
4.2.6	Monitor the difficulty level of the various examination questions in order to produce examinations of comparable difficulty, calculate a difficulty index for each item for this purpose, and be prepared to demonstrate that examinations are equivalent in degree of difficulty.	Psychometrics and Test Construction
4.2.7	At the request of the State, review and rescore a candidate's examination to verify the validity of the examination results at no cost to the State or the candidate.	Candidate Score Reports
4.2.8	Upon completion of an exam, the Vendor will notify candidates at the test site of exam results. The Vendor shall provide at the test site an exam score report for all individuals who successfully pass an examination for licensure administered by the Vendor.	Candidate Score Reports

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
	The exam score report should include but not be limited to the candidate's name, address, Vendor identifier number, birthdate, type of examination, exam data, school code, exam result and candidate picture.	Candidate Score Reports
4.2.9	The Agency will remain responsible for setting the actual passing score and the Vendor, if requested to do so, will provide assistance to the Agency in establishing an appropriate passing score for future exams.	Standard Setting Methodology
4.2.10	Develop and maintain a bank of licensing examination questions for all examinations sufficient to remove the ability of any person(s) from recreating the examination through repetition of testing.	Ensuring Valid Forms
4.2.11	Maintain a level of security for the bank of questions sufficient to remove the ability of any person(s) from gaining unauthorized access to the questions and answers.	Examination Security
4.2.12	Upon the award of a new Vendor, the existing license examination questions are to be provided from prior approved Agency. Questions are to be developed and re-modified if needed, and approved by the Agency and ready for distribution/use no later than 30 days prior to contract start date.	Item Development Facilitated by the Industry Leader; Implementation
4.2.13	The Vendor must agree that the Agency may reject any examination question which contains subject matter that is not in compliance with all applicable state laws, regulations and Agency policies.	Periodic Review of Examination Questions
4.2.14	Eliminate or revise examination questions on a particular topic area as necessitated by changes in laws, standards, rule, or at the request of the Agency.	Periodic Review of Examination Questions
4.2.15	The Agency has the right to request at any time, with notice, a re-evaluation of an exam regardless of volume, at no cost to the State.	Periodic Review of Examination Questions
4.2.16	The Agency has the right to request at any time, regardless of volume, that there be multiple exams offered for a particular examination.	Ensuring Valid Forms
4.2.17	The Vendor shall score all examinations and provide the Agency with candidate information and examination results in a manner and form acceptable, via electronically, to the Agency's system, during a nightly data transmission of each examination which will include the data required for a successful transmission of each candidate tested, the type(s) of examination(s) taken, and each candidate's exam results in terms of score and passing or failing status.	Reports Detail Candidate and Exam Performance
4.2.18	The Vendor shall assist candidate in questions regarding the locations of fingerprinting sites.	Test Centers Offer Abundant Testing Opportunities
4.2.19	The Vendor must employ test development experts (psychometricians) to construct and evaluate the examinations.	D. Corporate Management

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
4.2.20	The Vendor shall provide trained personnel to operate the test sites and follow established procedures. The Vendor shall provide training and information to all personnel to ensure uniform, secure and efficient test administration.	Centers are Staffed with Dependable Professionals
4.2.21	The Vendor must identify a specific representative as the liaison with the Agency. That person will be the point of contact for the agency to address any issues.	G. Contract Manager
4.2.22	Develop, subject to the Agency's review and approval, a licensing Candidate handbook containing exam requirements, examination content outlines, the process of applying for licensure, the types of licenses available, and the process for registering for admission to an examination, rules regarding candidate conduct during the examination, rules regarding Vendor policies and guidance to the appropriate forms and applications. Handbooks shall be viewable and printable on the Vendor's Web site and printed by the Vendor and provided in sufficient quantities to be available without charge, to all candidates upon request from the Vendor, the Agency, and any other locations as mutually agreed.	Examination Handbooks
	Licensing information handbooks are to be developed and approved by Agency and ready for distribution/use no later than 30 days prior to contract start date.	Examination Handbooks
	Hardcopies of the handbook are to be made available to the Agency, at no cost to the Agency.	Examination Handbooks
4.2.23	Hold biennially, in Charleston, WV, a meeting with the Agency personnel, industry experts to review, develop, discuss and evaluate examination questions.	Periodic Review of Examination Questions
	The Vendor shall coordinate the biennial meeting and pay expenses of the meeting.	Periodic Review of Examination Questions
	If needed, at the request of the Agency, more frequent reviews and development may be required if statutory changes or other issues occur requiring modification of the tests.	Periodic Review of Examination Questions
4.2.24	The Agency shall have the right to visit test sites for integrity and contract adherence purposes provided proper identification is presented to the test site personnel and provided such visits do not disrupt the business activities of the test site.	Test Centers Offer Abundant Testing Opportunities
4.2.25	The Vendor shall provide all services and materials necessary for test administration, equipment and manage its examination sites so that candidates are able to secure appointments and take examinations within a maximum of five (5) business days of the request of such appointments.	Exam Scheduling Benefits Candidates and Clients
	The Vendor shall prepare for administration of the examinations, including providing adequate testing space for the expected number of candidates and arranging for testing facilities that are accessible to individuals with disabilities.	Test Centers Offer Abundant Testing Opportunities
4.2.26	Establish and maintain Electronic Data Transfer (EDT) capability with the Agency, State-based, or subsequent Systems, authorized business partners and National Insurance Producer Registry no later than 30 days prior to contract start date.	Data Security

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
4.2.27	Establish and maintain Electronic Funds Transfer (EFT) capability with the Agency, State-based, or subsequent Systems, authorized business partners and National Insurance Producer Registry no later than 30 days prior to contract start date.	Examination Fees
4.2.28	Exercise best efforts to monitor changes in the West Virginia State Code, the West Virginia Administrative Rule and State Policies to revise content outlines and implement new examination items on an as-needed basis.	Periodic Review of Examination Questions
4.2.29	The Vendor shall investigate all reports of testing irregularities and will notify the Agency within ten (10) days of each report of testing irregularities which the judgment of the Vendor has a foundation in fact and which brings into question the validity of an individual's examination results.	Exam Irregularities and Incident Resolution
4.2.30	The Vendor shall provide, at least quarterly and as often as requested, to the Agency a summary of statistics regarding the number of candidates tested and percentages of pass/fail by type of examination.	Detailed Examination Data
4.2.31	The Vendor shall provide the Agency with an annual report which includes statistical data for licensing candidates.	Detailed Examination Data
4.3. Fee Collection/Billing Reconciliation		
4.3.1.	The Vendor shall provide the State with its documented refund policy. The per applicant fee bid by the Vendor in accordance with price line shall remain constant. The Vendor shall collect the per applicant fee for providing the examination.	Examination Fees
4.3.2	The Vendor shall accept the following forms of payment: 1) credit cards/debit cards; 2) money orders; 3) certified checks; 4) business checks; 5) cash.	Examination Fees
4.3.3	Any invalid fees collected by the Vendor, i.e., bad checks, credit cards, etc. resulting in non-payment are the sole responsibility of the Vendor. The Agency must be notified of all invalid fees. The Agency shall have the right to request waiver of examination fees.	Examination Fees
4.4. Confidentiality		
4.4.1	The Vendor shall agree that it will not disclose to anyone, directly or indirectly, any personally identifiable information or other confidential information gained for 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. The Vendor must adhere to the Confidentiality Policies and Information Security Accountability Requirements.	Data Security; F. Confidentiality
4.4.2	Vendor shall take all actions reasonably necessary, in accordance with applicable Federal or State laws and policies, to preserve, protect, and maintain the confidentiality of the disclosing party's confidential information and any privileges associated therewith.	Data Security
4.4.3	Vendor shall be cognizant of the risk the improper disclosure of social security numbers (SSNs) can have on individuals, including the risk of identity theft.	Data Security

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
4.4.4	During the term of this agreement, Vendor shall notify the Agency immediately by telephone and email, web form or fax upon the discovery of a breach of security of personal identifying information.	Exam Irregularities and Incident Resolution
4.5. Examination Sites		
4.5.1	Vendor is responsible for establishing multiple testing locations throughout West Virginia, at its own expense including but not limited to Charleston, Beckley, Morgantown, and a site to address the eastern panhandle.	Test Centers Offer Abundant Testing Opportunities
	West Virginia candidates will also be able to test at Vendor test sites located in other states.	Test Centers Offer Abundant Testing Opportunities
	Vendor is responsible for providing services such that no applicant travels more than 150 miles to take an exam.	Test Centers Offer Abundant Testing Opportunities
4.5.2	The Vendor shall establish a toll-free number and a call center to schedule appointments for all sites maintained by the Vendor.	Telephone Scheduling
4.5.3	The call center shall be available between the hours of 8:00 am to 11:00 pm ET, Monday through Friday and available at least from 8:00 am to 4:00 pm on Saturday and Sunday.	Telephone Scheduling
	The Vendor shall provide operator availability during all call center operating hours.	Telephone Scheduling
	Hearing impaired services for scheduling shall also be provided by the Vendor at a separate phone number during the same hours as the call center or any other means easily accessible by the candidate.	Telephone Scheduling
	Changes to the hours of operation shall be based on applicant demand and require approval by the Agency.	Telephone Scheduling
	Candidates will have the opportunity to cancel their reservations with the Vendor up to at least two (2) calendar days before reservation.	Telephone Scheduling
4.6. Reporting Requirements		
4.6.1	The Vendor shall provide accurate reports and statistical examination data provided within three (3) business days in line with the schedule or requests for data made to Vendor by the Agency at no additional cost.	Detailed Examination Data
4.6.2	The Vendor may be required to provide additional data and reports in an electronic format based upon the needs of the Agency. The frequency of any additional reports (daily, weekly, etc.) will be determined by the Agency.	Post-Administration Analysis and Reporting
4.6.3	Data type and field length will be determined by the Agency and the Vendor after contract award.	Post-Administration Analysis and Reporting
4.6.4	A secure Web server shall be used as a platform for transmission of reports. The Vendor shall provide an electronic distribution mechanism for the reports.	Data Security

COMPLIANCE/DELIVERABLES MATRIX		
RFQ Ref.	Requirement/Deliverable	Prometric Response
	A database from which the reports described herein can be obtained shall be developed and maintained by the Vendor and must be available 24 hours per day, seven (7) days per week.	Registration and Schedule Monitoring with EasyServe
5. CONTRACT AWARD		
5.1	The Contract is intended to provide Agency with a purchase price for Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.	Volume 2: Pricing Proposal
5.2	The Vendor should complete the Pricing Page by charging per examination fee with \$25 of that total fee being returned to the State pursuant to WV Code Section 33-12-6(a)(8).	Volume 2: Pricing Proposal
10. MISCELLANEOUS		
10.1	During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract.	G. Contract Manager

A. A PROVEN TEST DEVELOPMENT SOLUTION

Prometric's experience providing companies in multiple lines of business with test development solutions makes us the ***most reliable and proven leader in the industry***. We ensure the legal defensibility and psychometric soundness of WVIC's examinations with customized, proven test development services. Our services, led by our in-house, industry-leading psychometricians, include a full range of services from conducting job analyses, writing and reviewing examination items, establishing and maintaining item banks, to assembling test forms. Our test development process consists of several tasks organized under four different stages.

PROMETRIC'S TEST DEVELOPMENT SERVICES		
1. TEST DESIGN	Job Analysis	Define the tasks, knowledge, and skills for a specified role.
	Test Specification	Document the importance of each content area and how many items should be written to each objective (the test blueprint).
2. ITEM DEVELOPMENT	Item Writing	Facilitate training and item writing to meet the test blueprint.
	Technical Item Review	Review items for language and technical accuracy.
3. TEST CONSTRUCTION	Item Analysis	Compute statistics that measure item performance.
	Item Selection	Assign items for inclusion on final forms, discarding or rewriting.
	Form Assembly	Distribute items in forms to meet blueprints and maintain difficulty.
	Beta Test (optional)	Evaluate item and examination performance before scored use.
	Standard Setting	Make valid recommendations for the cut score (passing standard).
4. ITEM ANALYSIS	Maintain Exams	Conduct ongoing analysis of item and test statistics and revise tests accordingly.

ITEM DEVELOPMENT FACILITATED BY THE INDUSTRY LEADER

Once a determination is made concerning the number of items available from those the Agency currently owns, an item-development plan will be established. The process begins with conducting a gap analysis of the current items owned by the Agency by content area to identify the areas where the number of items is insufficient based on the content outline requirements. Item writing workshops then will be conducted to create items to ensure that all content areas are fully supported and the validity of the exam is maintained.

After new items are written, they undergo thorough review by our staff and the Agency before being approved for use in one of the Agency's exams. Every item that appears on a West Virginia insurance exam progresses through several levels of quality assurance and review. First, our staff internally evaluates each item based on extensive criteria, such as:

- + clarity, directness, and conciseness of style;

- + focus on an important insurance concept; and
- + relevance from the point of view of a prospective licensee.

During the editorial process, we specifically look for potential problems associated with soundness, fairness, spelling, punctuation, grammar, writing style or bias toward or against any group of individuals. This proven item development process ensures that no exam item will include language that is contrary to or inconsistent with West Virginia insurance laws and regulations.

Pre-Existing Intellectual Property and Item Ownership

Prometric will use the following pre-existing intellectual property to fulfill the requirements in the RFQ for the term of the contract:

- + Prometric proprietary and copyrighted examination test items and complete examinations applicable for delivery under the Contract, and all Prometric proprietary systems and software used for test development, test publishing and test delivery services made available to the State under the Contract.

All West Virginia-unique items developed specifically by Prometric for WVIC as part of this contract will be retained by the State of West Virginia. West Virginia-unique items refer to items developed by Prometric utilizing information or materials provided by the State of West Virginia pursuant to the agreement between the parties or derived from West Virginia law, regulation or statute. Prometric will retain ownership of all other exam items we have developed, including items for the national item bank.

When we call an exam or an item state-specific, we mean it is appropriate for use in that state. Many of our items are state-specific, but not necessarily unique to West Virginia. A unique item is one that is appropriate for use only in West Virginia. Every state in which we administer exams has certain items that fall into this category. However, many of the items we use are appropriate for more than one state. All national examination items will remain the sole property of Prometric.

PSYCHOMETRICS AND TEST CONSTRUCTION

Assembling Uniformly Fair Test Forms

Prometric's team of test developers assemble exam forms from the Agency's items as agreed upon with WVIC and in accordance with any revised test specifications based on the gap analysis/review of the existing items. We use proprietary software to assemble draft forms of each test to present for review by WVIC. This software ensures that every test form developed is parallel to all others and meets test specifications. Each form consists of the appropriate number of operational (i.e., scored) and pretest (i.e., un-scored) items. Any item characteristic, including test plan codes and statistical parameters, can become part of the algorithm used by the software to create parallel test forms. The statistical parameters used by our software are classical test theory-based statistics.

Consistent Reviews Keep Forms Updated

As one or more test forms are assembled, Prometric uses beta test and operational test item data to anticipate the statistical characteristics of each exam form. This data is used to verify adequate test functioning and test form comparability. Test analysis assures that test forms exhibit expected pass rates, adequate reliability and pass/fail decision consistency, tolerable measurement error, expected item response consistencies and interrelationships between test parts, adequate response times and comparability between forms. These attributes are critical to valid interpretation and use of test scores.

Prometric and WVIC conduct a form review prior to publishing and distributing the new form of each examination.

Standard Setting Methodology

For all newly created exams, Prometric can conduct a standard setting study with WVIC and approved subject matter experts to provide assistance in establishing and validating an appropriate minimum passing score (i.e., “cut score”). It is extremely important to set the cut score appropriately for each examination; otherwise, qualified people will be denied their credential if the cut score is set too high, and unqualified candidates will be granted the credential if the cut score is set too low. The cut score is a policy judgment, but it must be defensible. For this reason, Prometric provides a variety of standard setting services, all of which meet the professional approval of measurement standards organizations.

As it is WVIC who is ultimately responsible for the veracity of the credential, the final cut score decision is made by the client; however, Prometric dedicates the end of the standard setting workshop to discussing the benefits and consequences of setting the cut score at the client’s chosen level, to ensure that the established cut score is reasonable and based on qualified judgment and empirical evidence.

REPORTS DETAIL CANDIDATE AND EXAM PERFORMANCE

Timely, accurate, and relevant feedback to candidates demonstrates fairness and equity, and is often crucial to the success of a testing program. Prometric’s systems provide WVIC the flexibility to choose the nature of this feedback, as well as the appropriate level of detail for each examination.

Candidate Score Reports are Generated Immediately at Testing Sites

The capability to perform onsite score reporting and issue pass/fail score reports *immediately* to your candidates upon completion of their exams is one of Prometric’s standard service offerings. Our computer-based testing system scores exams in real-time and automatically prints a score report to be given to the candidate upon each exam’s conclusion. Score reports can be tailored to include a variety of information such as detailed results and the candidate photo as well as the options provided below. WVIC will have final approval on score reports prior to use. Any requests for updates to the text of the score report will be completed within five business days of receipt of request.

CANDIDATE SCORE REPORT OPTIONS		
Score Information	Candidate Information	Test Result Information
<ul style="list-style-type: none"> + Number Correct + Letter Grade + Raw Score + Percentage Score 	<ul style="list-style-type: none"> + Candidate Name (first, middle and last) + Full residential and/or business address (as collected on the registration form) + Mailing address + Date of birth + Gender + Phone number for residence, business and fax + E-mail address + Identification Number + Candidate Photo 	<ul style="list-style-type: none"> + Test Date and Location + Pass/Fail Status + Score + Diagnostic Details + Strength/Weakness Details for designated content categories

Careful measures are taken to ensure score reports are secure and accurate. Printed score reports are signed, dated and embossed by test center staff for the purpose of authentication. The embossment is not easily replicable and discourages unauthorized reproduction.

If the score report does not print as expected at the test center, we will e-mail results to the candidate within the next business day after completion of the exam.

Detailed Exam Data is provided to WVIC

Prometric fully supports the need for routine analyses and quality control checks that can be achieved through immediate and post-administration score reporting. To that end, we provide regular reports to WVIC to include pass/fail rates, candidate volumes, examination statistics and other data.

Prometric provides electronic exam results files to clients on a daily basis. Our results reporting is performed by an efficient process whereby our computer-based testing system scores exams in real time at the test centers and stores results on secure on-site servers.

These daily data files, combined with statistical reports provides WVIC with valuable information on the performance of candidates and the exams themselves.

Post-Administration Analysis and Reporting

All candidate test results are made available to our psychometricians for item analysis and final scoring after the completion of the testing window. Results of the item analysis are reviewed with WVIC approximately three weeks after administration to determine the scoring disposition of any items that are challenged, either by statistical performance or candidate feedback. Final exam score/result files are then completed. The official score reports are then able to be processed and released to candidates.

Prometric builds upon the preliminary item analysis to provide WVIC with finalized item analysis and test analysis reports. Demographic data that is provided to Prometric by WVIC as part of the candidate's eligibility file can be incorporated into statistical analyses performed by Prometric's psychometrics team.

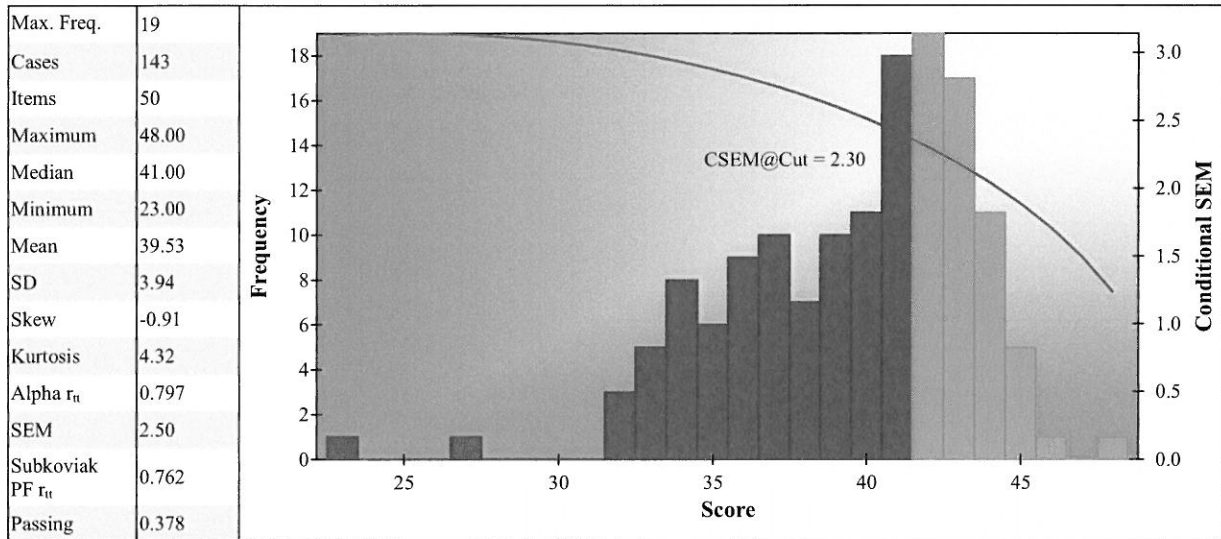
Test analysis assures that test forms exhibit the following:

- + expected pass rates;
- + adequate reliability;
- + pass/fail decision consistency;
- + tolerable measurement error;
- + expected item response consistencies and interrelationships between test parts;
- + adequate response times; and,
- + comparability between forms.

These attributes are critical to valid interpretation and use of test scores.

Prometric works with WVIC to determine an agreeable format for delivering this information. The sample report and graphic below show the summary statistics and raw score frequency distribution for a test. The statistics provided on the left of the figure show the score with the largest count, the number of

examinees, the number of test questions scored, the maximum and minimum score obtained, and the median score. Descriptive statistics including mean, standard deviation, skewness, and kurtosis that describe the shape and dispersion of the scores are provided. Alpha reliability, the average standard error of measurement (SEM), and the pass-fail reliability as well as the proportion of people passing the test are also included. The graph provides a count of the number of examinees at each raw score point and the conditional standard error at each score point.



Following the analysis, Prometric psychometricians will meet with WVIC to present and explain the analysis results and provide recommendations. WVIC makes the final determination on what course of action to take, based on the recommendations.

Our reports provide concise summaries of item and exam performance, that when combined with Prometric's narrative interpretation of the statistics, enables WVIC to sustain effective, valid examinations. We will work with WVIC to collaboratively generate streamlined, psychometrically-sound reports, with the ultimate goal of ensuring that *you always have the information you need*, without having to search through volumes of tables to extract essential information.

Registration and Schedule Monitoring via EasyServe

All scheduling information is retained by Prometric's proprietary systems. This information is held on secure servers within our corporate headquarters and subject to continuous security protocols.

Prometric will provide WVIC with access to our online searchable reporting system to generate reports detailing exam results including all of the information listed in the candidate's score report. Using this system WVIC can run standardized reports and search based on specific data points such as applicant's date of birth or unique identification number. Reports will include breakdowns by pass percentage, first-time pass rate, multiple test taker pass rate, and demographic data (e.g., ethnicity/race, gender, education level). WVIC will have full access to its examination registration and scheduling data via Prometric's EasyServe portal. EasyServe gives clients



fast and easy access to as much program information as desired. This enterprise-grade portal infrastructure and key mechanisms provide clients with secure, consistent, customized, self-service access to their data. WVIC can use EasyServe to runs reports on-demand or on a scheduled basis. Reports can be exported in Excel, CSV, Adobe Acrobat (PDF) or XML format.

REPORTS AVAILABLE WITH EASYSERVE	
Report Name	Description
Registration Report	Shows listings of past, present or future registrations and candidate details for each event.
Event Lifecycle Report	Shows all the information and actions that took place for a specific event.
Reschedule or Cancel Report	Shows all events within a timeframe that were rescheduled or cancelled, and candidate details for each event.
Schedule Exam Report	Shows a chart of scheduled exams within a specified timeframe.
Year-Over-Year Exam Report	Shows a chart that compares the current year's exam volume to previous year(s) exam volume, broken down into monthly increments.
Program Exam Volume Report	Shows a chart that breaks down the exam volume of a program within a specified timeframe.
Multiple Pass Rate Reports	A report that lists the number of individuals who took, passed and failed the license examination by exam type and by pre-licensing provider.
Demographic Reports	A report that provides statistics from individuals who volunteer to provide information about their ethnicity/race, country of origin, gender and educational level. These reports will show the pass rates for these individuals by ethnicity/race, country of origin, gender and educational level for each exam type.
On-Demand Reports	On-demand reports that list the total number of candidates by any location that have scheduled and taken the licensing examination.
Daily Reports	Candidate databases will be update daily by 7:30 a.m. (PT), ensuring candidate pass and fail reports are available to WVIC via EasyServe on a daily basis.

PERIODIC REVIEW OF EXAMINATION QUESTIONS

Prometric is committed to reviewing your examinations, items and content outlines regularly. As part of our continuous test development process, Prometric will conduct an annual examination review workshop (ERW) in Charleston, WV with Agency staff and approved in-state insurance industry subject matter experts to review all examinations.

Prometric's team of test developers and psychometricians will periodically review performance of items for all insurance lines. The frequency of the reviews will vary across insurance lines depending on the volume of candidates for each line. Differential Item Functioning (DIF) analyses, to statistically evaluate differences in item performance across various demographic groups, will be conducted by Prometric psychometricians for exams with sufficient candidate volume to result in meaningful statistics, and DIF analysis findings will be reviewed with WVIC staff and subject matter experts. Recommendations resulting from these reviews will be reviewed with WVIC staff and decisions subsequently made will be implemented appropriately.

In the intervals between annual ERWs or biennial reviews with the Board, Prometric has multiple ways to allow WVIC the ability to add, review and edit examination questions. Secure access can be provided to designated WVIC staff and/or subject matter experts, or alternatively, for new items to add, WVIC can make use of a "My" suite of tools developed by Prometric to facilitate remote item writing, editing and review, at the conclusion of which new items can be uploaded directly into *intelitest*. Items can also be exported from *intelitest* into Word or Excel documents for secure electronic transfer to WVIC for review

and editing. Prometric will be happy to work with WVIC on the means to facilitate WVIC's item additions and revisions best suited to WVIC's needs.

B. GLOBALLY-ACCESSIBLE TEST DELIVERY

Prometric is the world's leading provider of technology-enabled testing solutions. As a pioneer in computer-based testing, we offer WVIC more than 20 years of computer-based testing experience and enjoy a strong client base in professional assessment. Although the testing marketplace has changed rapidly in recent years with the expansion and automation of services and tools—such as improved item banking systems, more sophisticated computer-based test drivers and reporting systems, and enhanced security features at test centers—*Prometric has remained on the forefront*. By making significant investments in staff and technology and focusing on our clients' needs, we offer leading edge advancements that now set industry standards.

Prometric's test delivery solution is made possible by our international network of testing centers that ensure a professional and consistent test experience for every candidate. At the same time, our test publishing and delivery software sets the standard for reliability, user-friendliness and responsive reporting of test scores. The end result: Prometric's testing system offers many distinct advantages to WVIC for increased test administration control and flexibility, including:

- + efficient, accurate exam publishing to our extensive test center network;
- + convenient test scheduling both online and via telephone;
- + robust test delivery options within a proctored environment;
- + enhanced security measures; and
- + useful, timely reporting.

In the end, Prometric's proprietary computer-based test delivery system allows us to deliver the right test to the right person at the right time in a comfortable testing environment.

CONSISTENT PUBLISHING ENSURES EXAMINATION ACCURACY

Before examinations can be administered to WVIC candidates, they must be published to our network of computer-based testing centers. We employ a structured test publishing process that allows our client services personnel and test designers to work closely with your designated staff to ensure that your examinations are displayed to your specifications. Prometric's test publishing process is a comprehensive set of procedures that incorporates multiple layers of quality assurance while allowing for extensive client visibility: we allow you to view your exams prior to publishing and either accept them or recommend changes, ensuring accuracy and quality throughout the process.

Prometric will manage the test publishing process according to a timeline determined in collaboration with WVIC. Any revisions or corrections made to items, forms or exams are made during this process so that only the approved forms of the examinations are sent to the test center network for ongoing use. All exam updates will be published according to WVIC's requirements and only the approved examination forms will be active in the testing network.

Ensuring Valid Forms While Increasing Security

Our system fully supports **fixed form and bank-based delivery** of exams. The sequence of item delivery is defined during the test publication stage. During the publishing process, we instruct the test driver on how to deliver the items. For WVIC, this will be full random delivery with pretest items being seamlessly seeded into live forms and unscored.

All computer-based tests will contain questions that consistently match your content specifications. We can create several unique versions of each test form and randomize them in such a manner that candidates are assigned one of a finite number of unique forms (which are created to match the pre-approved content specifications). Also, the items on each form are scrambled within content areas during each administration. This method ensures that two candidates sitting next to each other will not view the same exam, nor will a candidate taking the examination multiple times be administered the exact same exam.

Using this presentation method ensures that no two tests are identical, minimizes the risks of item exposure and reduces the opportunities for cheating during the examination process.

Prometric's Test Driver Offers User-Friendly Functionality

Prometric offers one of the most sophisticated computer-based test delivery engines in the industry: our Unified Test Driver (UTD). This proprietary test delivery system is state-of-the-art and designed for examination delivery in high-stakes testing centers. It features the latest in browser and XML technologies, and its ability to create plug-in modules allows us to readily adapt the system functionality to the growing and changing needs of the computer-based testing industry. The test driver provides a comfortable and easy-to-use environment with many unique features, including:

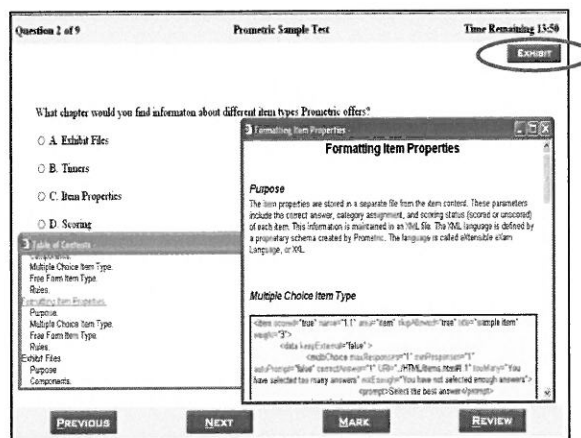
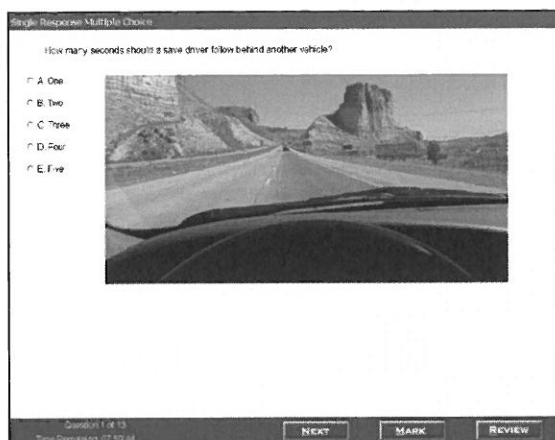
- + a graphical user interface;
- + complex color graphic and multimedia capabilities that support images, video and audio;
- + an online tutorial;
- + question marking/review features; and
- + an optional online satisfaction survey.

UTD delivers a wide range of assessment content from traditional multiple choice items to sophisticated performance-based and multimedia-rich scenarios. To ensure that items measure the required knowledge, skills and abilities, UTD supports a wide array of item types.

ITEM TYPES SUPPORTED BY PROMETRIC'S UTD SYSTEM	
Multiple Choice (single/multiple response)	Candidate selects correct answer (or answers) from several options.
True/False	Candidate selects a True or False value for a given statement.
Point-and-Click (Hot Spot)	Candidate locates and marks a specific spot on a graphic.
Drag-and-Drop	Candidate drags and drops an image to a pre-defined location on the screen.
Fill-in-the-Blank	Candidate submits a text response, scored by UTD.
Short Answer/Essay	Candidate submits a text response for grading by WVIC.

Regardless of item type, UTD's flexible presentation options let Prometric position items, graphics and navigation buttons nearly anywhere on the examination screen, as shown in the sample UTD screenshots below. Complicated graphics and long text passages can also be accommodated through the use of an exhibit button, allowing more space for those graphics with greater details. The below sample screenshot on the right is of a sample item with an exhibit button. These multimedia capabilities allow candidates to view questions, illustrations and answers all at once.

UTD also offers many options for advanced testing such as performance-based testing with simulations and application-based environments. Content-driven item presentation and navigation provides clients with a wide array of options ranging from linear to advanced branching. For scoring, the value of items and distracters can be weighted and raw and scaled scores can be calculated on both the section and examination level, or by using advanced scoring tables.



UTD Supports Exam Delivery and Presentation in Multiple Languages

UTD is capable of delivering examinations in multiple languages. Our test driver supports Unicode, the international character-encoding standard for HTML, which includes all major scripts of the world and allows us to display content in virtually any language. Because navigation buttons are graphics, no programming is required to localize them. Prometric has already translated key navigation buttons into major languages, and WVIC may supply images for specific navigation buttons as required.

Continuous Investment in Technology

Prometric continually makes significant investments in our test center infrastructure, as we strive to improve the quality and performance of testing centers with advances in operating systems and software. During 2013, all test centers in Prometric's testing network are being upgraded with a new, more powerful server configuration that will enhance the performance of both the server and workstations and ensures that the global testing infrastructure is equal with continuing test delivery/publishing demands.

These new servers offer an improved operating system, upgraded processing capabilities, greatly expanded storage capacity, and advanced administration controls, which liberate clients from delivery solutions that depend on a pre-determined hardware configuration of the testing workstation. The upgraded testing workstations provide advanced display capability and server-based content and functionality. Our server and workstation hardware configuration is designed specifically to provide a smooth delivery of tests without screen or memory freeze which could negatively impact a candidates' performance. ***Prometric manages all infrastructure maintenance for its clients.***

EXAM SCHEDULING BENEFITS CANDIDATES AND CLIENTS

Scheduling an examination appointment with Prometric is easy and convenient. WVIC candidates can choose from the following methods:

- + online, at www.prometric.com; or
- + by phone via our candidate service contact center.

The most expedient means of scheduling examinations is through Prometric's online registration and scheduling system, which can be accessed from the home page at www.prometric.com. This system allows candidates access to real-time scheduling 24/7, where they can view available testing dates from our entire network of available test centers when selecting appointments. **Prometric's secure, efficient scheduling and registration system is used by more than two million candidates annually** and provides the interactive functionality to allow candidates and other users to:

- + locate WVIC and Prometric test sites;
- + search for seating availability;
- + schedule testing appointments and pay exam fees (via credit or debit card), if applicable; and
- + reschedule, confirm or cancel exam appointments.

Our registration system allows for collection of a variety of demographic data, including full names, dates of birth, addresses, and social security numbers, as well as voluntary information such as gender, ethnicity/race, education level, and country of origin. We will customize our registration system to meet the needs of each of our clients, and allow our clients to review the Web site prior to launch.

Prometric routinely monitors the performance of our Web site by reviewing visitor statistics, such as usage rates, click-thru rates and average time spent per page to ensure that the site is meeting candidates' demands. In addition, we also conduct periodic usability research in which participants go through a series of task-based scenarios to identify the users' abilities to find information quickly and easily.

Online Registration and Scheduling

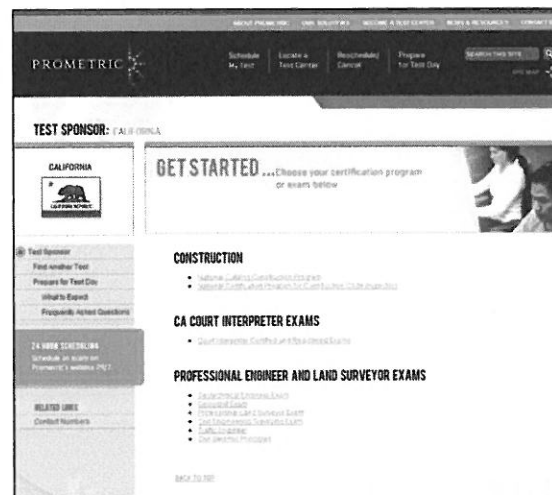
To efficiently serve candidates and clients, we create a program-specific Web page—easily linked from our main site—for every program we administer. The WVIC's program-specific URL for insurance testing could be

www.prometric.com/westvirginiainsurance.

Our program-specific Web site serves as a central hub for West Virginia insurance candidates to find important information about the program (including a

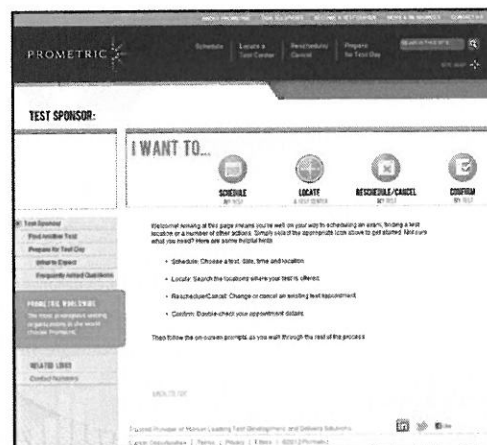


Example of a Prometric State-Specific Web Page



list of all available examination types currently offered by WVIC), use test preparation tools, locate test centers, schedule and reschedule appointments and ask questions. The Web site will host the features and services listed below to support your candidates.

- + **Online examination registration and scheduling**—Prometric's online registration and scheduling system gives candidates real-time access to test scheduling services 24/7. Our site walks candidates through a step-by-step process that gives them options for selecting test centers and allows them to view available appointments, and schedule and confirm a single exam or multiple exam types. It also generates customized directions to their chosen test sites.
- + **Online test site and appointment locator**—This feature allows a candidate to identify the most convenient test center at which to schedule an exam without having to enter the scheduling system. This allows candidates to plan their schedules before making a firm appointment. Our system also allows candidates to see seat availability per test center per desired time slot.
- + **Appointment confirmation**—Once a candidate has completed the scheduling process, an appointment confirmation screen provides final details of the candidate's date, time and location for testing, examination type, and examination fee. The candidate can print this information immediately, and the system sends a confirmation notice including all the necessary information to the candidate via e-mail. Once registered and confirmed, candidates will be automatically notified of changes to exam scheduling, fees, test site closures due to natural disasters, dangerous weather conditions, or other unforeseen events through our candidate not able to test (CNATT) process (section: Candidate Incidents).
- + **Rescheduling with ease**—candidates can easily reschedule an appointment using the same system by simply recalling the appointment. Candidates can reschedule up to two business days prior to their scheduled test date without penalty.



AVAILABILITY: TEST CENTER SELECTION

Our system provides candidates with the interactive ability to view all available testing locations in specific geographic areas that they determine.

To find the closest location(s), please enter a preferred address, city/state, or ZIP/postal code where you want appointments in the search box below:

Test Center Selection

1601 Center Street, Baltimore, MD

Search

Full site information—name, address, phone number, etc.—is listed for every test center. Links to driving directions are also provided for U.S. test centers.

Candidates can view seat availability and schedule appointments for whichever test sites they choose.

AVAILABILITY: AVAILABILITY

Appointment Selection

Test Center Selection

Availability

Use the calendar below to display available times. Please note that due to eligibility rules and other circumstances, the offered seats can change when scheduling the exam and you may be asked to select another date and time.

August 2012

Go

S	M	T	W	T	F	S
	1	2	3	4		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

17-Aug-2012

8:00 AM - 12:45 PM

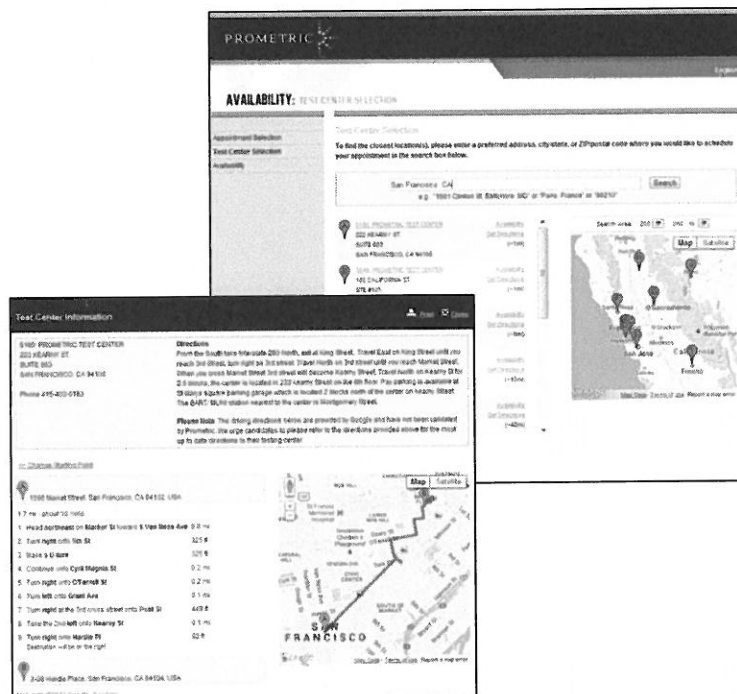
12:45 PM - 5:30 PM

Schedule an Appointment

From the 'Seat Availability' page, a candidate can schedule an exam by choosing from a list of available appointments at a particular test center on a desired date.

- + **Specific licensing information**—licensing and program information is readily available from easy to navigate links, including content outlines, exam registration and licensure forms are also available for download.
- + **Inquiry support**—candidates may view answers to frequently asked questions or contact our staff electronically through links from our client-specific Web pages. With the Web site's *Contact Us* form, candidates simply provide their name and contact information and describe the help they need. Submission of the form is confirmed to candidates immediately. Our standard response time to inquiries is 48 hours, but most inquiries are resolved quickly (less than 24 hours).

Test Center Locations and Directions



Telephone Scheduling

Prometric supports a global contact center organization, providing WVIC candidates a convenient means to schedule their test appointment via telephone wherever they are. Regardless of location, we provide consistent delivery of candidate services, maintaining high service standards globally. Our eight contact centers **process more than 2.5 million customer contacts annually** and are located throughout the world to provide localized support, allowing us to provide support in 17 languages.

Our high-volume contact center operates 13 hours per day (8 a.m.–9 p.m. EST) Monday through Friday. Should candidates call to reschedule, cancel or confirm appointments before or after business hours, our Interactive Voice Response (IVR) system is available to assist them 24/7 with user-friendly, automated service. We allow cancellations up to 48 hours prior to a candidate's scheduled appointment, without penalty.



Our contact center is staffed with trained candidate service representatives (CSRs) to quickly and efficiently assist callers. Prometric CSRs are dedicated to customer support and provide as much assistance as is needed for each caller. Candidates may call to schedule an exam, obtain information about the testing process, check on the status of their scheduled examination or to resolve a problem they may have with the testing process. Our scheduling software ensures that all candidate information is properly collected, that candidates are scheduled for the appropriate examination, and that candidates are not overbooked at testing centers.

All of our CSRs undergo customer service-focused training, including **soft skills**—correct call handling; **system training**—registration and scheduling systems; and **program information**—extensive understanding of our clients and their exams.

Additionally, we utilize a dedicated staff group to support the state-based licensing programs. This group has a thorough understanding of the unique requirements of each state program. A telephone script and program summary sheet tailored specifically to WVIC's requirements will be provided to the candidate support team.

Quality Assurance Benefits Candidates and Clients

Prometric constantly measures performance, analyzes business practices, and applies lessons learned in an effort to improve our performance and provide the highest levels of service to our clients and their candidates. Extensive quality assurance programs have been established by Prometric for key candidate and client-facing operational areas, including:

- + Client services;
- + Call center;
- + Candidate care; and
- + Test Center operations.

Client Services Quality Assurance

We measure our internal performance through a formalized client services communication process and the internal tracking and monitoring of comprehensive service level metrics. The operations manager heads this process, which includes scheduled operational calls and continual collection and monitoring of customer service metrics. Our customer service metrics were developed to reflect all areas of our operations, and cover such functional areas as including contact center performance, test delivery and results distribution.

Call Center Quality Assurance

To uphold our commitment to excellence in telephone customer service, Prometric has established a Work Force Management (WFM) support group responsible for optimizing contact center resources while achieving Prometric's customer service goals. WFM uses various resources to perform several important tasks, specifically the following areas.

- + Scheduling resources—Patterns are filtered through WFM scheduling applications to create CSR schedules that optimize CSR phone time. CSRs are then scheduled so that service level goals are met continuously.
- + Forecasting call volumes—WFM uses historical call arrival data to model incoming call patterns.
- + Managing resources in real-time—WFM uses call management software to route incoming calls to CSRs with the appropriate skills, such as language proficiency or experience with a specific program, to successfully assist candidates or training organizations. WFM can also manage call volume traffic through real-time reporting applications which allow users to move CSRs as needed to areas of heavy call volume during unusual or unexpected call peaks and valleys.
- + Metric reporting—Call management software is used to create reports to analyze incoming call patterns, service level trends, and monitor other performance indicators.

These specialized WFM team members will be a valuable asset to WVIC and your candidates.

Customer Service and Candidate Care

We take pride in our proactive approach to investigating and resolving customer complaints. On a candidate level, Prometric's candidate care department provides a valuable forum for candidates to report and escalate their concerns. Candidate care's core objectives are to address candidate concerns, achieve customer satisfaction and strengthen client and candidate relationships. Typical issues resolved by candidate care include:

- + scheduling concerns;
- + contact center service levels;
- + testing fee and billing issues; and
- + complaints about test center staff, conditions or service.

A candidate care specialist is assigned to each case and is accountable for investigating and resolving issues reported by testing candidates. The candidate care specialist explores the best way to accommodate candidate needs within the boundaries of policy and procedure.

Candidate Satisfaction Levels

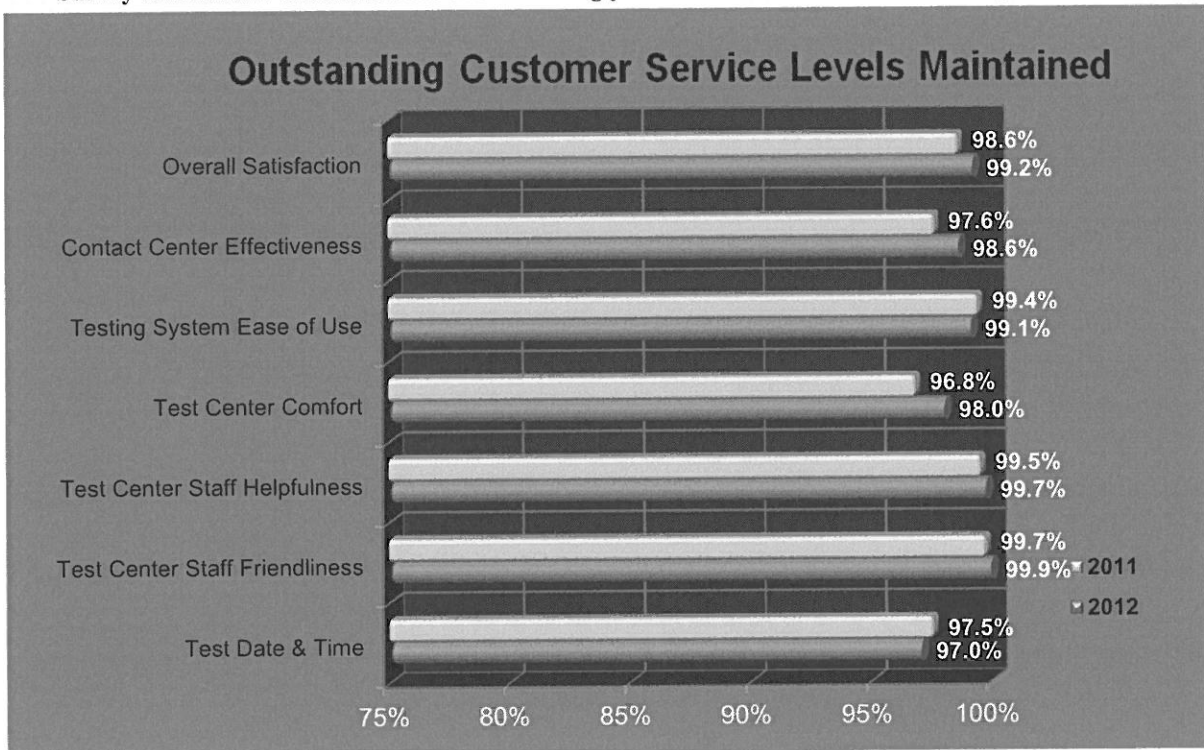
When assessing the performance of our quality assurance programs and measuring the effectiveness of the overall test experience, candidate feedback is one of the most critical tools we use to gauge our performance from an external perspective. This feedback helps us to continually improve our level of service for our clients. As a gauge of our past performance and present position, we routinely collect candidate feedback in the form of an optional post-exam survey presented at the conclusion of every exam.

Survey questions cover a range of topics regarding the test experience—the registration process, examination delivery, test center environment and staff courtesy. These measures provide an excellent means for Prometric to operational performance standards from a candidate perspective.

An illustrative example of typical survey results we have seen in the past two years is shown in the figure on the following page, *2011 and 2012 Candidate Satisfaction Survey Results*. Results of our most recent candidate surveys consistently indicate that throughout our entire program candidates view our services as high quality.

2011 and 2012 Candidate Satisfaction Survey Results

Survey results show candidates are overwhelmingly satisfied with the services that we provide them.



Candidate survey responses are reviewed as an immediate indicator of our service levels. Survey results help drive internal improvements and can be included with regular quarterly client reports so that you can see, at a glance, what candidates think of the job we are doing. If the State chooses to include a post-exam candidate survey in the testing program, a copy of the candidate survey results will be sent to WVIC each month.

Web-based Practice Tests

Prometric fully supports Web-based practice tests using our advanced Internet-based testing (IBT) system. Our IBT solution gives users the power to easily create, administer and manage Web-based exams. With this solution, WVIC candidates will be able to pay a nominal fee and take fully-functioning practice tests in the areas of Life, Health, and Property and Casualty through any Internet connection. It also allows WVIC to author, edit and publish practice exams online on demand, as well as review results data 24 /7. Prometric's IBT solution offers convenience, accessibility, and flexibility with:

- + a completely self-service Internet-based interface;
- + full e-commerce support, letting candidates quickly and securely pay for exams online;
- + advanced protection of proprietary tests and test results;
- + support for multimedia content within the test;
- + a similar look and feel as the testing software used in our professional test centers;
- + immediate feedback of results to both candidates and test sponsors; and
- + accurate Web-based reporting on a summary of results data and test/item statistics.

Examination Handbooks

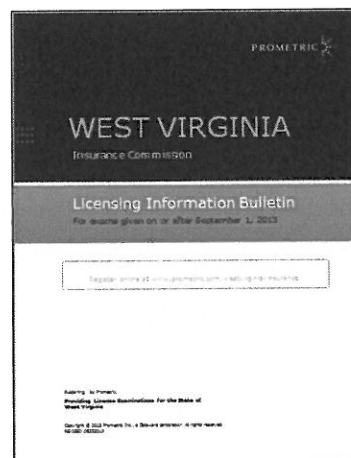
Prometric will develop a WVIC-approved candidate handbook that we will provide to WVIC candidates via the Internet or for physical distribution to potential candidates. We tailor each candidate information bulletin to each client, including State-specific licensing procedures, frequently-asked questions, examination requirements and fees; requesting testing accommodations, and test center information (e.g., testing locations and directions).

Prometric employs a team of trained writers and editors who compile, write and edit the publications we produce for our clients. We understand that the importance of these documents and scrupulously ensure that they meet three main criteria:

1. they are correct in terms of content;
2. they are correct in terms of style, spelling and overall usage of the English language; and
3. they are readily understood by the average reader.

We follow an established review and editing process for every publication that we develop. As a guide, our writers adhere to standards outlined in widely-accepted English language stylebooks, such as *The Associated Press Stylebook and Libel Manual*. Our editors review all preliminary drafts for correctness, clarity and readability.

Once the initial design is complete, we will provide a copy of the form to WVIC for review and approval. After receiving your approval, our staff will perform a final review and quality assurance check of the final draft prior to its being posted on our Web site and readied for printing. As necessary, Prometric will revise and re-launch the candidate information bulletin within five business days of WVIC's request.




TEST CENTERS OFFER ABUNDANT TESTING OPPORTUNITIES

Prometric operates an extensive network of well-managed, conveniently located test centers, with more than 4,600 global locations. We have included a list of our global test locations as Appendix A.

Prometric's test site locator, which is accessible at www.prometric.com, allows a candidate to quickly locate the most convenient test centers from our entire network, which covers every major metropolitan area in each of the 50 states, the District of Columbia, Puerto Rico, Guam and Canada. Because we operate in major metropolitan areas and many smaller cities, more than 85 percent of the U.S. population is within 60 miles—approximately a one-hour drive—of a Prometric test center.



Prometric test centers are designed to assure standardization of test administration and delivery for all test takers. They are located in desirable city areas, typically in business parks, retail centers or academic institutions. Our minimum facility standards, outlined below, ensure that your candidates have a consistent testing environment throughout our network of test centers.

PROMETRIC'S TEST CENTER STANDARDS	
<ul style="list-style-type: none"> + Secure, temperature-controlled, well-lit, well-ventilated, and private + Comfortable testing furniture with adjustable computer screens and chairs + Convenient parking/access + Accessible for individuals with disabilities + Convenient restroom facilities and lockers available for candidate use 	

Capacity Management Meets Client and Candidate Needs

Prometric's long-term and short-term capacity management is led by a dedicated channel planning team working in concert with our territory operations managers and district managers to ensure our test center network offers your candidates access to convenient test appointment times and locations. This group routinely obtains test event projections from all of the client programs and converts the data into a test-hour projection, providing a fact-based approximation of test appointment demand. Prometric also loads historical test data into a Geographic Information System (GIS) to analyze the proximity of testing centers to the testing candidate population. We compare this data to the network-wide estimate of test hour demand and other available information to determine the likely geographic distribution of testing volume in the upcoming months and year.

More than 85 percent of the U.S. population lives within 60 miles of a Prometric test center.

We maintain a vigilant approach to monitoring our capability to meet prescribed seating metrics and frequently run seating usage reports to determine whether or not sufficient capacity exists and make adjustments accordingly. Results from our capacity planning initiatives will be communicated with WVIC to ensure that the test center locations and hours of operations are mutually agreeable and provide your candidates with convenient and accessible opportunities to test.

While testing hours vary by center, market and season, test centers usually operate during normal business hours, including at least some evenings and weekends. In larger markets, operating hours tend to be more extensive to accommodate the needs of the larger population they serve. Centers



also extend hours to meet local demand by market or season. Centers have been known to open early or stay open late to accommodate increases in testing demand.

We offer **10 test centers** well within the 150-mile range you require for candidates. Of these 10 test centers, 8 operate 6 days per week. The 10 test centers give your candidates a combined 244 seats to choose from, all offering a consistent, secure, standardized environment. Our ability to monitor test center usage in our computer-based testing network allows us to make capacity modifications when necessary, meeting the needs of WVIC and its candidates. In addition to the 10 test centers already available for WVIC candidates in and around West Virginia, we would offer WVIC testing to our current partners in Beckley and Parkersburg. If accepted, testing would expand into those communities.

Testing candidates lead busy lives. That is why ***Prometric test centers maintain operating hours that allow candidates to easily schedule their appointments at times most convenient for them.*** In the following table, we have provided information concerning site location, number of seats available and representative operating schedules for our West Virginia and surrounding test centers.

PROMETRIC TEST CENTERS SERVING WEST VIRGINIA			
Location	Days per Week	Sample Weekly Operating Schedule	Stations
Charleston, WV	6	8:00 a.m. – 10:00 p.m., Monday and Thursday 8:00 a.m. – 5:00 p.m., Tuesday, Wednesday, Thursday – Saturday	9
Morgantown, WV	6	8:00 a.m. – 5:00 p.m., Monday – Saturday	14
Bethesda, MD	6	8:00 a.m. – 6:00 p.m., Monday – Friday 7:30 a.m. – 5:00 p.m., Saturday	30
Washington, DC	6	9:00 a.m. – 10:00 p.m., Monday and Thursday 9:00 a.m. – 6:00 p.m., Tuesday, Wednesday, Thursday – Saturday	34
Falls Church, VA	6	7:30 a.m. – 6:00 p.m., Monday – Saturday	42
Lynchburg, VA	3	8:00 a.m. – 5:30 p.m., Thursday – Saturday	12
Roanoke, VA	4	9:00 a.m. – 1:30 p.m., Monday and Wednesday 8:00 a.m. – 6:00 p.m., Friday and Saturday	20
Pittsburgh, PA	6	8:00 a.m. – 6:00 p.m., Monday and Friday 8:30 a.m. – 8:00 p.m., Tuesday and Thursday 8:30 a.m. – 6:30 p.m., Wednesday 8:00 a.m. – 5:00 p.m., Saturday	30
Akron, OH	6	8:30 a.m. – 5:30 p.m., Monday – Saturday	15
Columbus, OH	6	8:00 a.m. – 8:00 p.m., Monday and Friday 9:00 a.m. – 6:00 p.m., Tuesday and Saturday 8:00 a.m. – 7:00 p.m., Wednesday and Thursday	38

Testing Accommodations

We take pride in the amount of support we are able to provide to our candidates as well as our clients. Our testing accommodation solutions group is amply staffed and trained on the specifics of all client programs, which allows us to customize services to meet your program's needs. ***Our testing accommodations program supports more than 30,000 candidates annually.***

Our comprehensive testing aides are designed to meet core candidate support requirements, whether they involve special scheduling/timing, location/setting, software, equipment or personal assistants.

Prometric will review and will adhere to the testing accommodations instructions contained within WVIC's Candidate Information Bulletin. We will include a toll-free telephone number and a specific section to complete on the online examination scheduling service for candidates who require a special accommodation when taking the examination. We will notify WVIC staff regarding the scheduling of any testing accommodations at both Prometric's and at WVIC's test centers.

Our Web site is Section 508 compliant (accessible to people with disabilities) so all candidates have ready access to pertinent information.

We will provide an annual report to WVIC that provides the number of special accommodation examinations scheduled and taken at the WVIC and Prometric test centers. Our report will include what was required to meet the candidate's special accommodation needs at our test centers.

We offer a variety of accommodations and will work with WVIC to ensure we address all reasonable requests for additional accommodation services. While requests for testing accommodations must be reasonable, approved (based upon appropriate documentation) and scheduled prior to a candidate appearing for an examination, Prometric makes every effort to provide reasonable testing accommodations that enable all candidates to take examinations on a level playing field. Accommodations can include:

PARTIAL LIST OF AVAILABLE TESTING ACCOMMODATIONS		
+ Adjustable height tables	+ Screen magnifiers	+ Extended examination time (e.g., double time, 1.5x, 30-min. extension)
+ Enlarged monitors	+ Touch pads	+ Paper-and-pencil tests
+ Anti-glare screens	+ Track ball mice	+ Screen readers (JAWS)
+ Intellikeys keyboard	+ Separate rooms	+ Sign language interpreters
+ Zoom text	+ Noise Buster Headset	+ Dragon and Jaws software
+ CRT Monitor	+ Satellite Speakers	
+ Table Top Rise/Stool	+ Oversize Chair	

Additional accommodations can be provided upon request. For example, candidates with hearing impairments can utilize the services of a sign language interpreter who will communicate instructions to the candidate during the check-in process, directions to rest rooms, guidance in any emergency situation and check-out procedures, including how to access the online application process. Or for visually impaired candidates, readers can read questions out loud to the candidate and an amanuensis (recorder) can sit with the candidate and enter examination answers at the direction of the candidate.

To make it even easier for candidates and afford candidates greater independence, we recently upgraded our systems to allow candidates to schedule standard time extension accommodations through our Web-based scheduling system. Approved time extensions are linked to the candidate's eligibility ID so they are

Testing accommodations Web Page



automatically identified. Extended appointments that candidates may schedule independently include an additional 15, 30 or 60 minutes, time and a half, and double time.

To facilitate online scheduling, we further automated the authorization process for approving candidates to receive testing accommodations. Clients who use Prometric's General Eligibility Engine (GEE) to authorize candidates for testing

can now also use the eligibility record to not only approve accommodations but to specify the accommodation including self-schedulable time extensions. For non-eligibility based programs, candidates approved for self-schedulable time extensions will receive an authorization number that they can use in Prometric's online scheduling system to schedule their testing appointments independently. If the appointment is not self-schedulable, the candidate will be referred to the testing accommodations solutions group for assistance (as described in the *Personal One-on-one Attention* section).

Now, candidates who are approved for specific time extensions can self-schedule their appointments through our online scheduling system at www.prometric.com

Personal One-on-one Attention

We work with all testing accommodation candidates in a manner that ensures they are allowed to demonstrate their competence in their profession. Candidates seeking accommodations are guided through the process by a dedicated testing accommodation candidate advocate who works one-on-one with each candidate to ensure that specific needs are addressed. Throughout this process, the candidate works with the same individual who personally ushers him or her through the various approval steps, helps schedule the appointment, coordinates the approved accommodation with the test center and keeps the candidate posted on all activity. The candidate advocate also follows up with the candidate after testing to review the testing experience and to gain feedback on how we might improve our service.

Access for All Candidates

All Prometric test centers are located in facilities that are compliant with ADA standards. We have diligently prepared our procedures and testing environments to ensure they comply with the provisions of the Title VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendment Act of 2009. Prometric recognizes the Americans with Disabilities Act (42 USC 12101 et seq.) and the regulations thereunder (28 CFR 35.130). We accommodate the needs of candidates with legitimate physical or other disabilities in a manner that allows them to demonstrate their competence in their professions. We always provide whatever appropriate modifications are necessary in the testing process for candidates with documented disabilities.

As part of our processes, Prometric employs an organization knowledgeable in ADA requirements to review floor plans for all prospective test centers to ensure that our centers are accessible. We request that building owners verify ADA compliance for all common areas, including elevators and restrooms. We also determine the feasibility of a separate testing room to accommodate special testing sessions and evaluate other considerations such as ease of maneuverability through doors and hallways, etc., that facilitate use by disabled persons. As a result of this preplanning process, we are able to provide a separate ADA testing room in many test centers. This room is equipped with an ADA-compliant table, as well as audio/video surveillance equipment. If a test center or market area does not have a separate room available for a qualified examinee, we close the test center to all other candidates for the duration of the special accommodation examination.

A POSITIVE TESTING EXPERIENCE FOR EACH CANDIDATE

Once a candidate has scheduled an examination, he or she is ready to take the test on the specified date. Prometric's attention to customer service and intuitive technology-enabled candidate systems ensure that each WVIC candidate has a positive exam experience. The three parts of each exam appointment are consistently managed through standardized procedures at every Prometric test center, which promotes consistency and security across our network:

1. **Check in:** Upon arrival at a test center, each candidate is greeted by a test center administrator (TCA) and directed to sign in. All candidates must present valid government-issued identification, such as a driver's license, passport or military ID, bearing a current photo that is recognizable as the candidate and the candidate's signature. After verifying that the name and signature on the identification card match those of the candidate and the registration record, the TCA may take a digital photograph of the candidate as an added security measure. Digital photography is an optional security enhancement available for clients at all Prometric test centers. This image can be printed on the candidate's score report and stored in our secure test administration system as part of the candidate's record.

Our test center check-in procedure also includes the use of a hand-held metal detector to scan candidates for cell phones, cameras, PDAs or any other prohibited devices that could be used to cheat or copy exam content before they enter the testing room. If a candidate refuses to be scanned with the metal detector during check-in or when re-entering the testing room after a break, he or she will not be permitted to test, and the TCA will file an incident report with our security department. Exceptions are made for certain health conditions such as pregnancy or implanted medical devices.

After completing the check-in process, the TCA escorts the candidate to a seat in the test room.

2. **Exam administration:** Once at the workstation, the candidate is ready to begin the exam. The TCA unlocks the computerized workstation and launches the examination session, which begins with the presentation of a simple tutorial explaining how to use the computer to answer questions and navigate through the examination. Prometric's user-friendly system allows individuals with little or no computer experience to comfortably take a computer-based exam using either the keyboard or mouse.

Candidates can easily move through the examination at their own pace. Candidates also have the option to mark items for review and back up to look at previous questions at any time during the examination (time permitting). An on-screen information window is visible to the candidate at all times during the examination to assist the candidate in achieving a successful testing session. We can stop the exam timer if a candidate needs to take an authorized break. The exam continues until the candidate finishes or until the allotted time is exhausted. At WVIC's request, a post-test survey can be presented after the candidate completes the exam or time runs out.



3. **Check out:** After the exam session, the TCA directs the candidate to sign out of the logbook, collects any examination materials and provides an end-of-test score report or completion notice.

Centers are Staffed by Dependable Professionals

Prometric maintains strict staffing requirements at our computer-based testing centers. Our policy requires that a minimum of two proctors, or TCAs, be on site at all times when testing is occurring at the test center. For centers that have more than one examination room, we have a dedicated TCA for each testing lab that is in session, as well as a back-up staff member. The number of workstations per lab varies, but is never greater than 20. The average proctor-to-candidate ratio is 2:15, with additional backup staff in place.



Test Center Staff are Trained and Certified

Our TCAs are crucial to the success of our testing programs. They are responsible for maintaining the day-to-day operations of our test centers and are the primary contact with whom our candidates interact. Recognizing this, Prometric has invested significant resources in training our TCA staff. All Prometric TCAs undergo rigorous training in examination security, identification verification and individual client requirements. Their training also includes on-site visits by regional managers, monthly staff meetings, daily communiques, multimedia presentations and videotapes addressing specific aspects of their job. TCAs may not administer examinations until they successfully complete all parts of the training process and become certified. They must re-certify annually in order to maintain employment with Prometric.

We Monitor Test Center Staff Performance to Uphold Quality

Our TCAs ensure consistent examination administration and a positive testing experience for each candidate. To that end, we have developed three “Points of Focus” that all TCAs are tasked to adopt and follow, fulfilling *Prometric’s mission to deliver the highest level of quality service in the industry*. These points of focus, described below, are in force at all of our test centers and serve as the service standard by which TCAs are evaluated.

PROMETRIC TCA POINTS OF FOCUS		
Point of Focus	Key Components	Results
Protect the Test	+ Confirm candidate identity	+ Maintains examination integrity + Deters potential fraud + Ensures a positive and consistent testing environment for each candidate
	+ Prohibit restricted items	
	+ Maintain examination security	
Protect the Environment	+ Prepare the testing center	+ Promotes accountability at the test center level + Reinforces Prometric’s core values and mission
	+ Actively monitor testing	
	+ Report all anomalies	
Be Courteous	+ Address each candidate by name	
	+ Provide accurate information	
	+ Maintain professionalism	

In addition to local management, test centers are supported by corporate operations that closely monitor delivery security and quality. To ensure compliance with our performance standards, our Channel Management department monitors TCA performance via a “Secret Shopper” program, as well as candidate satisfaction surveys. Any complaints from candidates regarding TCA performance or integrity

are aggressively investigated, and TCAs who are found to be underperforming may be subject to re-training, corrective action, or de-certification.

Standard Operating Procedures and Specific Client Practices

All TCAs across Prometric's national test center network must adhere to our standard test center operating policies and procedures. TCAs can easily access our test center security guide and standard operating procedures online. Each topic is clearly outlined for TCAs to click on the relevant topic for that particular information. Our standard operating procedures and security guide addresses a wide range of topics that includes, but is not limited to:

- + test center communications;
- + global help desk support;
- + check-in/out procedures;
- + biometric fingerprint capture;
- + monitoring the test room;
- + computer software applications;
- + handling candidate questions or problems; and
- + test center maintenance.

We also have individual client practices manuals available online to address specific requirements of each testing program. Each client practices manual is updated on an ongoing basis and is designed to outline specific program requirements that are exclusive to that client's program (e.g., pre-licensing education verification, list of authorized candidate materials allowed, etc.).

Software Guidance for Candidate Processing

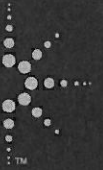
TCAs are aided by a software application that provides nearly real-time, step-by-step guidance. Designed to manage each of the three main phases of examination administration (i.e., pre-check-in, post-check-in, and post-test), this software assists TCAs across the Prometric testing network in ***managing every aspect and client-specific business rule required by regulation or client preference***. Software prompts enable TCAs to virtually eliminate any deviation in candidate processing, ensuring that specific client expectations are delivered consistently for each candidate.

Immediate Assistance: A Live Person to Talk to

If TCAs would like to speak to a live person for clarification on an operational procedure or further assistance on troubleshooting a technical issue, open lines of communication and support is in place to directly respond. Prometric's territory operations managers (TOMs) are readily available to respond to any operational questions immediately. Each TOM is available via e-mail or phone and their contact information is clearly listed online. A manager is constantly on-call, making certain that open communication coverage is in place at all times.

TCAs can also contact our Global Help Desk via iSupport chat or by calling a toll-free phone number for assistance on technical issues. Initiated by the TCA, iSupport is an instant online chat session with a representative from our Global Help Desk. For TCAs calling our Global Help Desk, we use a two-tiered escalation team that works collaboratively to promptly resolve each

PROMETRIC

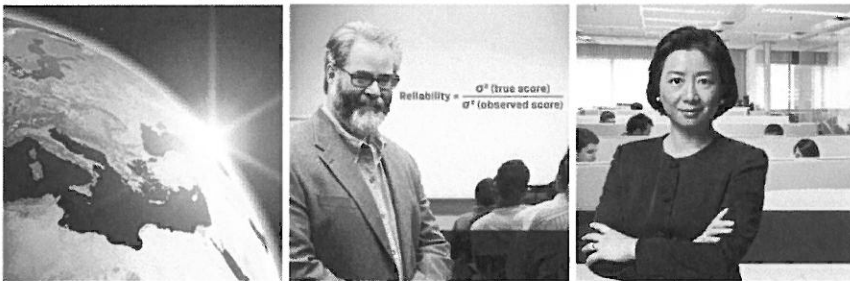
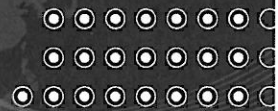


A PROFESSIONAL LICENSING EXAMINATION
SOLUTION FOR THE:

WEST VIRGINIA INSURANCE COMMISSION

VOLUME 2: PRICING PROPOSAL

The Right
Expertise



Trusted Provider of Market Leading Test Development and Delivery Solutions

Pricing Proposal – (Original)
RFQ #INS14004
Due: August 22, 2013

Submitted To:
Connie Oswald
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Authorized By:

G. Christopher Derr
Chief Financial Officer and
Senior Vice President, Finance

08/20/13 09:43:40 AM
West Virginia Purchasing Division

Submitted By:
Colleen Caulfield
Vice President, Government/Financial
colleen.caulfield@prometric.com
732 758 6672 PHONE
443 691 2587 MOBILE
443 455 8047 FAX

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The information and data furnished in this proposal may be duplicated, disclosed or distributed according to West Virginia statute and regulation.

This proposal is intended to fully comply with the requirements expressed in the Request for Proposal. If the WVIC believes any part of this proposal is not in compliance, Prometric agrees to negotiate in good faith to comply with WVIC requirements.

This proposal is valid for 90 days from the date of receipt.

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PRICING PROPOSAL

The following fees are to be charged to prospective licensees for examination administration services by Prometric during the new contract period. These prices include all costs necessary or incidental for the proper performance under a contract with the West Virginia Insurance Commission (WVIC). We understand that no costs are to be borne by WVIC and that Prometric will receive all payment from fees paid by prospective licensees.

FEES	YEAR		
	1	2	3
Fee Per Test Session	\$108.00	\$108.00	\$108.00

Candidate examination fees are inclusive of all expenses required to take a licensure examination. The following policies detail the approach and fees we propose for exceptions and optional test administration services. Only those services listed below have fees that are charged in addition to the test fees.

+ **Rescheduling an Appointment:**

- Cancellation Penalty: There is no cost to a candidate who schedules and cancels or reschedules an appointment, provided a three-day notice, as published, is given.
- Late Cancellation or Missed Appointment: Candidates who fail to keep a scheduled appointment or fail to give three full working days' notice of cancellation will forfeit their original payment. Reschedules due to bad weather, documented illness, or emergency will not be charged any additional fees.
- Valid Registration Period: A candidate's registration will be valid for three months. If no test is taken within this period, the registration fee will be deemed earned by Prometric. All fees are nonrefundable and nontransferable.

+ **Not Showing Up for An Appointment:**

- Candidates who fail to appear for their scheduled appointments will forfeit their full examination fee(s) and will be required to register and pay for any additional examination attempts.
- Retake Fees: A candidate who does not pass their examination will be charged the original exam price for each subsequent attempt.

+ **Duplicate Score Reports**—candidates may request a duplicate score report for a nominal fee.

We understand that the proposed fee amounts must be approved by WVIC prior to being put into effect and must comply with West Virginia State laws and rules.

General Policies and Procedures

1. **Licensing Information Bulletins:** Bulletins are developed and distributed by Prometric at no extra charge to the candidates, schools, companies or the Department.
2. **Testing Nationally:** Candidates may test anywhere throughout the Prometric network. We will not charge the candidate an extra fee to test outside of West Virginia.
3. **Credit Card Payment:** A candidate may register for a test using a valid credit card. No additional fee is charged for this service.

4. Candidates with Special Needs and Disabilities: No additional fee is charged for testing arrangements required for candidates with disabilities.

COST PROPOSAL BID SHEET

Please see the following page for Prometric's completed *Testing Administration Services for WV Resident Producers*.

INS14004

TESTING ADMINISTRATION SERVICES FOR WV RESIDENT PRODUCERS

The WVOIC reserves the right to request additional information and supporting documentation regarding prices when the price appears to be unreasonable.

Cost of Services

Compensation under the contract awarded pursuant to this RFQ will be through fees charged to candidates and or insurance agents, and collected by the Vendor.

Cost Proposal Format Bid Sheet

The Vendor will collect the Examination fee plus \$25.00 per examination to be returned to the state pursuant to WV Code Section 33-12-6(a)(8).

Examination fee	\$ <u>83.00</u>
Fee Returned to State per exam (per WV Code Section 33-12-6(a)(8).)	\$ 25.00
Total amount collected per exam (Exam fee + \$25 to be returned to the state.)	\$ <u>108.00</u>

Note: Combination examinations such as Property/Casualty and Life/Accident & Sickness wherein the candidate schedules both examinations at the same time is considered one examination and candidates must be charged as such.

Additional Costs: Vendor agrees to comply with any services mandated by subset statutes or changes in law that would affect the requirements of this contract.

Signature: Laurie Sadowski

Company Name: Prometric, Inc.

Address: 3600 American Blvd. West, Ste. 200B, Bloomington,
MN 55431

Phone: 651-603-3258 Fax: 651-603-3390

Email Address: laurie.sadowski@prometric.com



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

Solicitation

NUMBER
INS14004

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE OSWALD 304-558-2157

RFQ COPY

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PROMETRIC
3600 AMERICAN BLVD. W, STE 200B
BLOOMINGTON, MN 55431

S
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T
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INSURANCE COMMISSION

1124 SMITH STREET
CHARLESTON, WV
25305-0540 304-558-3707

DATE PRINTED
08/19/2013

BID OPENING DATE: 08/29/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
1.	TO MOVE THE BID OPENING FROM: 8/22/2013 TO: 8/29/2013 @ 1:30 PM SAME LOCATION.					
2.	TO PROVIDE THE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.					
END OF ADDENDUM NO. 2						
08/26/13 09:37:25 AM West Virginia Purchasing Division						

08/26/13 09:37:25 AM
West Virginia Purchasing Division

SIGNATURE <i>[Signature]</i>	TELEPHONE 743-455-6348	DATE 8-23-13
TITLE Proposal Manager	FEIN 26-0416596	ADDRESS CHANGES TO BE NOTED ABOVE

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: INS14004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Prometric Inc.

Company

Colleen Campbell

Authorized Signature

8-23-13

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Prometric, Inc.

(Company)



(Authorized Signature)

G. Christopher Derr, CFO & SVP, Finance

(Representative Name, Title)

443-455-8567

(Phone Number)

443-455-6406

(Fax Number)

8-16-13

(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: INS14004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Prometric, Inc.

Company

Lawrie Schick

Authorized Signature

8-16-13

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

RFQ No. INS14004STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: _____

Authorized Signature: G. Christopher DERRDate: 8/16/13State of MARYLANDCounty of CITY BALTIMORE, to-wit:Taken, subscribed, and sworn to before me this 16th day of AUGUST, 2013.

My Commission expires _____

DENISE R BOROWSKI, 20____

Notary Public

Baltimore City

Maryland

NOTARY PUBLIC

My Commission Expires Jun 5, 2016

AFFIX SEAL HERE

Purchasing Affidavit (Revised 07/01/2012)

issue. *The first point of contact for all inbound calls from TCAs is often able to resolve 85 percent of all calls on initial contact.*

SECURITY PROTOCOLS THAT SET INDUSTRY STANDARDS

Clients worldwide entrust Prometric with the responsibility of safeguarding the integrity and validity of their testing programs. Prometric understands the importance of data security and invests accordingly, ensuring the secure and error-free transmission of data to and from our clients throughout our network of testing centers. A rigorous quality control system, combined with our integrated system of data management applications allows our system to *efficiently process millions of files every month.*

We maintain a comprehensive data protection program, enforce strict policies protecting the examination content that we develop and maintain for our clients, securely store all candidate data, and ensure that the highest levels of security are in place for file servers (whether located in our headquarters or our test centers) and candidate workstations.

Prometric is the only testing vendor in the world to achieve the "gold" standard of attaining both FISMA and CMMI Level II certification, as well as 508 Compliance.

Prometric is the only testing vendor in the world to achieve the "gold" standard of attaining both Federal Information Security Management Act (FISMA) and Capability Maturity Model Integration (CMMI) Level II certification, as well as compliance with Section 508 (the Federal Electronic and Information Technology Accessibility and Compliance Act) of the federal Rehabilitation Act.

Our standard non-disclosure agreement, required for all Prometric clients and staff, maintains that all data exchanged between Prometric, our clients and their candidates are held in confidence and are not shared with outside parties.

Data Security

Prometric provides for secure transfer of data with WVIC; examination results; and candidate data using Web services and encrypted, secure File Transfer Protocol (FTP). All candidate registration data and payment information (if applicable), is contained in secure database systems that support the scheduling, administration and reporting of all testing activity. Records are stored in the central file server at the Prometric data center, which is equipped with technology that prevents tampering and protects WVIC's test content, and candidate and program data. The file transfer process facilitates the ability for clients to post secure data, such as item banks, eligibility files and other data, to the FTP site for retrieval by Prometric.

For the protection of candidate payment information, Prometric is fully compliant with the ***Payment Card Industry Data Security Standards (PCI DSS)***. Additionally, Prometric is U.S. Department of Commerce ***Safe Harbor*** certified, which is a streamlined process for U.S. companies to comply with the protection of personal data. Evidence of compliance may be found at <http://safeharbor.export.gov/list.aspx>. Safe Harbor certification includes restrictions on the collection and use of personal information based on our responsibilities as a data processor, stringent security measures to protect the integrity of the data, and stringent data processing agreements to enforce compliance across the entire company.

Our registration Web site is protected by GeoTrust®, the world's largest digital certificate provider, to ensure the confidentiality and integrity of all information we collect from candidates. All Web site transactions are protected with Secure Socket Layer (SSL) encryption, the industry standard for secure Web transactions.

When transferring data to our test centers, a secure Virtual Private Network (VPN) connection is maintained between the data center and each of Prometric's testing centers. Unlike environments that rely on open connectivity across the Internet, the use of VPN technology ensures two-way authentication and confirmation before sensitive data is transmitted. Additionally, all data is fully encrypted and fragmented throughout the data communication lifecycle. This encryption model not only protects WVIC's confidential material during transmission, but within the testing center as well. The only time that WVIC test items are unencrypted is when they appear on-screen during an exam.

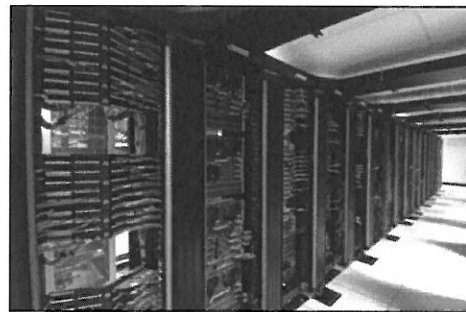
The Prometric scheduling system and the administrative software at the testing center work in a coordinated fashion to assure that the required exam is available at the date, time and location requested by the candidate. In order to be launched, an exam must be accompanied by an authorized appointment record. Prometric utilizes a proprietary system known as **Test Center File Manager (TCFM)** to distribute the necessary resource files, track the transmissions and verify the successful installation of the exam.

Overseeing all of these functions is a reconciliation team that monitors data transmissions to ensure the timely, complete and accurate exchange of data throughout the testing lifecycle.

Physical Security of Data Management Systems

The central Prometric data center is manned 24/7 with limited access for the prevention of breaches. The data center is only accessible to authorized personnel and software applications running within the data center require two security levels to be successfully negotiated before allowing use.

We use biometric identification technologies to further augment the security measures in place to protect information and assets. The biometric scanning systems authenticate employees on all entrances to areas hosting sensitive data.



Examination Security

Examination questions are stored on a secure server at a central location and are protected at all times. These policies require that:

- + all test items and item banks are securely created, stored, accessed and delivered end-to-end fully encrypted, ensuring maximum security of client and Prometric intellectual property;
- + item banks are hosted on physically and logically secure servers at our main data center with restricted access, limited to staff necessary for question maintenance, proofreading, test publishing and statistical analysis;
- + access to the item bank is controlled by function/task level user permissions;
- + backups of all electronic records are securely maintained off-site;
- + physical test materials are maintained in locked, secure storage with access restricted to those working in test development, production, evaluation and administration;
- + hard copies of test materials are never left unattended and are shredded before being discarded; and,
- + test file packages are compiled into strongly encrypted resource files prior to distribution to the test center network via secure transmissions.

Test security is further enhanced by the layout of our test development facilities, where the review and editing of test questions occurs in secure, isolated work areas protected by electronic security systems and accessible only to assigned test development personnel.

After a test is completed, all results information is transmitted electronically from the testing center to our corporate offices via VPN, and between our corporate offices and the client via secure FTP. We protect our clients' data systems by completely isolating them from those accessed by our test center staff and the public (i.e., testing candidates). All data communications transmit through our central systems, *so there is no direct data communication between the individual test centers and the client.*

Test Center Security

To eliminate security concerns resulting from location-unique characteristics, Prometric guidelines ensure that test center development is consistent across geographic locations and that each test center meets minimum space, configuration, and operating standards regardless of location. We ensure that the highest levels of security are maintained throughout the test site, including:

- + large event-viewing windows and video monitors that give each TCA a complete view of candidates while they are testing;
- + workstation drivers that are disabled to prevent unauthorized data transfer;
- + a dedicated computer network with the file server locked in a cabinet bolted to the floor;
- + use of hand-held metal detector wands during candidate check-in to detect and deter incidents of candidates bringing prohibited items into the testing room;
- + an electronic security surveillance system functioning 24 hours a day, seven days a week;
- + an entirely locked and self-contained facility; and
- + extensive biometric candidate identity verification procedures and technology used during check-in and check-out.

The layout of each Prometric testing center follows a logical design that features three separate areas: a **candidate waiting area**; a **TCA area** for checking-in candidates and monitoring examinations; and a **secure test lab** for administration of the examination.



Each of the three areas is designed to maximize space, efficiency and security according to its purpose:

- + The **candidate waiting area** features comfortable seating and lockers for storage of personal items not permitted in the test lab.

- + The **TCA area** is located next to the waiting area and is configured to support smooth and efficient candidate check-in and testing surveillance. This includes unobstructed lines of sight from the administrator's desk directly into the testing labs through large event-viewing windows. A restricted-access door with a window separates the test center administrator area from the test lab, and added insulation minimizes sound entering the testing room.
- + The **testing rooms** are designed to ensure a quiet, comfortable testing environment for each candidate while facilitating surveillance. Candidate privacy is achieved through the use of individual workstations with sound absorbing side panels. Workstation rows are maintained at 180-degree angles, dividers separate testing carrels, and adequate walking space is provided behind back-to-back workstations. To help eliminate cheating risks, rows are not positioned at 90-degree angles from one another.

Recognizing the need for intensive security around data systems, each test center file server has multiple levels of protection:

1. **Physical security:** Each file server is housed in either a locked cabinet that is bolted to the wall or floor, or a secure closet. While a security alarm system monitors all parts of the test center, motion sensors focus specifically on the file server location for added protection.
2. **Electronic access security:** Our test center environment is controlled through a central authorization system, called EasyServe, which controls access and directs daily test center activity. EasyServe ID is an overarching system that ties together test center administrator training, with channel authorization and access to all systems through one portal. Our system requires both a network user ID and a password to access the system. TCAs are restricted to performing only necessary functions: scheduling exams, starting exams, or running client-specific applications. They do not have access to data files on the file server and are never permitted to access the system directly or to run external applications.
3. **Data Encryption:** The data on the file servers is encrypted, and server hard drives cannot be read unless networked with the test center's administration system and testing workstations in a predetermined configuration. All transmitted data is also encrypted.

All servers use a mirrored storage system, where data is simultaneously written to two hard drives, providing immediate recovery if technical problems arise with the primary drive. System transactions are also centrally logged at Prometric's main corporate data center.

Test Centers are Equipped for Surveillance

All of Prometric's testing centers are outfitted with advanced technology to enable effective monitoring of every testing session. Surveillance cameras and microphones are strategically located in all testing rooms to allow viewing, listening and recording of all testing stations at all times when testing is in progress. One surveillance monitor, connected to a recording device, is in the TCA room and is easily visible to the chief administrator at all times. Prometric retains recordings of all test administrations for an extended period of time and provides them to clients upon request.



Prometric uses digital video recorded (DVR) technology for test event surveillance. ***We have DVR systems in every professional test center in North America,*** and are in the process of installing DVR technology in all of our testing centers worldwide. DVR surveillance provides for:

- + **Real-time remote monitoring capabilities**—With DVRs in place at test centers, our channel operations and security teams can view both live and stored footage of test center activity, directly from their PCs at our headquarters. This high-resolution, color video provides a comprehensive audit and investigation tool, which we utilize in addition to tactics such as site audits and secret shopper visits.
- + **Long-term video archiving**—Recordings of test center activity can be retained without concern for the age or condition of physical tapes. The physical storage of archived DVR recordings also requires far less space than standard videocassette storage, so more recordings may be stored for longer periods of time. As a result of this capability, we retain all DVR recordings at our test centers for a minimum of 90 days.

Test Center Staff Monitor and Report Suspicious Behavior

All Prometric TCAs perform critical surveillance functions, ensuring that:

- + no candidate has access to test materials before administration;
- + only testing candidates read the content of the test at any time;
- + no one reproduces, copies, photographs or records any examination questions or takes secure test material from the test center; and
- + no one inspects computer-displayed items or secure paper test material at any time except candidates as they test.

The physical configuration of our centers facilitates our staff's ability to view activity within the examination room(s). Windows installed in all test centers allow viewing into the testing room from the TCA's office, and TCA desks are stationed in front of the viewing windows such that the administrator has a complete view of all testing stations. The TCA is also prompted by the administration computer to physically walk through the testing room approximately every 10 minutes as a further deterrent to inappropriate behavior. Our biometric system provides a means to digitally confirm the proctor's compliance with this requirement.

TCAs immediately document any suspicious behavior they observe and report it to our security department. The following behaviors are considered to be candidate misconduct and will result in immediate security notification:

- + giving or receiving assistance of any kind, including using a prohibited aid;
- + attempting to take the examination for someone else;
- + failing to follow examination regulations or instructions from the TCA;
- + causing a disturbance of any kind, such as talking in the examination room;
- + attempting to remove test questions, responses or notes from the exam room; and
- + tampering with the operation of the computer or attempting to use it for any function other than taking the examination.



If the TCA witnesses examinee misconduct, he or she must enter the examination room, warn the examinee to cease the behavior, and advise that the exam will be terminated if the behavior continues. If the misconduct involves prohibited items, the TCA retains any of the materials related to the events, such

as confiscated notes. Prometric TCAs are trained to avoid appearing confrontational or judgmental. If they feel that an attempt to remove an examinee would create a disturbance to other examinees or result in a potentially threatening situation, they may permit the examinee to complete the exam, but retain the score report at the end and file a problem report. If the examinee becomes threatening, the TCA is instructed to call building security or the police, allowing a third party to escort the examinee from the test center.

WVIC proctors, administrators and network support staff will all receive training for the test delivery and administration. Prometric will train WVIC staff the same way we train our test center staff and proctors to ensure continuity of your program.

Examination Irregularities and Incident Resolution

Prometric has documented processes in place to remediate and report any irregularity that occurs at one of our test centers. We have two work streams in place for the test center staff to follow, to quickly and efficiently handle any issues or concerns as they occur at the test center, and keep clients informed when such situations occur:

- + candidate rescheduling assistance; and
- + center problem reports.

If candidates are unable to test at their scheduled time due to circumstances beyond their control, such as a power outage, inclement weather, a Prometric IT or similar issue, the test center notifies the Help Desk to execute a “Candidate Not Able to Test” (CNATT) procedure. The test center captures affected candidates’ contact details and provides the information to our Global Help Desk staff, a team of Prometric employees dedicated solely to supporting the technology functions of our worldwide operations. The Help Desk staff assigns the CNATT case to our candidate care team, who contacts each affected candidate to reschedule the test at a date and time that is most convenient for the candidate. The CNATT is deemed resolved only once the affected candidate schedules a new appointment.

Issues that involve candidates that are operational in nature are documented and reported with center problem reports (CPRs). Examples of issues filed in CPRs include:

- + examinee misconduct;
- + unusual environmental conditions;
- + exam delivery problems as reported by the candidate;
- + power failure; or
- + specific issues with a testing candidate or candidate identification.

Prometric’s electronic incident reporting (EIR) system facilitates efficient, standardized reporting of such non-routine testing situations and provides CPRs for daily review by our security department. Prometric’s security team then contacts test centers directly to investigate any CPR that may involve a breach. Each security-related CPR is reviewed by our security department for handling and escalation according to documented procedures for thorough and efficient resolution.

CPRs are made available to affected clients within 24 hours of an incident. Regardless of the type of occurrence, each CPR we provide to clients contains at least:

- + the date and location of the occurrence;
- + a summary of the irregularity, including when it occurred;

- + a list of the candidates who were affected; and
- + the resolution.

EXAMINATION FEES

Our application processing and fee collection procedures are designed to create an easy process for WVIC and your candidates. Our online application process truly creates a “one-stop shop” experience by making it easy to apply and pay at the same time.

Our automated scheduling system will collect all fees from the candidate. Upon completion of exam scheduling, the candidate will receive e-mail confirmation that includes appointment details outlining date, time, location and the convenience fee, as applicable.

Prometric will transmit examination fees to WVIC daily or as agreed to by Electronic Fund Transfer (EFT) and will provide a detailed EFT report that lists the number of each type of examination scheduled, the fee charged for each examination, and the total of the EFT transfer.

Prometric accepts credit card payment in the form of VISA, MasterCard, American Express, or debit cards carrying these designations. Prometric is responsible for the payment of any credit/debit card transaction fees. To create as few variables as possible and to reduce the number of steps for the candidates, Prometric will collect all appropriate application and examination fees with submitted applications. Our policy is that all applicant fees are nonrefundable and nontransferable. Our policy is that we do not accept money orders, certified checks, business checks, or cash.

Vouchers Help Manage and Promote Examinations

To further serve WVIC’s licensing candidates, Prometric will also accept vouchers for examination fee payment. Prometric’s comprehensive voucher system is a convenient option for managing and promoting access to WVIC’s exams and offers an alternative electronic payment method for WVIC’s candidates. A voucher is a coupon that we generate that can be used by a candidate to pay a Prometric examination fee; we make them available to our clients to enhance the flexibility of their exam programs and simplify the testing process for their candidates.

If desired, WVIC or organizations that you approve (such as schools, training providers or private companies) can purchase vouchers to distribute or sell to candidates to promote an exam or manage who tests. Vouchers can represent a full or partial examination fee, allowing WVIC or your partners to distribute vouchers for full or discounted exams as you sees fit. Creativity is key in designing uses for testing vouchers in WVIC’s program, such as enclosing them in marketing materials, offering them in tandem with training courses or awarding them to candidates based on select criteria.

The voucher program provides a genuine win-win opportunity, as WVIC and your partners who want students and employees to test are able to eliminate the need for individual test takers to pay for exams. Instead, a school or company may purchase a bulk quantity of test vouchers and issue them to students or employees when they are ready to take the exam. These candidates then benefit from a simplified process for scheduling a test when using a voucher as payment of the exam fee.

C. IMPLEMENTATION

Our highly qualified client services team is responsible for implementing and maintaining your program. Their commitment and experience help direct all activities, ensuring a successful program start. This team approach provides for complete coverage of all program requirements at all times. It also allows us to focus intense attention during each phase of implementation and on-going operations, ensuring all aspects of the program are well-planned and executed.

Examinations will be administered in a computer-based format via our nationwide network of computer-based testing centers. Specifically:

- + the major and minor line examinations will each contain items covering general insurance topics, items covering state-specific content prescribed by West Virginia statute and/or regulation, and a specific insurance line portion;
- + examinations will be provided in a manner that is fair and equitable to the candidate while maintaining the security and integrity of both the examinations and the licensing process;
- + computer-administered examinations will be provided with adequate frequency to satisfy the testing demand in West Virginia in accessible facilities that are conducive to the concentration required to successfully complete the exams; and
- + WVIC will have unencumbered and timely access to required examination information to accomplish its regulatory duties.

Transfer of Functions to Prometric

Prometric has transitioned hundreds of client programs from incumbent vendors to our network. Our proven methodologies define the scope of the transition, identify mission critical milestones, establish ownership for each milestone and seamlessly implement the program within the Prometric framework. Prometric's goal is to work within WVIC requirements and minimize disruption to activities within the agency while we realign workflows to better serve WVIC staff. We will work with WVIC to ensure that all process flows from the incumbent are threaded to our functional areas.

Prometric doesn't foresee any risks in transitioning WVIC's examinations to our platform as long as we are provided with examination content and have sign-off on final business requirements within the agreed upon milestones. In order to ensure timely implementation of WVIC's program, Prometric must be provided with the current item bank upon contract award. Our understanding is that all system interfaces will be established solely with WVIC and there will not be any requirement to interface with the incumbent's system during the transition.

The successful implementation and maintenance of the WVIC examination program will require the skills and unique abilities of a wide range of individuals in various key functions. Our staff members specialize in the full range of disciplines vital to the professional assessment industry in order to ensure the successful operation of your testing program. Since multiple departments are responsible for implementing and sustaining this testing program, the proper array of Prometric's personnel will be readily available to meet all of your needs including:

- + an extensive **test development team** that will facilitate and manage the item development and/or review process, create exam forms and analyze test performance;
- + our experienced **channel management team** will coordinate and manage capacity throughout our computer-based test center network to ensure that we accommodate your candidate population and will own the management of the quality of the candidate testing experience;

- + **technology and operations personnel** will customize our programming and reporting offerings to meet the needs of your stakeholders;
- + friendly, experienced **candidate service representatives** will schedule applicants and respond to candidate inquiries and concerns in a timely manner; and
- + professional, certified **test center operations staff** will administer your examinations consistently and securely.

An organized, well-planned and well-executed implementation is critical to a successful program, particularly when transition from one vendor of testing services to another. Upon contract award, Prometric will conduct a kickoff meeting with WVIC management and technical personnel to finalize our implementation project plan. As its foundation, the project plan will follow our five-stage implementation process of: **1) planning, 2) blueprint, 3) preparation, 4) launch, and 5) analysis.**

PROMETRIC'S FIVE STAGE IMPLEMENTATION PROCESS	
Stage	Activity and Goals
Stage 1: Planning	Implementation planning begins immediately after contract execution. Our team outlines and confirms exact business needs with WVIC so that we are better prepared to make decisions and recommendations throughout the project. <i>Goal: Agreement between WVIC and Prometric on milestones and success criteria.</i>
Stage 2: Blueprint	Within days of completing Stage 1, Prometric assembles a project team, and each member reviews and understands the business goals, requirements and scope of the implementation. <i>Goal: Commitment for the contractual scope of work from all parties.</i>
Stage 3: Preparation	Systems are readied for delivery, and the project team documents all risks. Risk mitigation and contingency plans are formulated. All issues are documented, and ownership and resolution due dates are assigned. <i>Goal: Understanding of program details, along with full identification of the risks.</i>
Stage 4: Launch	The launch stage represents the program going "live" for exam delivery. All aspects of the program will be operational at this stage under the close monitoring of our client services team. <i>Goal: Successful delivery and transition from implementation to client services functions.</i>
Stage 5: Analysis	Prometric assesses the implementation project to evaluate the outcome against the initial scope, timeline, deliverables and success criteria. The assessment notes such findings as risk mitigation success, expedited timelines and potential improvements of the process. <i>Goal: Full assessment of implementation and further understanding of program risks.</i>

Throughout each of these stages, Prometric and WVIC discuss details and options that best meet the needs of the program, ensuring successful implementation and management of WVIC's examination development and administration.

D. CORPORATE MANAGEMENT

We employ talented professionals whose collective understanding represents many decades of experience in the testing industry. This comprehensive team defines, monitors and completes the steps needed to successfully launch or enhance the WVIC program, which ensures all aspects of the program are well planned and executed. Our staff is experienced in identifying and defining the scope of the project and ensuring allocation of resources needed to meet the deadlines and requirements of the program. Because our staff works in a team environment, full coverage for all WVIC program activities are in place at all times.

KEY PERSONNEL

Prometric is committed to providing the highest level of expertise and responsive client service. One characteristic of Prometric's service that differentiates us from other vendors is our client-focused business model, which begins with staffing each program with an experienced and qualified client services team:

- + **Laurie Sadowski** will serve as your primary point of contact for all program requests. Using a single point of contact allows us to maintain workflow and to ensure the various components of your program are consistently managed by a resource who truly knows your program. Ms. Sadowski has more than 25 years of experience in the insurance arena. She obtained the FLMI, ACS, AIRC, AIAA and ARA designations and serves on the SILA Education and Conference Planning committees. Ms. Sadowski has been registered with FINRA as a representative and principal. She leads other Prometric team members to ensure the consistency and quality of Prometric's operational support for WVIC's program.
- + **Colleen Caulfield**, vice president, leads the strategic sales and service initiatives for all Prometric clients in the insurance industry. She is available to handle any escalations to certify that WVIC receives the proper support and resources that lead to exemplary client and candidate experiences.

Specialized Staff Performs Program Functions

Prometric provides experienced professionals who are committed to meeting WVIC's needs. Our staffing structure supports efficient communication between the WVIC and our internal resources:

1. **client services** team members plan and oversee WVIC's program execution;
2. **test development solutions** group members, including industry-leading psychometricians and content developers, design and develop certification exams; and
3. **technology and operations** personnel, including contact center representatives, test center administrators, test center operations managers, test center capacity analysts and technical experts coordinate the administrative aspects of the program.

Each of these functions is managed by a client-focused staff that is cooperatively engaged with all other functions to support WVIC.

PROMETRIC PERSONNEL SUPPORTING WVIC					
Functional Area	Name	Title	Education/ Licenses	Years in Field	Responsibilities for WVIC's Program
CLIENT SERVICES	Laurie Sadowski	Manager, Insurance & CE Services	B.A., history and secondary education FLMI, ACS, AIRC, ARA, AIAA	25	Performs daily operations of the program and coordinates service delivery from Channel, Test Development, Technology, Security and other internal Prometric departments.
	Colleen Caulfield, MBA	Vice President, Government/ Financial	MBA B.A., marketing	14	Provides executive support for client services team.
TEST DEVELOPMENT SERVICES	Julia Leahy, Ph.D., RN	Director, Psychometric Team, Test Development	Ph.D., nursing research and measurement	23	Provides psychometric consultation and management
	Kate Hill, M.Ed.	Senior Manager, Test Development	M.Ed., psychometrics, psychology BA., liberal arts	32	Provides psychometric solutions and consulting services in all test development phases
	Dongyang Li, Ph.D.	Psychometrician	Ph.D., educational measurement, statistics and evaluation	3	Provides psychometric guidance and quantitative analysis support for test developers
	Holly Dance	Vice President, Test Development Operations	B.S., accounting	17	Oversees production of all examinations and candidate publications
TECHNOLOGY AND OPERATIONS	Marc Vanhasselt, M.A.	Vice President, Test Center Operations	M.A., management B.S., business administration	12	Responsible for all North American test center operations
	Stephen Hennessey, MBA	Director Global Security	MBA B.A., economics	25	Sets global security strategy and directs security resources
	James Lee	Vice President, Global Help Desk and Contact Centers	Extensive on-site experience and post-secondary coursework	23	Heads worldwide candidate contact center and internal help desk operations
	Louis Konior	Director, Planning and Project Management	B.S., computer science; B.A., Spanish	22	Manages operation and functionality of computer and telecommunication systems

Key Personnel Qualifications

Client Services

LAURIE A. SADOWSKI, FLMI, ACS, AIRC, ARA, AIAA—MANAGER, INSURANCE AND CONTINUING EDUCATION SERVICES

Laurie Sadowski will serve WVIC as our client services manager responsible for the day-to day operations for WVIC's licensure program. Ms. Sadowski will act as a liaison between the client and test development, systems and operations departments, and assist in marketing decisions and process coordination of all operational phases, including registration, administration, scoring and reporting. She also oversees all aspects of daily continuing education (CE) operations and coordinates CE systems development, communications and audit activities.

Having worked for a major life insurer and third-party administrators, Ms. Sadowski has more than 25 years of experience in the insurance industry. She holds a bachelor's degree from Augsburg College in Minneapolis, Minnesota, and has earned the FLMI, ACS, AIRC, AIAA and ARA designations. She has also been registered with FINRA as a registered representative and principal.

COLLEEN CAULFIELD, MBA—VICE PRESIDENT, GOVERNMENT/FINANCIAL PORTFOLIO

Colleen Caulfield is Prometric's vice president for clients in our government and financial portfolio. In this role, Ms. Caulfield develops and executes strategic planning for these clients. She is also responsible for working hand-in-hand with ETS®, a long-time strategic Prometric client.

Ms. Caulfield has extensive experience in both government and education and has managed learning and development programs, Internet-based test certification programs and global education services for a range of market leaders, including NCR Corporation and Prometric. While serving as vice president of NCR, she directed the global operations of the company's education services business and oversaw certification programs for internal and external clients worldwide.

Ms. Caulfield holds several degrees, including a bachelor of science from Seton Hall University, master's in business administration from the University of Dayton and a master's certificate in project management from George Washington University. She is a member of the National Association of Female Executives and a volunteer for the Embrace Kids Foundation.

Test Development

JULIA LEAHY, PH.D., RN — DIRECTOR, PSYCHOMETRIC SERVICES, TEST DEVELOPMENT

Julia Leahy serves as director, psychometric services, test development for Prometric. In this role, Dr. Leahy is responsible for directing the activities of the psychometricians and statisticians in providing item and test analyses. In addition, she provides consultation and assistance in the field of test design, test development and standard setting activities. Her previous positions at Prometric included team leader in client services, executive director in test development sales, director of test development and statistical analysis, and program director for several large computer-based programs.

Dr. Leahy holds a doctorate in research and measurement from Adelphi University in Garden City, New York, where she focused on research in nursing practice. Her professional affiliations include the American Educational Research Association (AERA), the Institute for Credentialing Excellence (ICE, formerly the National Organization for Competency Assurance, or NOCA) and the Association of Test Publishers (ATP) where she served as the chair of the certification/licensure division in 2004. Dr. Leahy has been a speaker at many national conferences.

I. KATHRYN (KATE) HILL, M.ED. — SENIOR MANAGER, TEST DEVELOPMENT

As a senior manager within Prometric's test development department, Kate Hill leads a robust team of content developers and other test development staff responsible for selecting and applying appropriate methodologies for test design, development, standard-setting, scoring and score reporting. Ms. Hill applies her expertise and extensive experience in the professional licensing and certification arena to ensure that Prometric clients receive the appropriate developmental services to meet their specific needs.

Ms. Hill has more than 25 years' experience in test development and psychometrics and in managing organizations involved in professional certification and licensing. Prior to joining Prometric, Ms. Hill served as director of certification for the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA); headed the testing, licensing and certification unit of CPS Human Resource Services; served as executive director of the National Commission on Certification of Physician Assistants (NCCPA); and served for many years at the executive or senior staff level in examination services for the Federation of State Medical Boards (FSMB) and the National Board of Medical Examiners (NBME).

Ms. Hill holds a master's degree in educational psychology and psychometrics from Temple University in Philadelphia and a bachelor's degree in liberal arts and secondary school teaching certificate from Widener College (now Widener University) in Chester, Pennsylvania. She is a published author and editor of publications for a variety of professional organizations in the field of professional evaluation, certification and licensure, education and accreditation.

DONGYANG LI, PH.D. — PSYCHOMETRICIAN

Dongyang Li, Ph.D. is a psychometrician at Prometric. In this role, he conducts various psychometric procedures such as item analysis, equating, scaling, domain diagnostics and scoring based on the classical test theory and Item Response Theory. Dr. Li is primarily involved with testing programs in the health care and associations segment, providing psychometric guidance and quantitative analysis support for Prometric's test developers and creating customized tools for data cleaning and analysis.

Prior to Prometric, Dr. Li served for two years as the institutional researcher at the Holy Family University in Philadelphia. During his doctoral study, he interned with ACT and the testing division of the Center for Applied Linguistics.

Dr. Li received his doctorate in educational measurement, statistics and evaluation from the University of Maryland and is an active member of the American Educational Research Association (AERA) and the National Council on Measurement in Education (NCME).

HOLLY DANCE — VICE PRESIDENT, TEST DEVELOPMENT OPERATIONS

As vice president of test development operations, Holly Dance leads Prometric's operational team for the test development solutions organization—a team of 90 experts that delivers exceptional service in five locations around the world. This team supports the various components of the test development lifecycle: software development of our robust, state of the art item banking and test publishing products; test development operations delivering item editing, item migration and product user support and training; test publishing which focuses on the effective creation of exams; test quality services focusing on testing exams to ensure quality work products are sent to market; and master scheduling which project manages all work as it travels through the test development lifecycle. In this role Ms. Dance focuses on improving the client experience and understanding current and future needs in the test development marketplace. She invests in her people and cultivates an environment built on innovation, ingenuity, collaboration and trust.

During her 14 years with Prometric, she has held a series of leadership roles in both operations and finance that included international assignments with our Japanese operations and a two-year European

relocation. More recently, her efforts in candidate services optimized our contact center presence and delivered self-service options for candidates. Among her accomplishments is the development of a standard method for issue tracking, escalation and swift root cause resolution.

Ms. Dance holds a bachelor's degree in accounting from Indiana University of Pennsylvania.

Technology and Operations

MARC VANHASSELT, M.A. — VICE PRESIDENT, TEST CENTER OPERATIONS

Marc Vanhasselt is the vice president of test center management for Prometric operations in the Americas. In this role, Mr. Vanhasselt is responsible for all facets of test center operations in this market, including implementing corporate initiatives and new client examinations, enforcing client practices and policies, ensuring superior customer service and overseeing test center staff management. He brings to this position more than 13 years of extensive experience managing computer-based test center operations throughout the world, as well as directing corporate new business development initiatives and human resource operations.

Since joining Prometric in 1996, Mr. Vanhasselt has served as the director of operations, Asia/Pacific; general manager, Europe, Middle East and Africa; executive director, new business development; and executive director, human resources. He has led several large-scale initiatives and operational rollouts, including the successful introduction of the GRE/TOEFL exams in the Asian Pacific theatre of operations. He also was responsible for the successful consolidation of accounting and operations functions in Europe and the establishment of regional offices in Malaysia and the Netherlands.

Mr. Vanhasselt has a master's degree in hotel administration from the University of Nevada, Las Vegas, and a bachelor's degree in business administration from the University of Minnesota, Minneapolis. He is fluent in English, Dutch, German, and French.

STEPHEN HENNESSEY, MBA — DIRECTOR, GLOBAL SECURITY

As director of global security, Stephen Hennessey is responsible for setting Prometric's worldwide security strategy and directing resources in its execution. This includes defining test center security standards and monitoring compliance. Additionally, Mr. Hennessey oversees the professionals responsible for Prometric's IT security governance, risk and compliance efforts.

Mr. Hennessey has 25 years of overall leadership in business operations, channel development, strategic planning, change management, business process redesign and security. Upon joining Prometric in 2004, he served a vital role in establishing a test center network for delivery of the Test of English as a Foreign Language (TOEFL). He also contributed significantly to updating our test center networks in Ireland and the U.K. His recent efforts included the creation of a security data warehouse, a data forensics tool suite and the TCScore—a test center report card system that evaluates test center performance in terms of security and quality. Mr. Hennessey's prior positions include serving as a director of business operations at USInternetworking and a management consultant for AT&T Solutions.

Mr. Hennessey holds a master's degree in business administration (MBA) from the University of Michigan and a bachelor's degree in economics from Binghamton University in New York.

JAMES LEE — VICE PRESIDENT, GLOBAL HELP DESK AND CONTACT CENTER OPERATIONS

James Lee heads Prometric's global test center support organization and candidate contact center network. The test center support organization includes global site readiness and global help desk functions. The contact center team of 350 customer service experts delivers exceptional service in 13

locations around the world and in 17 different languages. As vice president, Mr. Lee focuses on improving the candidate experience and understanding candidate behavior to deliver better service to candidates.

Mr. Lee is credited with the successful creation, launch and execution of several notable projects throughout his career at Prometric. He led the formal creation and adoption of Prometric's systems development lifecycle, established and implemented best practices for maintaining and managing multiple quality control environments and introduced load and performance testing of production systems via the use of automation testing as a discipline. More recently Mr. Lee launched campaigns within the help desk to improve the service provided to our test centers while energizing help desk employees worldwide.

Mr. Lee has more than 22 years of experience in the IT industry including application development, quality control and assurance, systems engineering support and operations management. Prior to joining Prometric in 2001, he was a managing consultant for an information technology consultant firm for education institutions.

LOUIS KONIOR — DIRECTOR, PLANNING AND PROJECT MANAGEMENT

As Prometric's director of planning and project management, Louis Konior works with planning, sales and client services teams to create innovative, client-driven technology solutions. He is primarily concerned with testing operations teams on technology touch points including project planning, strategy, project execution, technology requests, issue investigation, and proposals. Mr. Konior is also responsible for developing and overseeing Prometric's corporate technology initiatives. Among these initiatives is our three-year technology strategy plan to support strategic business objectives and guide decision-making on technology choices and the creation of a detailed catalog of Prometric systems explaining our technology offerings to internal staff.

Mr. Konior has 22 years of technology industry experience spanning a broad range of areas from software development to enterprise project management to operations. At Prometric, he has held several IT management positions and led technology projects involving various functional groups. He has integrated and enhanced numerous Prometric systems including tools that enable scheduling and registration, test site operation, test delivery, data management, test development and test distribution. Of particular note is Mr. Konior's leading the successful coordination between Prometric and the Educational Testing Service® (ETS®) to deliver more than 750,000 TOEFL® exams annually via Internet-based testing.

Prior to joining Prometric, Mr. Konior was a lead software engineer for various healthcare, defense and logistics firms in the Washington, D.C. area. He was also a key contributor to the development of electronic intelligence systems used extensively in Operation Desert Storm.

Mr. Konior holds bachelor's degrees in computer science and Spanish from Indiana University of Pennsylvania and has completed graduate courses in computer science. He is certified as a Microsoft Certified Solutions Developer (MCSD) and Microsoft Certified Professional (MCP).

E. CORPORATE OVERVIEW

Prometric is a global organization, employing more than 2,500 employees. We have testing operations in more than 160 countries and operate 12 global offices, providing an unparalleled breadth of local experience and knowledge, wherever “local” may be. We operate an extensive multi-channel network of more than 8,000 secure, proctored test centers around the world. We also offer convenient Internet-based test delivery that is available anytime and anywhere. Our resources allow us to provide clients with highly secure, reliable, professional and cost-effective testing worldwide.

Available in nearly every time zone, our testing centers meet strict specifications and are designed to be flexible and accommodating. Each Prometric test center is designed with physical safeguards and the latest technology to deter fraud and cheating. To streamline candidate management and provide enhanced professional candidate services, we verify candidate identification, provide registration and test scheduling services and promptly deliver scoring and reporting. These test delivery technologies and services maintain and enhance the security of the test questions and overall test administration.

This structure is beneficial to our clients as they receive dedicated and localized support provided through our in-country operational and management teams whilst taking advantage of Prometric’s substantial global resources, including world-class test developers and psychometricians and the world’s largest network of professional computer-based test centers.

Prometric's Global Resources	
Global Headquarters	• Baltimore, Maryland USA
UK & Ireland Offices	• London; Manchester; Dublin; Dundalk
Europe/Africa/Mideast Offices	• Lelystad; Johannesburg; Dubai
Asia/Pacific Offices	• Beijing; Tokyo; Delhi; Kuala Lumpur
Global Test Centers	• More than 8,000
Worldwide Employees	• More than 2,500

CORPORATE QUALIFICATIONS

Providing Reliable Insurance Testing Since 1990

Prometric’s insurance industry experience spans 22 years. Over that time, we have become one of the largest insurance testing companies in the country. We are well known for the high quality of our insurance examinations, expertise in the field and willing flexibility to adapt to the particular laws and regulations of each state.

Since 1990, *we have advanced from serving one state to providing insurance testing and/or pre-licensing/continuing education (PLE/CE) services to state agencies through 19 different service contracts.*

PROMETRIC'S INSURANCE CLIENTS	
Regulatory Entity	Client since:
Combined Testing and PLE/CE Contracts	
Pennsylvania Insurance Department	1991
Massachusetts Division of Insurance	2003
Connecticut Insurance Department	2009
Testing-only Contracts	
Utah Department of Insurance	1990

South Dakota Division of Insurance	1991
Nebraska Department of Insurance	1992
New Hampshire Department of Insurance	1992
Louisiana Department of Insurance	1992
Vermont Department of Banking, Insurance, Securities and Health Care Administration	1994
Ohio Department of Insurance	2011
PLE/CE-only Contracts	
Arizona Department of Insurance	1990
Ohio Department of Insurance	1999
Vermont Department of Banking, Insurance, Securities and Health Care Administration	2001
Kentucky Office of Insurance	2002
South Carolina Department of Insurance	2002
West Virginia Offices of the Insurance Commissioner	2003
Maryland Department of Insurance	2003
North Carolina Department of Insurance	2008

In addition to serving state regulators, we also provide certification testing for several associations closely associated with the insurance industry:

- + **Life Office Management Association**—LOMA is an international association through which more than 1,200 insurance and financial services companies worldwide engage in research and education to improve company operations.
- + **Casualty Actuarial Society**—This organization advances the body of knowledge of actuarial science applied to property, casualty and similar risk exposures.
- + **Society of Actuaries**—The SOA is the largest professional organization dedicated to serving actuarial members and the public worldwide.
- + **American Institute for Chartered Property Casualty Underwriters**—“The Institutes” represents the American Institute for Chartered Property Casualty Underwriters and the Insurance Institute of America.

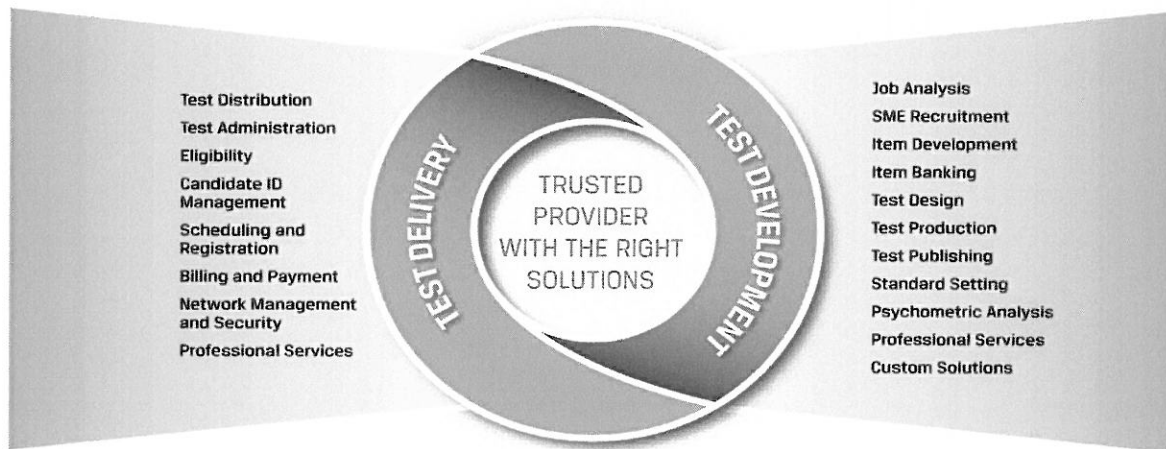
Our testing methodologies use a highly accurate method of evaluating the knowledge, skills and abilities of licensure candidates. These attributes have enabled us to maintain our strong standing in the industry.

Active Industry Involvement Keeps Prometric at the Forefront in Insurance Testing

Prometric believes that our clients are best served by personnel who are knowledgeable and experienced in the insurance industry. As such, Prometric personnel actively participate in insurance industry conferences, including NAIC, SILA, IRES and a variety of others, to stay current with changes in laws and regulations. We are aggressive in maintaining currency with industry trends that include state-to-state reciprocity, uniformity issues affecting continuing education, licensing and licensing renewals, appointment renewal, background checks, fingerprinting and electronic processing. Our client services staff members meet as frequently as possible with our clients at their offices or at various industry conferences held throughout the year. In addition, several Prometric staff members carry active insurance licenses to stay abreast of changes in the industry.

A Leader in Test Development and Delivery

Prometric assists examination sponsors meet their certification and employment objectives by providing reliable, targeted and innovative services that obtain the desired results and geographic reach. Our market-leading services allow clients to develop and launch local or global testing programs and to measure program results accurately. Prometric's services encompass two main disciplines: test development and test delivery.



More than 400 organizations worldwide trust Prometric with their testing programs. Our thorough understanding of industry-specific business needs enables us to assist a wide range of awarding bodies, professional associations, Fortune 500 firms, government agencies, health care regulators and other organizations to determine minimum competencies and validate professional certifications. For example, we deliver tests that allow a successful candidate to:

- + acquire the qualifications necessary to practice as an accountant, mortgage broker, nurse, medical doctor or architect in the U.S.;
- + gain entrance to a graduate school (GRE®), medical school (MCAT®) or dental school (DAT); or
- + become certified on IT products, such as those by Microsoft®, IBM® and BlackBerry®.

Building on decades of industry experience, we continue to drive innovation with strong investments in technology and people. Our reputation for providing outstanding examination programs is based on our industry-specific expertise and experience.

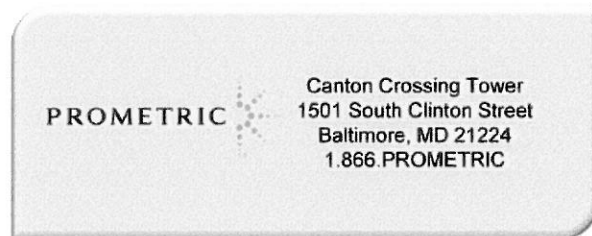
Company Background

Prometric Inc. is a Delaware business corporation that is a wholly owned, for-profit subsidiary of Prometric Holdings Inc. Prometric Holdings Inc. is a holding company whose sole asset is Prometric Inc. Prometric Holdings Inc. is a wholly owned for-profit subsidiary of Educational Testing Service® (ETS®). ETS is a New York nonprofit organization that has been developing and administering educational assessment tests for more than 60 years. ETS has no individual shareholders; the organization is operated by a nonprofit board of trustees.

Prometric has decades of experience in test development and test delivery, over two decades of which have been as an industry leader in computer-based testing. Today, we remain passionate about developing efficient solutions for performance measurement at a superior value. Our integrated solutions and services provide our clients with test development and delivery protocols are proven through decades of research and experience.

Our expertise ensures the reliability and validity of WVIC's certification program. ***Prometric delivers a comprehensive solution encompassing proprietary exam development, exam delivery, and data management products and services that are tightly integrated and customizable to each client.***

Prometric Headquarters Location



F. CONFIDENTIALITY

Prometric has reviewed the Notice of the State of West Virginia *Confidentiality Policies and Information Security Accountability Requirements* and agrees to comply with all requirements set forth.

G. CONTRACT MANAGER

Leading this contract, and ultimately responsible for its overall success, is **Laurie Sadowski**, who manages the insurance and continuing education services clients. Ms. Sadowski will lead and direct all aspects of the contract and is responsible for overall contract management and performance. Ms. Sadowski is the single point of contact, delegated the authority and responsibility to act on behalf of

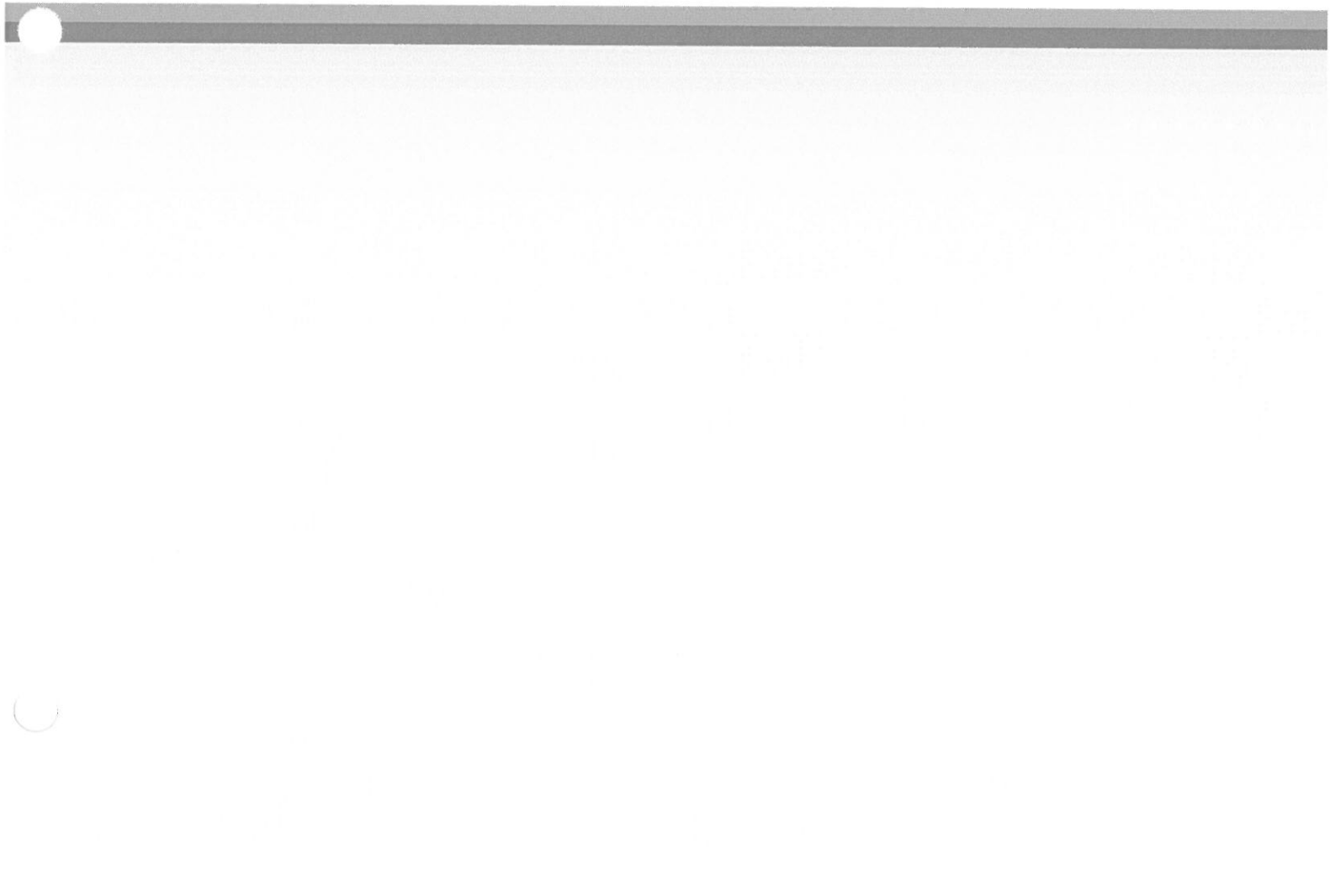
Prometric to ensure all contract requirements are met and performance level objectives are achieved. She will ensure unencumbered access to any corporate resources necessary and is the final point of escalation for issues relevant to the success of this contract. Ms. Sadowski's oversight will ensure that WVIC receives the proper support and resources that lead to an *exemplary client and candidate experience*.

PROMETRIC 

Laurie Sadowski
Manager, Insurance and
Continuing Education Services
laurie.sadowski@prometric.com
651 603 3258 PHONE

APPENDIX A

GLOBAL TEST CENTER NETWORK LOCATIONS



GLOBAL TEST CENTER LOCATIONS

Let us show you to your seat

Anywhere in the World

NORTH AMERICA

Canada

AB Calgary
 AB Edmonton
 BC Vancouver/
 Burnaby
 MB Winnipeg
 NF St. John's
 NS Halifax
 ON Hamilton
 ON London
 ON Ottawa
 ON Toronto
 ON Toronto
 PQ Montréal
 SK Saskatoon

United States

AK Anchorage
 AL Birmingham/
 Homewood
 AL Dothan
 AL Huntsville
 AL Mobile
 AL Montgomery
 AR Arkadelphia
 AR Fort Smith
 AR Little Rock
 AZ Casa Grande
 AZ Flagstaff
 AZ Phoenix
 AZ Tempe
 AZ Tucson
 CA Alameda
 CA Anaheim
 CA Camarillo
 CA Chico
 CA Diamond Bar
 CA Fresno
 CA Gardena
 CA Glendale
 CA Lake Forest
 CA Los Angeles/
 Culver City
 CA Rancho
 Cucamonga
 CA Sacramento/
 Fair Oaks
 CA San Bruno

CA San Diego
 CA San Francisco
 CA San Jose
 CA Santa Rosa
 CO Colorado Springs
 CO Denver
 CO Grand Junction
 CO Longmont
 CT Glastonbury
 CT Hamden
 CT Norwalk
 DC Washington
 DE New Castle
 FL Boca Raton
 FL Fort Myers
 FL Gainesville
 FL Hollywood
 FL Jacksonville
 FL Miami
 FL Miami/Davie
 FL Orlando/Maitland
 FL Sarasota
 FL Tallahassee
 FL Tampa
 FL Temple Terrace
 FL West Palm Beach
 GA Athens
 GA Atlanta (2)
 GA Atlanta/Marietta
 GA Columbus
 GA Dahlgonega
 GA Macon
 GA Savannah
 GA Valdosta
 HI Honolulu
 IA Bettendorf
 IA Iowa City
 IA Sioux City
 IA West Des Moines
 ID Boise
 ID Pocatello
 IL Carbondale
 IL Champaign
 IL Chicago (3)
 IL Deerfield
 IL Peoria
 IL Springfield
 IL Sycamore
 IN Evansville

IN Fort Wayne
 IN Indianapolis (2)
 IN Lafayette
 IN Merrillville
 IN Mishawaka
 IN Terre Haute
 KS Hays
 KS Overland Park
 KS Pittsburg
 KS Topeka
 KS Wichita
 KY Covington
 KY Lexington
 KY Louisville (2)
 LA Alexandria
 LA Baton Rouge
 LA Lake Charles
 LA New Orleans/
 Metairie
 LA Shreveport/
 Bossier City
 MA Boston
 MA Boston/Brookline
 MA Boston/Burlington
 MA Lowell
 MA North Andover
 MA West Springfield
 MA Worcester
 MD Baltimore
 MD Baltimore/
 Woodlawn
 MD Bethesda
 MD Columbia
 MD Largo
 MD Salisbury
 MD Towson
 ME Bangor
 ME Presque Isle
 ME South Portland
 MI Ann Arbor
 MI Auburn Hills
 MI Detroit/Livonia
 MI Detroit/Troy
 MI Grand Rapids
 MI Lansing
 MI Sault Ste Marie
 MN Duluth
 MN Edina
 MN Rochester

MN Woodbury
 MO Jefferson City
 MO Kansas City
 MO Lee's Summit
 MO Springfield
 MO St. Louis
 MO St. Louis/
 Creve Coeur
 MS Jackson
 MS Tupelo
 MT Billings
 MT Helena
 NC Asheville
 NC Charlotte
 NC Greensboro
 NC Greenville
 NC Raleigh
 NC Wilmington
 ND Bismarck
 ND Fargo
 ND Grand Forks
 NE Columbus
 NE Kearney
 NE Lincoln
 NE Omaha
 NE Scottsbluff
 NH Concord
 NH Portsmouth
 NJ Clark
 NJ Fair Lawn
 NJ Hamilton
 NJ Laurel Springs
 NM Albuquerque
 NM Farmington
 NM Las Cruces
 NM Roswell
 NM Santa Fe
 NV Las Vegas
 NV Reno
 NY Albany
 NY Binghamton/Vestal
 NY Brooklyn
 NY Buffalo/Amherst
 NY East Syracuse
 NY Garden City
 NY Melville
 NY New York (3)
 NY Poughkeepsie
 NY Queens

Note: This list is subject to change. Please refer to the *Schedule a Test* page at www.prometric.com for the latest update.

NY Rochester
 NY White Plains
 OH Akron
 OH Beaver Creek
 OH Cincinnati
 OH Cleveland
 OH Columbus/
 Worthington
 OH Maumee
 OH Mentor
 OH Niles
 OH Strongsville
 OK Oklahoma City
 OK Tulsa
 OR Bend
 OR Eugene
 OR La Grande
 OR Medford
 OR Milwaukie
 OR Portland
 PA Allentown
 PA Clarks Summit
 PA Conshohocken
 PA Erie
 PA Harrisburg
 PA Lancaster
 PA Philadelphia
 PA Pittsburgh
 PA Pittsburgh/
 Monroeville
 RI Cumberland
 RI Warwick
 SC Charleston
 SC Columbia
 SC Florence
 SC Greenville
 SC North Augusta
 SC Rock Hill
 SD Rapid City
 SD Sioux Falls
 TN Chattanooga
 TN Clarksville
 TN Knoxville
 TN Memphis
 TN Nashville (2)
 TX Abilene
 TX Amarillo
 TX Austin
 TX Beaumont/Lamar
 TX College Station
 TX Corpus Christi
 TX Dallas (2)
 TX El Paso
 TX Fort Worth/Bedford
 TX Houston (4)
 TX Lubbock
 TX McAllen
 TX Midland
 TX San Antonio (2)
 TX Tyler

TX Waco
 TX Wichita Falls
 UT London
 UT Salt Lake City
 UT St. George
 UT Taylorsville
 VA Bristol
 VA Falls Church
 VA Glen Allen
 VA Lynchburg
 VA Newport News
 VA Roanoke
 VT Williston
 WA Mountlake Terrace
 WA Spokane
 WA Tacoma/Puyallup
 WI Madison
 WI Milwaukee/
 Brookfield
 WV Morgantown
 WV South Charleston
 WY Casper
 GU Hagatna
 PR Guaynabo
 VI St. Thomas

LATIN AMERICA

Argentina, Buenos Aires
 Bolivia, La Paz
 Brazil, Belo Horizonte
 Brazil, Brasilia
 Brazil, Curitiba
 Brazil, Recife
 Brazil, Rio De Janeiro
 Brazil, Sao Paulo
 Chile, Santiago
 Colombia, Bogota
 Colombia, Cali
 Dominican Rep.,
 Santo Domingo
 Guatemala, Guatemala
 City
 Mexico, Guadalajara
 Mexico, Mexico City
 Mexico, Monterrey
 Peru, Lima
 Venezuela, Caracas

EUROPE

Armenia, Yerevan
 Austria, Vienna
 Belgium, Brussels
 Bulgaria, Sofia
 Croatia, Zagreb
 Czech Republic, Prague
 Denmark, Copenhagen
 Finland, Helsinki
 France, Paris
 France, Toulouse
 Georgia, Tbilisi
 Germany, Berlin
 Germany, Frankfurt
 Germany, Hamburg
 Germany, Munich
 Greece, Athens
 Greece, Thessaloniki
 Hungary, Budapest
 Ireland, Dublin
 Israel, Tel Aviv
 Italy, Milan
 Italy, Rome
 Kazakhstan, Almaty
 Latvia, Riga
 Lithuania, Vilnius
 Luxembourg,
 Luxembourg
 Netherlands, Amsterdam
 Poland, Warsaw
 Portugal, Lisbon
 Romania, Bucharest
 Russia, Moscow
 Russia, St. Petersburg
 Serbia, Belgrade
 Slovakia, Bratislava
 Slovenia, Ljubljana
 Spain, Barcelona
 Spain, Madrid
 Sweden, Stockholm
 Switzerland, Geneva
 Turkey, Ankara
 Turkey, Istanbul

Turkey, Izmir
 Ukraine, Kiev
 United Kingdom, London
 United Kingdom,
 Manchester
 Uzbekistan, Tashkent
**MIDDLE EAST –
 NORTH AFRICA**
 Bahrain, Manama
 Egypt, Alexandria
 Egypt, Cairo
 Israel, East Jerusalem
 Jordan, Amman
 Kuwait, Kuwait City
 Lebanon, Beirut
 Qatar, Doha
 Saudi Arabia, Dammam
 (Men)
 Saudi Arabia, Dammam
 (Women)
 Saudi Arabia, Riyadh
 (Women)
 Tunisia, Tunis
 United Arab Emirates,
 Abu Dhabi
 United Arab Emirates,
 Dubai

AFRICA

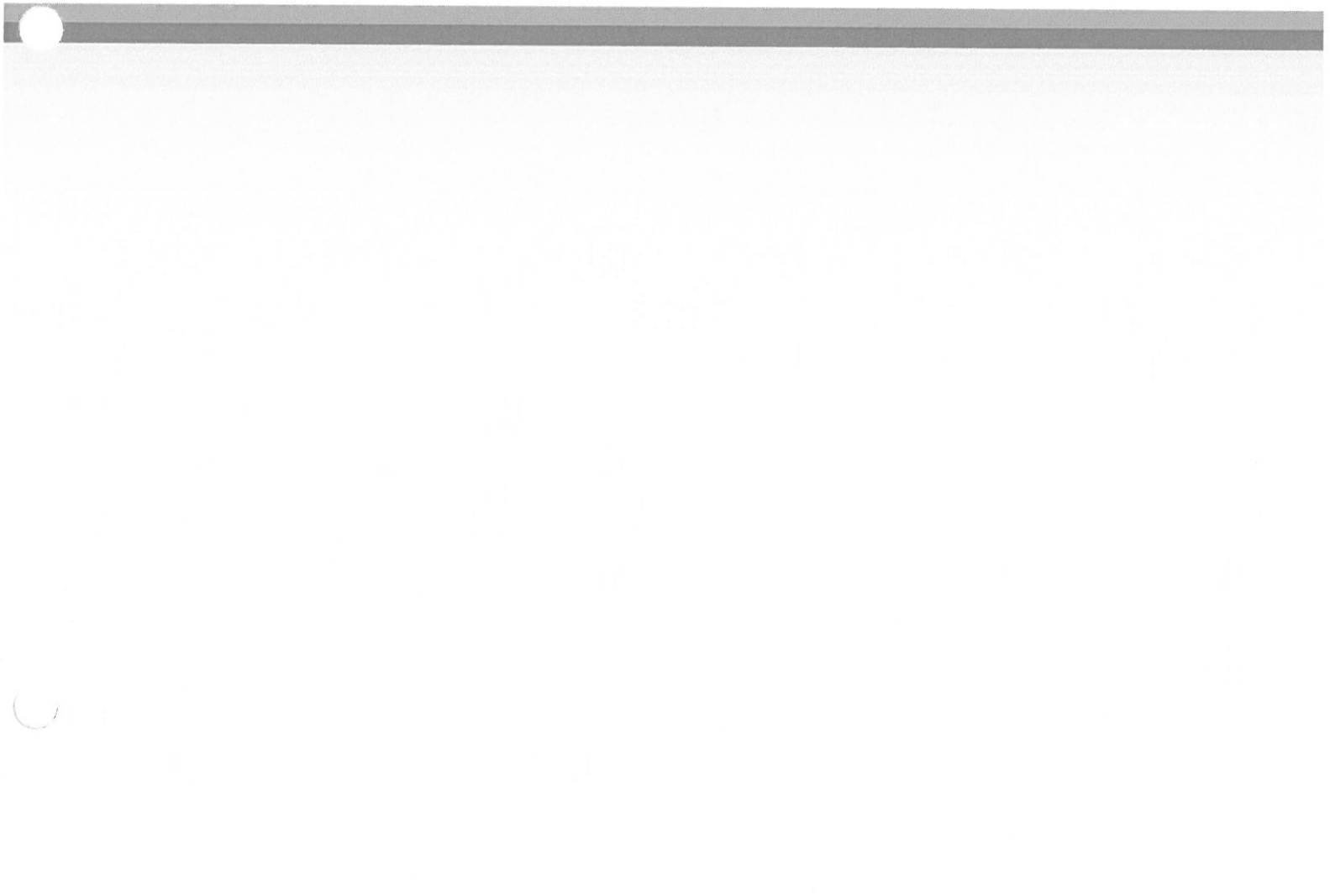
Botswana, Gaborone
 Ghana, Accra
 Kenya, Nairobi
 Nigeria, Abuja
 Nigeria, Lagos (2)
 South Africa, Cape Town
 South Africa,
 Johannesburg
 Tanzania, Dar Es
 Salaam
 Uganda, Kampala

ASIA-PACIFIC

Australia, Melbourne	China, Xiamen	Korea, Seoul
Australia, Perth	China, Xian	Malaysia, Kuala Lumpur
Australia, Sydney	Hong Kong, Hong Kong	Nepal, Kathmandu
Bangladesh, Dhaka	India, Ahmadabad	New Zealand, Auckland
China, Beijing	India, Allahabad	Pakistan, Islamabad
China, Chang Sha	India, Bangalore	Pakistan, Karachi
China, Chengdu	India, Calcutta	Pakistan, Lahore
China, Dalian	India, Chennai	Philippines, Cebu City
China, Guangzhou	India, Hyderabad	Philippines, Manila
China, Harbin	India, Mumbai	Singapore, Singapore
China, Jinan	India, New Delhi (2)	Taiwan, Kaohsiung
China, Kunming	India, Trivandrum	Taiwan, Taipei
China, Nanjing	Indonesia, Jakarta	Thailand, Bangkok
China, Shanghai	Japan, Kanagawa	Viet Nam, Ho Chi Minh City
China, Wuhan	Japan, Osaka	
	Japan, Tokyo (2)	

APPENDIX B

REQUIRED DOCUMENTS





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

Solicitation

NUMBER
INS14004

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
CONNIE OSWALD 304-558-2157

V
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N
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R

PROMETRIC
3600 AMERICAN BLVD. WEST, STE 200B
BLOOMINGTON, ~~MO~~ 55431
MN

S
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INSURANCE COMMISSION

1124 SMITH STREET
CHARLESTON, WV
25305-0540 304-558-3707

DATE PRINTED
07/25/2013

BID OPENING DATE: 08/22/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE STATE OF WEST VIRGINIA AND ITS AGENCY THE WEST VIRGINIA INSURANCE COMMISSION REQUEST A QUOTE TO PROVIDE THE DEVELOPMENT, SECURITY AND ADMINISTRATION OF EXAMINATIONS OF RESIDENT INSURANCE PRODUCERS, ADJUSTERS, SURPLUS LINES, VIATICAL SETTLEMENT BROKER LICENSES AND OTHER NEW LICENSE TYPES OR LINES OF AUTHORITY, AND REPORTING OF THESE RESULTS TO THE AGENCY PER THE ATTACHED SPECIFICATIONS.						
BID OPENING: AUGUST 22, 2013 AT 1:30 PM						
0001	1	EA	924-20			
INSURANCE EXAMINATION SERVICES						
AND REPORTING TO THE WEST VIRGINIA INSURANCE COMMISSION PER THE SPECIFICATIONS PROVIDED.						
***** THIS IS THE END OF RFQ INS14004 ***** TOTAL:						

SIGNATURE	TELEPHONE 651-603-3258	DATE 8-16-13
TITLE CFO and SVP, Finance	FEIN 26-0416596	ADDRESS CHANGES TO BE NOTED ABOVE

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

INS14004

TESTING ADMINISTRATION SERVICES FOR WV RESIDENT PRODUCERS

8.5 Vendor shall inform all staff of Agency's security protocol and procedures.

9 VENDOR DEFAULT:

9.1 The following shall be considered a vendor default under this Contract

9.2 Failure to perform Contract Services in accordance with the requirements contained herein.

9.3 Failure to comply with other specifications and requirements contained herein.

9.4 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

9.5 Failure to remedy deficient performance upon request.

9.6 The following remedies shall be available to Agency upon default.

9.7 Cancellation of the Contract

9.8 Cancellation of one or more release orders issued under this Contract.

9.9 Any other remedies available in law or equity.

10 MISCELLANEOUS:

10.1 **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Laurie Sadowski

Telephone Number: 651-603-3258

Fax Number: 651-603-3390

Email Address: laurie.sadowski@prometric.com

Pricing Page

State of West Virginia



Certificate

*I, Natalie E. Tennant, Secretary of State of the
State of West Virginia, hereby certify that*

PROMETRIC INC.

a corporation formed under the laws of Delaware filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on August 15, 2007.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this

CERTIFICATE OF AUTHORIZATION

Validation ID:3WV3C_TG25R



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
August 16, 2013*

Natalie E. Tennant

Secretary of State

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/15/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USI Insurance Services - CL/LM 300 Executive Drive West Orange, NJ 07052 973 965-3100	CONTACT NAME: Tracy Gannuscio	
	PHONE (A/C, No, Ext): 973 965-3119	FAX (A/C, No): 610 537-4063
INSURED Prometric Inc. 1501 South Clinton St Baltimore, MD 21224	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Liberty Mutual Fire Insurance C	NAIC #: 23035
	INSURER B: Liberty Insurance Corporation	42404
	INSURER C:	
	INSURER D:	
	INSURER E:	
INSURER F:		

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS														
A	GENERAL LIABILITY			TB2Z31037343192	09/08/2012	09/08/2013	<table border="1"> <tr><td>EACH OCCURRENCE</td><td>\$1,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$1,000,000</td></tr> <tr><td>MED EXP (Any one person)</td><td>\$10,000</td></tr> <tr><td>PERSONAL & ADV INJURY</td><td>\$1,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td>\$2,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td>\$2,000,000</td></tr> <tr><td></td><td>\$</td></tr> </table>	EACH OCCURRENCE	\$1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000	MED EXP (Any one person)	\$10,000	PERSONAL & ADV INJURY	\$1,000,000	GENERAL AGGREGATE	\$2,000,000	PRODUCTS - COMP/OP AGG	\$2,000,000		\$
EACH OCCURRENCE	\$1,000,000																				
DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000																				
MED EXP (Any one person)	\$10,000																				
PERSONAL & ADV INJURY	\$1,000,000																				
GENERAL AGGREGATE	\$2,000,000																				
PRODUCTS - COMP/OP AGG	\$2,000,000																				
	\$																				
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC																				
	AUTOMOBILE LIABILITY			AS2Z31037343182	09/08/2012	09/08/2013	<table border="1"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td>\$1,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td>\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td>\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td>\$</td></tr> <tr><td></td><td>\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000																				
BODILY INJURY (Per person)	\$																				
BODILY INJURY (Per accident)	\$																				
PROPERTY DAMAGE (Per accident)	\$																				
	\$																				
	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS																				
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						<table border="1"> <tr><td>EACH OCCURRENCE</td><td>\$</td></tr> <tr><td>AGGREGATE</td><td>\$</td></tr> <tr><td></td><td>\$</td></tr> </table>	EACH OCCURRENCE	\$	AGGREGATE	\$		\$								
EACH OCCURRENCE	\$																				
AGGREGATE	\$																				
	\$																				
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC7Z31037343172	09/08/2012	09/08/2013	<table border="1"> <tr> <td><input checked="" type="checkbox"/> WC STATUTORY LIMITS</td> <td><input type="checkbox"/> OTHER</td> <td></td> </tr> <tr><td>E.L. EACH ACCIDENT</td><td></td><td>\$1,000,000</td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td></td><td>\$1,000,000</td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td></td><td>\$1,000,000</td></tr> </table>	<input checked="" type="checkbox"/> WC STATUTORY LIMITS	<input type="checkbox"/> OTHER		E.L. EACH ACCIDENT		\$1,000,000	E.L. DISEASE - EA EMPLOYEE		\$1,000,000	E.L. DISEASE - POLICY LIMIT		\$1,000,000		
<input checked="" type="checkbox"/> WC STATUTORY LIMITS	<input type="checkbox"/> OTHER																				
E.L. EACH ACCIDENT		\$1,000,000																			
E.L. DISEASE - EA EMPLOYEE		\$1,000,000																			
E.L. DISEASE - POLICY LIMIT		\$1,000,000																			

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CANCELLATION

State of West Virginia
2019 Washington Street East
Charleston, WV 25305-0130

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

