



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

# Request for Quotation

RFQ NUMBER
LAB3616

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
RON PRICE 304-558-0492

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DIVISION OF LABOR  
 1800 KANAWHA BOULEVARD EAST

CHARLESTON, WV  
 25305 727-5781

DATE PRINTED: 10/20/2006	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 11/01/2006		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
CHANGE THE BID OPENING DATE FROM 10/25/06 TO 11/1/06						
RESPONSES TO QUESTIONS PER THE ATTACHED						
0001		LS		924-20		
	1			LICENSING EXAMINATIONS		
***** THIS IS THE END OF RFQ LAB3616 ***** TOTAL						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

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**INSTRUCTIONS TO BIDDERS**

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

**SIGNED BID TO:**

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

ICC

1. Sec. 3.2.11.4 states: "All candidate processing will be provided from the Vendor's main office in Charleston, WV."

Question: Is it acceptable to offer candidate processing on-line and via a central call center outside the state of West Virginia?

Answer: No.

2. Sec. 3.2.11.6 states: "The Vendor shall provide photograph bearing score reports to each candidate and upon request, to the Board. The Vendor shall inform each candidate of his or her passing or failing score immediately following the examination."

Question 1: Are candidate photo-bearing score reports to be generated onsite, immediately after each examination?

Answer: **The Vendor may verbally inform the candidate the pass/fail score and arrange for the photo bearing score report to be mailed.**

Question 2: In the event of a security problem that could only be discovered after a review of a proctor's report, videotape or score results, would it be acceptable to issue an "unofficial" pass/fail letter immediately after each examination and mail an official score report within 10 days?

Answer: No.

3. Sec. 3.2.11.8 states: "The vendor shall respond in writing to the candidate within seven (7) days of examination in connection with any candidate inquiry, appeal or comment regarding an examination, with a copy of the Vendor's response provided to the Board. The Vendor shall review individual candidate comments from the testing sessions and provide a summary of such responses to the Board."

Question: If official score letters are provided immediately after an exam, and the Board determines that a question is problematic, would the vendor be required to re-issue scores to all candidates or just those affected?

Answer: **Scores must be reissued to all candidates affected by the problematic questions.**

5. Sec. 3.2.9 states: "The Vendor shall offer practice examinations in the tested classifications at a cost to be paid by the candidate."

Question: Is there a minimum number of questions or format required for the practice examinations?

Answer:       **No, the format should be identical to the actual exams.**

6.       Sec. 3.2.6 states: "The minimum passing score for all examinations is 70% as mandated by W.Va. Code R...."

Question:       A mandated percent score does not comply with RFP section 3.2.4 which states, "Examinations should be developed according to currently accepted psychometric methods and principles." An arbitrarily derived and mandated passing percentage, contradicts accepted psychometric standards. Therefore, how is the vendor to reconcile a codified 70% with established cut-score standards based on psychometric standards that may differ from this percentage? Are scaled scores now being used?

Answer:       **The Division of Labor is not involved in the scoring procedures utilized by the testing company. The mandated score of 70% has not posed a problem for fifteen (15) years and the question has not been posed by any other testing company as a problematic area.**

PROV

Questions regarding RFP LAB3616

1. Is offering paper/pencil testing to candidates at all testing locations mandatory requirement of this RFP?

Answer

Yes.

2. Is providing computer testing at all locations a mandatory or voluntary requirement of this RFP? If it is mandatory, our concern is that at some of the larger part-time sites there may be up to 100 candidates taking their tests at one time. This large-scale testing may make computer testing somewhat difficult.

Answer

Mandatory computer testing at all test sites. The number of computers at the part time test sites is at the discretion of the vendor. The vendor may offer pre registration for computer test.

The Charleston test center will have a minimum of five computers available for testing.

3. What is the anticipated start-date when the testing vendor will be required to begin offering examination to West Virginia candidates?

Answer

Our goal is January 1, 2007.

4. Does this RFP require vendors to score paper/pencil tests at all testing centers (both part-time and permanent) in order to provide the same day score results at those facilities?

Answer

Yes.

5. Are vendors permitted to charge extra for providing the same day score results to candidates at the testing centers?

Answer

No.

6. Are vendors allowed to charge additional service fees that are not included in this RFP? For Instance, can vendors charge walk-in fees to offset the costs of unscheduled candidates arriving at the test centers? Can they charge rescheduling fees, late registration fees, expedited registration fees?

Answer

Vendors are permitted to charge additional fees for any service other than scoring.

7. Is it acceptable to mail detailed score reports to candidates if the vendor verbally informs the Candidate of his/her passing status at the testing center?

Answer

Yes, as long as the vendor arranges for photo bearing score reports.

8. Does the State own any of the test questions which can be used by the winning vendor to Assemble test forms?

NO.

PSI

1. 1.16 page 7 – what is the projected contract award date? What is the projected start date for test administrations? When does the current contract expire?

Answer: **The award date is determined by the Purchasing Division. Our goal is January 1, 2007. Current contract expires on December 31, 2006.**

2. 2.3.1 page 13 – are there any fee caps?

Answer: **No.**

3. 3.2.3 page 14 – who owns the current examination items? If the State owns them, please provide details about the item banks: how many items in each topic, what statistical data are available? Is a current job analysis or content specifications summary available?

Answer: **The current vendor owns the examination items. The Division of Labor does not have a current job analysis or content specifications summary.**

4. 3.2.9 page 16 – We realize that the current testing vendor also provides the Business Law Reference Manual. We also have a manual that can be edited to meet West Virginia specifications. However, we mostly use the manual developed by NASCLA. Would the State prefer a third-party manual, such as the one developed by NASCLA? Would the State prefer that the Vendor develop its own manual?

Answer: **The Division of Labor wants the Vendor to develop its own manual.**

5. 3.2.11.3 page 17 – as a consideration for better security of exams, is the State willing to consider the elimination of reviews and paper-and-pencil examinations?

Answer: **No.**

6. 3.2.44.4 page 17 – it appears that there are currently many additional fees listed in the Candidate Information Bulletin, and that you are eliminating most of them. Based on the Cost Proposal line items, it appears that there will no longer be fees for late registration, walk-in testing, rescheduling, same-day scoring, expedited scoring, or hand scoring. Please verify or clarify. If some of the additional fees remain, how will they be evaluated?

Answer: **Additional fees, other than scoring, are permitted.**

7. 3.2.11.7 page 18 – how many reviews are conducted annually?

Answer: **New criterion with this RFP.**

8. Cost proposal, page 30 – how is the “Total Cost” column calculated? Or is this column for internal State use?

Answer: For Internal State Use

9. Candidate testing volumes, page 32 – do these numbers include reexaminations? If not, how many were there? Do these numbers include reviews or any other exam service categories? If so, please detail. May we receive a breakdown by test center?

Answer: Yes, they include reexaminations. No, the numbers do not include reviews or any other exam service categories. There is no breakdown by test center available.



Thomson Prometric

1. Page 2, Paragraph 1.4 of the RFP stipulates that, "Absolutely NO contact shall be made by the vendor with any member of the evaluation committee." As your current vendor for services required in this RFP, Thomson Prometric communicates regularly with Division and/or Board representatives about ongoing operations of the examination program. We assume that this type of communication is permitted. Please verify that our assumption is correct.

Answer: **The current contract vendor is permitted to communicate with Labor employees on the ongoing contract. Discussions of the current RFP prior to the award of the contract are prohibited. All communication concerning the current RFP should be directed to the Purchasing Division.**

2. Thomson Prometric requests that the Division provide the names of those individuals who have been selected to serve on the evaluation committee for this procurement.

Answer: **We do not provide the names of the individuals who will be serving on the evaluation committee. This is a Purchasing Division policy.**

3. Page 15, Paragraph 3.2.5 of the RFP states that, "Examinations shall be offered in paper-pencil format and in electronic computer format at all testing locations." Is it the Board's intention to require dual delivery protocols for the required examinations? Or, is it the Board's intention to migrate to electronic delivery of examinations exclusively by a certain timeframe? If so, what is the timeframe?

Answer: **(1) Yes, it is the Board's intent to offer dual protocols for the required examinations. (2) No, it is not the Board's intent to migrate exclusively to electronic testing.**

4. Will the Board accept alternative proposal submissions in response to this RFP?

Answer: **No.**

5. What is the anticipated start date for this contract?

Answer: **Our goal is January 1, 2007.**