



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 804-558-2157

RFQ COPY  
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

INSURANCE COMMISSION

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

DATE PRINTED
08/09/2013

BID OPENING DATE: 08/22/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. TO PROVIDE ANSWERS TO QUESTIONS RECEIVED. 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. 1						

SIGNATURE		TELEPHONE		DATE	
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE	

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

**SOLICITATION NUMBER: INS14004**  
**Addendum Number: 01**

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

1. To provide answers to questions received.
2. To provide the addendum acknowledgment.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

# REQUEST FOR QUOTATION Addendum #1

State of West Virginia  
Offices of the Insurance Commissioner

INS14004

## Questions for the state of West Virginia Offices of the Insurance Commissioner (OIC)

1. Page 15, Section 51 - Does the State expect that Contractor's employees will have access to sensitive or critical information?

**Answer: Yes, the awarded vendor will have access to a candidates personal identifying information.**

2. Page 29, Section 5.1 - When does the State anticipate making a contract award?

**Answer: Within 60 days of the Bids received.**

3. Page 18, requirement 3.2 There are no vendors, not even your current testing vendor whose website shows 24 states plus the District of Columbia, that have insurance testing contracts in a majority of states. There are several predominant vendors with capable experience profiles that could serve the interests of the State of West Virginia. Wouldn't it be advantageous to the Commission to accept proposals from all qualified vendors?

**Answer: Page 18, requirement 3.2 does not stipulate a requirement of 24 states plus the District of Columbia. The RFQ states that the Vendor should have a minimum of ten (10) years experience providing insurance testing services in a majority of states**

4. Page 20, Requirement 3.17. Please confirm that it should say the Vendor, not the candidate, who will collect the examination fees and return the required examination fee to the state?

**Answer: Correct, this is an error. The Vendor will collect the examination fees and return the required examination fee to the state.**

5. Page 21, Requirement 4.2.1. In order to plan for testing centers, can you provide the current testing volume by site and exam title?

**Answer: This information is not available at this time**

6. Page 22, Requirement 4.2.3, and p. 23 4.2.12. These requirements seem to indicate that items will be available to a new vendor, if selected. Please confirm that this applies to the existing contract. Also, can you clarify how many questions/items, statistics, etc. would become available?

**Answer: This information is not available at this time**

**REQUEST FOR QUOTATION  
Addendum #1**

State of West Virginia  
Offices of the Insurance Commissioner

INS14004

**Questions for the state of West Virginia Offices of the Insurance Commissioner (OIC)**

7. Page 24, Requirement 4.2.18. Reference is made to assisting candidates with questions about locations of fingerprinting sites, but no other information is provided regarding fingerprinting for candidates (there is reference to the service provider employee requirement). Can you detail the fingerprinting requirements for West Virginia candidates? Does the vendor just direct candidates to fingerprinting sites or is the expectation that the vendor will provide these services?

**Answer: The vendor will be required to direct candidates to fingerprinting sites and answer questions in assistance to fingerprinting.**

8. Page 29, 5.1. Contract Award. This section indicates that the award will go to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost. Can you provide the evaluation criteria and what are the weights assigned to the technical response and expertise vs. cost?

**Answer: Conformity to specifications and price are the only factors used in the evaluation process.**

9. We note the remittance of \$25 to the State. Are there any additional fees to be remitted and are there any fee caps on service?

**Answer: There are no additional fees to be remitted to the state. There are no fee caps on service.**

10. In section 4.2.16 it states the Agency has the right that there be multiple exams offered for a particular examination. Does this mean the Agency has a preference regarding the how the items are assembled for the exams? **Does the Agency prefer forms based or items based exams?**

**Answer: The agency does not have a preference regarding how the items are assembled for the exams. The agency is requesting that as a preference it be permitted to request multiple examinations be given regardless of volume for particular license classes or types.**

11. Under page 10 regarding general terms and conditions, item #12 – please clarify if liquidated damages are applicable for a contract awarded under this solicitation. If yes, please provide specifics regarding what services the damages would apply to and the amounts.

**Answer: The agency is not asking for Liquidated damages.**

## REQUEST FOR QUOTATION Addendum #1

State of West Virginia  
Offices of the Insurance Commissioner

INS14004

### Questions for the state of West Virginia Offices of the Insurance Commissioner (OIC)

12. The current candidate bulletin includes paper forms to be filled out by the candidates for requests such as additional score reports. Do these requests have to be on paper, or can they be managed via online request forms?

**Answer: The Agency would like for the option to be provided by paper and online requests.**

13. What is the annual practice exam volume?

**Answer: This information is not available at this time**

14. The current Candidate Bulletin does not say they accept cash but it's listed as a mandatory requirement in the RFQ? Can we clarify what they currently will accept?

**Answer: Although the current candidate bulletin does not mention accepting cash payments, the RFQ is requesting that cash payments be accepted with awarded Vendor.**

15. Does the 150-mile requirement apply only to the sites within West Virginia?

**Answer: The 150 mile requirement does only apply to sites within West Virginia.**

16. On the Pricing Sheet, in the "Note" – do they mean we cannot charge more than one registration fee regardless of how many exams a candidate schedules at one time?

**Answer: The Property and Casualty and Life and Accident & Sickness should be provided as combo exams if the candidate so chooses to take the exams simultaneously and if so one fee should be charged. If the candidate chooses to take the exams separately then separate fees should be charged.**

17. Please clarify the scoring criteria, under section 5.1 it states the contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost. Is cost the only basis for selecting a vendor or does the scoring committee take into consideration other aspects of the vendor's proposal? If other aspects are taken into consideration what are they and how is each item weighted?

**Answer: Yes, conformity to specifications and price are the only factors used in the evaluation process.**

18. Under section 4.2.1 it states the vendor shall establish 4 testing centers throughout West Virginia, if the vendor maintains scoring sites within the highest populated areas and the

## REQUEST FOR QUOTATION Addendum #1

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INS14004

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candidates are within a 150 mile radius, does the testing center need to be within West Virginia or can it be in a bordering town?

**Answer: The requirement is that 4 testing centers be established throughout West Virginia.**

19. What are the testing volumes for 2010, 2011, 2012 broken down for each test and test location?

**Answer: This information is not available at this time**

20. What is the testing volume by month and location?

**Answer: This information is not available at this time ?**

21. How does the current vendor validate pre-licensing certificates? Does this happen prior to an eligibility record being produced?

**Answer: The candidate is required to provide the current vendor with the prelicensing certificate before/at the time of the scheduled examination.**

22. What is the expectation of the delivery of practice tests, are they to be delivered on-line or at test centers?

**Answer: They are to be delivered on-line at the request of the candidate.**

23. The current exam price is \$110, does the vendor retain all of the exam price?

**Answer: The \$25 remitted to the state is taken from the \$110 the vendor collects from the candidate.**

24. Section 3.6 states the vendor shall establish services no later than 30 days after the date of the contract, is the 30 days negotiable?

**Answer: In the request section 3.6 was listed as mandatory however, after further consideration the agency has decided to make this negotiable.**

25. What is the percentage breakdown of candidates who register via web vs. phone?

**Answer: This information is not available at this time.**

**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 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.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

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