

PSI Questions

Page 2 - #4 – Please provide a brief overview of the current technology environment. How many computers does the current vendor have in place? Do they provide a dedicated telecom line, or use DOI's Internet provider.

ANSWER: Test data is transmitted through a dedicated phone line. Vendor supplies 1 computer and 1 printer.

Please confirm that the current exam fees are \$65.00 for Life, Health and Accident, \$65.00 for Property & Casualty, and \$50.00 per exam for all other lines.

ANSWER: The current exam fees are \$65.00 for Life, Health and Accident, \$65.00 for Property & Casualty, and \$50.00 per exam for all other lines.

Please confirm that the current license fees are \$250.00 for Surplus Broker, \$75.00 for Producer and Bail Bond Producer, and \$55.00 for Adjuster.

ANSWER: The current license fees are \$250.00 for Surplus Broker, \$75.00 for Producer and Bail Bond Producer and \$55.00 for Adjuster.

Are there any fee caps? If so, what are they?

ANSWER: Our license fees are set by statute; however, there are no fee caps on exam fees.

What is the current Fingerprinting fee? Will the fingerprinting fee be included in the evaluation of average cost?

ANSWER: Louisiana does not currently require fingerprinting but anticipates passing legislation in the future to require this. Fingerprinting fees need to be listed separately, not included in the evaluation of average cost and attached behind attachment 2.

Please provide a breakdown of first-time candidate volume versus repeat exam candidates.

ANSWER: No statistical data received for first-time candidate volume versus repeat exam candidates; however 8,936 exams were given in the past 12 months as of 8/15/2008 (see attached).

How many evaluators will there be?

ANSWER: There will be 5 evaluators.

Where are licenses currently printed and shipped from?

ANSWER: Plastic license cards with picture ID for those candidates who took and passed an examination are printed and shipped by the test vendor located in St. Paul, Minnesota.

Pearson Vue Questions

Since there is no line item on the pricing form, please specify where fees for Fingerprinting services are to be placed.

ANSWER: Please list fingerprinting fees separately and attach behind attachment 2.

Is the State willing to identify Subject Matter Experts (SMEs) for the Exam Review Committee?

ANSWER: Yes, Louisiana will provide industry experts and DOI staff to review test questions already developed by the vendor for the Examination Review Committee.

Will Department staff be willing to participate in content development processes?

ANSWER: The Department of Insurance staff currently participates in the examination review process annually. We will provide industry experts and DOI staff to review test questions already developed by the vendor for the Examination Review Committee.

Could the State provide a zip code analysis of all candidates tested in the last 12 months.

ANSWER: No statistical data received on zip code analysis of all candidates tested in the last 12 months.

Alternatively, could the State provide information on the number of candidates tested at each site in the last 12 months?

ANSWER: No statistical data received on the number of candidates tested at each site in the last 12 months.

Does the State currently own any Louisiana-specific test questions that will be shared with the selected vendor for the new contract term?

ANSWER: No, the Louisiana Department of Insurance does not own any test questions.

How many candidate applications are processed annually?

ANSWER: 10,200 license applications were processed in the past year by our current vendor. Please note that some of these applications may be second filings.

In the current candidate handbook, we recognize that there is a requirement that says candidates must bring their current certifications to the test center and turn them in. Is this a State requirement and will this procedure be included on the next contract?

ANSWER: Yes, it is a Louisiana state requirement that the candidates bring their current certifications to the test center and turn them in. This type of detailed procedure is not included in the contract.

On page 5, Work Statement, under Contractor Remuneration, the Department mentions that "Contractor remuneration shall be...collected by contractor for each non-testing service provided." Where exactly in the proposal response should the non-testing services fee information be included?

ANSWER: List non-testing service fees separately, attach behind attachment 2.

In the Department's current examination and licensing process, at what step in the process are licenses issued? How and where exactly are they physically issued to passing and approved candidates?

ANSWER: After the candidate passes the examination, vendor transmits candidate information electronically to the Louisiana Department of Insurance for assignment of a license number. This information is then transmitted back to the vendor the next day for issuance of license. Vendor then physically prints license card and mails to candidate.

Does the Department have a preference for how and where the license should be issued for the new contract term? For example, at the testing centers after the candidate passes the examination, or centrally at specified times of the month, etc.?

ANSWER: The LDI assigns the license number which is sent to the vendor and once received, the vendor mails the cards. The Department wants the license issued after we have had the opportunity to approve the request for license in our own computer system.

On page 6, under Subcontractors, should the vendor include a written agreement between the proposer and subcontractor with the proposal submission or should the agreement be included upon contract award?

ANSWER: A written agreement between the proposer and subcontractor will be required and will have to be approved by LDI upon award of contract.

Performance assessment network Questions

Will LDI be open to an on-line license application process essentially automating LDI forms?

ANSWER: Yes, LDI would be open to an on-line license application.

Will English as a Second Language (ESL) be accommodated?

ANSWER: Yes, English as a second language will be accommodated.

Will LDI provide a list of registered pre-licensing schools?

ANSWER: A list of approved pre-licensing schools is on our website.

Would LDI be open to an electronic solution for reporting pre-licensing course completion or is the current verification process desired?

ANSWER: The current verification process is desired; however the LDI would be open to an electronic solution for reporting courses.

Will LDI assist the new vendor in securing certain candidate and license application data from the previous test vendor to make the transition as seamless as possible?

ANSWER: Yes, the LDI will require the existing vendor to work to facilitate a smooth transition with the new vendor. Our existing vendor is acting as an arm of this department.

Is electronic finger printing a new licensing requirement for LDI and candidates?

ANSWER: Louisiana does not currently require fingerprinting, but anticipates passing legislation in the future to require this.

Besides reporting finger print data/results to LDI, what law enforcement authorities will the selected testing vendor need to interface with and provide data to?

ANSWER: We are unsure of which law enforcement authorities will be involved at this time, possibly Louisiana State Police, Attorney General's office and the FBI.

Will a fee for finger printing be allowable?

ANSWER: Yes, a fee for fingerprinting will be allowed.

Are there any state police fees to be collected for finger printing and reporting?

ANSWER: We are unsure of any fees to be collected at this time as we have no law passed yet to guide us.

May candidates take the examination prior to submitting their license application for review and approval by LDI?

ANSWER: At this time, candidates must submit the application and receive approval prior to the examination.

Of the license application fees charged and collected by the current vendor how much is shared with LDI?

ANSWER: Pursuant to Page 5 of the RFP, under Contractor Remuneration, it states that contractor will forward weekly to the LDI all actual license application fees contractor collects from applicants.

Will all materials submitted through the proposal process be open for public inspection?

ANSWER: Yes, all materials submitted through the proposal process will be open for public inspection after the contract has been awarded.

Are there any contract renewals available beyond the base contract of three years?

ANSWER: Pursuant to the RFP, no contract renewals are available beyond the base contract of three years.

What role will LDI play in identifying SME qualifications and recruiting SMEs for item development workshops?

ANSWER: LDI is willing to identify industry experts and the DOI staff to review test questions already developed by the vendor for the Examination Review Committee.

When was the last job task analysis conducted?

ANSWER: To our knowledge, a job task analysis was not conducted by the LDI since the initial job analysis.

Does LDI own any exam questions and if so how many by each license type?

ANSWER: LDI does not own any exam questions.

Can LDI provide the number of candidate handbook requests and LDI program phone calls handled the past year by the current vendor?

ANSWER: There were 12,500 requests for candidate handbooks and 24,280 phone calls for the LDI program.

Can LDI provide the total number of phone calls current vendor handles annually?

ANSWER: This information is not relevant to this RFP.

How many license applications were processed the past year by your current vendor?

ANSWER: 10,200 license applications were processed in the past year by our current vendor. Please note that some of these applications may be second filings.

Please confirm that attachment V, Standard Professional Services Contract, does not need to be signed and returned with the proposal.

ANSWER: Correct, the contract does not need to be signed and returned with the proposal.

**Louisiana Department of Insurance
Exams Administered
08/15/2007 TO 08/15/2008**

Report Printed: 08/18/2008

Exam	Exam Name	Exams Given	Exams Passed	Percent Passed
1417	AUTOMOBILE ADJUSTER	425	305	72%
1407	BAIL BOND	231	140	61%
1405	CASUALTY	11	1	9%
1422	COMMERCIAL LINES ADJUSTER	6	4	67%
1418	COMPREHENSIVE ADJUSTER	44	20	45%
1408	FIDELITY & SURETY	1	1	100%
1402	HEALTH & ACCIDENT	113	43	38%
1409	INDUSTRIAL FIRE	532	201	38%
1401	LIFE	2043	601	29%
1403	LIFE, ACCIDENT & HEALTH	3317	1459	44%
1416	PERSONAL LINES	179	43	24%
1421	PERSONAL LINES ADJUSTER	43	21	49%
1404	PROPERTY	8	1	13%
1406	PROPERTY & CASUALTY	1895	732	39%
1420	PUBLIC ADJUSTER	5	2	40%
1410	SURPLUS LINES	19	19	100%
1411	TITLE	64	52	81%
TOTALS:		8936	3645	41%