

Questions and Answers

RFP Number: DFS AA RFP 1718-03

License Examination Development, Examination Administration, and Fingerprinting Services

1. In performance of the services under any resulting contract, contractors will utilize significant existing proprietary computer programs, source code, materials, and intellectual property that have been previously developed by the contractor or its 3rd party licensor (“Contractor Intellectual Property”), some of which may be trade secret, copyright, patent and trademark protected. We presume the state understands Contractor or its licensors will retain all rights to Contractor’s Intellectual Property including derivative or customized works and the state will not disclose or provide any such Contractor Intellectual Property to another person not a party to this agreement; is our presumption correct?

Yes, please see Attachment 1, Standard Terms and Conditions, section 19 “Intellectual Property.”

2. Will the 1% transaction fees apply to: 1) candidate testing fees collected by Contractor directly from candidates; 2) fingerprinting fees collected by Contractor from candidates; and/or 3) bail bond license ID fees that the Department will collect from candidates and reimburse Contractor?

The fee will apply to the payments from the Department to the Contractor for the bail bond ID fees, as this should be the only item the Contractor will invoice the Department for. All other fees will be paid by applicants to the Contractor.

3. The “Narrative on Experience and Ability” asks for “resumes of the Information Technology (IT) staff that will be used to direct the work required to fulfill the primary technical and business analysts’ functions in regard to obligations of the Contract that may result from this RFP.” Is it the Department’s desire to only receive resumes from IT personnel, and not any other Respondent key personnel (such as account management, test development, etc.)?

Section 3.7 of the RFP requires the Respondent to submit resumes for IT personnel. Section 3.7 of the RFP also states “Respondent must also provide the name and title of each individual who will be engaged in the Contract that may result from this RFP. Include a description of the functions and responsibilities of each person relative to the task to be performed.” Therefore, descriptions can be submitted for other key personnel.

4. Under “Narrative on Experience and Ability” the fourth bullet asks for “Examples of IT work...” Is it the Department’s intention for Respondents to stress IT work over other provisions of service in this contract, such as test development or test center/candidate services?

It was not the sole intent and test development and other services can be expressed in the Narrative.

5. Please provide the number of forms (i.e., versions) currently existing for each exam title.

Answers for Questions 5 & 6 have been combined and are contained in the chart below.

6. Please provide the number of items currently contained in each item pool (i.e., number of items per exam title).

Answers for Questions 5 & 6 have been combined and are contained in the chart below.

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Client Name	Title	Forms	Approved Items	Non-Scored Items
FL Insurance	Temporary License Florida Bail Bonds Photo Appointment	3	1	0
FL Insurance	Duplicate Permanent License Florida Bail Bonds Photo Appointment	2	1	0
FL Insurance	Duplicate Temporary License Photo Appointment (T2-35)	3	1	0
FL Insurance	Permanent Resident Limited Surety Agent License Exam	1	60	5
FL Insurance	FLA All Lines Adjuster (0620, 0720, 7020)	1	100	10
FL Insurance	FLA Crop Hail and Multi-Peril Agent (0430)	1	40	0
FL Insurance	FLA Health Agent (0240)	1	85	15
FL Insurance	FLA Health Agent (0240)	1	85	15
FL Insurance	FLA Health Agent (0240)	1	85	15
FL Insurance	FLA Health Agent (Spanish) (0240)	1	85	15
FL Insurance	FLA Industrial Fire and Burglary Agent (0233)	1	40	5
FL Insurance	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (0215)	1	150	15
FL Insurance	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (0215)	1	150	15
FL Insurance	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (0215)	1	150	15
FL Insurance	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (Spanish) (0215)	1	150	15
FL Insurance	FLA Life and Annuity (incl. Variable Contracts) (0214)	1	85	15
FL Insurance	FLA Life and Annuity (incl. Variable Contracts) (0214)	1	85	15
FL Insurance	FLA Life and Annuity (incl. Variable Contracts) (0214)	1	85	15
FL Insurance	FLA Life and Annuity (incl. Variable Contracts) (Spanish) (0214)	1	85	15
FL Insurance	FLA General Lines Agent (0220)	1	160	15
FL Insurance	FLA General Lines Agent (0220)	1	160	0
FL Insurance	FLA General Lines Agent (0220)	1	160	15
FL Insurance	FLA General Lines Agent (0220)	1	160	15
FL Insurance	FLA General Lines Agent (Spanish) (0220)	1	160	0
FL Insurance	FLA Personal Lines Agent (2044)	1	100	10
FL Insurance	FLA Personal Lines Agent (2044)	1	100	10
FL Insurance	FLA Public All Lines Adjuster (0320, 3120, 7320)	1	100	10
FL Insurance	FLA Surplus Lines Agent (0120, 9120)	1	40	10
FL Insurance	FLA Title Agent (0410, 9414)	1	70	5
FL Insurance	FLA Variable Contracts (0219)	1	40	5
FL Bureau of Fire Prevention	Fire Protection System Contractor I	6	100	0
FL Bureau of Fire Prevention	Fire Protection System Contractor I	6	100	0
FL Bureau of Fire Prevention	Fire Protection System Contractor II	2	100	0
FL Bureau of Fire Prevention	Fire Protection System Contractor III	6	100	0
FL Bureau of Fire Prevention	Fire Protection System Contractor IV	6	50	0
FL Bureau of Fire Prevention	Fire Protection System Contractor IV	6	50	0
FL Bureau of Fire Prevention	Fire Protection System Contractor V	7	100	0
Florida Funeral, Cemetery & Consumer Services	FL Funeral Professions - Laws and Rules	1	50	5
Florida Funeral, Cemetery & Consumer Services	FL Funeral Professions - Laws and Rules	1	50	5
Florida Funeral, Cemetery & Consumer Services	FL Funeral Professions - Laws and Rules	1	50	5
FL Bureau of Fire Standards	Fire Officer I	1	100	0
FL Bureau of Fire Standards	Pump Operator	1	100	0
FL Bureau of Fire Standards	Fire Officer II	1	50	0
FL Bureau of Fire Standards	Fire Officer III	1	100	0
FL Bureau of Fire Standards	Fire and Life Safety Educator	1	100	0
FL Bureau of Fire Standards	Instructor I	1	50	5
FL Bureau of Fire Standards	Instructor II	1	50	5
FL Bureau of Fire Standards	Fire Officer IV (Pro Board)	1	50	0
FL Bureau of Fire Standards	Hazardous Materials Technician	1	100	0
FL Bureau of Fire Standards	Portable Extinguisher Licensee	1	100	0
FL Bureau of Fire Standards	Portable Extinguisher Licensee	1	100	0
FL Bureau of Fire Standards	Safety Officer	1	100	0
FL Bureau of Fire Standards	Portable Extinguisher Permittee	1	100	0
FL Bureau of Fire Standards	Portable Extinguisher Permittee	1	100	0
FL Bureau of Fire Standards	Pre-Engineered Systems Licensee	1	100	0
FL Bureau of Fire Standards	Pre-Engineered Systems Licensee	1	100	0
FL Bureau of Fire Standards	Pre-Engineered Systems Permittee	1	100	0
FL Bureau of Fire Standards	Pre-Engineered Systems Permittee	1	100	0
FL Bureau of Fire Standards	Firesafety Inspector	1	100	0
FL Bureau of Fire Standards	BFST Live Fire Training Instructor I	1	100	0
FL Bureau of Fire Standards	Firefighter I	1	50	0
FL Bureau of Fire Standards	Hazardous Materials Awareness & Operations	1	50	0
FL Bureau of Fire Standards	Pro Board Inspector	1	50	0
FL Bureau of Fire Standards	Fire Investigator	1	100	0
FL Bureau of Fire Standards	Firefighter II	1	100	0
FL Bureau of Fire Standards	Firefighter II	1	100	0
FL Bureau of Fire Standards	Firefighter II - Accreditation	1	50	0

7. Please provide the monthly call volume for 2016. Please provide the yearly call volume for 2012-2015. - Please provide average monthly self-service rate for candidate scheduling.

-The average monthly self-service for candidate scheduling is 3,196 appointments.

-Below is an average calculated from 1 Jan to 30 Sept 2016 with a total of 38,146 appointments of which 28,764 were self-service.

Volume by Registration Type							
Exam Series Code	Exam Title	Registration Method	Number of Appointments	Number Canceled	Number No Show	Number Delivered	Number Currently Scheduled
InsFL-ALJ16	FLA All Lines Adjuster (0620, 0720, 7020)	Web	141	17	17	107	0
InsFL-Crop31	FLA Crop Hail and Multi-Peril Agent (0430)	Web	7	0	0	6	0
InsFL-Health02	FLA Health Agent (0240)	Web	1774	76	157	1541	0
InsFL-Health02S	FLA Health Agent (Spanish) (0240)	Web	478	16	17	445	0
InsFL-IFB74	FLA Industrial Fire and Burglary Agent (0233)	Web	13	0	1	12	0
InsFL-LHA05	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (0215)	Web	12895	530	1658	10704	2
InsFL-LHA05S	FLA Health and Life and Annuity (incl. Var. Contracts) Agent (Spanish) (0215)	Web	692	39	78	575	0
InsFL-Life01	FLA Life and Annuity (incl. Variable Contracts) (0214)	Web	4799	141	396	4261	0
InsFL-Life01S	FLA Life and Annuity (incl. Variable Contracts) (Spanish) (0214)	Web	3065	73	293	2698	0
InsFL-PC06	FLA General Lines Agent (0220)	Web	2559	71	210	2277	1
InsFL-PC06S	FLA General Lines Agent (Spanish) (0220)	Web	135	4	9	122	0
InsFL-Pers55	FLA Personal Lines Agent (2044)	Web	1158	15	36	1107	0
InsFL-PubAdj20	FLA Public All Lines Adjuster (0320, 3120, 7320)	Web	356	7	30	319	0
InsFL-Surplus82	FLA Surplus Lines Agent (0120, 9120)	Web	200	2	31	167	0
InsFL-Title31	FLA Title Agent (0410, 9414)	Web	489	5	63	421	0
InsFL-VAR11	FLA Variable Contracts (0219)	Web	3	0	0	3	0

-Call volume for 2012-2015

Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017					
74,662	69,167	92,020	84,416	100,719	86,453	81,868	98,085	89,808					
Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016		
78,540	86,469	92,318	82,536	88,513	81,351	71,020	86,176	71,926	68,888	66,010	61,863		
Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015		
72,711	74,914	84,822	83,736	Not Available	88,504	82,179	76,709	80,397	77,955	69,416	71,258		

8. Please indicate how many candidates reviewed their exam after administration, in 2016.

Fire Marshal	20
Fire Standards	232
Funeral & Cemeteries	20
Insurance	1547
Bail Bonds	12
Total:	1831

9. Please provide exam volume, by title, by year for 2012-2017.

Please visit the Division's site at this link for annual reporting data
<http://www.myfloridacfo.com/Division/Agents/Licensure/Education/Reports/default.htm>.

10. General. Please provide a copy of the current contract for these services, including all amendments, renewals, and/or extensions from 2011 to present.

This documentation can be found on the Department's Florida Accountability Contract Tracking System (FACTS) website. <https://facts.fldfs.com/Search/ContractSearch.aspx>.

The Agency Assigned Contract ID is AA062

11. "The Respondent must label the cover and spine of the volumes 'Original – Volume ____, Binder ____ of ____...'" Please clarify the requirements for Binder numbering. Should Respondents use the total number of binders submitted in the Response (e.g., if a Redacted copy is submitted, there would be a total of 13 binders, resulting in a number system of "Binder 1 of 13, Binder 2 of 13," etc.)? Or is the "Binder _ of _" notation meant to allow for the possibility of multiple binders within a Volume (e.g., if Volume Two takes up 3 binders, it would be labeled "Binder 1 of 3, Binder 2 of 3," etc.)?

The "Binder _ of _" notation is meant to allow for the possibility of multiple binders within a Volume (e.g., if Volume Two takes up 3 binders, it would be labeled "Binder 1 of 3, Binder 2 of 3," etc.)

12. For the copy of the proposal submitted on CD or flash drive, will the Department accept secured uneditable PDF files of the Response, in lieu of scanned PDFs?

Yes. See revised RFP Section 2.1, How to Submit a Response, in Addendum 2 below.

13. Would the Department provide the current size of each item pool for each specified program area? For each item pool, how many items will be provided with classical and/or IRT statistics?

See Questions 5 and 6.

13. Are there any statutory fee caps on the services required by the solicitation?

There is no statutory fee on examinations. Please refer to section 624.501(13), Florida Statutes.

14. “The Contractor must include procedures for closing a testing site that will include justification of closure, a deadline for closing a testing site, and a process for notifying examinees and assigning them to other sites.” Please clarify what is meant by the term “deadline” with regard to the closure of a testing site. Also, does this section refer to permanent closure of testing sites, or temporary closure due to emergencies or inclement weather?

If the Contractor is closing a site permanently, it must provide a deadline or timeline of the impending closure identifying things such as notice sent to the Department and to potential applicants, dates for final testing at said site, possible replacement for said site, etc. For emergencies or inclement weather, we would ask for notification of impending closures and possible reopening of sites.

See revised Statement of Work Section 3.A.10, Testing Sites, in Addendum 2 below.

15. Please provide candidate volumes by location and exam title for each of the past three years.

See Excel Attachment due to file size.

16. Please provide the number of exams delivered by line of authority for each of the past three years.

Please visit the Division’s site at this link for annual reporting data
<http://www.myfloridacfo.com/Division/Agents/Licensure/Education/Reports/default.htm>.

17. Please provide the pass rate by exam title for each of the past three years.

Please visit the Division’s site at this link for annual reporting data
<http://www.myfloridacfo.com/Division/Agents/Licensure/Education/Reports/default.htm>.

18. How many exam forms are required by the vendor for each exam type?

There is no requirement. See Questions 5 and 6.

19. Can the performance bond requirement be met if the vendor provides a cashier’s check for the bond amount?

No, a cashier’s check cannot be submitted in place of the performance bond.

Addendum #2

DFS AA RFP 1718-03

License Examination Development, Examination Administration, and Fingerprinting Services

Modifications

The following RFP section has been modified to replace Section 2.1, How to Submit a Response, in its entirety. The following section within Attachment 2, Statement of Work, has been modified to replace Section 3.A.10, Testing Sites, in its entirety. Changes are indicated by underline, deletions are indicated by a ~~strike through~~.

1. 2.1 How to Submit a Response

The Respondent shall submit:

- One (1) original version of each volume of the Response.
 - The Respondent shall include the originals of any documents required to be signed as part of the Response. The Respondent must label the cover and spine of the volumes “Original – Volume ____, Binder ____ of ____,” and include the Respondent’s exact legal name, and the RFP number.
- Four (4) copies of Volume One: Response Qualification Documents and Volume Two: Technical Response.
 - The Respondent shall include an exact copy of the original Response. The Respondent must label the cover and spine of the volumes “Copy # ____, Volume # ____, Binder ____ of ____,” and include the Respondent’s exact legal name, and the RFP number.
- One (1) copy of Volume Three (Price Response).
- One (1) scanned copy of the entire Response and price sheet on a CD-ROM, secured .pdf file, or flash drive, with large files scanned as separate .pdf files.
- One (1) REDACTED scanned copy of the Response, if applicable (see Section 3.9).
 - The Respondent should include a redacted copy of the original Response. The Respondent must label the cover and spine of the volumes “REDACTED Copy # ____, Volume # ____, Binder ____ of ____,” and include the Respondent’s exact legal name, and the RFP number.

2. 3.A.10 Testing Sites

The Contractor, at its expense, is responsible for providing and maintaining, all testing sites, staffing for aforementioned sites, and providing all related materials and equipment associated with the administration of examinations. The Contractor must select and establish testing sites throughout the State taking into consideration population density, relative distance between testing sites, easy access for candidates, ample parking, and facilities that will provide standardized testing conditions. The

selected testing sites must be approved by the Department. Once testing sites are established upon approval by the Department, testing sites shall not be closed without prior approval by the Department. The Contractor must include procedures for permanently closing a testing site that will include justification of closure, a deadline for closing a testing site, and a process for notifying examinees and assigning them to other sites. The Contractor must not modify the hours of operation at a testing site permanently without justification for the change and prior approval by the Department. The Contractor must not modify the hours of operation at a testing site temporarily without first notifying the Department's Contract Manager and obtaining prior written approval. Emergency closures are to be reported by the Contractor to the Department's Contract Manager within four (4) hours.

The Department currently offers examinations in the twenty-seven (27) locations reflected in Section C.1 of this SOW. Testing sites must be open at least five (5) days per week unless otherwise approved by the Department. One of the five (5) days must be a weekend day (Saturday and/or Sunday). The Department may require the Contractor to provide additional testing sites or extend the number of days that sites are open as applicable based upon the needs of the candidates. If the Contractor has testing sites outside this State, those sites must be made available for testing State candidates based upon the needs of the candidates.

Bail bond license candidates must have their picture taken at the testing site at the time of the examination. Should a bail bond licensee need to have a picture taken without an examination due to being licensed already or having completed a designation that circumvents examination the licensee must be able to make an appointment with a testing site to do so, as indicated in Section 3. A.14. These requirements are set forth in Chapter 648, F.S

Failure to file a protest within the time prescribed in section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, F.S.