

Questions & Answers
Fingerprinting & Pre-License Testing Solicitation for Offers
LaGov# 3000017025

1. Does the LDI currently own any Louisiana-specific test questions that will be shared with the selected vendor? If so, please provide the number of items available per license line and confirm if there are statistics associated with these items. **Louisiana does own Louisiana specific questions. The numbers are as follows:**
 - Automobile Adjuster: 72
 - Bail Bond: 82
 - Casualty Producer: 74
 - Commercial Lines Adjuster: 43
 - Comprehensive (P&C Adjuster?): 94
 - Crop Adjuster: 67
 - Health and Accident: 68
 - Industrial Fire: 90
 - Life: 67
 - Life, Health and Accident: 68
 - Personal Lines Adjuster: 64
 - Personal Lines Producer: 89
 - Property and Casualty Producer: 104
 - Property Producer: 89
 - Public Adjuster: 43
 - Surety: 67
 - Surplus Lines: 81
 - Title: 67
 - Workers Comp Adjuster: 41
2. Could the LDI provide the number of accommodations that were provided in each of the past two years, broken down by accommodation type? **LDI does not have this information.**
3. Could the LDI provide the number of administrations by test center location for each of the past two years? **Information attached.**
4. What is the current percentage of candidates scheduling exams via the web vs. the percentage of candidates scheduling exams via telephone? **LDI does not have this information.**
5. Is the LDI amenable to web only test scheduling of exams? **No, program must accommodate a telephone option for scheduling.**
6. Could the LDI provide the current call center volume? **LDI does not have this information.**
7. Will the LDI provide an eligibility file to the vendor that includes the names of all candidates eligible to test? **For all pending exam candidates upon transfer of contract, information will be provided to successful contractor. After contract inception eligibility for the limited number of license types which require LDI pre-approval will be transmitted to the contractor as needed. All other eligibility will be determined by existence of pre-license education, if required.**
8. Page 19 of the SFO notes that “information required of the Offeror under the terms of this SFO shall also be required for each subcontractor, upon request of the State.” Does that mean that

subcontractors should complete Attachment I: Certification Statement and Attachment II: Firm and Personnel Information? **Yes**

9. Could the LDI provide annual testing volume by exam level for each of the past two years? **Information attached.**
10. Page 7, Section 1.8 Mandatory Qualifications for Offeror it states "Maintain examination and fingerprint collection sites in major cities throughout Louisiana, including, but not limited to, Alexandria, Baton Rouge, Lafayette, Lake Charles, Monroe, New Orleans and Shreveport." Please provide average annual exam volumes (pre-COVID) for each of the cities listed. **Information attached.**
11. Page 7, Section 1.8 Mandatory Qualifications for Offeror, does the State provide any facilities outside of the test centers for fingerprints to be captured for use by the Department? If yes, please provide information on these sites. **No**
12. Page 8, Section 1.8 Mandatory Qualification for Offeror the SFO states "Establish a mechanism for the electronic capture of pre-license education course completions directly from the pre-license education course providers and an electronic method to verify that a license candidate has complied with any additional mandatory pre-license requirements prior to exam registration." What are the Department retake rules for candidates by exam type? **Retakes are allowed for as long as any required pre-license remains valid (1 year from completion date of pre-license program). Candidates may be required to pay exam fees for each retake.**
13. Page 22, Section 1.31.3 Deductibles and Self-Insured Retentions the SFO states "Any deductibles or self-insured retentions must be declared to and accepted by the Agency." Please provide the Agency's minimum deductible/retention requirements. **The minimum business liability policy will be acceptable.**
14. Page 24, Section 1.31.6 Verification of Coverage the SFO states "The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal or insurance policy renewal thereafter." Please confirm insurance certificates are not required with the bid. **No, it is not required with the bid.**
15. Page 32, Section 2.2 Tasks and Services, how many items will be transferred for inclusion in the item bank if awarded to a new vendor? **All LDI owned items will be transferred. See answer to question #1 for the totals.**
16. Page 49, 51 and 52, Attachment 4 Sample Contract, the sample contract contains three forms requiring signature. Please confirm these forms are due upon award of contract and are not required in the bid. **The three forms are not required with the bid.**
17. **3.1 Cost Evaluation.** In the formula for cost evaluation, is the "total cost of offeror being evaluated" the sum of the weighted average total of exam fees and the fingerprinting fee? **Yes**
18. **Section 3.1 Cost Evaluation:** Should the formula provided in the RFP: $CCS = (LPC/TCP \times 25)$, actually be $CCS = (LPC/TCP \times 30)$, as compensation is 30 points in the evaluation criteria? **Yes, it should be 30, not 25.**
19. **Fingerprinting.** Is it acceptable for a vendor to offer some test center locations that deliver exams, but not fingerprinting services, provided that the vendor offers an adequate number of test center locations in the area with fingerprinting services? **Non-printing locations would be acceptable, but a printing and exam location must be located in each of the cities listed in the SFO. Candidates who choose a non-printing location must be specifically advised that printing is not available at the chosen location.**

20. **Mode of RFP response.** Some of our employees are still under lockdown orders and almost everyone is working remotely. As printing and assembling hardcopy proposals demands physical presence in the office, would the State consider waiving the hardcopy requirement and allowing submission via email? **Yes, you can email the proposal to Shannon.Gilchrist@ldi.la.gov.**

5/1/19-4/30/20

	Baton Rouge Primary	Baton Rouge Temporary * Post Covid overflow	Baton Rouge Secondary *Opened Feb 2021	Metairie	Lafayette	Lake Charles	Pineville	Shreveport	Monroe *Opened August 2020	TOTALS
101- Life Only	302			590	458	118	194	353		2015
102 - Accident & Health Only	35			41	36	14	27	144		297
103-Life, Accident & Health	654			1399	625	148	303	591		3720
104- Property Only	2			12	3	1		14		32
105 - Casualty Only	2			9	3	1		2		17
106- Property & Casualty	322			773	279	169	175	438		2156
107 - Personal Lines	50			36	36	15	14	445		596
108 - Bail	51			47	28	3	25	38		192
109- Surety				1				1		2
110- Industrial Fire	33			64	80	9	27	42		255
111- Title	11			55	11	2	12	10		101
112- Surplus Lines	3			10	4	1		3		21
201- Auto Adjuster	45			63	16	6	3	16		149
202- Personal Lines Adjuster				7		2	2	1		12
203- Commercial Lines Adjuster				3	1					4
204- P&C Adjuster	45			221	35	17	18	47		383
205- Crop Adjuster								4		4
206 - Worker's Comp Adjuster	43			37	6	1	2			89
301 - Public Adjuster	3			7	2			2		14
TOTALS	1601			3375	1623	507	802	2151		10059

5/1/20-4/30/21

	Baton Rouge Primary	Baton Rouge Temporary * Post Covid overflow	Baton Rouge Secondary *Opened Feb 2021	Metairie	Lafayette	Lake Charles	Pineville	Shreveport	Monroe *Opened August 2020	Totals
101- Life Only	62	307	74	495	419	38	171	383	215	2164
102 - Accident & Health Only	10	42	6	53	38	2	30	290	64	535
103-Life, Accident & Health	152	569	42	1234	790	84	270	407	62	3610
104- Property Only	5			5	3	1		2		16
105 - Casualty Only	2	4		2	4	1		5		18
106- Property & Casualty	95	319	32	782	496	115	305	394	74	2612
107 - Personal Lines	18	43	16	150	52	15	52	898	22	1266
108 - Bail	16	45	3	33	11	7	16	23	2	156
109- Surety		2								2
110- Industrial Fire	6	3		6	40	3	24	7	1	90
111- Title	12	32	3	63	25		7	10	9	161
112- Surplus Lines	2	3		8	4			1	1	19
201- Auto Adjuster	9	30	4	51	18	5	5	11	2	135
202- Personal Lines Adjuster	2	4	1	10	5		5	2		29
203- Commercial Lines Adjuster					1					1
204- P&C Adjuster	28	80	11	233	143	5	22	50	16	588
205- Crop Adjuster		3			6		1		5	15
206 - Worker's Comp Adjuster	25	12	4	9	8	3	2	4	2	69
301 - Public Adjuster	1	2	2	6	10	1		2		24
TOTALS	445	1500	198	3140	2073	280	910	2489	475	11510