

STATE OF NEW HAMPSHIRE INSURANCE DEPARTMENT
PRE-LICENSING EXAMINATION PROGRAM RFP 2025-LIC
ANSWERS TO POTENTIAL BIDDERS' QUESTIONS

1) Page 2 P-37 Standard Contract; clause 6.4 Our company is only able to allow access to our books or records and accounts if there is a reasonable suspicion of a breach. Will NHID consider editing this clause? Our financials are audited annually. We are able to provide NHID with copies of our audited and signed annual financials on request.

Response: To ensure compliance with the terms of the agreement, it is important that NHID be able to access specific information and data pertaining to the vendor's compliance with the terms of the contract, especially if a stakeholder files a complaint with NHID regarding either the process or the results of the licensure examination. NHID is willing to negotiate with the vendors regarding specific mutually agreeable language.

2) Page 3 P-37 Standard Contract Provision 9.1- Our company does not agree to Termination for the Government's convenience. Please strike this clause.

Response: NHID is willing to negotiate with the winning vendor regarding the specific terms of provision 9.1.

3) Page 3 P-37 Standard Contract; clause 9.2 Please consider a revision to the timeline of fifteen (15) calendar days to thirty (30) calendar days. 9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) thirty (30) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) thirty (30) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement

Response: NHID is open to negotiating a revision to the timelines contained in the standard P-37 with the winning vendor.

4) Would NHID entertain the possibility of a delayed implementation beyond July 1, 2025 (perhaps September 1), so that bidders outside of the incumbent have a fair and reasonable time to convene a workshop with SMEs appointed by NHID, conduct post-test development functions (e.g. conduct a Standard Setting), and perform other critical launch activities?

2nd vendor request. Since NH Insurance does not own any existing exam items and will not be transferring exam items to a new vendor, is it possible to extend the launch date beyond 7/1/25?

Response: Department suggests putting together a timeline for meeting the deadline and we will aggressively work to find the SMEs both within and outside the Department.

- 5) It would be helpful to know the last time (month/year) NHID's current testing vendor conducted a review/workshop of NHID's State-Specific item bank.

Response: The last exam review workshop was Oct 2022.

- 6) **General.** Please provide exam volume by test center for 2024

Response: see attached

- 7) **Page 5, Section II. B. Test Development.** Does the Department own New Hampshire-specific test items that will be shared with the vendor?

Response: No

- 8) **Page 5, Section II. B. Test Development.** Will any exam content be provided to the vendor for initial administration?

Response: NO

- 9) **Page 6, Section II.B.3. Test Development.** This section states that all exam questions must be New Hampshire-specific. Can you please clarify if this only applies to the laws and rules exam? General knowledge exams would utilize national exam content. Can the state confirm that the awarded vendor can propose their national exam?

Response: Laws and regulations exams are state and federal specific. Other exams can be general knowledge and can utilize national exam content IF it does not contradict NH law.

- 10) **Page 9, Section II.F.6. Test Security.** There is no indication that fingerprinting is currently being administered by the exam vendor. Can you please confirm that this section is listed for possible future requirements? If fingerprinting is required by the selected vendor, please provide the current fees, volumes, and processes that the awarded vendor needs to follow. **Response: Finger printing is not currently required, there is no pending legislation to implement. A separate request could be required in the future and any estimate of costs would suffice if possible at this time.**

- 11) **Page 15, Section VI. Evaluation of Proposals.** The Anticipated Cost per Service appears to have a 15-point maximum. Can you please confirm how the price proposal maximum points are factored into the criteria?

Response: Cost for the proposal of services will be taken into account separately .

- 12) **Appendix A, Page 3, Section 10, Ownership.** Can you please confirm if any vendor content will be used? If so, can you please confirm that ownership remains with Vendor.

Response: Content would remain with selected Vendor

13) Examination Location/Frequency and Scheduling of Examinations (pgs. 7-8). RFP 2025-LIC suggests exam administrations to be exclusively within physical test center environments. However, NHID's 2024 testing data Excel sheet indicates approximately 30% of testing occurred via a remote environment.

Does NHID intend for testing to move back exclusively to physical test centers, located in NH and through the US?

Response: No we do not anticipate moving back to test centers only. Remote testing is a required option

14)) If NHID intends to both physical administrations and remote online administrations to continue, does it require for remote testing resources, including live proctors and greeters, to be physically located in the United States? Or does NHID permit international proctors and greeters to provide wider availability to test takers? Live proctors/greeters outside the US is permitted.

Response: Live proctors/greeters outside the US is permitted.

15) It appears NHID is seeking for the awarded vendor to make available at least one company-owned and -operated testing location within central New Hampshire, where the selected vendor possesses full control over scheduling and employs its own personnel. Can NHID confirm this preference?

Response: YES