

1. **4.2.1, Proposal Delivery (pages 32, 1, 4).** The RFP mandates both hardcopy submissions with a USB drive and electronic proposals via email. Since the electronic version is designated as the “official response” for evaluation purposes, would the State consider eliminating the hardcopy requirement? This change would reduce environmental impacts associated with producing hardcopy materials and shipping, as well as providing vendors with more time to develop tailored proposals without accounting for shipping logistics. **We would appreciate it if the State could answer this question as soon as possible.**
Electronic submission is acceptable, or you may send Vanessa Miller a request for a secure link and upload the filing.
2. **Timeline (p. 2).** We understand the Contract Effective Date is 7/1/25. Can you clarify what the expected start date is for exam administration? Given the Award Date of 4/28/25, a start date of 7/1/25 would leave only 45 working days – not enough time to implement a program of this magnitude.
To ensure a fair and competitive process that does not inadvertently favor the incumbent, would the State consider adjusting the implementation timeline to allow sufficient transition time for a new vendor?
Due to the existing contract ending on June 30, 2025, we don’t have any other options to push back to start date. Commencing after July 1, 2025, would create a break in services. If PSI is awarded the contract, what would be the proposed start date for testing services to commence?
3. **1.2.2, Types of Licenses.** Please provide candidate volumes for each exam title in 2024.
See attachment.
4. **1.2.2.03, Types of Licenses.** The requirement here states that currently “the test vendor tests Professional Bail Agents, Soliciting Bail Agents and Bail Enforcement Agents.” Are these three separate exams, or is there one exam for Bail Agents?
There is only one bail exam given for the bail agents.
5. **1.2.3.02, Item Banks.** This requirement states that “examination items must be approved by MID prior to their use.” We understand that this applies only to state-specific items, and not those from the vendor’s national insurance bank. Is this understanding correct?
Yes

6. **1.2.3.03, Item Banks.** Will MID transfer current item banks, including questions, answers, and statistics, to the awarded vendor in a mutually agreed-upon format? If so, what is the number of items within the bank for each exam?

The Department owns state-specific questions only. All available questions can be transferred.

7. **1.2.5.04, Fraud Prevention.** The State requires vendors to have security in place “to prohibit fraudulent issuance of licenses.” Does this question refer to exam security? **Yes**

8. **1.2.4.01 Test Centers.** Please provide the candidate exam volume for 2024 by test center, along with the number of exams that were delivered remotely. **See attachment.**

9. **1.2.1.01, Records Retention.** Vendors are asked to “retain a permanent data record of test records for all candidates in accordance with the MID Records Retention schedule.” Is it the Department’s intention for records to be retained until the contract ends, for some period of time after the end of the contract, or indefinitely?

Normal record retention is three to five years.

10. **1.3.3.17, Records Retention.** The vendor is asked to “comply with the Record’s Retention policy of MID.” Can this document be provided to the potential respondents?

A record retention policy will be provided to the awarded entity after the contract has been awarded.

11. **6.2.1.02, Work Plan.** In the Work Plan, one requirement is “capture and secure submission of fingerprints to Mississippi Department of Public Safety, including candidate data and fingerprint fee submission to MID.” We would like to know:

- a) Does your current vendor have fingerprint machines at each of their test centers?

No

- b) For the new contract, will fingerprint machines be needed at each center? **No**

12. **6.2.2.03, References.** This section requires vendors to provide three business references for the Respondent and three for the lead staff person “for whom work has been accomplished.”

Could the Department clarify whether this means:

- a) We should provide references for the lead staff person we intend to assign to this contract, listing past clients they have worked with?

Yes, at least three, please

- b) Or, does “for whom work has been accomplished” refer to individuals from our client agencies who have received services from our team? If so, would listing one reference per agency be sufficient?

Three references would be sufficient. All agency references are not needed.

13. Exhibits C and D, Location of Services. These forms ask for the locations of services and inquire whether any functions will be performed outside the U.S. In order to deliver these services at the most economical price while meeting and exceeding your expectations, we will need to know:

- a) Does your current vendor provide any operational functions – such as call handling or remote proctoring – outside the U.S.?

No

- b) Will the awarded vendor be permitted to conduct operational functions at overseas units under the new contract?

No, overseas locations are not required.

Thanks so much for your help with this.

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