

**Third Party Administration of DL Exam Testing
Frequently Asked Questions**

1. What is the term of the contract?

The contract term is three (3) years.

2. Will there be a limit of contracts issued?

No. We will accept applications and contracts from any organization or business that meets the eligibility criteria and the terms of the contract.

3. Can any organization apply?

Yes, as long as the organization meets the criteria set forth in the application and contract.

4. Do you have to be licensed or approved as a Commercial Driving School?

No.

5. Does the retest fee for a failed exam that is to be remitted to the state pertain to the road rules and signs exam?

Yes, and in future will pertain to the driving skills exam.

6. What happens if the retest is done with a different provider?

The system will notify the second provider that a fee is required for retesting and automatically charge the TPA's bank account.

7. Will the third party tester be able to administer the exam any time of the day/week?

Yes, there are no provisions to require specific testing times.

8. Do they have to pay the retest fee if they are randomly selected to retest?

There is no fee associated with a random retest conducted by the Department and this will occur at a DL or Tax Collector's Office so a TPA will not even be aware.

9. Does the random selection for retesting apply for proctored and online exams?

Yes, the random retesting will apply to both proctored and online exams and eventually behind the wheel exams.

10. When does the Department plan to have the system live?

The Department is doing everything possible to implement the Third Party Testing in July, 2011.

11. Is there a possible conflict of interest issue if the same person provides driver education and exam?

We have not yet developed the contract for the third party administration of driving exams. However, the Federal Motor Carrier Administration recently released a new rule that prohibits the administration of a CDL exam by a third party if the third party administrator provided the CDL applicant driving instructions. We are reviewing this rule to determine whether to apply similar restrictions to the third-party administration of Class E skills exams.

12. Will there be liability issues in terms of insuring students?

Interested parties should consult with an insurance company to seek advice regarding this issue.

13. Are the third party testers required to pay for an interpreter?

The contractor must maintain the capability to accommodate applicants needing special services in accordance with requirements of the Florida Americans With Disabilities Accessibility Implementation Act, Sections 553.501 - 553.513, Florida Statutes, and the current Florida Disability Code for Building Construction, providing requirements for persons with disabilities and with the requirements of Public Law 101-336, enacted July 26, 1990, effective January 26, 1992, Section 28 CFR Part 35 and Appendix to Section 36 CFR Part 1191, 42 USCS s.12101 et seq., known as the "Americans with Disabilities Act of 1990."

14. Can you make the student go to the DL office prior to taking the exam to ensure identity?

Prior to issuing any exam, the contractor must submit the student's identification information by the following:

- Full name
- Date of Birth
- Gender
- Florida ID card, if one has been issued
- Full social security number

If the student has not been issued a full social security number, then one of the following must be validated:

- Alien registration number (or)

- Admissions number

If the student cannot present proper identification, you should deny enrollment. If the student chooses, he or she may visit a local driver license office to apply for a Florida ID card. Please see www.GatherGoGet.com for a list of documents required to obtain a driver license or ID card.

15. If the student fails the online exam, can they elect to do a written exam (or vice versa) in the same day?

The contract limits the numbers of times a student can attempt a knowledge exam through a third-party administrator. The contract does not tie that limitation to the method of exam administration. In other words, as long as the number of attempts is within the contract limits, the student can complete the exam on-line (remotely), computer-based (in classroom), or on paper (in classroom) interchangeably.

16. What is the Department going to do to stop students from taking the exam online without the parents?

- Before issuing any exam, the contractor must inform and require parents or guardians to electronically certify that the student will be monitored, but not assisted, during the online examination. The statement must appear exactly as follows: “Prior to the issuance of any exam, the parent or guardian is required to electronically certify that the student will be monitored and not assisted during the online exam.”
- The contractor must inform parents or guardians that, prior to the issuance of a learner’s license, the parent or guardian is required to certify to the Department that the student was monitored during the online examination and that the parent or guardian was aware of and allowed the student to take the examination online. The statement must appear exactly as follows: “Prior to the issuance of a learner’s license, the parent or guardian is required to certify to the Department that the student was monitored during the online examination and that the parent or guardian was aware of and allowed the student to take the examination online.”
- The contractor must inform and require parents or guardians to provide a valid driver license number at the beginning of the online examination. The statement must appear exactly as follows: “The parent or guardian is required to provide a valid driver license number at the beginning of the online examination.”

17. What if the student is over 18?

Students over 18 years of age may complete the exam through a third party administrator that offers proctored exam administration or they may visit a driver license or tax collector office that provides driver license services.

18. Is there a limit of how many times a student can take driving exam?

Yes, by Florida law, if a driver fails to pass the driving skills exam five (5) times, the license will be suspended for 12 months.

19. How do third party testers make money if they can only charge for the retest?

Third party testers are permitted to charge a fee for the administration of all exams. This money is your money to keep. There are two instances when a TPA is required to submit payment to the Department; when the student fails an exam and a new exam is requested or if the TPA fails to submit the results of the student's exam to the Department within 48 hours and requests a new exam.

20. Does the statute have a number of how many students have to be randomly selected for retesting?

No. However, random retesting is required by section 322.56(3)(e), F.S. We have contracted with a reputable firm to provide us the ratios we will use to conduct random retesting.

21. Will third party testers be required to have a range?

No. The driving exam testing can be done on a range or over the road.

22. Is it the Department's intent to stop performing road rules and signs exams altogether?

No. It is the Department's desire to promote job creation and partnerships with the private sector that will provide alternatives to parents and applicants seeking a Class E learner's permit or driver license.

23. Will the parent have to bring a printed signed affidavit to the DL office after the student has taken the exam?

No. The Department will have an affidavit that the parent, guardian, or other responsible adult will have to sign certifying to the Department that he or she monitored the applicant during the online examination.

24. Where do we become certified for the class E training?

You will have to enter into a contract with the Department to offer the Class E Knowledge exam.

25. Am I already certified if I'm a MSF rider coach?

No, you must enter into a contract with the Department to offer the Class E Knowledge exam.

26. Also is there a checklist or something I need to adhere by?

Any participant in the testing program must adhere to the contract and Florida law.

27. Is there a bond or specific insurance I'm required to have?

Yes, TPAs are required to have a \$50,000.00 bond and a Commercial General Liability Insurance.

28. What is the next step to get set up for proctoring the exams?

You must complete an application and a contract.

29. Are we talking online or real time in person exams?

The Class E Knowledge exams are offered in both classroom and on-line settings.

30. Do I understand that the possibility for income for our services provided is zero and there are two expenses we may incur?

Third Party Administrators may charge a fee for administering each. See answers to question 19.

31. Will there be training for the 3rd party examiners?

There is going to be a training requirement for Third Party Administrators who offer the driving exam.

32. How are applicant's picture & signature done & the same "real ID act" compliance issues dealt with?

Third Party Testers are not required to verify Real ID compliance for any student.

33. Could this testing be done weekends and any hour of the day (within reason of course)?

There are no provisions to require specific testing times.

34. Does it have to be a "set location" or could it be a mobile one?

The Third Party Administrator's business model is bound by the terms of the contract. The Department is placing no limits other than the ones listed in the contract.

35. Would we have to change our policies to offer road test to people who are not our students?

That would be your decision. However, we have not yet developed the contract for the third party administration of Class E driving exams. The question above related to potential conflicts of interest may affect your decision.

If your policy only allows you to offer road exams then you may wish to modify the policy to allow for Class E knowledge exams. What you offer is your decision. You are not required to offer all of the exams. You can just offer Class E knowledge exams or driving exams or you may wish to offer both.

- 36. Will minor student's parent still be required to sign an affidavit that the student has driven a minimum of 50 hours and has held the permit a minimum of 1year?**

Yes, this is required by Department policy and Florida law.

- 37. Are charges set by us or the Department?**

Third Party Administrators can set their own fees for administering the exam.

- 38. Should 3rd party examiners be able to utilize the same DHSMV examiner training?**

Any Third Party Administrator offering the driving exam must complete a Department approved training. Applications for offering Class E Driving Exams will be accepted at a later time. The Department is still working out the details on this specific process.

- 39. Will the local Department of Driver License continue to provide first time driving exams if there is a third party administrator providing first time driving exams in the same city?**

Yes.

- 40. Motorcycle safety providers are limited to no Retests within 24 hours of whichever test was unsuccessful. Will that change for us?**

No. The two are completely separate programs.

- 41. What are the prerequisites to be eligible for a third party contract to administer proctored written knowledge exams allow third party entities to administer Class E behind the wheel driving exams and implement online administration of Class E knowledge exams?**

You must complete an application and a contract and be authorized by the Department.

- 42. We are currently consuming Web Services for FRTP DL validation and Test Score submission. Are the Web Service specifications for receiving Random Exam Questions and transmitting test Score Results for Class E tests available for review?**

These will be available soon on this website. If they are not available at the time we post these Frequently Asked Questions, please continue to check back. We will also notify all interested parties when any new details are available.

43. Will a tester need to have a "store" front type business?

No.

44. Are you thinking about letting kids take exams w/parent as proctor?

Yes, on-line testing is available.

45. How much does the driver license office charge for a person to take their driving exam?

There is no charge for taking the initial driving exam. There is a charge for the retest fee for Road Rules and Road Signs at \$10.00. The retest fee for a driving exam is \$20.00.

46. Will the contract be issued by county or statewide?

The contract will be issued for state-wide authorization.

47. Will there be an approved standardized fee to be charged to the clients for the proctored written exams, on-line exams and driving exams?

No.

48. Will we have to collect any state fees from the clients and pay them back to DHSMV?

Yes. See answer in question 19.

49. Why couldn't there be an Internet application that randomly selects the twenty questions for the written exam and that way the written exam could be administered anywhere?

The Department has created a web service for driver license testing that will do just that. However, each third party administrator will be required to develop their own IT solution to obtain those questions and display or print them for the student. The web service simply provides the data based on a set inquiry and is not a web page/site.

50. Cost to the individual schools for this program?

The Department isn't charging interested parties to participate in this program. There is always the possibility that you will incur programming costs and other start up costs for your business.

51. Is this program only for teenagers or all people?

The on-line testing is only available for students under 18 years of age. The proctored testing is available to all ages.

52. For the re-testing, will the exact same exam and questions be given to the student being retested or different questions?

No, each exam is a set of 20 randomly generated questions whether it is a retest due to student failure or a random retest conducted by the Department.

53. Could Road Test be given on the street with traffic and traffic lights?

Yes.

54. How would we verify the following in light of HEPPA requirements and restrictions: Person does not have a seizure disorder? Can pass a vision test? Background checks?

Third Party Administrators are only contracted to administer the exams. These items remain the Department's responsibility to verify.

55. We currently have six office locations in five counties, will each of those offices have to have their own contract, or will there be an umbrella contract that would cover each of our offices under our headquarters agreement?

There is only one contract per Third Party Administrator.

56. The first question relates to the re-testing process. In my notes, I have written that A) a person who took an online Class E test and failed would be permitted to take his or her re-test through a different company, and B) that person must answer personal validation questions ("PVQ's") before being given access to each test attempt. I don't see how it is possible for A to be true if B is also true, since each company maintains its own PVQ's. For example, if a person takes American Safety Council's online Class E test, fails it, and then goes to Driver Training Associates for her re-test, we would not be able to ask her any PVQ's since she did not originally answer her questions through our TLSAE course. Unless DHSMV is planning on controlling the PVQ's and integrating student PVQ responses into the web service, it would appear that the only solution to this problem is to require that each student use a single company for the TLSAE course, the initial Class E test, and any re-test attempts. Is my assessment of this situation correct, or is there something that I am overlooking?

The second administrator would ask their own series of personal validation questions that would then be asked throughout the exam. Remember that on-line exams may only be administered to students less than 18 years of age, so you will also have the additional

validation of the parent entering their Driver License number and answering attestation questions to help ensure the validity of the process.

- 57. My second question relates to the closing remark that Mr. Pairan made regarding the use of biometrics. Specifically, I had pointed out that any requirement to use biometrics would be an unnecessary encumbrance to the testing process, since there is no way that biometrics can be used to verify the identity of a student, only to confirm that the person who starts the test is the same person who finishes the test. Mr. Pairan objected to this position, claiming that if voiceprint recognition were used during the testing process, the same biometric standard could be employed at the driver license office to verify student identity.**

I must admit, this is an interesting proposition. Since Mr. Pairan brought this subject up at the meeting, I assume that he has already discussed the feasibility of this biometric method with Dept. staff. I was wondering if you could provide me with information regarding exactly how biometric verification would occur at a driver license office. For example, would the examiner have to dial a telephone number, let the test-taker speak into the phone, and then listen to find out if the sample was a match?

The Department has no plans to implement biometrics into the exam process at this time.

- 58. How will the system notify the provider regarding a retest?**

The short answer is via a message from our server to yours. This will be described in more detail in the Technical Specifications document and in a process document the Department is developing now. We are working diligently to have these available to all interested parties very soon.

- 59. Is there a limit to the number of retests a student may take? In the past they were only allowed 2 retests and then had to go to a DHSMV location, I have not been able to find any limits on this.**

A student may fail no more than three exams of each type through a third-party administrator. If the student cannot pass a particular exam type by the third time, he or she will be required to complete that exam type at a driver license or tax collector office. The student must receive a message notifying them of this requirement. There is a limit of three (3) credit card transactions in a 24 hour period. Each retest for a failed exam requires a \$10 retest fee be submitted to the Department.

- 60. Is July 1, still the date that providers will be able to officially go live?**

The Department is sparing no resources in an effort to make the system available in July.

- 61. Can DHSMV please provide definitions formats they accept for the Admissions Number?**

This will be provided in the Technical Specifications document.

62. Can DHSMV please provide formats they accept for the Florida ID Card Number?

This will be provided in the Technical Specifications document.

63. How or what method is acceptable for the parent to acknowledge that they are monitoring the student (check box, online signature, other)?

The law is clear that before the start of the examination, the applicant's parent, guardian, or other responsible adult who meets the requirements of s. 322.09 must provide the third-party administrator with his or her driver's license number and **certify** that the parent, guardian, or responsible adult will monitor the applicant during the examination. The vendor could place the attestation language on the screen, place a check box next to language indicating that the parent/guardian has read the language and agrees to abide by it by check box and then enter their DL number as their signature.

64. Is any license from any state or other countries or military issue valid for the parent license?

Licenses from other states and the military are acceptable. Licenses from another country are not acceptable.

65. How will this be entered, passed and validated?

The Technical Specifications will provide information on how this information will be entered, but at this time, we are not validating the license information of the parent or guardian.

66. Why are people over the age of 18 not allowed to complete online? This automatically increases advantage to the proctored sites?

The law is very specific that the Department must contract with vendors for examinations required pursuant to ss. 322.12 and 322.1615 to applicants for Class E learner's driver's licenses and describes specific criteria related to certification by a parent or guardian. There appear to be no provisions in law for the administration of a driver license exam on-line to those over 18 years of age.

67. You state that the Department will have an affidavit for the parent of guardian to sign.

Yes, the law states that before issuance by the Department of a learner's driver's license to an applicant who has passed an online examination, the applicant's parent, guardian, or other responsible adult who meets the requirements of s. 322.09 to certify to the

Department that he or she monitored the applicant during the online examination. Our offices will have that affidavit available for the parent or guardian.

- 68. Do we need to provide the bond with the application or can that be sent after as this may take time and if July 1 is launch could delay providers from being live?**

The bond must be submitted with the application.

- 69. How will we submit the retest fees to the DHSMV, timelines?**

Retest fees will be automatically debited from your account. The contractor must ensure that funds to cover all retest fees for license retesting is available within twenty-four (24) hours of obtaining the retest exam or be disqualified from issuing driver license exams until balance is paid in full. Your systems should be programmed so that money is deposited directly into the bank account you authorize the Department to debit. Your business model should take into account the funds that may need to be available.

- 70. What are these fees and how do we pay them?**

The retest fees for Road Rules and Road Signs is \$10.00. The retest fee for a driving exam is \$20.00. Retest fees will be automatically debited from your account.

- 71. There is no place in the application for this bank information how is this to be provided to DHSMV?**

This information will be entered in our partner portal system. You'll be provided a link to that system so you can set up your account. We'll send you a notification when it is available.

- 72. Will submitting payment to the Department be feasible with the way accounts are set up payment/methods (weekends, holidays, special circumstances)?**

The contractor must ensure that funds to cover all retest fees for license retesting is available within twenty-four (24) hours of obtaining the retest exam or be disqualified from issuing driver license exams until balance is paid in full. Your systems should be programmed so that money is deposited directly into the bank account you authorize the Department to debit. Your business model should take into account the funds that may need to be available.

- 75. How can we tell if the student has failed a retest issued by DL Office so that we do not retest them?**

You will be passed back a message to this affect.

- 76. What do we need to submit for approval our testing methods/website? (links, access accts.)?**

We'll need access to your system for testing purposes. This process should take approximately 10 - 15 minutes to review. The Department wants to review the site to make sure there are no indications that its services are in any way endorsed by the Department, or contains advertising that indicates, in any way, that the contractor can issue or guarantee the issuance of a driver license or implies that the contractor can in any way influence the Department in the issuance of a driver license, or implies preferential or advantageous treatment from the Department can be obtained, or that the TPA has not use any name in its advertising besides the name on its application and has not use the word "state" in any part of its name and also to ensure that attestation questions are being asked, that notifications to parents and students are as the contract requires and to see how each TPAs system works.

77. How many personal validation questions must we ask before and during the exam? What are the requirements, if any, on question contents?

The answer to both your questions is up to the TPA. The law is clear that a TPA must use more than one question and it must be enough to strengthen test security to deter fraud. The Department believes that three or more questions should be asked and verified throughout the exam.

78. How will the Department provide us with the Unique Exam Identifier

When the provider requests an exam by entering specific information such as:

- Full name
- Date of Birth
- Gender
- Florida ID card, if one has been issued
- Full social security number

If the student has not been issued a full social security number, then one of the following must be validated:

- Alien registration number (or)
- Admissions number

The Department will generate the Unique Exam Identifier and pass the information back to the TPA at the same time we provide the exam questions. The TPA will then pass that information back to us with the exam answers and we will grade the exam, and then send back the results.

79. How long will it take for the Department to process an application once it is complete?

We will do everything we can to move the application and contract through as quickly as possible. The approval process requires review of the application and supporting documents along with the approval process of the contract. We are dedicating resources to this process in an attempt to achieve as quick a turn around as possible.

Application

- 80. The application form says that any modification requires submission of a new application? Does this mean that if the applicant changes office locations within the 3 year period, they have to submit an entirely new application? Is the same true if the contract manager changes? What happens in the interim while the new application is pending? Can the contractor still provide testing services? Should there be some materiality requirement instead that will require the filing of a completely new application where there is a material change in the information in the application with the ability for the provider to otherwise simply update the information on file with the Department for a non-material change?**

The only requirement for a new application will be in the event of a business name change, ownership change or business model change. All other changes can be accomplished via a letterhead letter with attached documentation, if required. For example, if a TPA hired a new test proctor, the TPA could send a letterhead letter detailing the information required along with the receipt from the background check. Third Party Administrators (TPAs) will be allowed to continue operating while we update the changes.

[Update] Changes to corporate officers, test proctors or administrators can be accomplished via a letterhead letter accompanied by a receipt indicating they have been fingerprinted. The Department would not require fingerprints for stakeholders should a company go public. The Department does require a new application should the ownership (the contractor) of the company change. That contractor “owner” is ultimately responsible for abiding by the all aspects of the contract and because the contractor is prohibited from transferring their rights in the company, the new owner must enter into a new contract with this Department. This doesn’t mean the business would discontinue offering services until the new application was approved. The company will be allowed to continue operations for a period of 90 days while the application is being processed.

- 81. Do the background checks have to be complete before the applicant can begin providing third party driver license testing?**

Not necessarily. If you have already been fingerprinted in preparation for this program and have the results, please submit them with your application. If you have not been fingerprinted, there is a link to the fingerprint card located on the website. Please print out a copy of the fingerprint card and take it to a Live Scan Provider. A link to Live Scan Providers is also located on the website.

If you have a contract to provide other services with our Department and have submitted the results of a background check within 90 days of your application, you may, on a

separate document, notify us that your fingerprint results were already submitted with that renewal or other contract and provide us enough information to help us locate those fingerprint results, e.g., the name of your business, the type of business, the license number, etc.

- 82. Who must be fingerprinted? The application refers to "[e]very owner, officer or partner of the school." Does this mean that if the applicant is a corporation only those individuals who are corporate officers or owners of the corporation would be required to be fingerprinted?**

The contractor must have a fingerprint based background check performed on every owner, general partner in the case of a partnership, corporate officer, test proctor or administrator affiliated with the contractor's third party driver license testing service via a Live Scan Provider. When a contractor hires subsequent test proctors or administrators, they must undergo the same fingerprint based background check, the results of which will be sent to the agency via email notification. The contractor must notify the Department in writing, on letterhead, upon the decision to hire a new test proctor or administrator. The letter can be attached to an email.

- 83. Paragraph 4.b. requests the Driver License number "for each person associated with the business." It is unclear who must be included in this list. What individuals are deemed to be "associated with the business?" Does this mean every employee of the corporation?**

Every owner, general partner in the case of a partnership, corporate officer, test proctor or administrator affiliated with the contractor's third party driver license testing service

Agreement

- 84. Section V., Paragraph 5. This requires the contractor to notify the Department 10 days in advance of any change in the information in its original application. What if the contractor doesn't know about the change 10 days in advance? For example, what if one or more of the individuals identified in the application leave the company's employment without any advance notice?**

The contractor must notify the Department in writing within ten (10) days prior to any change to the business name, owner or business model and must submit a new application with all necessary documents within that 10 day time frame. All other changes should be sent to us via a letterhead letter upon the TPA obtaining knowledge. This would include the hiring of a new test proctor or administrator. The letter can be attached to an email.

- 85. Section V., Paragraph 8. Who is the "state contracted vendor" that will automatically debit the contractor's bank account for transaction fees? What security measures will be put in place to ensure that only authorized fees are withdrawn?**

Bank of America is the state contracted vendor. Other third parties that do business with the Department establish through their own bank a maximum amount that the Department can withdraw. The partner portal will allow vendors to obtain information regarding the amount withdrawn and the associated exam IDs. Tax Collectors have been using this system for years.

86. Section V., Paragraph 9. What are the fees associated with the set-up of automatic debit through the state contracted vendor?

At this time, there are no fees associated with the set-up of the automatic debit process through the state contracted vendor. Each contractor must complete the ACH/Miscellaneous Payment Enrollment Form and submit it with the application, contract and all other documentation when applying to be a TPA.

87. Section VI, Paragraph 5. This requires inspection of testing facilities by the Department without notice. If this covers virtual facilities of an on-line provider like servers or data on the servers, how could the contractor provide for inspection without first receiving some type of notice?

Audits are common place in most businesses and are conducted routinely on most businesses the Department licenses and regulates. The Department would expect any TPA to make available data upon request whether in a brick and mortar or virtual realm. We are not asking for access to your systems programmatically. What we are asking is for your cooperation should we conduct an unannounced audit of your processes and systems.

88. If the test results are to be submitted to the web service, does this mean that the web service will score the exams?

In an on-line or computer-based setting, the TPA's computer application will pass the answers to the web service. The web service will grade the exam and submit a pass/fail back to the TPA. All this is done behind the scenes and in real time.

In a proctored setting where paper exams are administered, test proctors or test administrators are responsible for entering the exam answers into their own interface that will communicate with the Driver License Testing Web Service. They must do so within 48 hours of requesting the exam.

89. If so, what is the time period within which the scores will be returned?

The system is real-time; therefore pass/fail results should be available in seconds.

90. Section VII., Paragraph 2. How will the contractor learn of a system failure, scheduled maintenance or other planned outages? How much advance notice will a contractor be given of scheduled maintenance and planned outages? Will these be scheduled during "low traffic" periods of time?

The contractor will be notified via email. Generally, a week's notice will be given to vendors of planned outages. It is possible that a situation could arise that a planned outage would be needed with less than a week's notice, but these situations would only arise in the case of an emergency. Whenever possible, planned outages will be scheduled for time periods that have the smallest impact possible to users of the service.

We have also built in redundancy in multiple areas including application server, network hardware and database servers. The servers in question include redundant internal components including power supply, network connections and storage.

91. Section VII., Paragraph 4. This appears to be a requirement of the Department, not the contractor as it is the Department or its web service provider that will generate the exam. Is there any requirement of the contractor under this provision?

We've modified the language slightly to provide clarification. It now reads, "Each student must be administered the unique randomly generated exam provided electronically by the Department through the Driver License Testing Web Service." We want to ensure that the TPA understands that the exam that is generated via the web service must be the only exam administered. There are no substitutes.

92. Section VII., Paragraph 7 Will the Department notify the contractor if an applicant has failed a retest issued in a Driver's License to Tax Collector's office? If not, how can the contractor comply with this requirement?

Yes, the TPA will receive notification (an error message) if the student tries to take an exam via a TPA after having failed the exam at the DL or Tax Collector's Office.

93. On-line Testing, Paragraph 2. Will the Department issue more than one set of exam questions to a student if the student's exam expires?

The term expired means that the TPA did not submit the exam results within the 48 hour period of requesting the exam. The Department will issue another set of exam questions when the exam status is expired if requested by the TPA and there will be a fee associated with the exam.

94. On-line Testing. The language at the end of this section indicates that if exam results are not submitted within 48 hours the exam expires. What happens if a student takes the exam and then the Department's web-based system goes down for a period of more than 48 hours?

In the unlikely event that the Department's web service is unavailable for more than 48 hours, TPAs will not be penalized and/or charged for exam results not entered in the required time period.

Additional Questions

95. What happens if the student's connection is disrupted during a question? The contractor will not be able to tell how long they saw the question, or if they tried to

answer it. Because use of the web service is required a contractor cannot replace a question under this scenario.

The TPA should instruct the student that, in the event of lost Internet connection, the student should contact the TPA. The TPA may then submit the status of that exam as 'Incomplete' and must then request that a new exam be generated. The administration of the exam is required by law to be like the administration of an exam in a driver license office. In a driver license office, we do not allow a student to resume in the middle of an exam after a break of any kind; the student is administered a new exam.

- 96. Will the exams be available in any languages other than English? If so, what are acceptable translations, and how will that work with the required web service?**

Yes, the exam will also be available in Spanish and Creole. The TPA will notify the Department of the required language when requesting the exam.

- 97. Are there any requirements with respect to where servers for on-line providers must be maintained or security levels of those servers?**

The Department recognizes that, in many cases, businesses may use vendors or contractors to host web servers. To provide the most flexibility to TPAs, we are not specifying where servers are to be maintained. All TPAs, for both on-line and proctored exams, must ensure that personal identifying information for parents and guardians as well as students is secure, that financial information is secure, and that exam questions are secure. It is up to the TPA to determine how to secure the data and, if applicable, documents. In many cases, credit card rules may apply and the TPA is expected to comply.

- 98. Regarding the storage/banking/use of the Department's test questions for any reason other than the administration of the exam, we do not believe that it is intended to prohibit a third-party test administrator from having web-services where they offer prep courses for knowledge testing in a multitude of states. Importantly, the questions and answers used in providing these web-based services are questions and answers written and developed by others outside of the Department and no part of the Department's test questions or answers are replicated for use as part of any such web-based prep courses.**

The Department's intent here is to ensure that none of the actual exam questions provided via the Driver License Testing Web Service to the provider are stored by the provider or used in any practice exams the provider may offer. This does not prevent the provider from using questions and answers written and developed by others outside of the Driver License Testing Web Service for practice exam purposes.

- 99. Section I, General, paragraph 3. A suggestion was made that we change the verbiage to read "...provide Class E Knowledge or Skills exams if the agreement permitting the contractor to offer such exam(s) has been cancelled or terminated by either the Department or the contractor, as the case may be."**

We see no reason to update this paragraph at this time, but will consider it upon renewal. The Department understands and we believe all contractors understand that if the contract is cancelled or terminated by the contractor the ability to conduct business as a third party driver license testing service will be discontinued.

- 100. Section V, Paragraph 6. We respectfully request guidance from the Department as to what "sufficiently" means in this context. Further, has the Department decided what type of performance evaluations would be conducted on the contractor providing the testing services? If so, we respectfully request a description of such evaluations.**

The Department's goal is to ensure that exams are administered as they would be in a Driver License or Tax Collector's office. In a driver license office, we do not allow a student to resume in the middle of an exam after a break of any kind; the student is administered a new exam. Therefore, if a TPA were offering the exam in a proctored setting and a student left the classroom, the department would expect the TPA to consider the test incomplete and update the web service accordingly. The student would then be provided a new exam should they return. If the TPA offers on-line testing and the student do not answer a question within 50 seconds, that question should be marked failed. If, in the same scenario, the exam is abandoned all together in mid-stream, we would expect the TPA to mark the exam incomplete and issue the student a new exam. In addition, the Department expects that TPAs will not provide tips about or links to answers before or during the exam. The Department expects the TPA to abide by all requirements of the contract so that when that student does pass that exam, we have some level of confidence that the student understands how to safely operate a vehicle.

The Department is entering Phase II of the Third Party Administration of DL Exams and will begin programming to provide statistical reports for TPAs and the Department, implement random retesting of students who take the exams via a Third Party Administrator (TPA) and implement automatic debiting of the TPA's bank account to name a few.

There are other phases of this program which include defining the performance evaluations that will be conducted on the contractor. As soon as these are defined, we will share them with all stakeholders.

- 101. The API spec mentions both a "terminated exam" and an "incomplete exam." What is the difference between these two?**

"Incomplete" status means the Third Party Administrator has posted a result of incomplete within 48 hours of receiving the exam. Incomplete exams could occur for different reasons. For example, the student may not be able to complete the exam due to technical problems on the TPA side or the student was unable to finish the exam due to illness or emergency. An "Incomplete" exam does not count as an attempt, so the next

exam issued after an exam is marked as “Incomplete” will be a no-fee exam even if there is a previous “Complete/Failed” or “Expired” exam on file.

“**Terminated**” status means the Third Party Administrator requested a new exam without posting the results not post the results within 48 hours of receiving the exam and has requested another same type exam within that 48 hour window. For instance, there could be a disruption to the web service or some other communication issue that didn’t allow the TPA to receive the exam. A “Terminated” exam does not count as an attempt, so the next exam issued after an exam is marked as “Terminated” will be a no-fee exam even if there is a previous “Complete/Failed” or “Expired” exam on file.

- 102.** The API spec mentions an “admissions number” as something we might gather from a student and then transmit to the web service. What is an admissions number?

An 11-digit number found on the Form I-94 or Form I-94A Arrival-Departure Record. **Arrival-Departure Record (Form I-94/I-94A)** — A small white card placed in the passport of an alien when they are admitted or paroled to the United States. This form is also issued to aliens in connection with the approval of an immigration benefit granted from within the United States. The card indicates parole or the immigration status under which the alien was admitted, and, if applicable, how long the alien is authorized to stay in the United States, either with a specific date, or with a notation such as D/S (Duration of Status).

- 103.** We are required to collect a parent driver license or military ID number, but there is nothing in the API spec indicating that we transmit this data to the web service. Do we just log this data in the student record?

We are not validating the license information of the parent or guardian so it will not be passed to us, but instead will be stored by the TPA. All TPAs, for both on-line and proctored exams, must ensure that personal identifying information for parents and guardians as well as students is secure. It is up to the TPA to determine how to secure the data and, if applicable, documents.

- 104.** Section VII(11)(B)(12) of the TPA contract states, “The contractor must enforce a fifty (50) second time limit to respond to each question.” Does this apply to personal validation questions, test questions, or both types of questions?

This applies to the exam questions specifically. Although not specified in the contract, TPA’s may want to consider placing a time limit on personal validation questions too.

- 105.** Regarding the 50-second requirement, the API spec does not indicate that we can communicate a “time-out” failure for either a PVQ or a test question. How is a question “time-out” factored into the grading process, and how do we report it to the web service?

There is no requirement to communicate a PVQ failure to our web service. For those exam questions that are timed-out, leave the answer blank for that question when you post the results.

106. The API spec does not indicate that we can communicate a PVQ failure (e.g. someone misses too many PVQ questions during the course). How is a PVQ failure factored into the grading process, and how do we report it to the web service?

There is no requirement to communicate a PVQ failure to our web service. The PVQ is not factored into the grading process. This is something the TPA would implement and be accountable for through their web service.

107. Does this mean that we could cause a student to “fail” for missing PVQ questions, for example if a PVQ failure on our side triggered the submission of an exam containing all blank answers? If not, then does this mean that a student could fail PVQ’s, yet pass the test questions and receive a passing score? If the latter, the student’s record in our system would indicate that they failed PVQ’s but passed the test questions.

If your student answers a PVQ incorrectly you may give them a second chance to answer **that very same PVQ again**. If they answer it incorrectly a second time, the test should be stopped and you should direct the student to a DL office. As we indicated in a previous response, we strongly encourage TPA’s to place a time constraint similar to the one required on the exam questions. PVQ’s are something students shouldn’t miss. The student is answering these questions as they are registering their account with you (at least I am guessing that’s how you’re setting it up). The questions should be so familiar to them, like, what’s your mother’s maiden name, what city were you born in, what city do you live in, what color are your eyes, how many siblings do you have, what’s your pet’s name, etc., there is absolutely no reason for them to enter incorrect info. We do need to take into consideration typos (if you are allowing the student to key in the answer) and mistaken selections (if the answers are multiple choice) and thus the second opportunity to answer the same question. After that, the test should be stopped and the student directed to a DL or Tax Collector’s office.

Should the scenario above occur, you should mark the exam incomplete.

108. If an incomplete exam occurs, what is the process for generating a new exam for the same student?

If you have an “Incomplete” exam, you should post the results as “Incomplete” and then request a new exam. If you don’t have the exam ID to post the results with, you can request a new exam without marking the existing exam as “Incomplete” and we will automatically update the exam to “Terminated”. Remember, if a TPA has two incomplete or two terminated exams for the same student/same exam, the TPA is no longer allowed to offer that exam type to the student. They will have to go to a DL or Tax Collector’s office to retake that specific exam.

- 109.** Since we will not be storing a test item bank, and we will not know the correct answer to a given question, we are wondering if we should log the test questions and student answers for each test attempt for customer service purposes. Since we will not know the correct answers, my thought is that this would not be worthwhile, and would also create a lot of unnecessary data storage. However, what should we tell customers who want to know why they missed a question? Is there any way they can see the questions they missed or know how many questions they missed?

There is no provision for providing the correct answer to the student, only to let them know which one they answered correctly or incorrectly. The purpose of the test is to ensure the student studied and understands road rules and road signs so we have some level of confidence that the student understands how to safely operate a vehicle. Providing them the answers to incorrectly answered questions alleviates personal responsibility on the part of the student. Bottom line, they need to study.

From the Technical Specifications:

The Answer Check Service can be used to grade the answer of a specific question. Once graded, the service will return either a “Correct” or “Incorrect” result. For the schema definitions, go to the URL below. Please note that the parameters must be sent in the sequence defined in the schema.

Test Url:

<https://betaservices.flhsmv.gov/ThirdPartyTestingService/AnswerCheck>

Schemas & Sample Messages (See “AnswerCheck” Uri):

<https://betaservices.flhsmv.gov/ThirdPartyTestingService/Help>