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May 15, 2012

Addendum # 1
ITN No. 024-12
Automated Driver License Testing System (ADLTS)

Dear Sir or Madam,

PLEASE NOTE:

Removes page 31, 39 and 40 from the original Invitation to Negotiate. (April 17, 2012)

Adds attached pages 31, 39 and 40 to replace the original page. (May 15, 2012)

Adds Attachment VIII (Office Location Information) and Attachment IX (Testing Statistics).

This addendum serves to answer the questions received for Invitation to Negotiate 024-12, Automated Driver License Testing System (ADLTS). **Please remember you must include this addendum containing an authorized signature with your proposals due per section 2.1 entitled "Calendar of Events" of ITN 024-12. Failure to sign and submit this addendum with your proposal will render your proposal Non-Responsive.**

Questions From Applus Technologies, Inc.

Question # 1:

Where are the Site Survey Forms shown in the ITN? To comply with the ITN will the Prospective Contractor be required to visit and provide site survey forms for all 200+ sites?

Answer to Question # 1:

This is a generic instruction sheet that can be used as a checklist to assist you in providing a complete and timely response. Site survey forms are not required for this ITN and the Prospective Contractor is not required to visit the sites.

Question # 2:

Please define the stakeholders that comprise "Agency's Team"; does this include Tax Collectors, Third Party Testers, High Schools, etc.

Answer to Question # 2:

The Department will identify a five (5) member evaluation team to review the ITN responses. The team may include a Tax Collector representative.

Question # 3:

Since the State will not be making payments for the proposed system, can we assume that the 1.0% MyFloridaMarketPlace transaction fee will not apply to this project?

Answer to Question # 3:

The 1.0% MyFloridaMarketPlace transaction fee is a mandatory fee for doing business with the State of Florida. This fee will only be assessed on any transaction that requires payment from the Department to the Awarded Contractor for goods or services.

Question # 4:

Will the Department grant a two (2) week extension for the submittal of the SQSO to June 14, 2012?

Answer to Question # 4:

The Department will not grant an extension for SQSO responses.

Question # 5:

Will vendors have the opportunity to seek further clarification, if required, of the Departments responses to all of the Vendors written inquiries scheduled to be posted on May 15, 2012?

Answer to Question # 5:

The Department reserves the right to post additional addendums to this ITN, should there need to be clarification to the answers provided by the Department.

Question # 6:

Will the State please provide additional information on the fifty four (54) State Driver License locations and one-hundred and fifty-six (156) Tax Collectors sites to prospective bidders; specifically, the addresses, number of testing stations, and number of Supervisor/Examiner Consoles installed at each location?

Answer to Question # 6:

We will provide an official office list containing addresses and equipment information after the contract is awarded, since we continue to transition services from our offices to Tax Collector Offices. We typically move testing work stations from our offices to the applicable Tax Collector Office, so we expect the overall volume of testing stations to remain as it is today. We are providing ATTACHMENT VIII (attached to this addendum) that provides the best listing for ADLTS office sites and equipment. We do not have Supervisor/Examiner Consoles as these are considered roles to access the web based application.

Question # 7:

After 2015, how many driver license offices will be maintained in each of the three remaining counties?

Answer to Question # 7:

The remaining offices will be as follows:

Volusia = Three (3)

Broward = Seven (7)

Miami-Dade = Eleven (11)

Additionally, there will be eleven (11) mobile units.

Question # 8:

Section 2.1 Paragraph 4-2 states seven (7) providers offer exams online. Section 3.1, Para 2 states six (6) third party contractors administer exams online. Please clarify the names and website addresses of these approved third party providers. What is the fee, if any, that these third parties pay to the State or other entity for conducting these tests online?

Answer to Question # 8:

For the latest information, please visit http://www.flhsmv.gov/ddl/TPDLTS_providers.html. This link lists all approved exam providers. Please also see <http://www.flhsmv.gov/ddl/tpdlts.html> for the current requirements to become an exam provider.

Question # 9:

Does the configuration of all the Test Stations at the DMV and Tax Collector offices consist of secure, desk-mounted PC's or are some Test Stations configured as Kiosks? If there are other, different configurations of the Test Stations at each location will the Department define these for prospective bidders?

Answer to Question # 9:

All exam stations in the State and Tax Collector Offices are desktops and are configured the same way. We do not have kiosks.

Question # 10:

Since there is no cost to the Department for the entire project is a proposal Bond required?

Answer to Question # 10:

Yes, a proposal bond is required. Per Section 2.3 of ITN 024-12, the amount of the bond must be five percent (5%) of the total pricing structure proposed by the Prospective Contactor.

Question # 11:

Does the fifty (50) second time limit to answer each question online also pertain to the exams administered at the offices of the DMV and Tax Collectors?

Answer to Question # 11:

No, there is no time limit to answer or complete the exams administered at the offices of the DMV and Tax Collector's Office.

Question # 12:

Will the Department please provide the name of the one (1) Third-party provider offering the Class E knowledge exams in a Proctored setting?

Answer to Question # 12:

Please see the answer to question # 8.

Question # 13:

Will the Department please provide the names of the seven (7) third-party providers offering exams online?

Answer to Question # 13:

Please see the answer to question # 8.

Question # 14:

Are the Questions in the Class E database the same questions used for the Online Learners Permit Test described in the Third-Party Agreement document, or are there unique Question databases for each test?

Answer to Question # 14:

The test banks utilized for the Class E test are identical to the Online Learners Permit test.

Question # 15:

How is the DELAP exam pass/fail data transmitted to the DHSMV for entry to the applicant's driver record?

Answer to Question # 15:

DELAP results are manually entered by the Third Party Administrators or Department testers in the web-based Third Party Waiver System, commonly called the Paperless Waiver System (PWS). The driver license issuance system (FDLIS) interfaces with this system and pulls the customer test results when the correct customer is identified.

Question # 16:

"DELAP testers give the knowledge tests on paper forms generated by ADLTS, as they do not have direct access to the Department's electronic testing system." Can or will the high schools be allowed access to the new system? Currently, where is the paper test generated and how is it distributed?

Answer to Question # 16:

Ideally, the high schools would use the new system. However, due to possible budget constraints for schools, we do not anticipate mandating the use of the system for DELAP. Currently, the local driver license staff generates the printed exams and delivers them to the high schools.

Question # 17:

Does the number of tests shown for 2009 include the number of tests failed before an applicant passed the exam, or only the exams that were successfully passed? How many paper tests are included in the totals for each test by category? Can the Department provide the total number of paper tests administered at each of the DMV and Tax Collector locations?

Answer to Question # 17:

All exams, including both passed and failed, are included. We do not have the number of paper tests for each category readily available. However, procedurally, paper exams are given only if the system is down, which occurs infrequently, or if an oral examination is given by the examiner because of literacy or language concerns.

Question # 18:

Are Class E Examinations administered by the High Schools included in the totals shown in the Not for Profit or Government Third Party Administered column? If so, can you break this number down further to provide the number of tests administered by the High Schools? If not where is the number of High School administered tests accounted for?

Answer to Question # 18:

The column labeled "Not for Profit or Government Third-Party Administered" for the rows Class E General Knowledge, Class E Road Signs, and Class E Skills are all administered by the high schools.

Question # 19:

"Bonus points will be given to Prospective Contractors that offer this solution at no-cost to the Department". Please define if "the Department" includes the Tax Collectors. If not, may the mobile skills test solution be sold to the Tax Collectors as well as the Third-Party Administrators?

Answer to Question # 19:

Bonus points may be given up to a maximum amount of fifteen (15) points. The maximum amount of bonus points will be given if the mobile skills test solution is provided to both the Department and its Tax Collector agents at no cost. A lesser amount of points will be given if the solution is provided to the Department at no cost, and no bonus points will be given if the solution is not provided at no-cost.

Question # 20:

Does the Department's existing bank of questions to be provided to the Awarded Contractor include the Questions and Answers in the Spanish and Haitian Creole language? If so, will the Department also provide the written and spoken Translations for these languages to the awarded contractor?

Answer to Question # 20:

Yes, we will provide the existing bank of questions, including the questions in Spanish and Haitian Creole. The data bank we provide to you will include the written questions and the oral recordings.

Question # 21:

Does the Department have dedicated printers to print the paper tests at each location? If so, will the replacement and maintenance of the printers become the responsibility of the Contractor?

Answer to Question # 21:

The Department has networked printers at each office location that are used by the office for any printing needs. The printers are not part of this ITN and are not the responsibility of the Contractor.

Question # 22:

Section 4.2.11, Item 2-b refers to "Forty (20) Headquarters employees." What is the expected number of employees to be trained? Also, if training is done on-site at the installed offices, will the Department allow the Contractor to utilize the trained trainers for the eventual statewide installation rollout?

Answer to Question # 22:

The correct amount is forty (40) headquarters employees. Please see the amended page 31, attached to this addendum. If training is done on-site at the installed offices, the staff that the Contractor trains can then be used to train other staff at that location. However, due to staffing limitations, we do not foresee using our staff to conduct training at locations outside of their home location.

Question # 23:

Will the on-site training in Tallahassee be conducted at the Department's facility or is the Contractor responsible for an off-site location? If at the Department's facility, what would be the maximum capacity to accommodate the trainee's?

Answer to Question # 23:

We can provide training space in our facility. We have several training rooms and can accommodate up to seventy-five (75) people in one room.

Question # 24:

Where can Prospective Contractors obtain information related to the iLearn System?

Answer to Question # 24:

A tutorial is available at <http://services.geolearning.com/tutorials/enduser/index.htm#>. The company that provides iLearn to the Department is SumTotal, <http://www.sumtotalsystems.com/products/index.html>.

Question # 25:

"For the life of the contract, the Awarded Contractor must install, and add additional equipment within three (3) weeks of a written request from HSMV." Is the Contractor responsible for relocating equipment from one location to another?

Answer to Question # 25:

No, the Department or Tax Collector staff will relocate equipment as necessary.

Question # 26:

"No advertisement will be allowed at State and Tax Collector offices, or on their corresponding work stations." Please define "work stations". Will the Department allow the placement of Advertisements on the Contractor's Test Station displays at the offices of the DMV and Tax Collectors? Also in this section the ITN states: "The intent is that advertisements can be in conjunction with Third Party Administrators." Please clarify if the advertising to fund this program can only be used in conjunction with Third Party Administrators. Please define who these entities are (Company names, website addresses, and other contact information for bidders).

Answer to Question # 26:

Work stations include the Contractor's test stations located in the Department and Tax Collector offices.

Please see the answer to questions # 8 for Class E exam Third-Party Administrators. If high schools use this system to administer Class E exams, the determination of whether advertisement may be used will be up to the high school or local school board. CDL Third-Party Skill Test sites are listed at <http://flhsmv.gov/ddl/cdisites.html>.

Question # 27:

Does the advertising plan have to be presented in any specific format? Please name any specific topics or headings that should be included in the advertising plan. Are sample ads and pricing required in the plan?

Answer to Question # 27:

The advertising plan should address how you will solicit or select advertisers, your intended advertisers and/or types of advertisers and samples of how you will incorporate advertisements into the test application. Sample ads and pricing are not required as part of the ITN response.

Question # 28:

The ITN says that "The purpose of the sale of advertisements for public display is to secure the distribution of public information materials at no cost to the Department, with all costs borne by the contractor and/or by the sale of advertising..." Are the revenues generated from advertising meant to help contractors recoup their investments in the driver license testing system or to help the state pay for its own promotional materials? Or both?

Answer to Question # 28:

The sale of advertisements is meant to help contractors recoup their investments in the driver license testing system.

Question # 29:

Will the Department please provide the name of the Vendor supplying the current Hardware (PC's, Touch Screen Monitors, and Printers) at the DMV and Tax Collector locations? Also, if the Contractor elects to replace any or all of the Hardware, who is responsible for the disposal of the old Hardware, the Contractor or the Department?

Answer to Question # 29:

We purchased touch screen monitors about five (5) or six (6) years ago. This was a one-time purchase, with no continuing support. The PCs are older machines that were "hand-me-downs" when we replaced desktops at our issuance counters. Again, there is no current vendor or external support for these old PCs. If the Contractor elects to replace the hardware, the Department will dispose of the old hardware.

Question # 30:

This section refers to a "Pilot" installation. Is a Pilot installation required?

Answer to Question # 30:

A pilot installation is preferred.

Question # 31:

Section 4.2.10.2 states, the functionality to grade printed tests can be answer key, scanner, or grading software. Page 28, Section 4.2.2.5, SOFTWARE, states, must provide electronic grading. Please provide the mandatory method of grading for the paper tests.

Answer to Question # 31:

Thank you for pointing out this inconsistency. We expect individual answers to be captured and stored so that we can analyze the efficacy of the questions and address any concerns from applicants; therefore, electronic grading is preferred.

Question # 32:

Section 4.6 states, "In addition, the Department reserves the right to move any and all equipment from one location to another in order to meet its operational requirements." Is the Contractor responsible for relocating equipment from one location to another?

Answer to Question # 32:

No, the Awarded Contractor is not responsible for relocating equipment.

Question # 33:

Is electronic grading of the paper exams required at all DMV and Tax Collector locations?

Answer to Question # 33:

Yes, electronic grading of paper exams is required at all DMV and Tax Collector locations.

Question # 34:

For the file submittal on CD, which version of Microsoft Word is preferred by the Department?

Answer to Question # 34:

Microsoft Word 2010 is preferred by the Department to meet this requirement.

Question # 35:

Can the project plan be submitted in Microsoft Project format or does this also need to be put into a Microsoft Word file? Please provide software version required.

Answer to Question # 35:

The project plan can be submitted in Microsoft Project, to fulfill the electronic requirement of this ITN.

Question # 36:

Does the Cost Proposal to be supplied in the sealed envelope only consist of the Price Proposal Form on Page 42, Section 9.0 of the ITN, and the Savings/Discounts/Price Reductions form, Attachment IV? Page 42 also instructs bidders to "Please utilize additional space in a Word, Excel or PDF format for pricing structure, if needed." Which versions of this software can be used?

Answer to Question # 36:

We prefer Microsoft Office 2010 to fulfill the requirement.

Question # 37:

Where is the Supplemental Cost Sheet shown in the ITN?

Answer to Question # 37:

Please ignore the Supplemental Cost Sheet. There is only a Price Proposal Form (Section 9.0). Please utilize additional space in a Word, Excel or PDF format for pricing structure, if needed. Please see amended pages 39 and 40 attached to this addendum

Question # 38:

Can the Prospective Contractor assume that during the initial installations in 2012 they will be replacing only currently installed knowledge testing hardware at all of the State and Tax Collector locations?

Answer to Question # 38:

We will provide a current list of offices with equipment after the Contract is awarded. We continue to transition services from our offices to tax collector offices. We typically move testing work stations from our offices to the applicable tax collector office, so we expect the overall volume of testing stations to remain as it is today.

Question # 39:

May the awarded contractor charge a standard user/license fee to each third party administrator for the knowledge test and perhaps the eventual tablet skills test?

Answer to Question # 39:

Yes, the Awarded Contractor may charge a standard user/license fee to each Third Party Administrator.

Question # 40:

In case of loss of the proposed hardware due to natural disasters, vandalism, theft, fire, etc, who is responsible for insurance coverage?

Answer to Question # 40:

The entity that the hardware was provided to will be responsible for insurance coverage due to natural disasters, vandalism, theft, fire and other damages not controllable by the Awarded Contractor.

Question # 41:

Will the Awarded Contractor of the ITN be responsible for the following, as listed in the "Agreement between the FLDHSMV and the Third Party Administrators": e. Is the Awarded ITN Contractor granted the same immunity as the Department described in Section IX, Liability? Have any actions, lawsuits or other legal remedies been filed against any third party and/or the Department related to any online testing functions? If so, are any actions pending for either or both parties?

Answer to Question # 41:

The Department cannot grant immunity between the Awarded Contractor and the Third Party Administrators. Currently, the Department is not aware of any actions, lawsuits or other legal remedies that have been filed against any Third Party and or the Department related to online testing functions.

Question # 42:

Will the Awarded Contractor of the ITN be responsible for the following, as listed in the "Agreement between the FLDHSMV and the Third Party Administrators": Who is responsible (the Awarded ITN Contractor or third party vendor) for supplying, monitoring and executing the 50-second time limit for each question presented?

Answer to Question # 42:

We anticipate that the testing software acquired through this ITN will meet and enforce the fifty (50) second time limit.

Question # 43:

Since our system automatically scores the tests in real-time, will the third party online vendors still be required to submit applicant answers to DMV for grading? Does this pertain to only paper tests or all administered tests?

Answer to Question # 43:

All test grading should be electronic. The goal is to ensure accountability by limiting a Third-Party Administrator's access to both questions and answers. If the Contractor's system scores the test in real-time, that is acceptable for this purpose.

Question # 44:

Will the Awarded Contractor of the ITN be responsible for the following, as listed in the "Agreement between the FLDHSMV and the Third Party Administrators": An extension or modification of the proposed ITN testing system to allow the third party to input and transmit answers to DMV for grading?

Answer to Question # 44:

We prefer that all exams be administered and graded through one conduit to ensure consistency. The Contractor should allow a third-party to obtain randomly selected questions electronically and to pass back answers for grading electronically.

Question # 45:

Will the Awarded Contractor of the ITN be responsible for the following, as listed in the "Agreement between the FLDHSMV and the Third Party Administrators": Who is responsible (the Awarded ITN Contractor or third party vendor) for presenting additional security questions during the test to verify applicant identity?

Answer to Question # 45:

The Third-Party Administrators must prove that the software they plan on using to administer exams meets the requirements listed in the agreement. If the Contractor intends to sell testing software to Third-Party Administrators, it is likely that they would expect the software to comply with all requirements so that they do not have additional expenses to modify the software.

Question # 46:

Will the Awarded Contractor of the ITN be responsible for the following, as listed in the "Agreement between the FLDHSMV and the Third Party Administrators": Have any operational third party contracts ever been terminated during the online testing arrangement?

Answer to Question # 46:

No, there have not been any third-party contracts terminated during the online testing arrangement.

Question # 47:

Is this price Proposal Form only for the Skills Test Application of the ITN?

Answer to Question # 47:

No, it is not only for the Skills Test Application.

Question # 48:

Attachment IV, what is the purpose of this document?

Answer to Question # 48:

The purpose is for the Prospective Contractor to list current prices for any services, licenses, or systems they intend to sell to third-party administrators, tax collectors, high schools, or the Department, should the Department choose to purchase additional equipment. This is to show the discounted prices, if any, for the solutions offered through this ITN.

Question # 49:

Are the questions in the Class E database the same questions used for the online learners permit test described in the third-party agreement document, or are there unique question databases for each test? Do the same testing presentations, rules and procedures apply between the DMV tests and the online tests? What are the procedures, time frame and method of notifying the online applicant of the test results? Is there a waiting period for retesting for a failed online test? If so, who is responsible for verifying the applicant's eligibility?

Answer to Question # 49:

Class E and online Class E exam questions are identical. The same testing presentations, rules and procedures apply to all testing environments, with some additional requirements for third-party test administration as spelled out at <http://flhsmv.gov/ddl/tpdlts.html>.

Question # 50:

What is the purpose of the training “webinar”? Is it a supplementary learning tool for use post-implementation? Or, is it the intent that the training at the DMV and Tax Collector offices be accomplished by webinar rather than by hands-on, on-site training of the examiners and managers at the offices?

Answer to Question # 50:

The purpose is for training of Department and Tax Collector employees to be conducted online where possible. It is difficult to pull examiners off the counter to attend a class/training, so we prefer that training be at their own pace, where possible. If the Contractor desires, we would support on-site training of select employees (managers and their leads) as systems are installed.

Question # 51:

"The webinar must be able to integrate with our ILearn system (electronic training program) for training." What is the format of the ILearn System? How many people will utilize the webinar training?

Answer to Question # 51:

iLearn is a learning management software the Department uses. It allows us to assign training to individual employees and track completion. Typically, the courses are developed using Microsoft PowerPoint and contain interactive scenarios or questions throughout the course and a short final exam. If the Contractor provides the PowerPoint document, Department staff can incorporate it into iLearn and assign the training as necessary.

Question # 52:

"The webinar must be able to integrate with our ILearn system (electronic training program) for training." Please define “webinar” and “integrate”. Is the Department looking for a recording of a webinar(s) conducted with a tool such as Cisco WebEx, or is the Department looking for a fully integrated, interactive, computer/web-based training program that tracks student statistics, enables self-paced learning, delivers quizzes, contains animations, etc.?

Answer to Question # 52:

Please see the answer to question # 51.

Question # 53:

Will the Department please provide the name of the vendor supplying the current hardware (PC's, touch screen monitors, and printers) at the DMV and Tax Collector locations? Also, if the Contractor elects to replace any or all of the hardware, who is responsible for the disposal of the old hardware—the Contractor or the Department?

Answer to Question # 53:

Please see the answer to question # 29

Question # 54:

Would the Department please provide the names, location and number of people to be trained in the Level 2 course by the Awarded Contractor for the DMV's third party contractors?

Answer to Question # 54:

We do not have this information available at this time.

Question # 55:

If DMV third party contractors purchase the skills testing product from the awarded contractor, who is responsible for the training of the third party contractor?

Answer to Question # 55:

That is between the Awarded Contractor and the Third-Party Administrator. You may include training as a service in the price proposal.

Question # 56:

It appears that the Level 1 training requirements combine the training for both the examiner and manager levels. May the ITN responder split those requirements into two (2) separate categories of training?

Answer to Question # 56:

Yes, they may be split into two (2) separate categories of training.

Question # 57:

Para 3 states that DMV third party contractors will receive Level 2 training. Does the department desire that the third party contractors have access to the systems' security features, or is there a need for a separate training curriculum for the third party contractors?

Answer to Question # 57:

Please see the answer to question # 55. We would expect that Third-Party Administrators would need to control user access for their own employees, but would not expect them to have access to any overall security features.

Questions From MorphoTrust

Question # 58:

MyFloridaMarketPlace transaction fee: Will this provision apply to any payments made to the contractor by third party test administrators?

Answer to Question # 58:

Please see the answer to question # 3.

Question # 59:

Given the unique model that the state has requested in the ITN, would the state be willing to negotiate alternate liquidated damage clause to better reflect the proposed solution?

Answer to Question # 59:

This can be discussed during the negotiation phase of the ITN process.

Question # 60:

Will all third parties who administer Class E knowledge tests, including those who offer the tests on the Internet, be required to use the successful proposer's system and pay any associated fees?

Answer to Question # 60:

Yes, Class E third parties would have to work with the Awarded Contractor.

Question # 61:

How many tablets are required for the state and Tax collectors offices? How many tablets are expected to be needed by Third-Party Administrators?

Answer to Question # 61:

We are unable to provide an estimate on tablet quantity need at this time. We currently have one-hundred and nineteen (119) DMV/Tax Collector sites that provide Class E skill testing and their combined stats for 2010/2011 are provided in ATTACHMENT IX (attached to this addendum).

The current CDL Third-Party Administrators can be found at <http://flhsmv.gov/ddl/cdlsites.html>.

The current Class E Third-Party Administrators can be found at http://www.flhsmv.gov/ddl/TPDLTS_providers.html.

Question # 62:

Will the contractor have to import data from the existing DHSMV Testing system? What is the size of the data that would be required to be imported?

Answer to Question # 62:

No, you will not have to import data on the existing testing system.

Question # 63:

DELAP and CDL Skills Test results are manually entered by the Third Party Administrators or Department testers in the web-based Third Party Waiver System, commonly called the Paperless Waiver System (PWS). Will this process continue as is with the new system?

Answer to Question # 63:

Yes, until such time that the DELAP and CDL testers begin using the system sought through this ITN.

Question # 64:

Number of Driver License Examinations Administered by Type in 2009. Are more recent statistics on the testing program available? Has the 3rd party knowledge testing program grown substantially over the last few years? Can the State project volumes for the term of this contract?

Answer to Question # 64:

Additional statistics are provided as ATTACHMENT IX (attached to this addendum). Third-party knowledge testing has grown substantially over the last few years. We cannot project volumes for the term of the contract. We do expect Class E Third-Party Administration of exams to increase as we continue to transition to Tax Collectors. Some Tax Collectors prefer not to provide testing services.

Question # 65:

What version of Internet Explorer is or can be installed on these systems? Are there specifications for the different types of computers currently deployed and in use (RAM, processor type and speed, hard drive space available, display size and resolution, etc.)? Display resolution particularly is important in regards to requirement 4.2.8.1 and text size on the screen.

Answer to Question # 65:

- OS version of XP sp3 (Windows 7 preferred as XP is becoming outdated) and Internet Explorer 8
- Currently use ELO Touch Screen Model-ET1725L, 17 inch Monitor
- Internet Telephone Handsets for audio
- Minimum PC specifications-HP D530 CMT or compatible CPU, 40GB Hard Drive, 512MB of RAM, 48X CDROM

Question # 66:

What is meant by "mobile access"? Does this imply access by handheld devices such as smart phones or does mobile refer to portable or easily moved testing computers used by applicants?

Answer to Question # 66:

We are referring to smart phones or other handheld devices.

Question # 67:

System must have the capability to produce and print a customer receipt. Please describe the purpose of the receipt and the typical information expected to be included with the receipt.

Answer to Question # 67:

The system must have the capability to produce and print a customer receipt when the exam is provided by a Third Party Administrator. The receipt should include at a minimum the customer name, date of birth or approved identifier, date of exam, exam type, Third Party Administrator and payment.

Question # 68:

What statistical information would need to be exported and in what format? Will export of statistical information to Excel be sufficient?

Answer to Question # 68:

Statistical information would include volumes of tests by provider and by type, pass/fail rates by provider, pass/fail rates by type, pass/fail rates for individual questions, etc. Export to Excel will be sufficient.

Question # 69:

Tests must be available in, at a minimum, English, Spanish and Haitian Creole. Awarded Contractor must provide written and spoken translation services for all languages supported by the system. Translation services must, at a minimum, include all: test questions, answers, and test instructions. Does DSHMV currently offer tests in all of these languages? If so, what format are the translated questions currently stored?

Answer to Question # 69:

Yes. The written questions are all stored in an Oracle 10g database (software must be compatible with 11g version database); sound files for the audio (.mp3 format) and graphics associated with questions are stored as .gif or .jpg. We do not make a distinction in storage based on language type.

Question # 70:

Please confirm whether all CDL tests should be offered in Spanish and Haitian Creole or if some tests should only be offered in English and Spanish.

Answer to Question # 70:

Yes, all CDL tests should be offered in English, Spanish and Haitian Creole.

Question # 71:

Awarded Contractor must provide or develop a minimum of five-hundred (500) multiple choice questions (question bank) in each language for Class E knowledge test, to include four multiple choice answers. Are the 500 questions specified in the ITN inclusive of questions that the state already utilizes for the Class E knowledge test? If so, please specify how many questions currently exist?

Answer to Question # 71:

You may use the existing question databank as a starting point. However, the questions need to be reviewed and updated or rewritten based on a thorough analysis of quality and accuracy. The existing question bank consists of eighty-five (85) Class E General Knowledge and twenty-nine (29) Road Sign available questions.

Question # 72:

The webinar must be able to integrate with our ILearn system (electronic training program) for training. What is the format needed for use with the ILearn System?

Answer to Question # 72:

Please see the answer to question # 51.

Question # 73:

Indemnification. The Contractor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and hold harmless the State and Customers, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by Contractor, its agents, employees, partners, or subcontractors, provided, however, that the Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State or a Customer. Will DHSMV add a new sentence to the end of the second paragraph to read as follows: "The foregoing represents the Contractor's total liability for such infringement."?

Answer to Question # 73:

No, this statement will not be added to this requirement. This can be discussed during the negotiation phase.

Questions Received From Solution Thru Software

Question # 74:

In regards to the bonds, what value/cost is the bond supposed to represent? Is this value the price that the State of Florida is required to pay to the contractor for the five year contract period? Or, is this value the total expense that the contractor has invested in the contract for the five year period?

Answer to Question # 74:

The bonds must be in the amount five percent (5%) of the total pricing structure proposed by the Prospective Contactor.

Question # 75:

Please expand on how the State of Florida proposes this solution to be a NO-COST solution. What mechanism(s) does the state foresee the contractor using to recoup their costs?

Answer to Question # 75:

The Contractor may sell software, systems, tablets and/or services to Third-Party Administrators, Tax Collectors, CDL exam administrators and high schools. The Awarded Contractor may advertise as specified in Section 4.2.11 of ITN 024-12.

Question # 76:

Please confirm that the following languages must be available for the knowledge tests noted:

Languages – English, Spanish, Haitian Creole

a) Class E

- Driver Knowledge

- Road Signs

b) Commercial Driver's License (CDL) Knowledge Tests

- CDL General Knowledge
- Combination Vehicle
- Air Brake
- Passenger Vehicle
- Double/Triple
- Tank Vehicle
- School Bus
- Hazardous Materials

Answer to Question # 76:

This information is correct.

Question # 77:

What is the total number of testing stations for the knowledge tests, and tablets for the skills tests, the contractor will be required to provide for this contract? (Based on what the State of Florida believes they are going to require statewide for the term of this contract.)

Answer to Question # 77:

The state currently has an estimated eight-hundred and fifteen (815) ADLTS work stations for administering knowledge tests (see ATTACHMENT VIII to this addendum); however, the quantity could change as we transition services to tax collectors. Currently, one-hundred and nineteen (119) state/tax collector offices provide Class E skill testing but we cannot provide a quantity of tablets needed at this time. Stats for Class E skill testing are provided in ATTACHMENT IX (attached to this addendum).

Question # 78:

What is the current physical configuration of the existing testing stations, are they free standing or are they positioned on a desk, table? Does the applicant use the testing station standing up or sitting down? Can existing office furniture be utilized for the new testing station equipment?

Answer to Question # 78:

The testing stations sit on build-in counters in most offices. In older offices or offices with limited space, the applicant stands up to take the exam. In more modern offices, applicants sit down. We expect that the existing office configurations/furniture will continue to be used as is.

Question # 79:

The values for the chart in 3.6 of the ITN are based on testing volumes in 2009. What do you estimate these values are today? What do you estimate these numbers to be in each of the next five (5) years?

Answer to Question # 79:

Additional stats are provided as ATTACHMENT IX (attached to this addendum).

Question # 80:

How many questions are in the current question bank for Class E knowledge tests?

Answer to Question # 80:

The existing question bank consists of eight-five (85) Class E General Knowledge and twenty-nine (29) Road Sign questions.

Question # 81:

Can the State of Florida provide copies of all the skill testing forms they currently use, including all CDL forms?

Answer to Question # 81:

Yes, all skill testing forms will be provided to the Awarded Vendor.

Question # 82:

In regards to the Pricing Proposal Form on page 42 of the ITN, can this form be modified to better present our pricing strategy to the State of Florida?

Answer to Question # 82:

Yes, this form can be modified utilizing Word, Excel or PDF to format a proposed pricing structure.

End of Questions and Answers

All other dates and terms and conditions remain the same in this Invitation to Negotiate.

Sincerely,



Jon Kosberg, Purchasing Manager
Bureau of Purchasing and Contracts

CC: April Langston

<u>Complete and Sign below:</u>	
Authorized Signature:	_____
Printed Name, Title:	_____
Firm:	_____
Date:	_____

4.2.9 AUDIO TEST SPECIFIC FUNCTIONALITY:

1. Audio test must be available on all testing stations.
2. Audio test must include a volume control feature to enable customers to change volume to a comfortable listening level.

4.2.10 PRINTED TEST SPECIFIC FUNCTIONALITY:

1. Printed test must correspond word-for-word with the visual tests displayed on the testing stations.
2. System must provide functionality that will be used to grade printed tests (e.g., answer key, scanner or grading software).
3. Printing must be:
 - a. Letter size to be printed on "8 ½ x 11" paper.
 - b. Compliant with American Disability Act (ADA) requirements for letter/symbol sizes.
 - c. Complete with all questions, answers and any associated pictures.
 - d. Generated using the same randomizing process used to present the tests on testing stations.
 - e. Able to create and print multiple tests from a single request by the user (e.g., print several Class E tests and each are generated and randomized individually).

4.2.11 TRAINING: Prospective Contractor must provide a detailed training plan to include method, length, and scope of training and a course description of the topics covered. All training will take place at mutually agreed locations, on site. All costs of this training shall be the responsibility of Awarded Contractor. Qualified and experienced instructors must lead training courses. Instructors shall be thoroughly familiar with topics appropriate to the subject. Local sales and/or maintenance personnel are not considered appropriate for this task. At a minimum training must be provided via webinar and on site in Tallahassee. The webinar must be able to integrate with our ILearn system (electronic training program) for training.

1. Awarded Contractor must be able to provide training to ensure a successful installation, pilot, roll-out and implementation of the system. User-friendly instructions or 'help' must be available within the system.
2. Awarded Contractor must provide training to designated DHSMV employees, Tax Collector employees and/or Third Party Contractors. Estimated training requirements include:
 - a. Up to two-thousand (2000) field users located at approximately two hundred and twenty (220) offices.
 - b. Forty (40) Headquarter employees and provide a train the trainer course.
3. Training must be available in a minimum of two (2) levels.
 - a. Basic course (Level 1) that the majority of employees will receive.
 - b. Advanced course (Level 2) for managers and Third Party Contractors.
4. Level 1 training for designated users must include the following subjects:
 - a. Use of system for assigning tests in all formats, printed tests, retrieve test results, review tests and cancel/terminate tests.
 - b. How to score tests.
 - c. Adding/removing customers from the queue.
 - d. Starting of test for a queued customer.
 - e. Use of User/Third Party Contractor functions.
 - f. General operation functions of system (start-up and end-of-day procedures).
 - g. Trouble-shooting techniques.
 - h. Features to activate and de-activate system.
 - i. Creation/printing of reports.
5. Level 2 training for designated HSMV Headquarters personnel, to include Learning and Development Trainers, Program Manager and Coordinators, Systems Support, ISA Technical and Field Helpdesk employees.
 - a. Training identical to Level 1 training.
 - b. Use of User/Third Party Contractor functions to retrieve testing statistics.
 - c. System security.
 - d. Creation of reports.

7.8.3 PROJECT ORGANIZATION AND PLAN: Provide the following information:

- a. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a resume, not to exceed one page in length, of all professional staff assigned to the project. Resumes should include name, education, programming experience, data processing experience, and related experience.
- b. Submit a detailed and specific work plan that provides for a phased-in statewide implementation of all proposed sites by the dates specified in the Section 2.1 "Calendar of Events". Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Department personnel shall be clearly stated in the project plan.

7.8.4 REQUIREMENTS OUTLINE: Respondent must address all subsections listed under Section 4. Respondent must label each subsection in Sections 4 of the proposal with the name and number of the corresponding section and address each requirement in that section.

7.8.5 PRICE PROPOSAL FORMAT: Each proposer shall submit a separately bound and sealed cost proposal. Prices quoted are to be inclusive of all costs, fees, expenses, travel, lodging materials, services, etc. No costs in addition to quoted prices will be paid to the contractor. Proposals not including all required and offered equipment, software, and services will not be considered. The services/commodities provided per contract year are estimated and does not represent a guarantee of work.

7.8.6 PROPOSAL BOND: Include the proposal bond referenced in Section 2.3 with the price proposal.

8.0 EVALUATION OF PROPOSALS

8.1 TECHNICAL PROPOSAL:

(maximum 200 points with 15 possible bonus points)

The Department will appoint an Evaluation Committee. The committee shall complete the evaluation of all valid proposals, in accordance with the criteria set forth in this section. Award will be to the highest scoring proposal, considering the technical proposal scoring and all costs for the five-year contract period, evaluated as described in Section 8.19 of this solicitation.

8.2 EXECUTIVE SUMMARY: (pass/fail) (ref. to 7.8.2)

8.3 SYSTEM DEMONSTRATION:

(maximum 25 points)

- a. Reporting Structure (maximum 5 points)
- b. Features and ease of use (maximum 20 points)

8.4 PROJECT ORGANIZATION AND PLAN: (10 points, ref. to 5.8.4)

8.5 REQUIREMENT OUTLINE (maximum 120 points, ref. 4.2)

- a. Hardware/Software (maximum 25 points, ref. 4.2.1 and 4.2.2)
- b. System and System Integration (maximum 25 points, ref. 4.2.3)
- c. Data Storage and Reports (maximum 10 points, ref. 4.2.4)
- d. Backup and Recovery (maximum 10 points, ref. 4.2.5)
- e. Network (maximum 5 points, ref. 4.2.6)
- f. Testing (maximum 15 points, ref. 4.2.7, 4.2.8, 4.2.9 and 4.2.10)
- g. Training (maximum 5 points, ref. 4.2.11)
- h. Service and Maintenance (maximum 15 points, ref. 4.2.12)
- i. Security (maximum 10 points, ref. 4.7)

8.6 ADVERTISING PLAN: (10 points, ref. 4.2.13)

8.7 DESIGNATED PERSONNEL: (maximum 10 points, ref. 4.3)

8.8 BONUS FOR TABLET BASED SOLUTION AT NO COST: (15 points, ref. 3.2 and 4.1)

8.9 PRICE PROPOSAL: (maximum 25 points) Price will be evaluated by the present value methodology required by Section 287.0572, Florida Statutes, and Rule 60A-1.063, Florida Administrative Code, to determine the lowest cost proposal. The present value discount rate which will be used in the computations and evaluations is 5.49%. The lowest cost proposal will be awarded 25 points. Lowest total cost (LC) divided by proposal being considered (PC) times maximum points score (25) equals points awarded.

Formula: $LC/PC \times 25 = \text{Score}$.

8.10 TIE PROPOSAL: In event of a tie between two or more proposers with the highest number of points, the proposer with the most points for the Demonstration evaluation shall be awarded the contract. In the event that two or more proposers are still tied, the award will be made in accordance with Section 60A-1.011, Florida Administrative code. See Attachment III.

8.11 CRITERIA FOR AWARDING POINTS TO TECHNICAL PROPOSAL SECTIONS:

EXCELLENT RESPONSE: 90 TO 100% OF THE MAXIMUM SCORE.

GOOD RESPONSE: 80 TO 89% OF THE MAXIMUM SCORE.

FAIR RESPONSE: 70 TO 79% OF THE MAXIMUM SCORE.

POOR RESPONSE: 0 TO 69% OF THE MAXIMUM SCORE.

Rounding will be to the nearest tenth of a point.

ATTACHMENT VIII

Site	County	Comments	Total Test Stations	Description	City	Zipcode
A09	Holmes		2	State Issuance	Bonifay	32425
A71	Escambia		3	Tax Collector	Pensacola	32507
A72	Okaloosa		2	Tax Collector	Niceville	32578
A73	Okaloosa		3	Tax Collector	Destin	32541
A74	Escambia		3	Tax Collector	Cantonment	32533
A75	Escambia		2	Tax Collector	Pensacola	32502
A76	Escambia		5	Tax Collector	Pensacola	32505
A77	Okaloosa		4	Tax Collector	Ft. Walton Beach	32548
A78	Santa Rosa		2	Tax Collector	Milton	32570
A79	Santa Rosa		2	Tax Collector	Gulf Breeze	32563
A80	Okaloosa		2	Tax Collector	Crestview	32536
B70	Leon		3	Tax Collector	Tallahassee	32312-
B71	Leon		3	Tax Collector	Tallahassee	32304
B72	Calhoun		3	Tax Collector	Blountstown	32324
B73	Jefferson		2	Tax Collector	Monticello	32344
B74	Bay		2	Tax Collector	Panama City Beach	32413
B76	Leon		3	Tax Collector	Tallahassee	32301
B77	Leon		3	Tax Collector	Tallahassee	32301
B78	Wakulla		2	Tax Collector	Crawfordville	32327
B79	Liberty		1	Tax Collector	Bristol	32321
B80	Bay		3	Tax Collector	Panama City Beach	32401
B81	Bay		2	Tax Collector	Lynn Haven	32444
B83	Jackson		4	Tax Collector	Marianna	32446-4901
B84	Gadsden		3	Tax Collector	Quincy	32351
B85	Santa Rosa		2	Tax Collector	Pace	32571
D10	Alachua		8	State Issuance	Gainesville	32653-1779
D14	Alachua		1	State CDL Site	Gainesville	32609-2606
D70	Hamilton		2	Tax Collector	Jasper	32052
D71	Union		2	Tax Collector	Lake Butler	32054
D72	Taylor		2	Tax Collector	Perry	32347-9347
D73	Suwannee		3	Tax Collector	Live Oak	32064
D74	Levy		4	Tax Collector	Chiefland	32626
D75	Levy		2	Tax Collector	Williston	32696
D76	Levy		4	Tax Collector	Bronson	32621

Site	County	Comments	Total Test Stations	Description	City	Zipcode
D78	Lafayette		2	Tax Collector	Mayo	32066
D79	Putnam		2	Tax Collector	Crescent City	32112
D80	Putnam		1	Tax Collector	Interlachen	32148
D81	Putnam		2	Tax Collector	Palatka	32177
D82	Dixie		2	Tax Collector	Cross City	32628
D83/84	Columbia		8	Tax Collector	Lake City	32055-6121
E70	Duval		4	Tax Collector	Jacksonville	32210
E71	Bradford		3	Tax Collector	Starke	32091
E72	Duval		3	Tax Collector	Jacksonville	32225
E73	Baker		3	Tax Collector	Macclenny	32063
E74	Duval		2	Tax Collector	Jacksonville	32257
E75	Bradford		1	Tax Collector	Keystone Heights	32656
E76	Duval		3	Tax Collector	Jacksonville	32208
E77	Duval		3	Tax Collector	Neptune Beach	32266
E78	Duval		3	Tax Collector	Jacksonville	32218
E80	Nassau		3	Tax Collector	Fernandina Beach	32034
E82	Nassau		1	Tax Collector	Callahan	32011
E83	Duval		6	Tax Collector	Jacksonville	32216
E84	Duval		2	Tax Collector	Jacksonville	32202
E85	Duval		4	Tax Collector	Jacksonville	32254
E86	Clay		4	Tax Collector	Green Cove Springs	32043
E87	Clay		6	Tax Collector	Orange Park	32073
F01	Volusia		5	State Issuance	Deland	32724
F02	Volusia		7	State Issuance	Daytona Beach	32114
F03	Volusia		2	State Issuance	Edgewater	32141
F70	Marion		1	Tax Collector	Ocala	34476
F71	St. Johns		6	Tax Collector	St. Augustine	32085
F72	St. Johns		2	Tax Collector	Ponte Vedra Beach	32081
F73	Marion		3	Tax Collector	Belleview	33420
F74	Marion		1	Tax Collector	Ocala	34475
F75	Marion		3	Tax Collector	Dunnellon	34431
F76	St. Johns		2	Tax Collector	Hastings	32145
F77	St. Johns		4	Tax Collector	Jacksonville	32259
F78	Marion		3	Tax Collector	Ocala	34471
F80	St. Johns		4	Tax Collector	St Augustine	32086
F81	Marion		1	Tax Collector	Summerfield	34491
G01	Orange	Closing Oct 2012	11	State Issuance	Orlando	32810

Site	County	Comments	Total Test Stations	Description	City	Zipcode
G02	Orange		10	State Issuance	Orlando	32817
G04	Lake		8	State Issuance	Clermont	34711
G06	Seminole		7	State Issuance	Winter Springs	32708
G07	Lake		5	State Issuance	Tavares	32778-9490
G70	Orange		4	Tax Collector	Apopka	32712
G71	Orange		4	Tax Collector	Orlando	32804
G72	Flagler		4	Tax Collector	Bunnell	32110
G73	Marion		7	Tax Collector	Ocala	34471-9108
G74	Orange		4	Tax Collector	Orlando	32829
G76	Orange		3	Tax Collector	Orlando	32837-9492
G77	Marion		1	Tax Collector	Silver Springs	34488
G78	Seminole		6	Tax Collector	Lake Mary	32746
G80	Orange		6	Tax Collector	Winter Garden	34787
H01	Osceola		10	State Issuance	Kissimmee	34744-1198
H07	Okeechobee		4	State Issuance	Okeechobee	34974-7313
H70	Osceola		10	Tax Collector	Kissimmee	34744
H71	Brevard		4	Tax Collector	Merritt Island	32953
H72	Indian River		4	Tax Collector	Vero Beach	32960
H73	Indian River		3	Tax Collector	Sebastian	32958
H74	Indian River		2	Tax Collector	Vero Beach	32966
H75	Brevard		3	Tax Collector	Indian Harbour Beach	32937
H76	Brevard		3	Tax Collector	Palm Bay	32908
H78	Brevard		3	Tax Collector	Titusville	32780
H79	Brevard		5	Tax Collector	Melbourne	32935
J03	Pinellas	Closing 6/2012.	7	Closing	TBD	
J70	Pinellas		7	Tax Collector	Clearwater	34621
J71	Pinellas		8	Tax Collector	Tarpon Springs	34689
J72	Pinellas		12	Tax Collector	Largo	33773
J73	Pinellas		2	Tax Collector	St. Petersburg	33710-4799
J74	Pinellas		5	Tax Collector	Clearwater	33756
J76	Pinellas		5	Tax Collector	St. Petersburg	33705-5617
K01	Hillsborough		9	State Issuance	Tampa	33614-7090
K05	Hillsborough		9	State Issuance	Tampa	33619-2656
K70	Hillsborough		8	Tax Collector	Ruskin	33570
K71	Hillsborough		8	Tax Collector	Tampa	33634
K73	Hillsborough		8	Tax Collector	Tampa	33619-0966
K74	Hillsborough		6	Tax Collector	Plant City	33563

Site	County	Comments	Total Test Stations	Description	City	Zipcode
K76	Hillsborough		6	Tax Collector	Tampa	33612
K77	Hillsborough		3	Tax Collector	Tampa	
L01	Polk		7	State Issuance	Lakeland	33805-2299
L04	Polk		7	State Issuance	Haines City	33844-4350
L70	Hernando		4	Tax Collector	Springhill	34606-
L71	Pasco		7	Tax Collector	New Port Richey	34652-4944
L72	Pasco		5	Tax Collector	Land-O-Lakes	34639-4437
L73	Pasco		5	Tax Collector	Dade City	33523-3411
L74	Sumter		2	Tax Collector	Wildwood	34785
L75	Citrus		2	Tax Collector	Inverness	34450
L76	Sumter		2	Tax Collector	Bushnell	33513
L77	Polk		4	Tax Collector	Lake Wales	33853
L78	Citrus		2	Tax Collector	Crystal River	34429
L80	Hernando		3	Tax Collector	Brooksville	34601-8642
M03	Sarasota	Closing	6	Closing	Sarasota	34237-7348
M08	Highlands		4	State Issuance	Sebring	33870-1949
M71	Manatee		5	Tax Collector	Bradenton	34205
M76	Charlotte		3	Tax Collector	Port Charlotte	33948
M77	Charlotte		3	Tax Collector	Punta Gorda	33950
M78	Lee		6	Tax Collector	Leigh Acres	33971
M79	Sarasota		4	Tax Collector	Venice	34293
M80	Hardee		3	Tax Collector	Wauchula	33873
M81	Highlands		2	Tax Collector	Avaon Park	33825
M82	Highlands		2	Tax Collector	Lake Placid	33852
N72	Collier		10	Tax Collector	Naples	34104
N73	Collier		2	Tax Collector	Naples	34116
N75	Charlotte		2	Tax Collector	Englewood	34224
N76	Lee		6	Tax Collector	Cape Coral	33990
N77	Hendry		5	Tax Collector	LaBelle	33935
N79	Collier		9	Tax Collector	Naples	34109-8840
N80	Lee		4	Tax Collector	Fort Myers	33903
N82	Lee		4	Tax Collector	Fort Myers	33908
N83	Lee		4	Tax Collector	Fort Myers	33901
N84	Lee		2	Tax Collector	Bonita Springs	34135
N85	Hendry		2	Tax Collector	Clewiston	33440
P01	Palm Beach		10	State Issuance	West Palm Beach	33415-1311
P08	St. Lucie	Closing 5/2012.	6	Closing	Port St. Lucie	34981

Site	County	Comments	Total Test Stations	Description	City	Zipcode
P09	St. Lucie	Closing 5/2012.	5	Closing	Fort Pierce	34982-8105
P70	Martin		7	Tax Collector	Hobe Sound	33455
P71	Martin		4	Tax Collector	Stuart	34994
P72	Martin		3	Tax Collector	Palm City	34990
P73	Palm Beach		2	Tax Collector	West Palm Beach	33401
P74	Palm Beach		2	Tax Collector	Belle Glade	33430
P75	Palm Beach		2	Tax Collector	Palm Bch Gardens	33410
P76	Palm Beach		2	Tax Collector	Royal Palm Beach	33411
P77	Palm Beach		8	Tax Collector	Delray Beach	33445
P78	Palm Beach		7	Tax Collector	Palm Beach Gardens	33410
P79	Palm Beach		5	Tax Collector	Lantana	33462
P80	Martin		3	Tax Collector	Indiantown	34956
P81	St. Lucie	P09 Equipment	5	Tax Collector	Ft. Pierce	34982
P82	St. Lucie	P08 Equipment	6	Tax Collector	Port St. Lucie	34952
Q02	Leon	Closing 04/2012-Going to TC	3	State Issuance	Tallahassee	32399
Q90/Q93	Test Lab		2	Test Site Kirkman	Tallahassee	32399
R01	Broward		11	State Issuance	Lauderdale Lakes	33311
R02	Broward		7	State Issuance	Pembroke Pines	33025-2201
R03	Broward		7	State Issuance	Lauderhill	33313-5801
R04	Broward		8	State Issuance	Pompano Beach	33069-2551
R05	Broward		7	State Issuance	Deerfield Beach	33441
R06	Broward		7	State Issuance	Margate	33063-5743
S03	Miami-Dade		8	State Issuance	Miami	33169
S05	Miami-Dade		9	State Issuance	Hialeah	33012-7593
S06	Miami-Dade		9	State Issuance	Opa Locka	33054-5116
S07	Miami-Dade	Mall of Americas	14	State Issuance	Miami	33144
S09	Miami-Dade		9	State Issuance	Miami	33015
S11	Miami-Dade		7	State Issuance	Miami	33147
S12	Miami-Dade		1	State Issuance	North Miami	33160
T02	Miami-Dade		10	State Issuance	Miami	33174-2508
T03	Miami-Dade		7	State Issuance	Miami	33196
T04	Miami-Dade		8	State Issuance	Miami	33186-6102
T06	Miami-Dade		5	State Issuance	Florida City	33034
T70	Monroe		2	Tax Collector	Big Pine Key	33043
T71	Monroe		2	Tax Collector	Key West	33040
T72	Monroe		1	Tax Collector	Marathon	33050-2343
T73	Monroe		3	Tax Collector	Key Largo	33037-4553

Site	County	Comments	Total Test Stations	Description	City	Zipcode
V01	Sarasota	Kirkman	2	Mini-Flow	Sarasota	34237-7348
V02	Miami-Dade		1	Mini-Flow	Miami	33186-6102
V03	Miami-Dade	Kirkman/ C109	1	Mini-Flow	Miami	33015-0000
V04	Hillsborough	Kirkman	1	Flow Bus	Tampa	33614-7090
V05	Orange		1	Mini-Flow	Orlando	32810-000
V06	Alachua	Kirkman	1	Mini-Flow	Gainesville	32609
V07	Leon	Kirkman	1	Mini-Flow	Tallahassee	32301
V08	Palm Beach	Kirkman	1	Flow Bus	West Palm Beach	33415-1311
V09	Orange	G01, Orlando	1	Flow Bus	Orlando	33810
V10	Leon	Quincy	1	Flow Bus	Tallahassee	32399
V11	Alachua		1	Flow Bus	Gainesville	32609-2606
TOTAL WORKSTATIONS			814			

ATTACHMENT IX

Testing Statistics

	2010		
	State/Tax Collector Administered	For Profit Third Party Administered	Not for Profit or Government Third Party Administered
Class E General Knowledge	389,192	151,276	32,760
Class E Road Signs	371,498	126,387	27,927
CDL General Knowledge	46,467		
School Bus Knowledge	7,077		
CDL Combination Vehicle Knowledge	24,178		
CDL Air Brake Knowledge	37,149		
CDL Tanker Knowledge	7,396		
Passenger Transport Knowledge	14,958		
CDL Hazardous Materials Knowledge	33,204		
CDL Double/Triple Knowledge	3,937		
Class E Skills	499,885		25,232
CDL Pre-Trip	2,531		20,014
CDL Basic Skills	1,874		18,610
CDL Skills	2,341		18,142

	2011		
	State/Tax Collector Administered	For Profit Third Party Administered*	Not for Profit or Government Third Party Administered
Class E General Knowledge	512,576	67,446*	36,530
Class E Road Signs	278,244	50,890*	28,926
CDL General Knowledge	53,517		
School Bus Knowledge	7,315		
CDL Combination Vehicle Knowledge	28,342		
CDL Air Brake Knowledge	41,671		
CDL Tanker Knowledge	8,383		
Passenger Transport Knowledge	15,799		
CDL Hazardous Materials Knowledge	28,295		
CDL Double/Triple Knowledge	4,264		
Class E Skills	545,285		24,860
CDL Pre-Trip	1,976		21,809
CDL Basic Skills	1,824		21,291
CDL Skills	1,895		20,138

*For Profit Third Party Testers did NOT offer exams 1/1/2011 - 6/30/2011

* Decreased road signs due to law change. Prior to law change the road sign exams were required for non-safe driver renewals.