



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR PROPOSALS # 33501-177401  
AMENDMENT # 1  
FOR THE DEVELOPMENT AND ADMINISTRATION OF  
LICENSURE EXAMINATIONS FOR THE TENNESSEE  
STATE BOARD OF COSMETOLOGY AND BARBER  
EXAMINERS**

**DATE:** February 27, 2017

**RFP # 33501-177401 IS AMENDED AS FOLLOWS:**

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

| EVENT  | TIME<br>(central time zone) | DATE           |
|--|-----------------------------|----------------|
| 1. RFP Issued  |                             | CONFIRMED      |
| 2. Disability Accommodation Request Deadline   | 2:00 p.m.                   | CONFIRMED      |
| 3. Notice of Intent to Respond Deadline  | 2:00 p.m.                   | CONFIRMED      |
| 4. Written "Questions & Comments" Deadline   | 2:00 p.m.                   | CONFIRMED      |
| 5. State Response to Written "Questions & Comments"                                    |                             | CONFIRMED      |
| 6. Response Deadline   | 2:00 p.m.                   | March 6, 2017  |
| 7. State Completion of Technical Response Evaluations                                  |                             | March 10, 2017 |
| 8. State Opening & Scoring of Cost Proposals   | 2:00 p.m.                   | March 13, 2017 |
| 9. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection | 2:00 p.m.                   | March 16, 2017 |
| 10. End of Open File Period  |                             | March 23, 2017 |
| 11. State sends contract to Contractor for signature                                   |                             | March 24, 2017 |
| 12. Contractor Signature Deadline  | 2:00 p.m.                   | March 30, 2017 |

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

| QUESTION / COMMENT   | STATE RESPONSE  |
|--|---|
| 1 Please confirm that there are no statutory fee caps on the services required by the solicitation.  | There are no statutory fee caps on the services required by this solicitation.  |
| 2 Please confirm that there are no fees to be remitted to the state.   | No fees will be remitted to the State.  |
| 3 The current contract for the Barber examination is not due to expire until June 30, 2020. Because this is a combined RFP for Barber and Cosmetology services, if a new vendor is selected, will the new vendor be required to wait until 2020 for administration of the Barber program?  | The current contract providing development and administration services of barber examinations for the Tennessee Board of Cosmetology and Barber Examiners will be terminated once this current solicitation is complete. Therefore, the new vendor will provide services for both the Barber examinations and the cosmetology examinations.   |
| 4 Requirement A.1.a: Please provide oral exam volume. Is the oral exam provided only to ADA accommodations candidates or is it open to all candidates? Is the expectation that the oral exam will be administered in a separate (private) room?  | Approximately two oral examinations are administered per month. Candidates must submit documentation from the medical authority or learning institution rendering a diagnosis that qualifies for ADA accommodations. Upon approval of the documentation by the exam administrator, the candidate is notified and permitted to schedule the examination. Oral examinations are held in a private room. |
| 5 Requirement A.1.b. The Scope of Services states,<br><p>“Each examination for Cosmetologist, Manicurist, Aesthetician, Shampoo Technician, Natural Hair Stylist and Cosmetology Instructor must contain at least hundred (100) multiple choice questions”</p> <p>However, according to the available candidate information bulletins, several current exams for TN candidates contain fewer than 100 questions administered to candidates, e.g., Shampoo Technician theory candidates are administered 50 questions.</p> <p>In A.1.b., Does the State wish to increase the number of questions administered to candidates during the new contract period such that Shampoo Technician candidates (and Manicurist, Aesthetician, Natural Hair, and candidates) will be administered 100 questions during each testing session?</p> | No. The State does not wish to increase the number of questions administered to candidates during the new contract period.  |
| 6 Requirement A.2.a:<br><p>How many applications were processed in each of the last two years?</p> <p>How many applications were deficient/denied in each of the last two years?</p>   | <ul style="list-style-type: none"> <li>• 5326</li> <li>• 471</li> </ul>   |
| 7 Requirement A.2.q.:<br><ul style="list-style-type: none"> <li>• What type of personal data of the</li> </ul>   | <ul style="list-style-type: none"> <li>• The instructors and/or school administrators would submit the following personal data of the candidates: applicant</li> </ul>  |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| <p>candidates would the instructors and/or school administrators submit?</p> <ul style="list-style-type: none"> <li>• What is meant by license type and history?</li> </ul><br><ul style="list-style-type: none"> <li>• The requirement mentions that the candidate and contractor verify the information on the day of examination: Is 'Contract' supposed to be 'contractor'?</li> <li>• Would this information be verified on the day of examination, or prior to the examination when the application is submitted or at the time of registration for the exam?</li> <li>• As an alternative process, would it be acceptable for the instructor to submit only proof of training completion and have the candidate supply the majority of the remaining information?</li> </ul> | <p>name, address, birthdate, social security number, course start date, course completion date, school code, exam type (language type if applicable), and profession code.</p> <ul style="list-style-type: none"> <li>• License type refers to the license rank or discipline type, specifically:<br/><br/>Cosmetology (1601): Cosmetologist, manicurist, aesthetician, natural hair stylist, shampoo technician, and instructor.<br/><br/>For Barber (1301): Master barber, barber technician<br/><br/>License history refers to whether a candidate has ever held a cosmetology or barber license in the state of Tennessee; whether the candidate has ever been convicted of a felony within the last three years or a misdemeanor involving moral turpitude within the last year; and whether the candidate has completed all hours within the seven years stipulated in Tenn Code Ann. 62-4-123.</li> </ul> <ul style="list-style-type: none"> <li>• Yes, "Contract" should be "Contractor."</li> <li>• The information would be submitted prior to the day of examination so that it can be verified on the day of examination.</li> <li>• No, it will not be acceptable for the instructor to submit only proof of training completion and have the candidate supply the majority of the remaining information.</li> </ul> |
| <p>8 Does TN have an existing bank of items? If yes, how many items by exam? What items statistics are available?</p>   | <p>There are approximately 140 State owned items laws, rules and regulations. The statistics vary by exam, if the item is used on more than one exam. The data is different for the same item depending on how it is performing on each different exam.</p>   |
| <p>9 Please provide candidate volume by postal code or current test locations, by month, by exam for last three years.</p>  | <p>See the attachment.</p>  |

| QUESTION / COMMENT  | STATE RESPONSE  |
|---|---|
| <p>10 The RFP states, a contract signature date of March 30, 2017 and an implementation date of May 15, 2017. It is not possible for bidders other than the incumbent to meet this requirement. A program of this magnitude would take a minimum of 90 days to implement following contract award. We ask that the Board please extend the program launch date in order to ensure a fair and competitive bidding process.</p> | <p>In order to prevent a gap in services to the applicants, the State intends to maintain the current RFP Schedule of Events.</p> |

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.

|                     | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Chattanooga Theory  | 43     | 36     | 40     | 65     | 39     | 38     | 62     | 29     | 37     | 40     | 28     | 31     |
| Jackson Theory      | 24     | 19     | 24     | 16     | 30     | 18     | 13     | 30     | 29     | 18     | 20     | 15     |
| Johnson City Theory | 17     | 24     | 22     | 22     | 15     | 17     | 26     | 13     | 20     | 18     | 9      | 23     |
| Knoxville Theory    | 46     | 53     | 88     | 90     | 62     | 66     | 63     | 60     | 54     | 67     | 76     | 56     |
| Knoxville Practical | 62     | 78     | 98     | 125    | 100    | 78     | 86     | 92     | 98     | 92     | 75     | 86     |
| Memphis Theory      | 73     | 74     | 96     | 129    | 77     | 73     | 66     | 81     | 82     | 82     | 50     | 62     |
| Memphis Practical   | 38     | 42     | 63     | 76     | 49     | 59     | 42     | 50     | 55     | 53     | 48     | 35     |
| Nashville Theory    | 123    | 142    | 130    | 161    | 135    | 179    | 159    | 168    | 143    | 151    | 148    | 102    |
| Nashville Practical | 116    | 92     | 112    | 120    | 92     | 119    | 122    | 111    | 135    | 114    | 96     | 109    |

|                     | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Chattanooga Theory  | 28     | 37     | 35     | 45     | 50     | 55     | 38     | 34     | 40     | 45     | 32     | 14     |
| Jackson Theory      | 13     | 16     | 22     | 33     | 15     | 16     | 13     | 20     | 26     | 18     | 25     | 21     |
| Johnson City Theory | 30     | 10     | 9      | 21     | 12     | 16     | 10     | 11     | 13     | 16     | 14     | 13     |
| Knoxville Theory    | 64     | 33     | 49     | 99     | 88     | 85     | 75     | 72     | 72     | 93     | 53     | 48     |
| Knoxville Practical | 61     | 48     | 75     | 81     | 87     | 100    | 97     | 88     | 118    | 91     | 73     | 71     |
| Memphis Theory      | 60     | 64     | 78     | 107    | 78     | 74     | 98     | 95     | 103    | 77     | 79     | 64     |
| Memphis Practical   | 33     | 30     | 43     | 51     | 49     | 43     | 39     | 63     | 61     | 47     | 51     | 52     |
| Nashville Theory    | 126    | 115    | 126    | 147    | 125    | 163    | 183    | 177    | 174    | 197    | 167    | 118    |
| Nashville Practical | 94     | 78     | 87     | 119    | 99     | 103    | 128    | 107    | 115    | 122    | 89     | 79     |

|                     | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Chattanooga Theory  | 18     | 30     | 39     | 48     | 29     | 38     | 39     | 27     | 21     | 25     | 37     | 20     |
| Jackson Theory      | 14     | 20     | 29     | 17     | 20     | 27     | 23     | 27     | 37     | 17     | 21     | 14     |
| Johnson City Theory | 9      | 11     | 17     | 14     | 13     | 20     | 10     | 12     | 18     | 17     | 15     | 10     |
| Knoxville Theory    | 31     | 48     | 74     | 69     | 59     | 63     | 53     | 57     | 71     | 50     | 66     | 46     |
| Knoxville Practical | 57     | 45     | 95     | 87     | 86     | 76     | 76     | 59     | 66     | 66     | 71     | 62     |
| Memphis Theory      | 67     | 87     | 112    | 139    | 105    | 93     | 82     | 90     | 127    | 98     | 83     | 94     |
| Memphis Practical   | 50     | 60     | 55     | 54     | 46     | 66     | 46     | 45     | 54     | 56     | 55     | 40     |
| Nashville Theory    | 108    | 116    | 187    | 162    | 170    | 168    | 137    | 163    | 170    | 148    | 137    | 138    |
| Nashville Practical | 64     | 82     | 106    | 78     | 97     | 102    | 78     | 82     | 81     | 89     | 68     | 79     |