

1. Q. How many vendors have been invited to participate in the RFP?
A. So far we have 6 participants
2. Q. When is the expected award date?
A. This year
3. Q. When is El Rio hoping to go live with the implementation?
A. First or second quarter 2020.
4. Q. The RFP states that there is a request for compatibility with Ceridian, is this something that El Rio is looking to integrate within the background screening platform on the front end or the back end? How do you want this to look?
A. We currently have it on the “front end”, and when selected within Ceridian it “connects” via the back end to the background vendor.
5. Q. Are you/your team facing any issues with your current process or would you like to see your new partner shine in specific areas?
A. Yes, customer service, Education: high school / GED verification follow up on requests.
6. Q. What are the deciding factors for a new partner when looking at the RFPs?
A. Please see Section C. Evaluation/Selection III. Also - item #5 from above.
7. Q. The overview of El Rio listed that there are currently over 1300 employees, do you know the total annual volume of hiring each year? EX: 300 new hires each year.
A. 300 to 400 annually.
8. Q. There are packages listed out in “Section B”. With these packages, do you know about how many you process of each annually?
A. The majority consists of package “a”, then “d”, then “b”. they must also include education verification.
9. Q. Does El Rio process and annual re-screens or re-certifications for current employees?
A. Not normally.
10. Q. Is El Rio interested in outsourcing all incoming employment verifications at no cost and getting a kicker back annually?
A. Would like further discussion on this topic.
11. Q. The packages consisted of background screening, is there any interest in drug screening or occupation health services under the same platform?
A. Not at this time.
12. Q. The RFP States in “Section C” that there will be a demonstration of solutions, is this going to be done on site at your locations or via web?
A. Either option, more impactful on site.

- 13. Q.** Will there be anything else released before the close of the RFP or is this all that is coming out by the due date?
A. If we receive a request to revise any portion of the RFP, an updated link will be sent to all of the participants.
- 14. Q.** RFP submission and Preference
A. The preference is via email GeorgeT@elrio.org, JoannMB@elrio.org. You could also mail your proposal at 450 W. Paseo Redondo Tucson, AZ 85701
- 15. Q.** Is full integration into the Ceridian – Dayforce software a requirement?
A. A high consideration.
- 16. Q.** If Dayforce integration is required, will it be a pre-requisite for the award of the contract or could integration be completed after the project is awarded?
A. It will be considered a deficiency in the proposal.
- 17. Q.** Who is your current provider for pre-employment background check services? Please provide their current pricing, if possible.
A. HireRight, would prefer not to disclose pricing at this point.
- 18. Q.** Is there any need for additional services not listed in the packages as a la carte products? (drug screening, criminal monitoring, I-9 / Everify services)
A. I-9 and E-Verify Services are required.
- 19. Q.** Is Ceridian - Dayforce the ATS El Rio Health uses, if not which one?
A. Correct.
- 20. Q.** Do you have a need for Global screening, if so would you like the pricing?
A. We do have occasions with education that is international, so yes.
- 21. Q.** How long have you been with your current vendor and what led you and the team to use them?
A. About four years – reporting, functions, customer service.
- 22. Q.** What is your current on boarding process?
 - Onboarding consists processing a background report, drug screening, TB and physical.
 - Review of job description requirements.
- 23. Q.** Do you have a need for support in different languages besides English to have your candidates complete the background screening process?
A. Not at this time but would consider Espanola.
- 24. Q.** Do you have a candidate experience for your pre-hire process, if so how does it work?
A. They complete compliance courses and online attestations to policies and procedures.

25. Q. Do we need to sign a Mutual NDA during the RFP process?

A. Yes – we will request this from all vendors.

26. Q. Apart from your business needs mentioned in the RFP, after review of the FADV Value Curve, do you see additional solutions that may support you and the El Rio Health team?

A. Not at this time.

27. Q. Would anyone be able to provide me a description of what the SSN Validation is exactly? There are quite a few products dealing with SSN's and I want to be sure I am quoting correctly.

A. Basically that is not reported as fraud and that it is established.