

RFP Background Check Vendors for New Hires and Transfers Questions and Answers

	Question	El Rio Response
1.	If we submitted a previous bid for background screening, is that still valid or is a new bid required? I'm asking as the questions and answers provided on pages 6 – 8 of the RFP are the same as the ones received in 2019.	A new proposal is required for the 2021 process, if nothing has changed, please submit a new copy with an updated date.
2.	Have there been any changes to El Rio's screening needs since the last RFP?	Not that I am aware of.
3.	What is your estimated budget for this project?	\$30k
4.	Are there any pain points with your current provider?	Customer Service, Education - (Primary Sourcing)
5.	Why are you evaluating new providers for background check services?	Primarily due to lack of services listed above.
6.	Will preference be given to providers that are accredited by (not just a member of) the Professional Background Screening Association (PBSA, formerly NAPBS)?	Yes.
7.	As El Rio Health is reading bid submissions, aside from the evaluation criteria, what are the top 3 most important areas to you in vendor responses, from a procurement perspective?	<ol style="list-style-type: none"> 1. Customer Service 2. Education Primary Source 3. Integration with HRIS
8.	Is your current provider already integrated with Ceridian – Dayforce?	Correct.
9.	Which version of Ceridian – Dayforce are you looking to integrate with?	R59
10.	Is your ATS hosted or on premise?	Hosted
11.	What features/functionality are you expecting with an ATS integration?	Single click in the HRS to interface with background vendor.
12.	Please confirm the RFP contacts for this bid are Candice Campbell and Mark Hodges and these are the representatives that should receive our proposals. (George T. and Joann MB. were mentioned in the previous Q&A.)	Please send all communications to Candice Campbell Mark Hodges
13.	On page 5 of the RFP, El Rio Health requires this form to be included with vendor responses. The form requests an "Arizona ID." Please advise what Arizona ID you are seeking, assuming a vendor lists their business license number in the "Applicable License Number(s)" space.	Arizona License Number
14.	What is the length of this RFP contract? Are there optional renewals included?	Three (3) years, with auto renewal with 90 days' notice.
15.	What does El Rio Health see as the difference between Social Security Number Trace and the Social Security Number Validation?	I don't see a difference – Team?

16.	Please confirm if you would like pricing to be all-inclusive. For example, searches should include all state & government repository fees.	All inclusive.
17.	Outsourcing employment and education information has become commonplace among larger organizations and universities. Some entities utilize third parties to house verification information and may charge a pass-through fee to complete the verification. Please confirm if you would like: a. verification prices to include any possible outsourcing fees? OR b. vendors to include a disclaimer indicating the possibility of outsourcing fees?	A.
18.	Motor Vehicle Report prices vary by state. Please confirm it is acceptable for vendors to provide a cost-plus fee structure for the Driver's History Report item and provide a list of state fees.	Please provide a cost-plus fee structure for the Driver's History Report item and provide a list of state fees.
19.	In Section B. Objective and Solutions Requirements, the National Sex Offender Search is listed in all packages, except "New Hire Basic + Sanction Screening." Please advise if this was an oversight <i>or</i> if the National Sex Offender Search should be included in this package.	Include the National Sex Offender Search should be included in this package.
20.	Please advise if you will be releasing an updated list of packages with the education verifications included.	Yes.
21.	In the Q&A, El Rio Health noted the need for I-9 and e-Verify services, as well as international education verifications. Will you be providing updated packages containing these items, <i>or</i> should vendors provide a la carte pricing?	We can provide updated packages and would like the option for a la carte pricing.
22.	Are you looking for Maiden and Alias names to be included in all criminal searches? Or are you seeking single (one) name searches?	Include Maiden and Alias in criminal searches.
23.	Are you running searches on Maiden/AKA/Alias names that are provided in the Social Trace	Whenever candidate provided it
24.	If so, are you running a specific number or would you like to run all pertinent names that are provided.	All numbers provided.

25.	Are you running monthly monitoring in addition to the sanctions screening that are done pre-hire?	This is completed internally by LR. We only complete one time prior to hire for new hires
26.	In your package New Hire Basic + Sanction, you mention the sanctions check – State-Med (Facis level 1M) State abuse/violations and Medicare/Medicaid opt out lists are in the FACIS3 report, not FACIS1. FACIS 1M is the monthly monitoring that is done post hire. I am trying to determine specifically what level FACIS you will need in this specific report and if you would like the 1M in addition to it post hire.	Nothing after post hire. Health Care Sanctions (All) first searches an aggregated database for possible matches, then conducts an additional primary source search if a possible match is identified. The database searched includes records from the HHS OIG-LEIE, the US GSA SAM, which includes the EPLS, DEA, FDA, OFAC, SDN, Tricare and other federal sources and boards or agencies that publish opt-out, exclusion, sanction, restriction, debarment, disqualification or discipline information including state Medicaid exclusion lists
27.	Did you have any specific questions that you would like for us to answer or are you just looking for pricing and if we can meet the package requirements (Which we are)	Yes. We'd like to be cost efficient and will consider the overall package, turnaround time, success rate of actually getting results especially for HS diploma's verification, mobility, ability to integrate with current system, and as well as the ability to get quote for competing reference checks as well.
28.	In the answer to question number 25, you mentioned a mutual NDA. Do you have one that you can send, or would you like to use ours? I have attached it, just in case.	We could sign your NDA
29.	Section C. - is it intended that if a vendor meets all the requirements in the "Objectives and Solution Requirements" section that they will be asked to provide a demonstration?	Yes
30.	Is the demonstration to include our implementation plan or can that be outlined in our initial response submission?	Please outline on the initial response
31.	Will the award notification be sent via email or posted somewhere online?	Via email
32.	The bid contacts were listed as CandiceC@Elrio.org , Cc: MarkH@Elrio.org , however, the Q&A #14 states GeorgeT@elrio.org , JoannMB@elrio.org . Please clarify who should be receiving our submission.	Please send proposals and questions at CandiceC@Elrio.org , Cc: MarkH@Elrio.org
33.	Q&A #18 states I-9 and E-verify are required yet that is not listed in the package descriptions. Are we to price those services a la carte?	Yes
34.	Q&A #22-23 clarifies onboarding does include drug screening, TB, physical, compliance courses, and attestations. Are you interested in reading how we can streamline	Yes please

	that also? If so, should we price those services a la carte?	
35.	Is preference given to vendors with higher accreditations?	Would be considered.
36.	Will the HR admin be placing the order or the applicant?	Could be both but we expect an email sent out to the applicant so they can submit the order.
37.	Will El Rio Health be paying for orders, or the applicant?	El Rio
38.	As reporting and functions were listed in Q&A #21 as factors that lead to your current vendor, are you interested in reading about our reporting and functions also?	Yes
39.	Regarding the vendor having all certifications, licenses, insurance and/or registrations required under the laws of the State of Arizona, is that to be prior to award or can that requirement be met if awarded?	Prior to award.
40.	On the pg 5 form, what specifically is the "Arizona ID" versus the "Applicable Arizona License Number(s)?"	Arizona License Number
41.	What is the intended duration of the contract?	Three (3) years
42.	Are the background check packages to include alias searches? If so, how many aliases per applicant do you want searched?	The number provided.
43.	Can you describe the desired integration with Ceridian - Dayforce? What information will be transferred between systems?	The information required for Ceridian.