



**REQUEST FOR PROPOSAL
BACKGROUND CHECK VENDOR FOR NEW HIRES AND TRANSFERS
HUMAN RESOURCES**

Proposal deadline and time	Friday, January 29, 2021 at 4:00 PM (MST)
Pre- proposal conference	Friday, January 22, 2021 from 1:00 PM- 2:00 PM (MST). The participants will receive a conference call invite.
Submission of Questions related to the RFP	Friday, January 15, 2021 at 4:00 PM
Submit proposal via email at:	CandiceC@Elrio.org Cc: MarkH@Elrio.org
Or by regular mail at: (5 sealed hard copies)	450 W. Paseo Redondo Attn: Candice Campbell/ Mark Hodges Tucson, Arizona 85701
**Submit all of your questions by January 15, 2021 at:	CandiceC@Elrio.org Cc: MarkH@Elrio.org

**Dates are subject to change at the discretion of El Rio Health*

***If there're questions after the Pre-Conference call, contact CandiceC@elrio.org cc: MarkH@elrio.org*

ABOUT EI RIO HEALTH:

El Rio Health began in 1970, we have grown to be one of the largest, non-profit community health centers in the United States. We focus on positive health outcomes, treating the whole person and prevention. Our health care is delivered by compassionate, professionally trained integrated health teams who give from their hearts to provide you with caring, high quality, world-class care. Additionally, El Rio Health is a Federally Qualified Health Center with Non-Profit, Tax Exempt, and Charity status, recognized as a 501(c)3. El Rio Health serves over 100K patients a year and employs over 1300 individuals.

SUMMARY OF PROJECT:

El Rio Health is pleased to announce our RFP for a Background Check Vendor for New Hires

and Transfers for the Human Resources Department. Listed below you will find a brief description of what we are looking for in a solution and a breakdown of what we have listed to be our minimal requirements to deliver a smooth process for new employees and employees being transferred.

SECTION A. SCOPE OF WORK:

- I. El Rio Health is looking for a Vendor that will provide extensive applicant background searches based on customized packages to suite organizational requirements with a high level of customer service that is compatible with The Ceridian- Dayforce product.

SECTION B. OBJECTIVE AND SOLUTIONS REQUIREMENTS

Must Have	
Services	Brief Description
New Hire Basic	SSN Trace, SSN Validation, Criminal Felony & Misdemeanor - 7yrs (a) - Unlimited # of counties as revealed by SSN Trace, Widescreen Plus National criminal Search (g), National Sex offender search
New Hire Basic + MVR	SSN Trace, SSN Validation, Criminal Felony & Misdemeanor - 7yrs (a) - Unlimited # of counties as revealed by SSN Trace, Widescreen Plus National criminal Search (g), National Sex offender search, MVR Report - current state of license sure(c)
New Hire Basic + Sanction Screening	SSN Trace, SSN Validation, Criminal Felony & Misdemeanor - 7yrs (a) - Unlimited # of counties as revealed by SSN Trace, Widescreen Plus National criminal Search (g), Healthcare Sanctions check - State-Med (FACIS level 1M)
New Hire Basic Licensed Staff	SSN Trace, SSN Validation, Criminal Felony & Misdemeanor - 7yrs (a) - Unlimited # of counties as revealed by SSN Trace, Widescreen Plus National criminal Search (g), National Sex Offender Search, Healthcare Sanctions check - State-Med (FACIS level 3), Professional Licenses Report - one license
Licensed Staff & Verifications	SSN Trace, SSN Validation, Criminal Felony & Misdemeanor - 7yrs (a) - Unlimited # of counties as revealed by SSN Trace, Widescreen Plus National criminal Search (g), National Sex Offender Search, Healthcare Sanctions check - State-Med (FACIS level 3), Professional Licenses Report - one license, Education Report - highest degree(b), 7 year Employment History - Up to 3 employers.

SECTION C. EVALUATION/SELECTION:

I. El Rio Health will grade the response based on the following criteria:

- a) 50% - Each section outlined in the “*Objectives and Solution Requirements*” section will be graded on a points system. If the vendor is unable to meet the necessary requirements, they will not be asked to provide a demonstration of their product.
- b) 25% - Vendor hosts a demonstration of their solution and reviews their implementation plan for success.
- c) 25% - Pricing. We ask that all vendors submit their best pricing taking into consideration our Federal 501(c) 3 status qualifying our organization as a Charity.
- d) Upon receipt and opening of proposals, and after the proposal deadline, the El Rio Health Chief Executive Officer will determine the responsiveness of each applicant.
- e) A contract awarded as a result of this solicitation shall be awarded to the responsible Offeror whose proposal represents the best value and is in the Health Center’s best interest.
- f) All vendors who provided a demonstration will be notified whether they have or have not been awarded the selection.

SECTION D. GENERAL INFORMATION

I. Proposal Submittal Procedure:

- a) All questions about the meaning or intent of this request will be submitted via email at: CandiceC@elrio.org, cc: MarkH@elrio.org.
 - i. A prompt e-mail response may be expected with copied of the query and answer forwarded to all Offerors responding to the RFP. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
 - ii. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
- b) Offerors shall submit a proposal to:
CandiceC@elrio.org, cc: MarkH@elrio.org or
450 W. Paseo Redondo
ATTN: Mark Hodges/Candice Campbell
Tucson, AZ 85701.
- c) Late submissions:
Will not be considered unless it is determined that it was caused by El Rio Health mishandling of the documents. All other late submissions will be returned unopened.

II. Other Requirements:

- a) The Offeror and all subcontractors employed by Offeror shall have all certifications,

licenses, insurance and/or registrations required under the laws of the State of Arizona. The selected Offeror will procure and maintain, during the life of the contract, liability insurance in an amount of not less than \$1,000,000 each occurrence. The selected firm will furnish copies of Certificates of Insurance to El Rio Health showing the coverage, limits of liability, covered operations, effective dates and dates of expiration naming El Rio Health, its agents and employees as additional named insured.

- b) The Offeror agrees if he/she is awarded the contract, that he/she will deliver the goods/services at the prices set forth in the submitted proposal.
- c) The data accumulated for El Rio Health will be provided in a current technology format if we are to transition to another vendor.

III. Opening and Awarding of Contract Proposal:

- a) Proposal will be opened on the date and time specified on the request cover sheet by the information Technology Department. This is not a public opening and contractors are not invited to attend. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of Offeror will be recorded.
- b) All information, except that marked as confidential, may become public information at the time the project is awarded. Offerors may request in writing non-disclosure of confidential data. Such data should accompany the proposal, be readily separable from the proposal in order to facilitate possible public inspection. Please mark each sheet in red letters, "Confidential." A request that states that the entire proposal be kept confidential will not be accepted.

IV. Award of Contract:

- a) El Rio Health reserves the right to award this project and to accept the proposal that is in the best interest and provide the best value for El Rio. El Rio Health reserves the right to reject any and all proposal or any part thereof.
- b) The final agreement and El Rio Health Business Associate Agreement will be signed by the El Rio Health and the successful Offeror and returned within an agreed timeframe after the date of the Notice of Award. No agreement will be effective until it has been fully executed by all of the parties thereto.

SIGNATURE OF FIRM'S AUTHORIZED REPRESENTATIVE

Company Name: _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

Fax Number: _____

Arizona ID: _____

Federal Tax ID: _____

Applicable Arizona License
Number(s): _____

Contact Person for Clarification of
Proposal Response: _____

Authorized Person to Sing for Firm: Name: _____
Title: _____

Email Address: _____

Signature of Authorized Individual, Title

Date Signed

(A completed copy of this page must be included with the proposal)

**If applicable, a Business Associate Addendum and Vendor Risk Assessment will be required to be signed by offeror.*

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.