

STATE OF NORTH CAROLINA

ADDENDUM 1

For RFP #68-GAEB1012

TITLE: **Employee Background Checks**

USING AGENCY: The University System of North Carolina

ISSUE DATE: October 15, 2012

DUE DATE: **10:00 A.M., Thursday, January 3, 2013**

ISSUING AGENCY: University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688

**Addendum 1: Prospective Bidder's Questions and Answers
(Answers highlighted in Yellow)**

EMPLOYEE BACKGROUND CHECK RFP -- QUESTIONS AND ANSWERS

Current Contract

- 1) Can you provide a copy of the current contract?
Bidders that would like specific information on current contract holders can submit a public records request. We will review all requests and provide information to the extent permissible under law.
- 2) Under the current contract, what are the average annual of searches performed for each of the following types: International criminal background searches, Professional Credential verifications, Educational verifications, Driving Checks, Credit Checks.
We do not have ready access to that detailed information. We estimate, based on a survey with our campuses, that over 16,000 total background checks were performed a year using our two existing vendors.
- 3) What type of turn-around time do you currently receive for each requested check?
Currently, we receive in-state results within approximately 24 hours. Certain situations require longer (e.g., certain international searches). Our RFP stipulates that results are due within 1-3 business days, with allowances made for extraordinary circumstances when communicated to us in advance. See Standards and Methods #10 of the RFP.

General RFP Questions

- 4) What is the start date of the contract?
As early as February 1; though we have the option of monthly extensions with our current vendors if the RFP process takes longer than expected.
- 5) You note that "up to 3 vendors" will be awarded this bid. Will the universities be mandated to use one of the three (or less) winners of the bid, or can they utilize whomever they choose?
Campuses can choose whether or not to pursue a contract; this RFP only negotiates a convenience contract that we in turn offer to the entire UNC system as an option.
- 6) Will a listing of the offeror(s) and cost(s) offered be published following the submission deadline?
Yes, a bid tabulation sheet will be available with the offeror names and the proposed costs.

Search Types

- 7) What is your preferred time frame for each requested check/screens?
Up to 3 business days, with allowance for multi-state or international searches that may require more time, given a written request for extension. See Standards and Methods #10 of the RFP.
- 8) According to items 5 and 6 of the Scope of Services on page 3, the institution will enter requests based on the information supplied by the employee. As part of the standard search (from the Cost Proposal on page 6, the contractor will perform an address verification search. Will the contractor perform the criminal background searches based on the residence history entered by the institution or by the address verification results?

If address verification yields additional addresses not included on the original verification request, vendors should consult the campus to decide whether a new, separate search should be initiated.

- 9) According to the third bullet item of the Cost Proposal on page 6, why would requests be made requiring searches over seven years prior and on average, how often might these searches over seven years occur?

This is a rare occurrence. Occasionally we require it for high-level candidates, or possibly for candidates with potential flags close to the seven year mark.

- 10) Please clarify the exact requirements of "Standard Check". What do you want this to include?

Standard background checks will include state and federal criminal background checks, address verification, social security checks, and sex offender registry checks.

- 11) Under (8) on page 4, it provides a description of the services included in a standard background check. The criminal portion of this package includes state criminal. Do you mean a statewide database search? If so, are you looking for best practice recommendations? We do recommend county criminal record searches as the primary method of searching for criminal records.

All NC counties feed into a statewide database. For states where that may not be the case, a county by county search would be necessary.

- 12) Will a nationwide criminal background search be acceptable in lieu of separate state/county criminal searches?

No.

- 13) Would you like an electronic Form I9 E-verify solution?

That is not part of this proposal.

PeopleSoft/PeopleAdmin

- 14) The RFP states that "Preference will be given to contractors who can deliver the results through PeopleAdmin or PeopleSoft"; what is the likelihood that this will be a major determining factor?

The compatibility with PeopleAdmin or PeopleSoft is not a requirement, only a preference.

- 15) Does the current contractor's software interface with PeopleSoft or People Admin?

We have two current vendors; one is compatible with PeopleAdmin, one is not.

Pricing

- 16) What are the current contract rates?

Bidders that would like specific information on current contract rates can submit a public records request. We will review all requests and provide information to the extent permissible under law.

- 17) For credential verification, are you seeking the cost per employment and/or education verification, or is this also supposed to be one cost that would include five years of employment verification plus the education verification?

Campuses do not currently require employment verification. Education verification, if required for a particular search, would fall under the credential verification line item.

18) For the Cost Proposal when we are going directly to the courts we incur variety of fees. Can the High Court Fees be added to the package price as they occur or would you like the pricing inclusive of all fees? If inclusive can you provide us with an idea of what areas of the country the majority of your applicants are coming from? We incur the majority of our high court fees in New York, New Hampshire and other New England States.

If searches entail additional high court or court access fees unanticipated by our contract, the cost should be discussed in advance with the campus representative.

19) Under Cost Proposal, Section (5), the first price request gives the explanation: price per check for up to five addresses for up to seven years. By addresses, do you mean state or county criminal searches? Is it a safe assumption to assume this one would only include the current name as it is not specifying any additional names?

If an unknown alias is discovered during the verification process, vendors should contact the campus to decide if a new and additional search is warranted.

Pricing – International

20) Can international searches be billed separately instead of billing them all at one average cost?

Yes.

21) Can you provide a list of past International volume by country?

We do not have specific statistics. Based on anecdotal evidence, we've seen searches in Australia, Canada, Japan, China, Germany, Thailand, India, Korea, Italy, Spain, New Zealand, and Mexico. The response time was reasonable for these countries; one campus estimated 5-10 business days.

Miscellaneous

22) Do you already have a preferred vendor and so therefore this proposal is directed towards that company and you have no intention of changing vendors -just complying with NC General Contracting?

This proposal is open to all bidders. There is no preferred candidate.

23) Does the 2/3 of check referenced in the RFP mean that 2/3 of your searches included only a search of North Carolina? If so does this mean the other 1/3 included one or more jurisdictions that may have also included NC?

Yes – but this is an estimate, and not guaranteed.

24) Regarding #16, do you require that we provide a contract administrator to be onsite at UNC, or are you referring to your own internal contract administrator?

We are referring to our own internal contract administrator.

25) Will you choose a NC company or just what company provides the lowest bid? Does quality count, or merely the lowest bid.

This proposal is open to all bidders. There is no preferred candidate, in-state or otherwise. There is a scoring sheet attached to the RFP that highlights our bidding considerations.

26) We provide an applicant input portal on a website customized with your colors, logos and instructions. Would you be interested in hearing about this solution? If you approved of the applicant input solution would you still need information reported to PeopleAdmin or PeopleSoft?

Please feel free to propose what you believe works best.