

Procurement Office  
Harford Community College  
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Bel Air Maryland 21015  
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## **RFP 17P-001 BACKGROUND CHECK SERVICES**

### ADDENDUM NO. 3

The following shall be incorporated into the captioned solicitation as though included in the original documents issued:

1. We have been advised that there have been issues accessing Emaryland Marketplace by the link provided in the specifications. If experiencing a problem use the following:

<https://emaryland.buyspeed.com>

NOTE:

The official site of record is the College's bid board ([www.harford.edu/purchasing/bidboard](http://www.harford.edu/purchasing/bidboard)).

### **Questions and Answers**

- Q1. I just have a quick question before starting along in the bid process. Section 11.0 COMPANY PORFILE AND NARRATIVE, Sub-Section 11.3 states "At least two of three references must be from Higher Education." Our company currently does not have any business activities with a "Higher Education" client, however we do provide similar services directly to City of Philadelphia, Law Department; the State of New York, Department of Labor; New York State Insurance Fund, and Pennsylvania State Workers' Insurance Fund. Would references from state and municipal government clients be accepted in lieu of the Higher Education references?  
A1. No. At least 2 out of the 3 references must be from Higher Education.
- Q2. For RFP 17P-001 Background Check Services, the College is requesting Criminal Statewide records in addition to County criminal records. The Maryland Statewide repository is a fingerprint criminal record. Are you requesting fingerprinting or a different type of statewide criminal search? There are also state criminal database searches, but all data would need to be verified with the court of jurisdiction (county) for FCRA compliance. Please confirm the type of criminal statewide the College is currently running.  
A2. Criminal records – Seven years from SSN trace: Felony and misdemeanor county criminal search for the primary provided address and each residential address within the last seven years developed from a Social Security Number Trace. Automatically convert county residences to unrestricted statewide searches where available. All names associated with the SSN should be included.
- Q3. We are woman owned and locally owned and been in business since 1994. Our forte has always been insurance fraud and related investigations. We have worked for defense attorneys,

- insurance companies, doctors and hospitals but never a school. Would you still consider us because what you are asking for us to do we have been doing for 22 years. There is no difference whether we are doing it for a doctor, attorney or a college, it is the same thing.
- A3. Please refer to A1. We must have at least 2 references from Higher Education.
- Q4. Who is your current vendor?  
A4. EBI
- Q5. Why are you releasing an RFP? Is it required or any deficiencies with your current vendor?  
A5. No deficiencies, just seeking competitive proposals.
- Q6. In aspect of pricing: Do you want us to include alias names? Do you want us to include High Court Fees?  
A6. Yes to both questions.
- Q7. Do you require data feed or integration with an Applicant Tracking System?  
A7. Not at this time.
- Q8. What is the most time-consuming part of your process today?  
A8. Entering data for the background check and checking back for status if a screening isn't completed within two business days.
- Q9. Can we offer services for your students as well?  
A9. We are requesting proposals only for the scope of work included in the RFP.
- Q10. How much are you currently paying for these services?  
A10. The fees range from \$2.80 to \$75.00.
- Q11. How are you currently initiating Background Checks on applicants?  
A11. We have the finalist applicant complete a hard-copy authorization form, present them their FCRA rights, and enter the information from the authorization form into the vendor's online system.
- Q12. How are you currently tracking Background Checks for applicants?  
A12. Online through the vendor.
- Q13. Do Background Checks expire? If so, how often?  
A13. No.
- Q14. When is a Background Checks required? How do you know when a Background Check is completed?  
A14. Background checks are required for all applicants who are forwarded for hire, all campus volunteers, and all Federal Work Study employees. We receive an e-mail from the vendor when a screening is complete.
- Q15. Can vendors submit additional value-added services?  
A15. We will evaluate proposals for the scope of work included in the RFP.

- Q16. How does your current vendor notify you of longer turn-around times or delays?  
A16. The current vendor doesn't notify us. We check on pending screenings and question the vendor if the explanation on the pending report isn't adequate.
- Q17. How is your current customer service with your vendor?  
A17. Good.
- Q18. What payment system are you currently utilizing for learners?  
A18. Not sure that we understand the question. We utilize Ellucian/Banner business system and we pay against a purchase order.
- Q19. Will this be applicant pay or invoicing?  
A19. The Supplier will send an invoice to the College and check will be issued within net 30 days.
- Q20. Do you require the ability to run reports on background checks for your applicants?  
A20. Yes.
- Q21. Can you specify what response time you are referencing in question 2 of the proposal form "Indicate normal response time from receipt of the background request". Would you like to know turnaround time to receive the completed report, or how long before it is acknowledged the request to process the background after it is received?  
A21. Your normal response time to provide the requested information.
- Q22. Can you confirm the format you would like to see for exceptions to be listed in, should there be any? Would you like redlines of the General Terms to be sent, or exceptions listed on a separate document?  
A22. Our general terms and conditions are reasonable for a public entity as we are, and we do not expect exceptions. However, if there is a term or terms that you believe are not applicable for this service, indicate in your proposal.
- Q23. In the response to the deliverables (6.0) would you like descriptions of what is included with the services, or just lead times?  
A23. For 6.0 we are asking for lead times. A narrative of the company and the services and other information is requested in 11.0.
- Q24. Will you accept proposal responses via email?  
A24. No. Per the specifications one (1) priced and three (3) un-priced hard copies of the proposal documents are required.
- Q25. Proposal form page 10 Lump Sum pricing - Shall the pricing submitted for each unit include any government mandated fees such as county court fees or 3rd party fees or will bidders be allowed to submit a separate schedule of government and 3rd party fees which would be in addition to our submitted unit pricing?  
A25. A fee is to be quoted for each of the eight (8) background check elements and each fee is to be all inclusive of all costs to be invoiced for that background check element.

- Q26. Who is your current provider for background screening services? Please provide their current pricing, if possible.  
A26. Refer to A4 and A10.
- Q27. Why are you evaluating new providers for background screening services?  
A27. Refer to A5.
- Q28. Would the College like to see pricing for maiden and alias names, where available?  
A28. Yes.
- Q29. Are we permitted to provide pricing for additional, suggested services we believe may benefit the College, in addition to those listed in paragraph 5.0 on page 8?  
A29. Refer to A15.
- Q30. As a privately held company, financial information, including approximate annual sales value for the past 3 years, is considered highly confidential in nature, and it is our preference not to include this type of data during the RFP process. May we submit letters from our banking institution and certified public accountant attesting to our financial strength in lieu of the requested annual sales value?  
A30. You can either submit approximate values and/or letters from bank and CPA attesting to financial strength.
- Q31. Are we permitted to provide supplemental materials to support our technical response, in addition to fully and properly executing all forms provided by the College?  
A31. Yes. In 11.1 and instructions on proposal form we ask for a narrative.
- Q32. Why are you leaving your current vendor?  
A32. Refer to A5.
- Q33. Who is the current vendor?  
A33. Refer to A4.
- Q34. What is your current pricing for background screening searches?  
A34. Refer to A10.
- Q35. Would you like to have package pricing quoted?  
A35. Refer to A15.

**END ADDENUM 3**

July 5, 2016