

ADDENDUM 1

Durham Public Schools Request for Statement of Proposal (RFP) For Background Checks

RFP # 179-232-228-BACKGR-CK-SVS

Date: 9/19/23

ADDENDUM 1 – Questions and Answers

Q1. Vault queries multiple public sources to perform criminal history background checks, using address history information usually dating back seven or ten years. Do you have a preference on how far back we go when performing checks on your employees, volunteers, and applicants?

A1. Their adult life

Q2. All searches begin with a Social Security Trace as an investigatory starting point. We can provide information associated with an applicant's "given name only" or "all viable AKAs." When electing to search "given name only," additional AKAs will be identified, but not searched. Electing to search "all viable AKAs" is offered at a higher price and returns searches on all names associated with the employee/volunteer/candidate. Would you like us to include pricing for packages to include both scenarios (i.e., searches based on given name only and searches based on all viable AKAS)?

A2. Yes

Q3. Can you please provide an estimated number of employees/volunteers/applicants subject to criminal background checks annually?

A3. 2000 - 3000

Q4. If at liberty to share, can you please provide the name of your current vendor and the pricing currently provided to you?

A4. Mind Your Business

Q5. What's the anticipated annual volume of checks, or historically, what's been the annual volume?

A5. Is this the same question as #3?

Q6. Who's the current provider?

A6. Mind Your Business

Q7. What improvements are you seeking in a new provider, e.g., Customer Support Turnaround Time and Platform functionality?

A7. Pricing, Accuracy of CRC, Timeliness of out-of-state searches

Q8. Are there any plans to integrate with an HRIS system? If so, which one?

A8. Unknown

Q9. Please share the current price table in place.

A9.

Q10. What is the estimated annual number of background checks you will need to conduct?

A10. 2000-3000

Q11. Will all of the checks be a package check, or will you be needing any a la carte services?

A11. Not sure what "package check" means. Or what specifically an a la carte service means.

Q12. What has caused the school board to issue an RFP?

A12. See A7

Q13. Any issues with current vendor that has caused the school board to issue an RFP? If so please explain what you may be looking for differently.

A13. See A7

Q14. Is the search of state, federal and local information only searching North Carolina public records or do you search other jurisdictions outside of NC?

A14. Yes – all 50 states.

Q15. What is annual volume of background checks?

A15. See A10

Q16. Item #2 asks for a list of current and prior clients over the past 5 years. We currently have over 40,000 customers of which many we have "confidentiality" clauses in our contract. How would you like for us to respond to this question.

A16. ?

Q17. Do you want respondents to provide their own rate sheets or do you have a document that you want vendors to fill in blanks for pricing?

A17. Respondents to provide rate sheets

Q18. Can you better define what you may be looking for in question #7. "Statement of Policy and Procedures"

A18. Your company's bylaws or policies.

Q19. Assuming there are current incumbents. Can you provide their name, the contract number, and contract value?

A19. Mind your Business

Q20. Provide a list of the vendor's current and prior clients over the past 5 years, indicating the specific dates services were initiated and ended, as applicable.

A20. Unknown

Q21. We have had the pleasure of servicing many hundreds of clients over the past five years. As an alternative to this request, may we provide you with additional references?

A21. Yes

Q22. We see a conference meeting link on the website for this bid. Is this intended to be a pre-bid conference? If yes, please respond with the day/time. Shall we instead assume this meeting to be for the bid opening?

A22.

Q23. What are the current packages (i.e. Professional, Drivers, Volunteers) offered by your current provider AND what are the searches included in each specific package AND current prices of each package?

A23. All we have is a standard CRC and one for bus drivers.

Q24. What searches are performed in the background checks for volunteers AND what is the package cost?

A24. Same searches. Same cost.

Q25. What searches are performed in the background checks for professional positions AND what is the package cost?

A25. Same searches. Same cost.

Q26. What searches are performed in the background checks for positions of employees operating district vehicles AND what is the package cost?

A26. The extra motor vehicle searches.

Q27. Does DPS utilize recheck backgrounds of existing employees? If "yes," what searches comprise these rechecks AND what is the cost of this package?

A27. Not currently

Q28. Regarding county searches, does DPS want to search only the county of current residence OR all counties over the past seven years? Does this change based upon position held (if so, please explain)?

A28. We do state searches.

Q29. Who is your current provider for criminal background check services?

A29. Mind Your Business

Q30. How long have you been with your current vendor?

A30. 2 years

Q31. What do you like about your current vendor relationship and services?

A31.

Q32. What does your current provider not offer that DPS would like to see with your next provider?

A32. Competitive pricing

Q33. Why are you evaluating new providers for criminal background check services?

A33. See previous answer

Q34. What is your anticipated start date?

A34. Asap

Q35. What is your estimated annual volume?

A35. 2000-3000

Q36. What is your estimated budget for this project?

A36. To be determined

Q37. Will preference be given to providers that are accredited by (not just a member of) the Professional Background Screening Association (PBSA, formerly NAPBS)?

A37. Potentially

Q38. What specifically are you expecting with a “proposed contract for services”?

A38. Specific terms of service

Q39. What specifically are you expecting with a “Statement of Policy and Procedures”?

A39. Bylaws and/or company policies.

Q40. DPS is seeking “accurate criminal background reports electronically within 1-2 business days of the unit’s request throughout the entire calendar year.” Due to the nature of some background checks, search times can sometimes be extended. Is this being taken into account with this request? If certain searches take longer than 1-2 business days, is this acceptable? Our company often uses primary-source records rather than third-party databases, ensuring our clients have the most accurate and up-to-date criminal records available.

A40. Yes. Potentially, depending on time and provision of service.

Q41. Is Durham Public Schools currently conducting initial direct searches of county criminal courts for potential records or are you utilizing a national criminal database or statewide criminal records repository to identify potential records matching candidates and then confirming any records found at the direct source of the record (county criminal court)? Can you provide insight into the specific products in your scope of work with the current Durham Public Schools’ screening provider?

A41. State and federal.

Q42. Who is Durham Public Schools current incumbent screening provider? Can you disclose their current contract?

A42. Mind Your Business

Q43. Is Durham Public Schools experiencing any specific challenges in your current screening program?

A43. Challenges are lack of competitive pricing, accuracy, responsiveness

Q44. What is the anticipated annual volume of background screens?

A44. 2000-3000

Q45. Will the Durham Public Schools require an integration for background screening services?

A45. Not at this time.

Q46. We understand that Durham Public Schools (DPS) employs over 5,000 people plus some number of volunteers, contractors, applicants, etc. who must all have their criminal backgrounds checked. How many checks per year over the two-year contract period are anticipated?

A46. 4000-6000

Q47. How often are people rechecked?

A47. Not rechecked currently unless being rehired after two weeks separation.

Q48. How does DPS desire/require the information on people to be checked to be conveyed to the service provider? Does DPS want to provide this in written form or via a secure online form?

A48. Secure online form works.

Q49. Criminal background checks cannot be performed unless a signed FCRA form accompanies the request. Please describe any existing process that complies with this federal mandate.

A49. Part of our mandatory application process

Q50. What system is DPS currently using? What are the reasons DPS is looking for a new system?

A50. Mind Your Business

Q51. What services did you like in your previous vendor?

A51.

Q52. What services were lacking that you desire in a new vendor?

A52. Competitive pricing, accuracy, responsiveness

Q53. Would DPS be interested in an optional feature that would print badges or ID cards for those hired?

A53. No, But happy to receive a quote/information.

Q54.

A54.

Q55.

A55.