

## Questions received on Background Check Services and DASNY's responses:

1. Could you please share with me how many background screens you project to process over a 12 month period?

**Response:** We had 65 total for 2016

2. Do you require all customer service and all personnel with access to your company's information and/or applicant's information to be US based?

**Response:** It is not a requirement in the rfp, but this could be discussed further in the interview process.

3. What is your monthly/annual volume?

**Response:** 65 total for 2016

4. What is your monthly/annual spend?

**Response:** \$24,475 total for 2016/2017 fiscal year; \$11,290 fiscal year to date; Note: our fiscal year is 4/1 – 3/31

5. Will you be requiring an ATS integration?

**Response:** That is not a requirement, but we would be interested in discussing it.

6. Who is your current background check provider?

**Response:** We currently have an external vendor.

7. What are your complaints/issues with your current background check provider?

**Response:** N/A

8. We are located in Buffalo and are only in the beginning stages of obtaining a NY PI license. Without a PI license, would we be automatically out of the process? What if we can affiliate ourselves with a current active licensed firm until ours is obtained?

**Response:** We would consider it. We would need a copy of the agreement and the other firm would need to submit the same documents that your firm is required to per the rfp process.

9. We were wondering what the volume is monthly/annually whatever is easiest to gage.

**Response:** 65 total for 2016

10. Would it be possible to get a mutually signed NDA?

**Response:** A sample can be included in the rfp response for our review. Note that we are subject to disclosures under FOIL, FCRA, and various state mandates.

11. Employment verification including dates of employment, positions/titles held, salary, reason for leaving and re-hire eligibility. Employment verification shall consist of the last three (3) employers or a minimum of ten (10) years of employment history, whichever is greater. In some instances, employment verification may be more extensive. - How many attempts do they want us to make (unlimited, 3 day 5 attempt etc.)?

**Response:** Generally, if a verification has not been made after several attempts, the applicant should be contacted to provide documentation verifying wages and employment.

12. Employment credit report as deemed applicable by DASNY. - Ours is provided by Transunion. Is that sufficient?

**Response:** Yes

13. Can you share estimated yearly volume?

**Response:** 65 total for 2016

14. Does DASNY hold a current contract with the Union?

**Response:** Yes

15. If applicable, would the awarded background screening provider be responsible for applicants not staffed by the Union?

**Response:** Pre-employment background checks are performed on all hires regardless of union status.

16. If applicable, would the awarded background screening provider run checks on Unionized employee's as well?

**Response:** Pre-employment background checks are performed on all hires regardless of union status.

17. Can you please provide the volume of searches in 2016 and 2017 year to date?

**Response:** 65 total for 2016

18. Can you please provide the name of the firm you are currently using?

**Response:** We currently have an external vendor.

19. Can you please provide the rates/fees being charged by the current firm?

**Response:** No, we are not releasing this information.

20. Who is your current provider for background check services? Please provide their current pricing, if possible.

**Response:** We currently have an external vendor. We are not releasing pricing information.

21. What is your estimated annual volume?

**Response:** 65 total for 2016

22. What is your estimated budget for this project?

**Response:** It varies based on recruitment activity; \$24,475 total for 2016/2017 fiscal year; \$11,290 fiscal year to date; Note: our fiscal year is 4/1 – 3/31

23. Are there any pain points with your current provider?

**Response:** N/A

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

**Response:** As a public entity, we are subject to procurement guidelines which require us to perform an open, competitive search when a contract term expires.

25. What is your anticipated start date?

**Response:** As soon as possible after the vendor selection process is concluded.

26. Will preference be given to providers that are accredited (not just a member) by the National Association of Professional Background Screeners (NAPBS)?

**Response:** Not necessarily

27. Section 2.1 Scope of Services & Cost Proposal Q1: Regarding the request for Social Security Trace or Name-Address Verification, are you:
- a. seeking a Social Security number trace, which reveals if a Social Security number is valid and uniquely associated with an applicant, and reveals if multiple names are associated with a particular Social Security number. Or
  - b. seeking a Consent Based Social Security Verification, which matches an applicant's personal identifiers against the Social Security Administration master file and death index. Please note: this option requires applicants to sign a special consent form and may increase turnaround time for reports.

**Response:** Currently, we are using the first option described, but we are open to discussing other options.

28. Cost Proposal #3b - NJ Statewide Criminal Conviction Record Search: Please clarify if you would like vendors to conduct the search through the New Jersey State Police source, or the New Jersey Administrative Office of the Courts source. Please select one to ensure consistent pricing from vendors.

**Response:** Please provide pricing for the source which your firm uses and make a notation as to which source that is.

29. Cost Proposal #3c - MA Statewide Criminal Conviction Record Search: Please clarify if you would like vendors to conduct this search via the public access statewide search for MA, or the Criminal Offender Record Information (CORI) system. Please select one to ensure consistent pricing from vendors.

**Response:** Please provide pricing for the source which your firm uses and make a notation as to which source that is.

30. Cost Proposal: Within Section 2.1 Scope of Services of the bid you referenced "Multi-jurisdictional criminal conviction history records search"; however, there does not appear to have be line item for "Multi-jurisdictional search" on the cost proposal. Should vendors provide pricing for this item? If yes, where should this be provided on the cost proposal?

**Response:** The individual components of a multi-jurisdictional criminal search are included in the cost proposal (i.e., state, federal, etc.).

31. Section 2.1, Scope of services/Cost Proposal #6 &12: DASNY is looking for a 10 year or last 3 employers employment verification. Does DASNY have any statistics on the average number of employers checked, per applicant, over the past year (to assist with pricing)?

**Response:** We do not keep such statistics, but three or four is fairly standard.