



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-2565-CJ

DESCRIPTION: **Web Based Background Checking Services**

DATE: March 17, 2014

This Amendment **No.1** modifies the Requests for Proposals only in the manner and to the extent as stated herein.

Vendor Questions & Answers

Revised/Modified Section III Scope of Work / Specifications of the solicitation

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO. 1** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

THE FOLLOWING QUESTIONS REGARDING THE SOLICITATION WERE SUBMITTED BY VENDORS:

1 What is the estimated annual volume of domestic background searches.

ANSWER: Approximately 18,500

2. What is the estimated annual volume of international background searches.

ANSWER: Approximately 120.

3. What is the estimated number of drug tests per year.

ANSWER: Approximately 420

4. Is the Drug and alcohol testing DOT or non-DOT compliant?

ANSWER: Non-DOT; Compliant-DOT related drug tests are conducted by another office at USC

5. Whether companies from Outside USA can apply for this?? (From India or Canada)

ANSWER: Yes. There is no restriction of companies from countries outside the USA responding to the solicitation.

6. Whether we need to come over there for meetings??

ANSWER: There are no meetings associated with the solicitation itself. Occasional meetings with University staff for updates/training may be required of the contractor. We are open to exploring alternatives if available.

7. Can we perform the tasks (related to RFP) outside USA ?? (From India or Canada)

ANSWER: Yes.

8. Can we submit our proposals via email?

ANSWER: No, proposals can't be submitted via email. Please refer to the Submitting Your Offer or Modification clause in Section II-A of the solicitation.

9. On page 12, in the section titled "the successful bidder(contractor) must meet the following mandatory requirements". Please further define the last bullet " an option for on-line candidates

ANSWER: The on-line candidates tool would be a webpage or web portal that would allow access for the candidate to provide essential information from which the contractor would complete the background check.

10. I down-loaded the materials. I do realize this is a solicitation to provide services for USC Human Resources. I did interpret that the solicitation requested several different billing options that would include for example: multiple billings or options for University departments to be charged. Would there also be an option to allow individuals to pay the cost for their background check (for example: a student that must submit to/provide a background check at their own cost as part of program admittance?) I believe there may be a statewide term contract with FIRSTLAB that allows an option for student/clients – where students pay the cost & confirmation results are shared with the state client. Is this type of feature part of the web-based background solicitation?

ANSWER: No. Our concern is our prospective and current employees, students who work with us and require a check consistent with our policy, and faculty members who require background checks. If students are required to have a background check for a campus activity unrelated to employment, they would need to do so outside of this contract.

11. When sharing information about our company and the services we provide, it is our policy to execute a mutual non-disclosure. Please find our standard MNDA attached, sign and return it back to us. This will allow us to provide the details associated with your questions.

ANSWER: The University will not sign non-disclosure agreements pursuant to this solicitation in order for bidders to share information about their companies and the services they provide with the University in the proposals they submit.

12. Should the price quoted for Statewide Criminal Search be the official state repository, such as the South Carolina SLED?

ANSWER: Yes

13. Are we correct in listing pricing exclusive of state fees that vary from state to state? For example, South Carolina charges a \$7.25 fee for motor vehicle searches, however, Florida charges a price of \$10.02.

ANSWER: We prefer a flat rate cost with differences among States taken into account.

14. Do you have an ATS/HRMS system with which you would want us to integrate?

ANSWER: Not at this time. But, we envision a possible integration with a new HRMS in the next few years.

15. Should Qualifications, Experience, and Financial Stability on page 18 be included with the Technical Proposal?

ANSWER: Qualifications, Experience, and Financial Stability on page 18 of the solicitation can be included in the Technical Proposal you submit but there should be separate tabs for each section of the proposal.

Page 28 states that the Bidding Schedule/Price-Business Proposal is not applicable (referred to as Bidding Schedule/Cost Proposal in the Solicitation Outline), however, page 13 requests a Cost Proposal. Are you expecting two separate proposals; a Technical Proposal and a Cost Proposal?

16. Page 28 states that the Bidding Schedule/Price-Business Proposal is not applicable (referred to as Bidding Schedule/Cost Proposal in the Solicitation Outline), however, page 13 requests a Cost Proposal. Are you expecting two separate proposals; a Technical Proposal and a Cost Proposal?

ANSWER: Yes, the University is expecting two separate proposals; a Technical Proposal and a Cost Proposal. While the Cost Proposal will not be initially evaluated by the University, issues of cost will be negotiated as outlined in Section 11-35-1530(8) of the South Carolina Consolidated Procurement Code. Therefore, the Cost Proposal should give a detailed explanation of all of the bidder's costs to perform the contract services stated in the solicitation that the University will incur if the bidder is awarded contract from the solicitation.

17. Who is your current provider and are you able to provide any of your current pricing information?

ANSWER: Applicant Insight, Inc. Applicant Insight's general pricing for components is as follows:

SSN search	\$3.50	
County Criminal	\$9.00	
Credit Check	\$5.50	
Statewide Criminal	\$9.00	
Federal Criminal	\$10.00	
State Civil	\$10.00	
Federal Civil	\$10.00	
Driving Record	\$4.00	
Employment Verification	\$9.00	
Education Verification	\$9.00	
Professional/Personal Verification	\$9.00	
Sex Offender Registry		\$9.00
OFAC Search	\$8.00	
Worker's Compensation	\$10.00	
HHS/OIG/GSA	\$8.00	

Clinical Services*:

5 Panel drug Screen	\$23.50	
Breath Alcohol	\$8.00	
Physical (DOT or non-DOT)		\$8.00

***additional fees may apply as imposed by local, state or federal agencies. If so, only actual costs will be billed.**

Collection Fees:

Urine Collection-LabCorp.	\$5.50
Urine Collection-Quest Labs	\$8.00
Urine Collection 3rd party	billed at cost
Breath Alcohol-3rd party	billed at cost

Applicant Insight offers package pricing for two levels of Fraud and Abuse Control Information System (FACIS) searches.

Level one

Combines the searches of the Office of Inspector General (OIG); General Services Administration (GSA), Office of Foreign Assets Control /Terrorist search (OFAC), DEA, FDA, Federal Register; and Tri-Care into one search package. This combination can be a potential cost saver in that it offers more searches in a single price while providing more information. The cost for this combination search is \$14.00

Level 3n

This advanced search incorporates the level one search and expands it to include disciplinary actions taken by federal agencies as well as those taken by licensing and certification agencies in all 50 states. This search exceeds the Government's minimum requirements and offers business risk management for new and existing employees and vendors. The cost for this search is \$16.00.

18. What is your annual volume of background screens?

ANSWER: Approximately 18,500 domestic searches.

19. Do you have an estimated annual volume of screenings?

ANSWER: Approximately 18,500 domestic searches.

20. Page 12, bullet point 9: Our company does not provide direct legal counsel, but does provide information regarding adherence to applicable legal and regulatory issues. Does this meet your requirement?

ANSWER: Yes

21. Page 12, letter E: Can you please provide a definition of 'blind samples'?

ANSWER: Samples submitted to labs with known contents to determine the validity of the testing regime.

22. Page 12, letter F: Is there a specific type of alcohol testing that you would like pricing for, or do you prefer pricing for all types?

ANSWER: We only require breath alcohol testing for specific employees in selected

categories of work.

23. Page 14: Is there education verification going to be just the highest level or will we need to verify all degrees? Can we price per verification?

ANSWER: We want the contractor to verify all degrees. You may quote on a per degree verification basis.

24. Page 14: Will we be getting all employment verification for the past 7 years or will there be a specific number of past employers? Should we price per verification or do you want a flat rate price going back a certain number of years?

ANSWER: We require criminal background checks for the past seven years. Please refer to Section III pages 14 and 15 of the solicitation. We also prefer a flat rate pricing for this.

25. In regards to the first two points of the checklist on the last page we would like to include information concerning certain FCRA required forms and negotiable terms. Is that allowable?

ANSWER: Yes

SECTION III SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

DELIVERY / PERFORMANCE LOCATION – PURCHASE ORDER (JAN 2006): After award, all deliveries shall be made and all services provided to the location specified by the Using Governmental Unit in its purchase order.

The University of South Carolina is seeking a qualified vendor who can provide background checks on new faculty, staff, volunteers, and student employees and students engaged in certain field training experiences for its Division of Human Resources. The successful bidder (contractor) should provide a user-friendly, point-and-click, web-based order/retrieval system that will allow the University to select from a menu of options based upon the needs of the University or as required for the position for which a candidate is being considered. The contractor should also be able to provide drug and alcohol screening which comply with OTETA of 1991 including subsequent revisions or additions for selected new employees and certain categories of employees.

The successful bidder (contractor) must meet the following mandatory requirements:

- A user-friendly, point-and-click, web-based system that allows clients the ability to order and retrieve background screening reports with “at-a-glance” status indicators provided on the applicant record (i.e. Clear, Derogatory, Alert, Review, Pending, etc.) based on standard or customized criteria such as color-coded results for easy identification of derogatory information and items requiring the University’s immediate attention.

- A user-friendly, point-and-click, web-based system that accepts secure submission 24/7 from any location with internet access.
- A user-friendly, point-and-click, web-based system that offers the ability to share secure data with multiple locations as determined by a userid and password.
- A user-friendly, point-and-click, web-based system that allows clients to electronically view and route reports to multiple locations within the University network.
- Statewide, county, federal and international criminal background searches.
- Criminal Records Searches shall also include convictions and deferred adjudication cases.
- Criminal Records Searches shall provide verification of addresses and criminal history.
- Operational procedures that ensure security and accuracy for reporting; including procedures for dealing with claims of disputed accuracy.
- Offeror to provide the legal counsel, preferably in-house counsel, to assure adherence to applicable legal and regulatory issues.
- A billing process that will segregate billing for services by multiple locations and on individual background records as needed.
- The provision of toll-free telephone access to customer service representatives during the University's normal business hours, 8:00 a.m. to 5:00 p.m. EST, Monday through Friday.
- Personal "live" account representative assigned to client and a personalized approach to working with client to answer questions and to problems (as opposed to a "call center" approach).
- The ability to administer the adverse action process to include applicant pre-adverse action and adverse action notification.
- An option for on-line candidate tools.

The contractor's drug and alcohol testing program must consist of at least the following service requirement components:

- A. Management, administration, reporting and record keeping;
- B. Specimen collection services; the method for collection and analyzing urine samples for all covered employees must meet the requirements specified in 49 CFR Part 40.
- C. Laboratory services by certified laboratories;
- D. Independent Medical Review Officer(s) (MRO) services;
- E. Blind Samples;
- F. Alcohol testing
- G. Reasonable suspicion training for alcohol or drug impairment
- H. The billing requirements will be the same as listed above.

In its proposal, offeror should also provide metrics to include turnaround time, data accuracy, and compliance.

In its proposal, offeror must indicate its ability to provide the services listed on the following two pages. In a separately bound Cost Proposal, please indicate your price structure for each service, specifying any differences in the extent to which your company's service differs from what the University has specified on the following two pages. We request that Offeror's pricing be reported per item. If the offeror would like to propose more than one pricing structure, that will be reviewed accordingly.

Service	Information Reported	Time Period Covered	Reporting Source	Retrieval Method	Standard Turnaround
Statewide Criminal Search	Felonies and misdemeanors appearing on a statewide criminal record repository	7-year minimum	Statewide criminal record repository	Records are obtained from an online repository or field agent	1 – 3 days
County Criminal Search	Felonies and misdemeanors appearing on county court records	7-year minimum	County court records	Field agent, online access, or clerk of court	1– 3 days
Federal Criminal History	Felonies and misdemeanors involving Federal law	7-year minimum	Online system provided by the United States Judiciary	Online access or direct court contact as needed	1– 3 days
Social Security Report	Names, addresses, and employment associated with a social security number	7-year minimum	Credit bureau	Online access	0 – 2 days
Motor Vehicle Report (Driving Record)	Information relating to license status, and any history of violations	3-year minimum 10-year for select group	State motor vehicle records bureau	Online access through a Department of Motor Vehicle Records or field agent	0 – 2 days
Credit History Report	Information relating to consumer credit accounts, public records, etc.	As governed by FCRA	Credit bureau	Online access	0 – 2 days
Education Verification	Information relating to either claimed attendance or receipt of degree	15-year minimum	Registrar’s Office of educational institution	Verbal or written response	1– 3 days
Employment Verification	Dates and title of employment, and other related information as available	7-year minimum	Employer records or agent for employer records	Verbal or written response	1– 3 days
Personal or Professional Reference Check	Information relating to character, integrity, reliability, etc.	7-year minimum	Sources identified by the University	Verbal or written response	1– 3 days

Service	Information Reported	Time Period Covered	Reporting Source	Retrieval Method	Standard Turnaround
Professional License/ Certification Verification	Information relating to license type and status or certification	7-year minimum	State records or online system	Online, verbal, or written response	0 – 2 days
Federal Civil Search	Civil cases involving federal law filed in a U.S. Federal District Court	7-year minimum	Court records or online system	Online access or direct court contact as needed	1 – 3 days
State Civil Search	Civil cases involving state law filed in a state court	7-year minimum	Court records or online system	Online access or direct court contact as needed.	1 – 3 days
Nationwide Sexual Offender and/or Sexual Predator Registry	Sexual offender and/or sexual predator information appearing on the state records	7-year minimum	State records, online system or law enforcement	Online access, phone, fax	1 – 3 days
Drug/Alcohol Test	Reports to indicate the presence of illegal or prescription drugs or alcohol.	Variable by drug type	Laboratory results	Directly from laboratory conducting the drug/alcohol screen	1-3 days
Office of Foreign Assets Control (OFAC) Terrorist Search	Specially designated nationals and blocked persons as determined by OFAC	7-year minimum	Office of Foreign Assets Control	Online access	1-3 days
Tax Check	Reports tax filings and outstanding liens	3-year Period	SC Department of Revenue	Directly from agency	1-3 days
Status Report from the SC Commission on Lawyer Conduct	Reports history of grievances or disciplinary actions and current status with the SC Bar	As of date of request	SC Commission on Lawyer Conduct, SC Judicial Department	Directly from agency	1-3 days