RFQ#APD2019-01 Pre-Employment Background Investigations
RFQ QUESTIONS & ANSWERS

The questions listed below were submitted by the following firms:

1) Frasier Group Investigations
2) Ergometrics/National Testing Network
3) Nationwide Investigative Services

1. Attachment 5 [of the RFQ asks for three contract references] and their information. [We] have only contracted out to [one particular firm] [for several] years, and almost never had any contact; the [firm with whom we contracted] handled all of that. Should [we] leave [Attachment 5 of the RFQ] blank?

Proposers must submit a complete bid packet with all attachments including Attachment 5. Note that references do not have to be directly associated with current or prior funded contracts; proposers may list any references relevant to the services that this RFQ is procuring.

2. What is the total number of candidates processed for background investigations in 2018? Please break down by discipline/classification.

The total number of candidates processed for background investigations, broken down by discipline/classification, is not readily available. However, based on hiring needs, APD will typically process anywhere between 20 to 40 candidates for pre-employment investigations, more or less.

3. Who were the vendors supporting your 2018 backgrounds and what was the price per candidate background?

Prior to April 2019, APD worked with Madeira International Group to conduct pre-employment investigations on potential candidates. Pre-employment background investigation rates by Madeira International Group were based on a per-case basis. Rates ranged from $330 to $1,095 depending on investigation type, plus expenses.

4. How many vendors did you have in place to support these 2018 backgrounds?

APD had one in place to support pre-employment background investigations in 2018. Please refer to Q3 for more information.

5. What is the anticipated annual number of background investigations requested?

Please refer to Q3.

6. Who is the current provider for this service?

Please refer to Q3.

7. What rate have they typically charged for the service, whether it be per-hour or per-case?

Please refer to Q3.
8. Is this bid to be submitted as a per-hour or per-case proposal?

Proposers may submit bids based on either a per-hour or a per-case service approach. All qualifying bids will be fully evaluated provided that they meet the intent and needs of APD, which will be further clarified during contract negotiations.

9. Do you require the proposer have completed the CA POST Background Investigator’s Course?

No, APD will not require the proposer to have completed the CA POST Background Investigator’s Course.

10. Is there a Small Business/ Disadvantaged Business Enterprise/Disabled Veteran Business Enterprise preference?

No, there is no Small Business/ Disadvantaged Business Enterprise/Disabled Veteran Business Enterprise preference for this RFQ. In addition, there is no Local Business Enterprise subcontracting goal for this Request for Qualifications or resulting contract(s). However, if a Respondent submits a certificate of proof of Local Business Enterprise (LBE) status, five (5) bonus points will be added to their final evaluation score.

11. Will electronic background report submission satisfy the 30-day requirement or will you need the entire, hard-copy package?

APD will need the entire, hard-copy packet of the final background report to satisfy the 30-day requirement. However, APD reserves the right to request that the report format be adjusted.

12. When submitting the final report is there a preferred template or format?

Please refer to Q11.

13. Will the County provide a sample report in the preferred format?

APD will not provide a sample report. Please refer to Q11 for more information.

14. What type of database will the County require for case-by-case daily status reports?

APD does not have database system requirements for this RFQ. However, Proposers who work with database systems should include a description of the system they use, the training that will be provided to use the system, and any other associated costs in Attachment 3 of the RFQ.

15. Will the County be providing LiveScan and Polygraph results?

Yes, the Department of Human Resources of the City and County of San Francisco uses California Department of Justice guidelines for establishing applicant identity, of which includes LiveScan fingerprinting of candidates. As part of this RFQ, APD will not request Polygraph tests to be conducted of candidates. However, APD reserves the right to change the requirements as needed.

16. Will the County be providing photographs of the Applicant?

No, the applicant will provide a photograph for processing their pre-employment background investigation as requested by the Contractor. Contractor shall request and secure a picture from the candidate as needed in order to complete a pre-employment background investigation.
17. Will the County be providing a completed Personal History Statement and Personal Interview Questionnaire for each Applicant?

No, APD will not provide a completed Personal History Statement (PHS) or Personal Interview Questionnaire (PIQ) for each applicant. Contractor shall request and secure a PHS and/or PIQ from the candidate as needed in order to complete a pre-employment background investigation.