



Q1. In regards to the cost response on page 8 – how many individuals does the state screen annually?

R1. In 2016 the Department processed 15,930 individuals. This current year, the Department has screened 17,738 individuals since November.

Q2. Who is your current provider for State, Local and National Criminal Background Check services? Please provide their current pricing, if possible.

R2. State and National Criminal History Background checks are currently being processed through Gemalto Cogent Inc. The current fee is \$46.10 for applicants that pay online and \$48.85 for applicants that pay with money order or cashier's check.

Q3. What is your estimated annual volume?

R3. The Department estimates the annual volume to be approximately 20,000 applicants.

Q4. What is your estimated budget for this project?

R4. This information is not available.

Q5. Are there any pain points with your current provider?

R5. This information is not available.

Q6. Why are you evaluating new providers for State, Local and National Criminal Background Check services?

R6. The Department is seeking a single vendor for background searches.

Q7. What is your anticipated start date?

R7. 2018.

Q8. Will preference be given to providers that are accredited (not just a member) by the National Association of Professional Background Screeners (NAPBS)?



R8. Vendors must be a certified FBI channeler.

Q9. Regarding Section 3.0 RESPONSE FORMAT on page 7, you state “Paragraphs must be double-spaced.” Should vendors interpret this to mean:

- a. the whole document should be double-spaced?

OR

- b. the document should be single-spaced, with two spaces between each paragraph?

R9. The whole document must be double-spaced.

Q10. Regarding the Cost Response page, Section: 3.1.4 COST RESPONSE, page 8, please clarify how you define “Local background checks.” Are you seeking criminal records uncovered via a nationwide database search, or a direct search of a county courthouse based on an applicant’s residence history? Please define.

R10. The Department is seeking a nationwide database search to include a search of local law enforcement agencies based on the individual's residence history.

Q11. Please explain your current process for managing your FBI Fingerprinting checks.

R11. The Department of Human Resources currently uses Gemalto Cogent Inc. to conduct State and FBI background checks. DHR applicants are fingerprinted using Gemalto Cogent authorized live scan sites.

Q12. On the Cost Response page, Section: 3.1.4 COST RESPONSE, page 8, you ask for “Sample applications for services.” Please explain what applications you are referencing.

R12. The department is requesting a sample of the document or form that will be used to request or convey information to the department.

Q12. On the Cost Response page, Section: 3.1.4 COST RESPONSE, page 8, you ask for “Sample applications for services.” Please explain what applications you are referencing.



R12.

Q13. Within the Cost Response page, Section: 3.1.4 COST RESPONSE, page 8, you request vendors to indicate “different levels of background checks, all price levels and the services associated (tier level),” but there is only one response line. Please answer the following:

- a. What background services do you want priced in the “Response Cost \$” column?

AND

- b. Can the vendor use their own format to respond, so long as all questions in the “Cost Response” are addressed?

R13.

a. Please provide the Department with a cost list for the different levels of background checks offered by your organization. This price list can be tiered based on the level of service.

b. Yes.