RESPONSES TO REQUESTS FOR CLARIFICATION

FOR

REQUEST FOR PROPOSALS

FOR

DATA SOLUTIONS FOR

COMPREHENSIVE BACKGROUND SCREENINGS

OF APPLICANTS FOR, AND RECIPIENTS OF,

VARIOUS SOCIAL SERVICE PROGRAMS

1.) Who is your current Background Checks provider?

This is not a request for clarification of the terms of the RFP.

2.) Why are you releasing an RFP? Is it required or any deficiencies with your current vendor?

This is not a request for clarification of the terms of the RFP.

3.) In aspect of pricing: We only charge our clients for the services they order. Can we provide an alternative pricing schedule as we do not charge a monthly service usage fee?

No. As stated in Section II(E) of the RFP, each proposer must submit its price proposal using Form B-1 in Schedule “B”. Schedule “B” and Form B-1 explicitly require a flat-fee price proposal.

4.) Also, do you want us to include alias names? Do you want us to include High Court Fees?

As specified in Schedule “A” of the RFP, each Comprehensive Report must “[p]rovide as much information as possible about each Applicant/Recipient that will enable the County to best assess the qualifications of each such person for various social service programs.” Schedule “A” then goes on to explain what such information is anticipated to at least partially include.

In general, each proposer should use its discretion and judgment in determining whether it is prudent, in order to achieve the goals of the County as stated in the RFP, to propose to provide a given type of information within each Comprehensive Report.

As to the specific questions asked:

Yes, the County believes that alias names are necessary in Comprehensive Reports in order to achieve the goals of the County as stated in the RFP.
No, the County does not believe that High Court Fees are necessary in Comprehensive Reports in order to achieve the goals of the County as stated in the RFP.

5.) Do you require data feed or integration with an Applicant Tracking System?

No.

6.) Can you please list the services you will be performing?

The County is unsure what this request for clarification is asking. The County is requesting proposals from vendors to perform services for DSS. The County is not proposing to perform services itself.

7.) What is the most time-consuming part of your process today?

This is not a request for clarification of the terms of the RFP.

8.) How are you currently initiating Background Checks?

This is not a request for clarification of the terms of the RFP.

9.) How are you currently tracking Background Checks?

This is not a request for clarification of the terms of the RFP.

10.) Do Background Checks expire? If so, how often?

As the County is not asking in the RFP for proposers to validate the ongoing accuracy or validity of the Comprehensive Reports to be provided (i.e., the County doesn’t see how the ‘expiration’ of such reports is pertinent to the RFP), this is not a request for clarification of the terms of the RFP.

11.) When is a Background Checks required?

As the County is not asking in the RFP for proposers to initiate the request for Comprehensive Reports themselves and proposers are required to have at least 99% uptime (i.e., the County doesn’t see how the timing of requests for Comprehensive Reports is pertinent to the RFP), this is not a request for clarification of the terms of the RFP.

12.) How do you know when a Background Check gets done?

The County will know that a Comprehensive Report has been requested when a DSS staff member requests it, and the County will know that it has received a requested Comprehensive Report when the DSS staff member who requested it receives it.

13.) Can vendors submit additional value-added services?
This partially depends on what is meant by ‘additional value-added services’.

If the question is alluding to what information should be included in each Comprehensive Report, please see the response to #4 (above), which explains that, in general, each proposer should use its discretion and judgment in determining whether it is prudent, in order to achieve the goals of the County as stated in the RFP, to propose to provide a given type of information within each Comprehensive Report.

If the question is alluding to providing services besides the services described in the RFP, then the response is ‘no,’ as the County is only soliciting proposals for the services described in the RFP.

14.) How does your current vendor notify you of longer turn-around times or delays?

This is not a request for clarification of the terms of the RFP.

15.) Does your current vendor have adverse action notifications?

This is not a request for clarification of the terms of the RFP.

16.) How is your current customer service with your vendor?

This is not a request for clarification of the terms of the RFP.

17.) What is your current pricing?

This is not a request for clarification of the terms of the RFP.

18.) We have noted the modifications between the original RFP and the re-issues RFP. To best ensure that responses to the current RFP effectively inform evaluators about how to best meet the Department’s needs, we ask the following:

a. Are the areas of modification the only areas that were considered inconsistent or lacking in the original responses?

b. If not, please describe what other areas were found deficient in the original responses?

This is not a request for clarification of the terms of the RFP. Any previous request for proposals for the same or similar services is unrelated to, and not pertinent to, the current RFP.

19.) Will the Department allow vendors to provide product demonstrations as part of the evaluation?

No.