



**REQUEST FOR PROPOSALS  
EMPLOYMENT BACKGROUND  
SCREENING SERVICES  
Solicitation No.: R-14-009-GC  
Addendum 1 | June 18, 2014**

This addendum includes responses to questions, as well as revisions to the RFP.

<b>QUESTIONS AND ANSWERS</b>
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**1. Do you have a current screening provider? If so,**

**a. How long have you been with your current screening provider?**

*Yes. SAWS currently utilizes the services of First Advantage and has for close to five (5) years.*

**b. What is your probability to switch to a new vendor?**

*SAWS will evaluate the proposals of all responsive firms based on the criteria outlined within the RFP.*

**2. Approximately how many suppliers are participating in the RFP process?**

*SAWS will not know how many firms will submit proposals for this solicitation until the proposal due date.*

**3. Is verification of Military Service a requirement?**

*Yes.*

**4. Can you provide an estimate on international background verifications?**

*Approximately one (1) per year.*

- 5. Are you able to elaborate on “SAWS specific compliance program” and provide further details on what this encompasses?**

*SAWS specific compliance program refers to the Scope of Services outlined within the RFP.*

- 6. Education verification, are all education degrees to be verified or just the highest degree?**

*SAWS expects the highest degree verified.*

- 7. If missing information, i.e. contact name, phone numbers, location etc., do you want us to contact the applicant directly or you prefer all such contact go through your staff. If you are wanting us to contact directly you must supply a phone number or e-mail address, preferably both.**

*It is a requirement that the vendor contact SAWS who will then provide both the phone number(s) and the email address(es).*

- 8. How long would you like us to work verification prior to closing the request as "unable to verify". See question 7 would you like us to contact you or the applicant to request better information if no phone number or other contact information is available.**

*At least three (3) to five (5) business days upon receiving the request from SAWS. If the vendor was unsuccessful within the 3-5 day period, they would then contact SAWS for further direction.*

- 9. Have you been confronted with these cost before? Have you paid these charges in the past? Would you prefer to see a price with no surcharge, even if it may result in actually paying more than the actual cost incurred on the report. Or would you like to pay the surcharges directly, with no markup, insuring the lowest cost possible.**

*Yes, SAWS has paid for these services in the past. Currently, SAWS pays for each individual background check without any additional fees.*

*The cost for motor vehicle reports (MVR) is slightly different. SAWS currently pays for each individual MVR report, but also pays a monthly fee of \$4.50.*

*SAWS would like to pay the surcharges directly, without any markup, to ensure the lowest cost possible. In addition, should there be an instance in which additional surcharges might apply. SAWS would like to be notified in advance.*

- 10. Personal References: How many are you requesting for each person. Again refer to question 7 regarding missing information.**

*SAWS requests three (3) references. SAWS would request that the vendor contact the applicant directly to acquire this information.*

- 11. Is it necessary for Inquires to be fully bonded and all of our employees to be FCRA certified, to be eligible to bid on the proposal?**

*Yes, the firm must be fully bonded and Fair Credit Reporting Act (FCRA) certified, including each appropriate employee and subcontractor.*

**12. Who is your current provider for employment background screening services?**

*See response to Question #1a.*

**13. Why is the San Antonio Water evaluating new providers for employment background screening services?**

*SAWS is seeking innovative methods, as well as competitive pricing to perform these services.*

**14. Are vendors permitted to attach a separate cost sheet with package recommendations and à la carte pricing?**

*Yes.*

**15. Would you like to always include searches for the state of Texas, and/or would you like to include the applicant's state of origin when conducting statewide and MVR searches?**

*SAWS requests to see both the state of Texas and the applicant's state of origin.*

**16. Would you like to see recommended packages or would you like line item pricing?**

*SAWS would like to see both, if available.*

**17. Can we offer suggestions we believe will benefit San Antonio Water?**

*Yes. Suggestions should be included within the vendor's response to this RFP within the Project Approach section.*

**18. It is customary to include a Social Security Alert search with most background checks. Would you like the vendor to include Social Security Alert search options in the response?**

*Yes.*

**19. Are vendors permitted to attach samples of a completed employment background screening report?**

*Yes. This is required as part of the response to this RFP within the Project Approach, Background Screening Information Dissemination section.*

END OF QUESTIONS AND ANSWERS
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CHANGES TO THE RFP

**1. Page 9, Section IV. C. 7. Compensation Proposal that reads:**

The Compensation Proposal must be submitted as part of the response to this RFP.

**Is amended to read:**

*The Compensation Proposal must be submitted within the original proposal as part of the response to the RFP, but should not be included within any of the copies of the proposals.*

**2. Page 14, of the RFP, Submittal Response Checklist:**

*Remove the Submittal Response Checklist in its entirety and replace with the version attached to this Addendum.*

END CHANGES TO THE RFP

No other items, dates, or deadlines for this RFQ are changed.

END ADDENDUM 1

# SUBMITTAL RESPONSE CHECKLIST

Rev. 6/18/14

Project Name: Employment Background Screening Services

Use the checklist to ensure that the proposals are complete by checking off each item included with your response. Sign and date this form and include this page with each proposal.

## Original Proposal:

- Respondent Questionnaire
- Completed and signed W-9 Form, and include email address or fax number
- Background, Qualifications and Experience
- Quality Assurance/Quality Control
- Project Approach
- Compensation Proposal
- Copy of Current Certificate of Liability Insurance and Respondent's commitment letter to provide the lines of insurance coverage required
- Exhibit "B" – Good Faith Effort Plan
- Exhibit "C" – Conflict of Interest Questionnaire
- CD

## Seven (7) Copies:

- Respondent Questionnaire
- Background, Qualifications and Experience
- Quality Assurance/Quality Control
- Project Approach

I certify that the original proposal and all copies submitted include the items as indicated above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company Name