

Request for Proposal

Background Screening Services

Issued by:

Purchasing Division  
96 S. Grant Avenue  
Columbus, OH 43215

Proposal Due Date:  
September 28, 2011

September 14, 2011



**LIVE IT**

# **RFP on Background Screening Services**

## **BACKGROUND**

The Library is a county district library established in accordance with §3375.20 of the Ohio Revised Code. The library, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. The Library is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

The Library system consists of a Main Library with administrative offices located in downtown Columbus. We also have 20 branches located throughout Franklin County. An Operations Center is located in Gahanna, Ohio which houses our Information Technology, Property Management, Digital Services and Technical Services Departments.

There are approximately 785 employees, with a turnover rate of 8%.

## **RFP Overview**

The Columbus Metropolitan Library (The Library) is soliciting proposals to assist us in selecting a vendor that can provide Background Screening services for the Library.

## **Who to Contact**

Questions about this RFP and the proposal review process should be directed to: Wanda Dixon, Purchasing Administrator - [purchasing@columbuslibrary.org](mailto:purchasing@columbuslibrary.org)

## **How to Submit your Proposal**

Submit your proposal via email to: [purchasing@columbuslibrary.org](mailto:purchasing@columbuslibrary.org)

## **What to Submit**

Your submission should include:

- A proposal that responds to all questions in this proposal. Each response should show the number of the corresponding question.
- An official authorized to commit your organization must sign the cover letter.
- Pricing (Indicate if pricing should be on individual services or on a package basis)
- In addition to completing the questions in the RFP, please attach a sample background check report. This should include a representative sample of each service offering. i.e. contains criminal record etc.

## The RFP Timetable

RFP sent to Vendors	<b>September 14, 2011</b>
Respond with your Intent to Bid. Send an email to: <a href="mailto:purchasing@columbuslibrary.org">purchasing@columbuslibrary.org</a>	September 15, 2011
All questions pertaining to this RFP should be consolidated into one single email and sent to: <a href="mailto:purchasing@columbuslibrary.org">purchasing@columbuslibrary.org</a>	September 16, 2011
Proposals submitted	September 26, 2011
The Library reviews proposals and announces selection	September 28, 2011

## RFP Terms and Conditions

1. Vendors may withdraw their proposal at anytime. Please send an email stating your withdrawal to: [wdixon@columbuslibrary.org](mailto:wdixon@columbuslibrary.org)
2. All expenses incurred for the preparation of the RFP response are the sole responsibility of the vendor and shall not be charged to the Library.
3. All information in this proposal is confidential and proprietary and may not be communicated in part or in whole to any third party without the Library's express written approval.

The Library's standard Terms and Conditions can be found at [www.columbuslibrary.org/finance](http://www.columbuslibrary.org/finance).

## Questions

Please answer all of the following questions.

## Vendor Profile

1. Your company's full name:
  - a. Primary business address
  - b. Describe your company ownership structure.
  - c. Web site:
  - d. Sales contact information:
2. Your client retention rate during the past 3 years.
3. A brief history of your company and the year it was founded.
4. Three current account references for which your company provides employment screening services.
5. What policies and procedures does your company have in place to audit employment screening searches for regulatory compliance and accuracy each year?
6. Are you an NAPBS member? Are any of your team members active members of NAPBS committees? Describe your activities on the committees?
7. Describe your process for training new employees before they commence work on

background checks.

8. Do you run background checks on your employees? If so, describe the search types, frequency, and provide an overview of your adjudication process.
9. Briefly share what makes your company unique among other background screening providers.

## **Screening Services**

10. What sources of information are searched? Describe each service you provide and how you go about obtaining that information, in as much detail as possible. Please include information pertaining to search types below:
  - a. Multi-jurisdictional criminal history record checks
  - b. Sex-offender registries (indicate availability such as multiple or all states or national registry)
  - c. County Criminal history courthouse searches
    - i. How far back do the County Criminal searches go?
    - ii. Do you charge more for a search that goes back farther than seven years?
    - iii. Are the county searches conducted physically at the county courthouse or through an electronic database?
  - d. Social Security Number verification / trace or Name – Address Verification
  - e. Driving Records (Motor Vehicle Records)
    - i. List states that are available and any special access restrictions
  - f. Credit reports
  - g. Professional License verification
  - h. Education verification
    - i. How many attempts are made in order to verify education?
  - i. Employment verification
    - i. How many attempts are made in order to verify employment?
  - j. DOT Employment Verification
  - k. Reference Checks
    - i. indicate if both Employment Reference Checks and Personal Reference Checks are available
    - ii. How many attempts are made in order to obtain references?
11. Does the service allow the ability to select from an array of a-la-carte products or choose a package?
12. What is the average turnaround time for these type searches?
13. How do you handle additional names or aliases? Is there an additional charge for researching that information?
13. Describe what types, if any, of management reports you offer.

## **Implementation / On-boarding**

15. Describe your program implementation process, including key steps involved and a timeline of these steps.
16. Describe the training and educational resources you provide to your clients prior to startup of a screening program. Include post-implementation training as well.

17. Please outline your proposed account management team, including its location, functional role with respect to the Library and tenure with your company.

## **Customer Service**

18. What are your hours of operation and when are key account people available to us?
19. Describe how problem identification and resolution will be handled.
20. How will you service our account? Describe the system you will use to manage our account, as well as a point of contact(s) within your organization.
21. Describe the tools that you provide to answer common questions that your clients may have about background screening.
22. How do you handle client escalations?
23. How do you respond to customer complaints and service issues? Please give an example of a customer problem that you resolved successfully.
24. How do you assess customer satisfaction?

## **Technology**

25. Describe your online system that the Library would use to place orders and receive results. Include all methods of order submission.
26. Describe your user interface.
27. Describe how your employees are granted access to sensitive customer data. (Explain how you manage access rights / who has access to data both with customer and within your CRA.)
28. Provide a description of your online ordering and retrieval process. Include any demo codes if available.
29. Describe any technical features that you've created to provide greater efficiency to a client.
30. Please list any technology or software requirements needed to use your system (i.e. browser versions, etc.)
31. Is your on-line site available 24/7 to submit requests? Are results returned 24/7 or just during core hours?
32. Describe the timing of how results are available for viewing. Are individual search results available as they are completed?
33. What notifications do you provide throughout the background screening process? Do you provide notification if a search result is delayed, and if so, provide details?
34. Describe any technology integrations you have built.
35. Does your company provide batch ordering services? If so, please provide description.