



Procurement and Contracting Services

Request for Proposals for Screening Services (Background Check, Form I-9, and E-Verify)

ADDENDUM #1

**Please mark all proposal submission
Envelopes with the following information**

**Sealed RFP # L192511
Due on January 17, 2025 no later than 2:00 PM, MST**

The following questions were received prior to the technical question period close of January 7, 2025 at 12:00PM MST.

- 1. In reference to section 5.0 – are you requiring an additional proposal to accompany Attachment A and the four worksheets?**

Please see section 5.2 of the RFP Document.

- 2. In reference to I-9 management services, Services to conduct live video, are you requiring the Vendor to complete section 2 on behalf of the University?**

Yes. The vendor will complete Form I-9 Section 2 as the University of Arizona's authorized representative. The vendor will carry out the DHS-authorized alternative procedure for remote examination of documents via live video interaction to ensure that the documentation reasonably appears to be genuine and relates the individual.

- 3. How many employment verifications are required for package 4?**

For package 4, please base your pricing on up to three (3) employment verifications.

- 4. Regarding package 5, Can you please explain what the news publication search entails?**

It is a name-based search of business and industry news/media publications for any derogatory matters.

If your company does not offer this type of search, please note that fact in the Vendor Explanation for package 5 and provide pricing for package 5 without the news/media publication search.

The University may elect to build additional packages and will work in cooperation with the vendor.

- 5. Is there a page limit or font requirement for these documents?**

No. Please see sections 3.7.10 and 3.9.8 of the RFP Document for information on proposal organization method of award.

- 6. Are you looking to get 7 years of criminal history?**

The vendor will use 7 years of address history to determine the jurisdictions searched. The vendor should provide all results found in the search of the applicable jurisdiction(s) which means some jurisdictions may provide criminal history beyond 7 years as allowed by applicable laws or regulations.

- 7. Are you looking for an integration with your current system? If so what system do you utilize to track your candidates?**

At this time, we are not actively seeking an integration with our current systems (PeopleSoft and Cornerstone). However, this is something we may consider in the future. Please provide additional information on the costs associated with such an integration.

Also, indicate if you offer batch upload options and associated pricing.

- 8. Will we be disqualified if we do not offer fingerprinting services?**

Vendors that don't offer fingerprinting services will not be disqualified from consideration.

- 9. For item "Statewide criminal records search" in Package 5 and a la carte, is this the candidate's current state of residence OR all states of residence within the past 7 years?**

All states of residence within the past 7 years.

Provide your costs for the service, exclusive of any outside court or third-party fees, which are often variable.

- 10. For item "Federal criminal records search" in Package 5 and a la carte, is this all- Federal Districts Nationwide?**

The Federal criminal records searched in Package 5 is based on the 7-year address history provided by the candidate. For a la carte search of a specific Federal jurisdiction, please include the charge per jurisdiction searched.

If you offer Federal Districts Nationwide, please include that option and the pricing as an a la carte.

The University may elect to build additional packages and will work in cooperation with the vendor.

- 11. For item "Sex offender registry search" in Package 5 and a la carte, is this a state sex offender registry OR Nationwide?**

Both. The states where the candidate has lived during the last 7 years and nationwide.

12. For Item “Sanctions/exclusions search,” is this the OIG only search OR a FACIS search? If it is a FACIS search, could you note the level (1,2,3)?

A Sanctions/Exclusions search includes terrorist watch lists, OFAC, and disciplinary actions from regulated industries such as healthcare and financial services. Please provide a list of services you can perform and pricing for your costs for each service. The University may elect to build additional packages and will work in cooperation with the vendor.

We will accept a fourth file containing your supporting documentation (such as screenshots, diagrams, examples such as fee charts). The file should be a .pdf and may be submitted as a zip file.

The University may have cause to conduct specific searches in connection with research contracts or other requirements. For country-related limitations which prevent an international criminal search for a jurisdiction, a terrorist watch list search may be conducted through the Office of Foreign Assets Control.

13. For item “News publication search” in Package 5, could you provide any additional information or description for this search?

It is a name-based search of business and industry news/media publications for any derogatory matters.

If your company does not offer this type of search, please note that fact in the Vendor Explanation for package 5 and provide pricing for package 5 without the news/media publication search.

The University may elect to build additional packages and will work in cooperation with the vendor.

14. Could you please confirm that vendors should conduct county, state, and federal criminal checks through primary sources (e.g., county courthouses, state repositories) to uncover criminal information, as opposed to a national database search, which may not be as complete or as reliable as primary-source searches?

Vendors should conduct searches through primary sources.

15. For items that may include different fees for different states or countries (MVR, Statewide, International), would you like for vendors to add charts of the potential Fees OR note that additional fees may be incurred?

Please provide your costs for the service, exclusive of any outside court, MVD, or third-party fees, which are often variable. Charts of the potential additional fees as supporting documentation may be attached as a fourth file. The file should be a .pdf and may be submitted as a zip file.

16. Who is your current provider for screening services? Please provide their current pricing, if possible.

The University of Arizona has been using Truescreen for background check services, and Peoplesoft for their electronic Form I-9. However, management and completion of Form I-9 (including completion of Section 2 and document examination) and E-Verify case submissions have been handled by University department and/or college personnel with HR oversight without vendor assistance.

Vendors can obtain what the University paid via a public records request. We expect vendors to provide their best and final pricing.

17. How long have you been with your current vendor?

The University has used Peoplesoft's electronic I-9 solution for 10 years and Truescreen's screening services for 7 years.

18. What do you like about your current vendor relationship and services?

Background check results come back within 24-48 hours in most cases, we have a dedicated customer service representative, and they offer an automated solution for authorizations, notifications, and disclosures. Form I-9s are electronic with business rules to assist with entry and compliance. E-Verify case submissions have been handled by the University without vendor assistance.

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

The University declines to answer this question.

20. Why are you evaluating new providers for screening services?

The University of Arizona is seeking to get a new contract in place for background checks and use this RFP as an opportunity to select a vendor that

can offer a full range of screening services (background check, Form I-9, and E-Verify).

21. What is your anticipated start date?

No later than July 1, 2025, but sooner if possible. Final award and go-live is contingent on the time required to reach agreement on a final contract.

22. What is your estimated budget for this project?

The University declines to answer this question. We expect vendors to provide their best and final pricing.

23. Will preference be given to providers that are accredited by (not just a member of) the Professional Background Screening Association (PBSA)?

Vendors will be evaluated according to the criteria in section 3.98 of the RFP Document, listed in order of importance. Accreditation will be considered as a component of Company Experience and References.

24. We are happy to provide references but prefer to do so later in the process to protect the privacy of our existing clients. Is this acceptable, OR are references required now?

References are requested now. See sections 5.1 and 5.5 of the RFP Document.

25. For item “County criminal records search” in Package 1, 5, and a la carte, is this all counties of residence within the past 7 years OR a Single County Search?

All counties of residence within the past 7 years. One search per county of residence.

26. For item “Education/degree verification” in Package 4 and a la carte, is this Highest Level of Education OR all Past Education Verifications?

In packages 4 and 5, we currently only verify the highest education/degree.

For a la carte education/degree verification, please provide your pricing per education/degree searched.

The University may elect to build additional packages and will work in cooperation with the vendor.

27. For item “Employment verification” in in Package 4 and a la carte, is this 1 Previous Employer OR all Previous Employers for a specified time period?

For package 4, please base your pricing on up to three (3) employment verifications.

For a la carte, please base your pricing per employment verification.

The University may elect to build additional packages and will work in cooperation with the vendor.

28. What are the University’s top 5 pain points?

Decentralized I-9 and remote verifications
Multi-state/jurisdiction compliance for background checks
Multiple systems to log in
Manual tracking and follow-up
Coordination of the steps and timeline

29. "Is the University checking AKA and/or Alias names with your criminal checks? If so what products are you checking?"

Yes, the University is checking all former names and aliases. The aliases are self-disclosed by the candidate or found by the vendor during the social security number validation and verification search.

30. "What depth of address or history is the university checking? Do you require unlimited counties based of the candidates address history for example?"

The university checks an unlimited number of counties based on the last 7 years of a candidate’s address history.

If a candidate has lived at multiple addresses in a single county/jurisdiction, only one search of that single county/jurisdiction is necessary since repeating a search within the same jurisdiction would be duplicative.

31. International Criminal check – can you provide what country(s) are in scope? Pricing varies per country.

All countries are in scope. The five most frequent countries for international criminal checks last year were India, China, South Korea, Canada, Brazil.

Provide your costs for the service, exclusive of any outside court or third-party fees, which are often variable on Attachment A, Pricing tab.

Also, if for any reason the background check vendor is unable to complete an international criminal history check for a candidate, how much will the University be charged for the attempted check? (Examples of inability to conduct the check may be due to war, a candidate's failure to provide country-specific forms/documents required to conduct the check, or laws restricting access to information in a foreign country, or other cause.) For country-related limitations, a terrorist watch list search may be conducted through the Office of Foreign Assets Control.

We will accept a fourth file containing your charts of the potential fees as supporting documentation (such as screenshots, diagrams, examples such as fee charts). The file should be a .pdf and may be submitted as a zip file.

32. How many International checks are required on an annual basis?

The University conducts approximately 500 international checks per year.

33. "Is Fingerprinting a requirement? If so, is it only for the state of AZ? What is the annual volume? "

Fingerprinting is not a requirement to bid on this RFP. As we look to streamlining our business processes, we wish to know if a vendor offers this service and the pricing.

The University of Arizona conducts fingerprint-based criminal checks on finalists for employment into security- or safety-sensitive positions as required by ARS 15-1649. The University submits approximately 1,300 fingerprint checks per year to the Arizona Department of Public Safety. Because our finalists are from diverse locations, they are fingerprinted in locations across the U.S.

34. Could you please elaborate on the reasons for fingerprinting?

Finalists for employment into security- or safety-sensitive positions at the University of Arizona are fingerprinted for the purposes of obtaining a state and federal criminal records check, as required by ARS 15-1649.

35. What would be the contract term?

Please see section 5.3 of the RFP Document.

36. Will the University be willing to negotiate the following sections of the agreement terms and conditions?

- a. Section 4.3.1 – WCAG compliance for all web-based applications.
- b. Section 4.33 – all deliverables are considered a ‘work for hire’ and owned by the University (does not apply to screening reports – our clients get a limited license to use reports during the Term of the Agreement, not complete ownership)
- c. Section 4.48 – adherence to FERPA is required. (not applicable because the student candidates provide their consent to access their data)
- d. Section 4.49 – the University ‘owns’ all data provided. (same issue as explained in 4.33)
- e. Section 4.53 – needs to be reviewed by InfoSec (including all its subparts, seemingly mislabeled as 4.21.1 – 4.21.12)

The University will negotiate, in good faith, the terms of the RFP document.

37. How many years of address history should the vendor be using to determine the jurisdictions (county, federal, state, etc.) that we are to be searching in?

7 years of address history.

38. Should the vendor use only the candidate/employee’s self-disclosed addresses, or should the vendor also develop additional addresses also?

The vendor should use both the candidate/employee’s self-disclosed addresses and any vendor-developed U.S. addresses to search additional jurisdictions not covered by the self-disclosed addresses.

If a candidate discloses criminal history in a jurisdiction not covered by the address history, that jurisdiction should also be included in the search.

39. Should the vendor use only the candidate/employee’s self-disclosed name, or should the vendor also develop additional AKA/Alias names that the candidate/employee may have gone by?

The vendor should search using all former names and aliases. The former names and aliases are self-disclosed by the candidate or found by the vendor during the social security number validation and verification search. Please include whether your

40. Is the vendor to limit the results reported to a certain number of years lookback? (for example, using a 7-year address search to identify the jurisdictions that should be searched, but limiting any records found to a 10-year lookback)

No, the vendor should provide all results found in the search of the applicable jurisdiction(s) as allowed by applicable laws or regulations.

41. Should the vendor search all AKA/Alias names for records as well as the name(s) provided by the candidate?

Yes, the vendor should search using all former names and aliases. The former names and aliases are self-disclosed by the candidate or found by the vendor during the social security number validation and verification search.

42. Package #4

- a. Employment Verification – In order to build this into a package correctly, we will need to define the parameters to use. Options are:
- b. (X number of employers over the last X amount of years)
- c. (All employers over the last X amount of years)
- d. (Past X number of employers)

For package 4, please base your pricing on up to three (3) employment verifications.

43. Package #4

- a. Education Verification – In order to build this into a package correctly, we will need to define the parameters to use. Options are:
- b. Verify education from highest level of education attained
- c. Verify all levels of education

For package 4, please base your pricing on verifying the highest education/degree attained.

44. Package #5

- a. County, Statewide, Federal, and National Criminal - Same questions regarding how many years of address history, do we include aka/alias names, and how long should the records report back to?

These jurisdictions searched are based on the last 7 years of address history. The vendor should search using all akas and aliases. The vendor

should provide all results found in the search of the applicable jurisdiction(s) as allowed by applicable laws or regulations.

- b. Sanctions/Exclusions Search – is this referring to the sanctions found in the national database such as GSA, OIG, SAM, etc? Or are you referring to FACIS healthcare sanctions and board actions?**

A Sanctions/Exclusions search includes terrorist watch lists, OFAC, and disciplinary actions from regulated industries such as healthcare and financial services. Please provide a list of services you can perform and pricing for your costs for each service. The University may elect to build additional packages and will work in cooperation with the vendor.

We will accept a fourth file containing your supporting documentation (such as screenshots, diagrams, examples such as fee charts). The file should be a .pdf and may be submitted as a zip file.

The University may have cause to conduct specific searches in connection with research, contracts, or other requirements. For country-related limitations which prevent an international criminal search for a jurisdiction, a terrorist watch list search may conducted through the Office of Foreign Assets Control.

- c. News Publication Search – please define specifically what this entails?**

It is a name-based search of business and industry news/media publications for any derogatory matters.

If your company does not offer this type of search, please note that fact in the Vendor Explanation for package 5 and provide pricing for package 5 without the news/media publication search.

- d. Social Media Screening – please define specifically what this entails?**

It is a name-based search of publicly available social media website information in the past 7 years.

If your company does not offer this type of search, please note that fact in the Vendor Explanation for package 5 and provide pricing for package 5 without social media screening.

45. (RFP Document - Section 3.8: Proposal Submission and Subsequent Action) The University indicates that only three files are permitted for

upload (RFP Response; RFP Response Redacted; Attachment A). However, Attachment A requests that vendors provide additional documents to accompany their response (i.e. sample invoice). Are vendors permitted to upload a zip file of supporting evidence and requested documentation?

Thank you for pointing that out. We will accept a fourth file containing your supporting documentation (such as screenshots, diagrams, examples). The file should be a .pdf and may be submitted as a zip file.

46. RFP Document - Section 5.0: Forms I-9 Volume) The University mentions “a total estimated volume of 8,000 or more I-9/E-Verify and 1,100 I-9 reverifications per year.” Is the University seeking to migrate existing, historical Forms I-9? If so, can you please share the volume and the current format of these documents (paper or electronic)?

The University is not planning to migrate existing historical Form I-9s at this time. We will continue to maintain that historical information at the University in its present format.

Our focus will be on utilizing the vendor's I-9 solution for employees hired on or after implementation. For re-verifications where the original I-9 was completed pre-implementation, we will need to work with the vendor on a solution for the transition.

47. (Attachment A – Pricing Tab: Rows 58-60) Can the University please share the scenarios and populations for which fingerprinting would be required?

The University of Arizona conducts fingerprint-based criminal checks on finalists for employment into security- or safety-sensitive positions as required by ARS 15-1649. The University submits approximately 1,300 fingerprint checks per year to the Arizona Department of Public Safety. Because our finalists are from diverse locations, they are fingerprinted in locations across the U.S.

As answered in Technical Question 33 above, fingerprinting is not a requirement to bid on this RFP. As we look to streamlining our business processes, we wish to know if a vendor offers this service as an available option and the pricing.

48. (Attachment A – Pricing Tab: Row 79) Can the University share if you have any custom needs as it relates to pre-adverse/adverse notifications? Are you seeking an advanced consumer notification solution that offers extensive levels of configurability?

Yes, the University needs a vendor that will help us to facilitate the applicable federal, state and local compliance notifications, disclosures, authorizations, and

pre-adverse/adverse letters to the finalist/employee “consumer” at the applicable phase of the process with as little guesswork as to what notices are required. The vendor should also be committed to keeping apprised of jurisdictional changes and assist the University to make updates to consumer notices and processes to meet those requirements.

The pricing for the pre-adverse and adverse notifications should, at a minimum, include the cost to generate and send the letter, the report, and all supplemental federal, state, and local notifications to the finalist via your system.

For Attachment A – Pricing Tab: Rows 79-82, please specify what your pricing covers. You may use Rows 81-82 to add pricing and information for other optional services or configurations related to pre-adverse/adverse notifications.

49. Would the University of Arizona be open to partnering with two separate vendors for the Background Screening and I-9/E-Verify? If not, can we only bid on the I-9/E-Verify section?

Not at this time. The University of Arizona intends to engage one vendor to provide a full range of screening services (background check, Form I-9 and E-Verify). Please see section 3.9.8 of the RFP Document for our limiting criteria to bid on this proposal.

End of Addendum, all else remains the same.

