



REQUEST FOR INFORMATION

2019-RFI-1201

Background Check Services

Notice to Vendors

Proposals Due: December 24, 2019

Submit Proposals to: mike.nolan@iowa.gov

For information regarding this notice and throughout the process, interested providers shall contact only the Issuing Officer: Mike Nolan

Section 1 Background and Objectives.

1.1 Purpose.

The objective of this Request for Information (RFI) is to solicit responses from potential background check and screening providers/vendors.

1.2 Background Information.

As directed by the State of Iowa Office of Chief Information Officer (OCIO), the State of Iowa is initiating an RFI process regarding background screening services. The OCIO seeks to obtain information from Vendors about the existence of, and specifications for, background screening services.

The OCIO is looking for a firm that can provide background check processing for OCIO employees, contract staff, and other Vendor personnel that provide service to the State as required by the OCIO background check policy.

Specific questions to interested vendors will be provided in this document.

Vendor responses should provide answers to the questions in Section 2 titled, “Vendor Questions”. Answers may reference sections in manuals as long as an electronic copy or link to the manual is provided and no sign-on or registration is required to access the manual.

Any references to cost in the attachments or following sections are intended to be requests for an informal estimate of costs.

1.3 Relevant Dates.

Date/Time	Event
December 16, 2019	Issue RFI
December 24, 2019 at 3PM CST	RFI Responses Due

Note: All time is Central Standard Time.

1.4 Communication during RFI.

For information regarding this notice and throughout this process, interested service providers shall contact only the issuing officer:

ISSUING OFFICER NAME

Mike Nolan
515-954-5458
mike.nolan@iowa.gov

1.5 Requests for Information Responses.

Responses to this RFI must be received no later than 3:00 p.m., Central Standard Time, by the issuing officer at the location denoted below:

Vendors may email their written responses to mike.nolan@iowa.gov.

1.6 Copy Rights.

A Vendor submitting a response agrees that the state may copy the response information for the purpose of facilitating the review or to respond to requests for public records. The vendor consents to such copying by submitting a response and warrants that such copying will not violate the rights of any third party. The State will have the right to use ideas or adaptations of ideas, which are presented in the response.

1.7 Review of RFI Responses.

Issuance of the RFI in no way constitutes a commitment by the State to award any contract(s).

1.8 Gratuities.

The laws of Iowa provide that it is a felony to offer, promise, or give anything of value or benefit to a state employee with the intent to influence that employee's acts, opinion, judgment or exercise of discretion with respect to that employee's duties. Evidence of violation of this statute will be turned over to the proper prosecuting attorney.

1.9 Costs to Vendors.

The costs of preparation, delivery and, if selected for presentation of the response, are the Vendor's sole responsibility.

1.10 Response Property of the State.

All responses become the property of the State of Iowa and shall not be returned to the vendor. At the conclusion of the project, the content of the responses will be placed in the public domain and open to inspection by interested parties. Do not include confidential or proprietary information as part of your RFI submittal.

1.11 Source of Information Used in Addition to Responses.

The State reserves the right to contact vendors after the submission of responses for the purpose of clarification and to ensure mutual understanding.

1.12 States Obligations.

The issuance of this RFI does not obligate the State in any way to accept or implement the solution options offered by the vendor(s) response.

1.13 Public Records and Requests for Confidentiality.

The release of information by DAS to the public is subject to Iowa Code Chapter 22 and other applicable provisions of law relating to the release of records in the possession of a State agency. Respondents are encouraged to familiarize themselves with these provisions prior to submitting a response. All information submitted by a Respondent may be treated as public information by the Purchasing Division unless the Respondent properly requests that information be treated as confidential at the time of submitting. If a request is received by the state to view information identified as confidential by a Respondent, the state shall notify the Respondent of the request. It shall be the Respondent's sole responsibility to defend the claim of confidentiality in an appropriate legal venue. The State will withhold release of the subject information until the matter is settled.

Any requests for confidential treatment of information must be included in a cover letter with the Respondent's submittal and must enumerate the specific grounds in Iowa Code Chapter 22 or other legal reasons which support treatment of the material as confidential and must indicate why disclosure is not in the best interests of the public. The request must also include the name, address and telephone number of the person authorized by the Respondent to respond to any inquiries concerning the confidential status of the materials.

Any documents submitted which contain confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader wherever it appears. All copies of the submittal, as well as the original, must be marked in this manner.

In addition to marking the material as confidential material where it appears, the Respondent must submit one copy of the RFI information from which the confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the document as possible. These pages must be submitted with the cover letter and will be made available for public inspection.

The Respondent's failure to request in the RFI confidential treatment of material pursuant to this Section and the relevant laws and administrative rules will be deemed by the State as a waiver of any right to confidentiality which the Respondent may have had.

Section 2 Vendor Questions.

2.1 Vendor Information.

- 2.1.1 Provide the name and principal place of your business.
- 2.1.2 Provide the name, address, email address, and telephone number of the vendor representative to contact regarding all matters concerning this RFI.
- 2.1.3 Provide the number of years your company has conducted and/or administered background checks.
- 2.1.4 State whether your company had a contract terminated for any reason. If so, provide details regarding the termination.
- 2.1.5 Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of your company to engage in any business, practice or activity.
- 2.1.6 List any Governmental Entities that use your service.
- 2.1.7 List, as applicable, any currently existing contracts your company holds with state, local, or federal governmental entities.

2.2 Background Check Services.

- 2.2.1 Provide a detailed explanation of the service your firm provides.
- 2.2.2 What background checks does your service search? Does your service provide the following searches?

2.2.2.1 National Criminal Search

- 2.2.2.1.1 Department of Corrections (DOC)
- 2.2.2.1.2 Administrative Office of the Courts (AOC)
- 2.2.2.1.3 Department of Public Safety (DPS)
- 2.2.2.1.4 Multi-State Sex Offender Database
- 2.2.2.1.5 AppALERT
- 2.2.2.1.6 Office of Foreign Assets Control (OFAC) – also known as “Terrorist Watchlist”
- 2.2.2.1.7 FBI Most Wanted Terrorists
- 2.2.2.1.8 FBI Most Wanted Fugitives
- 2.2.2.1.9 U.S. Marshals Service Wanted
- 2.2.2.1.10 U.S. Customs Service Wanted
- 2.2.2.1.11 U.S. Department of Justice Wanted
- 2.2.2.1.12 U.S. Secret Service Wanted

- 2.2.2.1.13 U.S. Drug Enforcement Agency Wanted
- 2.2.2.2 State Level Search**
 - 2.2.2.2.1 Date of charge or arrest
 - 2.2.2.2.2 Change Information
 - 2.2.2.2.3 Degree of Charge
 - 2.2.2.2.4 Date of Disposition
 - 2.2.2.2.5 Disposition
- 2.2.2.3 Federal Level Search**
 - 2.2.2.3.1 Date of charge or arrest
 - 2.2.2.3.2 Change Information
 - 2.2.2.3.3 Degree of Charge
 - 2.2.2.3.4 Date of Disposition
 - 2.2.2.3.5 Disposition
- 2.2.2.4 Employment Verification Search Employment information to include:**
 - 2.2.2.4.1 Dates of employment
 - 2.2.2.4.2 Position
 - 2.2.2.4.3 Salary
 - 2.2.2.4.4 Performance overview
 - 2.2.2.4.5 Reason for termination

2.3 System.

- 2.3.1 Describe how vendor's services are accessed.
- 2.3.2 Are services Internet based?
- 2.3.3 Is a secure web-based client used for ordering and receiving reports and account management?
- 2.3.4 When are the services available for use?
- 2.3.5 Is data access and transfer encrypted? Please explain.
- 2.3.6 Describe the authorization used by the system. Please include information about password strength requirements, and multi-factor authentication
- 2.3.7 Describe account administration.
- 2.3.8 Does the services allow for multiple account administrators.
- 2.3.9 Can account administrators view all activity on the account.

2.4 Reporting.

- 2.4.1 Describe your system's reporting capabilities.
- 2.4.2 Does the system created reports based using:
 - 2.4.2.1 Candidate's name,

- 2.4.2.2 Address,
- 2.4.2.3 Date of birth,
- 2.4.2.4 Social Security number

2.4.3 Describe Report Timeliness

- 2.4.3.1 2.3.4.1 System shall complete all reports within 72 hours from the time of request.
- 2.4.3.2 National Criminal reports must be an instant search feature.
- 2.4.3.3 Each request shall be assigned a unique case number.
- 2.4.3.4 Requests shall be electronically date/time stamped.

2.4.4 Data Import

- 2.4.4.1 Describe the ability to accept bulk data in the form of an Excel spreadsheet to run checks on multiple applicants.

2.5 Security Breaches.

- 2.5.1 Describe your system's security.
- 2.5.2 Describe vendors incident response procedure in the event of a security breach.

2.6 Customer Support. Describe customer support services.

2.7 Costs. Describe costs for services and payment structure, including optional services and add-ons.