



REQUEST FOR PROPOSAL

Employment Background Screening

for the

Alabama Department of Transportation

Personnel Bureau

1409 Coliseum Boulevard

Montgomery, AL 36110

RESPONSE DATE: No Later Than Friday, September 15, 2017

NOTICE OF NEED FOR SERVICES

Notice is hereby given that the Alabama Department of Transportation, Personnel Bureau, 1409 Coliseum Boulevard, Suite M101, Montgomery, Alabama 36110, is requesting submittal of interest from all firms interested in performing work outlined in the following scope of work.

ARTICLE I – SCOPE OF WORK

The consultant shall provide criminal background screening services to the Alabama Department of Transportation (ALDOT), per the following specifications:

Specifications

Pre-Employment Screening Services

1. Contractor shall be a member of the National Association of Professional Background Screeners.
2. Contractor shall provide detailed written statement explaining what policies and procedures that the contractor has in place to audit employment screening searches for regulatory compliance and accuracy each year.
3. Contractor shall use researchers, who physically search records at local courthouses, where criminal records are not included in a national “instant” criminal database, or are not reported timely to a national “instant” criminal database.
4. Contractor shall provide a written statement explaining what type of a quality control/quality assurance process that each background check would go through, to insure the accuracy of any criminal conviction on a candidate.
5. Contractor shall adhere to a criminal history check of no more than 7 years and/or pursuant to any applicable Federal or State laws that arise.
6. Contractor to provide upon request by Alabama Department of Transportation (ALDOT) Bureau of Personnel, or other authorized individuals, a web-based complete pre-employment background screening package, to include, as a minimum, a Social Security trace, a global Office of Foreign Assets Control (OFAC) and Denied Parties report, the National Instant Criminal report, and a complete criminal report from all Federal District Courts and the State of Alabama. Additional service may be provided on request at additional charge.
 - a) To include all AKAs, aliases and maiden name as determined by the Social Security trace.
 - b) All fees incurred by the contractor (access fees, etc.) must be included in the package price for a State of Alabama background check.
5. Additional services to be provided upon request must include, at a minimum, the following searches: State-wide criminal background checks for all states, where legally allowed and indicated on the attached list and criminal reports at a county level for remaining states. All fees incurred by the contractor (access fees, etc.) must be included in the bid price for each individual state-wide and county criminal background check.
6. Contractor’s service to ALDOT will be internet-based, as needed to provide ALDOT with a secure web-based client access portal for ordering and receiving reports (here after referred to as the system), as well as to monitor account transactions and reconcile for billing purposes. The system must allow web-based report requests and review of reports 24 hours per day, 7 days per week. The system must use integrated data encryption for security and confidentiality in data access and transfer, and shall require personal, individual user identifications and passwords for authorized access. The system shall incorporate auto logout feature, password failure lockout and periodic mandatory password reset. The system must require

a hardened password of no fewer than a combination of seven (7) alpha-numeric characters or symbol, which may be case-sensitive.

7. The following web-based features shall be mandatory components of the contractor's system:
 - a) Ability to preview a Social Security Report and cancel unwarranted searches.
 - b) The system will prepopulate an order based upon entering the candidate's full name, date of birth, social security number, current address and select any counties listed on the Social Security Report and allow ALDOT the ability to review, verify and/or edit the selected counties before submission.
 - c) Contractor's system will notify ALDOT personnel of any state's requirement to fax a candidate's consent form.
 - d) Contractor's services shall include issuing pre-adverse and adverse action letter on behalf of ALDOT, including all pertinent ALDOT contact information in case of disputes, at no additional cost.
 - e) System must allow ALDOT to implement a standard for all reports or customize by each account. System must allow ALDOT to integrate departmental rules and policies into the system, and auto-generate disposition for the entire order based on the specifications set forth in the policy.
8. The system shall include the following web-based account management options to allow ALDOT to organize data and information based on departmental needs:
 - a) Reporting options to allow ALDOT to view several reports that can be customized based on departmental needs and criteria selected. The following elements must be included in the reports list: information from location, applicants screened, products ordered, turn-time, date ordered, and date completed. System must allow ALDOT to download detailed reports directly from the website, daily, showing cost by search and cost by report, for precise budgeting.
 - b) System shall allow ALDOT to view all invoices and prices online. The invoices shall include a summary report and a detailed invoice by major account and Area account, listing all services provided during the prior month.
 - c) System shall allow the primary account administrator to tailor users' rights based on location, access requirement and specifications. Each user identification and access code shall be unique and configurable for any combination of preferences available on the system. The system administrator shall have the authority to view other users' work and monitor files from their office or additional offices based on the complexity and setup of the account.
 - d) System shall allow ALDOT to create a package order to allow ease of ordering and a standard package with a set cost for each standard inquiry.
9. System shall be designed to generate the requested reports based on user's web-based inquiry supplying candidate's name, current address, date of birth and Social Security number.
10. System shall complete all reports within three business days, subject to any state specific laws that overrides the three business days from time of request transmittal. Each request shall be assigned a unique case number, and electronically date/time stamped for verification purposes. National Criminal reports must be an instant search feature, and State-wide criminal reports for Alabama only must be completed in less than four hours from time of request transmittal.
11. Contractor must provide a telephone number for customer service, answered by a company employee, and provide an assigned Account Manager to the ALDOT account for purposes of account management, dispute resolution and assistance. Customer service must be available, at a minimum, from 7:00am CST

to 5:00pm CST, Monday through Friday, excluding Federal holidays. Voice mail requests for call-back must be satisfied within one hour during normal business hours, or within the first hour of the following business day.

12. Contractor shall provide on-site training to ALDOT employees on contractor's web-based system, within 3 business days from the notice of award.
13. Contractor shall provide alternate inquiry request solutions, such as a toll-free facsimile line, to facilitate orders in the event of internet service or data transmission interruptions.
14. Contractor shall demonstrate sufficient internet security and operational policy to guarantee absolute confidentiality and protection of all personal data. Any breach in confidentiality or privacy will be grounds for immediate cancellation of this contract.
15. Contractor agrees that all screening services shall be conducted in accordance with the Fair Credit Reporting Act (FCRA) and any other applicable federal, state or local laws. ALDOT asserts that information provided will be used for employment purposes only, and that all report requests will be contingent upon full disclosure to the candidate and a signed written consent form.
16. Contract shall be valid for a period of two (2) years, under original pricing, terms and conditions
17. Contractor shall maintain ALDOT records during the period of the contract and for six years after the end of the contract.

ARTICLE II - TERMS AND CONDITIONS FOR PROPOSALS

A crucial aspect of this project is a detailed evaluation of each company submitting a proposal. The evaluation will consider the company's resources, experience, and performance. This Request for Proposal (RFP) is designed to facilitate the evaluation and selection of a contractor who is best able to achieve the objectives of ALDOT. Given the multiple components of this (RFP) and to adequately compare the information contained in each proposal, ALDOT requires that all contractors submit their proposals regarding their ability to meet the specifications as outlined in the RFP. Each proposal shall describe the Contractor's ability to meet the specifications. In addition, each interested Contractor may be asked to brief their proposal to ALDOT representative(s) to provide additional information on their respective organization's capabilities. ALDOT reserves the right to reject any proposal which it deems to be in non-conformance with these terms and conditions.

Contract services will be provided for a period of two (2) years, under the original pricing, terms and conditions.

The contract may be terminated for cause, if ALDOT determines that the contractor is unable or unwilling to perform all the contracted services.

ARTICLE III – PROPOSAL PREPARATION AND SUBMISSION

All proposals must be in writing and must address all information requested and conform to the specifications set forth. Contractors may include with their proposals supplemental information or statements necessary for a full and fair presentation. The supplemental information should be provided as attachments to the proposal.

ALDOT's Personnel Bureau / Administrative Section must receive proposals no later than **5:00 p.m., (CST) on Friday, September 15, 2017.**

Proposals received after the deadline will not be eligible for consideration. ALDOT cannot be responsible for any proposals or materials that are mailed and not received by ALDOT by the deadline.

Please submit one (1) original (notarized) and four (4) copies of your proposal and any attachments.

Proposals may be:

- Hand delivered between the hours of 9:00 a.m. to 12:00 a.m. and 1:00 p.m. to 4:00 p.m., on any regular business day; submitted by registered mail via the U.S. Postal Service or a private mail service (i.e., Federal Express, UPS, etc.) to the following address:

Alabama Department of Transportation
Personnel Bureau
1409 Coliseum Boulevard
Suite M101
Montgomery, AL 36110

ARTICLE IV - SELECTION CRITERIA

Representatives of the Alabama Department of Transportation will evaluate each proposal received utilizing the following criteria. Interviews and demonstrations with contractor representatives may be scheduled. However, ALDOT reserves the right to make its decision on submitted written proposals, or to reject all proposals, or waive any irregularities.

1. Background and experience shall include the following items:

- a) Expertise in conducting criminal background screening;
- b) Years of experience of contractor and certifications held by employees and organization;
- c) Number of pre-employment criminal background screening managed and location thereof;
- d) Preferred references (past performance) with states, counties, and municipalities.

2. Proposal price:

- a) Package price for background screening for the State of Alabama to include the following searches:

Social Security Report
National Multi-Jurisdiction Search
Statewide Criminal
Federal Criminal
OFAC SDN

NOTE: All fees incurred by the contractor (access fees, etc.) must be include in the package price.

- b) Pricing will include the issuance of pre-adverse and adverse action letters on behalf of ALDOT, including all pertinent ALDOT contact information in case of disputes, at no additional cost.
- c) Must provide a criminal price list for all states indicating the availability for statewide or county only and must include pricing (Attachment A). This pricing will include all additional fees which may be associated with researches, who must physically research local courthouses'.

3. Schedule:

The contractor's ability to demonstrate a feasible implementation schedule and the ability to work with ALDOT to implement the services effective October 1, 2017 will be considered.

4. Response times:

The contractor's ability to complete all reports within three business days, subject to any state specific laws that over rides the three business days from time of request transmittal. Each request shall be assigned a unique case number, and electronically date/time stamped for verification purposes. National criminal reports must be an instant search feature, and state-wide criminal reports for Alabama only must be completed in less than four hours from time of request transmittal.

5. Method of evaluation:

ALDOT will review each contractor's proposal using the criteria stated. An all-inclusive approach will be used, i.e., no one criterion is necessarily more emphasized. Contractor must demonstrate ability to meet each of the basic mandatory requirements outlined in section III.

STATE LISTS FOR CRIMINAL BACKGROUND CHECKS

CONTRACTOR WILL CONDUCT STATE-WIDE CRIMINAL BACKGROUND CHECKS IN THE FOLLOWING (33) STATES:	CONTRACTOR WILL FURNISH CRIMINAL BACKGROUND CHECKS AT THE COUNTY LEVEL IN THE FOLLOWING (18) STATES and D.C.:
Alabama	Arizona
Alaska	California
Arkansas	Washington, District of Columbia
Colorado	Illinois
Connecticut	Louisiana
Delaware	Massachusetts
Florida	Mississippi
Georgia	Montana
Hawaii	Nevada
Idaho	New Hampshire
Indiana	Ohio
Iowa	Oklahoma
Kansas	South Dakota
Kentucky	Tennessee
Maine	Vermont
Maryland	Virginia
Michigan	West Virginia
Minnesota	Wyoming
Missouri	
Nebraska	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	
Texas	
Utah	
Washington	
Wisconsin	