



**To: All Vendors Bidding on The College of New Jersey
Employee Background Verifications-AB200005**

**From: Anup Kapur
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Date: September 19, 2019

ADDENDUM NO. 1

Date Issued: September 19, 2019

INTENT: This Addendum forms a part of the Contract Documents and modifies the original Bidding Documents and Prior Addenda if any, as identified above. Addendum must be attached to each proposal.

QUESTIONS & ANSWERS

- 1.) Who is your current provider for employee background verifications services? Please provide their current pricing, if possible.

Answer: The current provider is Sterling Testing Solutions

- 2.) Are there any pain points with your current provider?

Answer: Difficulty in resolving matters (conflicting data on reports).

Making contact with an account manager via phone

Responsiveness and access to live customer service

Lack of adequate escalation process

- 3.) Why are you evaluating new providers for employee background verifications services?

Answer: We are interested in comparing cost/fees and require a higher level of customer service than we do not currently experience

- 4.) What is your estimated budget for this project?

Answer: There isn't an estimated budget.

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

Answer: No



6.) In Section 5.3 Question 13, the RFP inquires about screening TCNJ's extended workforce. Are any student screenings included in the estimated annual volume of 700 investigations?

Answer: Yes, student screenings are included in the estimated volume of 700 investigations.

7.) Does "SSN trace" refer to a residential history search, which compiles information from various sources to arrive at a list of names and addresses associated with a specific Social Security number? If not, please describe what TCNJ is seeking.

Answer: Yes

8.) Does "SSN validation" refer to a Social Security number alert, which reveals if a Social Security number is valid, is uniquely associated with an applicant and has multiple names associated with it? If not, please describe what TCNJ is seeking.

Answer: Yes

9.) On page 5 in the "Substitutions" section, the RFP states, "No bidder is allowed to offer more than one price on each item..." Should vendors include pricing for maiden/alias names on Attachment A?

Answer: Yes

10.) Services such as motor vehicle reports and statewide criminal searches may have applicable state fees. Is it acceptable for vendors to attach fee charts to Attachment A to convey this information?

Answer: Yes

11.) County searches do not provide information for the five boroughs of New York City. Do you want vendors to run a NY statewide criminal search to obtain accurate information there?

Answer: Yes

12.) If so, should this be priced on Attachment A?

Answer: Yes

13.) How many full-time employees work at TCNJ?

Answer: 1185

14.) Is your current background screening vendor integrated for I-9 services?

Answer: Yes

15.) Do you want I-9 integrated with Taleo Enterprise, or is the integration in our system sufficient?

Answer: Ideally, we would prefer I-9 integration with taleo.

16.) Does your Taleo instance have the Taleo Connect Client, or is this something that is available to your version?

Answer: Yes



17.) On page 6 of the RFP in the "Affirmative Action" section, TCNJ references an Affirmative Action Employee Information Report attachment. This attachment does not appear to be included in the RFP document. Will TCNJ supply this to vendors?

Answer: This will be provided to the awarded vendor.

18.) In the first paragraph of the "General Terms and Conditions," the RFP states, "In the event that the vendor would like to present terms and conditions that are in conflict with these terms and conditions or proposes changes or modifications or takes exception to any of The College's terms and conditions, the vendor must present those conflicts in writing prior to the submission of their proposal/bid for the required goods/services." Therefore, please see the separate attachment for our legal exceptions.

Answer: The College will review each vendor's exceptions and reply to the vendor individually.

END OF ADDENDUM